

## Terms of Service for Kerbside Refuse and Recycling Collections

1. Napier City Council (NCC) offers different types of collection for different areas in the city. These are outlined below:
  - a. Residential service – residents are entitled to a single 120L wheelie bin refuse collection and three 45L pre-sorted recycling crate collection per week.
  - b. CBD – rubbish collection only. There are no recycling services in the CBD areas of the city. The CBD areas receive more than one rubbish collection service per week. From three in Taradale and Ahuriri to four in Napier CBD.
  - c. Business in Residential areas – (e.g. doctor/dentist, surgery, dairy, etc.) customers receive a single 120L wheelie bin refuse collection and three 45L pre-sorted recycling crate collection per week.
  - d. Industrial areas in Onekawa and Pandora do not pay a targeted rate for waste and recycling services, therefore no service is provided.
  - e. Exemptions for residential or business users with more than 10 charges on the rates bill – In order to prevent a proliferation of receptacles at the kerb being an inconvenience for the general public and service providers, customers can opt out of services on the proviso that they provide an approved alternative for their tenants.
2. Only the ratepayer or their authorised property manager are permitted to order and/or purchase crates for a property.
3. Only one set of receptacles per rateable unit will be provided.
4. Receptacles will be replaced as outlined below. Please note in some cases charges for replacements will be incurred as referred to below.
  - a. Damaged receptacles
    - We will repair or replace a faulty or damaged receptacle at no cost providing there has been no purposeful vandalism of the bin by the property owner.
    - Graffiti is not considered damage and is the responsibility of the householder to remove.
  - b. Lost, stolen or missing bins and replacements
    - Contact us within 24 hours (and before 11pm on the day after your collection) via email at [info@napier.govt.nz](mailto:info@napier.govt.nz) or by calling 06 835 7579 to report a lost, stolen or missing bin.
    - Once you have contacted us, check that a neighbour hasn't taken your bin by mistake. The sticker on the side of the bin will show the right property address. NCC applies a stand down period of 5 working days before arranging replacements as receptacles are often found within this period.
    - If you find your bin please let us know.
    - Your bin will be replaced within two weeks of receiving your request. If there are any replacement costs, your bins will be replaced on the next collection day after payment has been received. Under most circumstances, Council will not collect bagged waste from the kerbside. Alternatives are to take bags to the Redclyffe Transfer Station (minimum fees apply), or stockpile until the replacement arrives.
  - c. Replacement costs



- No charge where a missing bin is reported to Council within 24 hours of your collection day.
  - Charges will be incurred if:
    - You report the missing bin more than 24 hours later
    - If you leave your bin outside of your property after 11pm on your collection day and it is stolen
    - If your bin is stolen from within a private property.
5. In the event of tenants or owners removing receptacles when they exit a property charges will be made for replacements. It is recommended to property owners, managers and real estate agents that receptacles are added to the chattels list.
  6. Tampering with receptacles will result in loss of service. Tampering includes, but is not limited to:
    - a. tampering, damaging or removing any part of the receptacle including markings and branding;
    - b. installing additions to the receptacles, such as nets, bin clips, or other devices, or defacing or changing the colour of the receptacle;
    - c. using the receptacle for purposes other than those recommended by the manufacturer.
  7. Abuse of service, such as removing neighbours' wheelie bins, or filling a neighbour's wheelie bin without their consent in order to increase capacity at your property, will result in loss of service.
  8. A three strikes policy for customers who persist in overfilling their bin or disposing of garden waste or hazardous material will be implemented as follows:
    - a. Customers in breach will be advised by use of a label attached to their wheelie bin in the first instance.
    - b. The second breach will be responded to by a second label and a letter will be written to the resident advising them of the issue. NCC will contact the customer in order to educate and offer support to promote good behaviour.
    - c. The third breach will be responded to as above and the customer will also be advised that a probation period and/or suspension or loss of the service is a real possibility.
    - d. If education and support still proves to be unsuccessful and there is a fourth breach, the customer will be invited to meet with Council officers to discuss appropriate next steps. If they fail to make an appointment, or fail to attend the appointment, loss of service will result.
  9. Council Contractors may be given residents' contact details in order for them to carry out their duties.