



# Application for ASSISTED RUBBISH & RECYCLING COLLECTION SERVICE

For residents who have a physical disability or impairment

This service is for residents who need assistance to get wheelie bins and/or recycling crates to their kerbside on collection days because of a physical disability or mobility issue.

The assisted service is strictly for those residents:

- with a physical disability, mobility issue or another impairment that affects their ability to place their rubbish and/or recycling at the kerbside for collection,
- and don't have caregivers, family or neighbours who can help with this.

The assisted service will involve Napier City Council's (NCC) contractors, Waste Management, and Smart Environmental, who will collect the wheelie bins and/or recycling crates from a mutually agreed location on the property, empty them and return them to the original position.

## Eligibility

To be eligible for the service an applicant must confirm:

- that they have an impairment, temporary or permanent, that limits their ability to put their rubbish wheelie bin or recycling crates at their kerbside for collection,
- and that there is no caregiver, family member or neighbour available to provide assistance.

## Cost

The cost of this service is fully subsidised.

## The Application Process

The applicant must submit their application form and supporting evidence either online, by email, post or in person at the NCC Customer Services Centre.

The application will be assessed by NCC. If eligible, either a Council or contractor (Waste Management or Smart Environmental) representative will visit the property to check whether it is feasible to collect the rubbish or recycling directly from the property.

For health and safety requirements, the property will also be assessed for any hazards that the contractor may encounter. Hazard checking will include:

- Dogs/pets on the property.
- Steepness and length of driveway that the truck or a person may need to access.
- Any uneven surfaces or stairs.
- Any blocked off areas that make access to the rubbish or recycling difficult.

## The Weekly Service

If the resident is approved for assisted service:

- The service will occur on their normal collection days for rubbish and/or recycling.
- The resident must have their rubbish and/or recycling ready for collection by 7am on their collection day.
- The contractor will access the property to collect the rubbish and/or recycling, take it to the truck for emptying, and then return the wheelie bin and/or recycling crates to their original positions.

### Missed Collections

In the event that the contractor misses the collection of the resident's rubbish or recycling, the resident should call NCC on **06 835 7579** after 5pm on the day of the missed collection. Arrangements will be made to collect the next working day.

In the event that the crates and/or wheelie bin are not in the agreed accessible location for the contractor in time for collection, the resident will have to wait until the following week's collection.

### Annual Reassessment

The service for those residents with a temporary impairment will be reassessed every 12 months to confirm eligibility.

If the resident has been approved for long-term support of the service (12 months or more), Council staff will contact the resident towards the end of the 12 month period to check whether their needs have changed or whether any details of the property have changed, such as ownership.

### Cancellation

If the resident wishes to cancel the service, NCC requests at least 10 working

days to process the request. Please send the cancellation request to [wasteteam@napier.govt.nz](mailto:wasteteam@napier.govt.nz) or phone **06 835 7579**.

### Will I be eligible?

#### Do you:

Have a long-term physical restriction, or are you recovering from a short-term illness or injury, that limits your ability to put your rubbish wheelie bin and/or recycling crates out on to the kerb to be collected?

Do you have caregivers, family, friends, or neighbours that would be willing to help you with your rubbish and recycling?

NCC needs to consider whether you have a medical need for this service and if there is anyone else to help you on your collection day. You will need to provide a letter from a medical or social service professional to support your eligibility for this service. The health and safety of accessing your property also needs to be reviewed before a service is approved.

Note: If your property is located on a private road the assisted collection service may not be available.

### How much notice do I need to give?

NCC requires at least 10 working days to process your request.

### Privacy Statement

Information provided in this application form is required to process your application. This information will be held in accordance with the Privacy Act 1993 and the Local Government Official Information and Meetings Act 1987. In appropriate circumstances, it may be made available to other departments of NCC and NCC's approved contractors. Under the Privacy Act 1993, you have the right to access your personal information

held by NCC and request to correct the personal information held.

### Acceptance Conditions

In providing the assisted services collection, neither NCC nor the Council's contractor will be liable for any damage or loss to the resident's receptacles that may be incurred as a consequence of providing this service.

The contractor shall have unimpeded access, for the purposes of bin collection, to the property.

An accessible location for the rubbish and/or recycling shall be provided by the resident. The location shall be subject to approval by the collection contractor and shall not be changed without their approval.

Any threatening and/or inappropriate behaviour (human or animal) to the collection contractor will lead to the assisted service collection being withdrawn.

If the wheelie bin and/or recycling crate are not in the position identified during the site visit, the contractor will not search for them. They will leave site immediately and collect in the following week's collection cycle.

When the resident no longer requires this service or moves from the address, they must contact NCC to advise of this change or cancellation on **06 835 7579** or [wasteteam@napier.govt.nz](mailto:wasteteam@napier.govt.nz)

We will contact you annually to see if you still need this service.

**Complete the following form to apply for assisted collection. In assessing your application, NCC's contractor will visit your property to check if it is feasible**

**to collect your rubbish and recycling directly from your property.**

<b>Full Name:</b>	
<b>Contact Phone:</b>	
<b>Email Address:</b>	
<b>Collection Address:</b>	
I will need the service Permanently <input type="radio"/> Temporarily <input type="radio"/> Specify date: <input type="radio"/>	
Collection of my rubbish and recycling requires the contractor to access:	
Steep driveway <input type="radio"/> Uneven surfaces <input type="radio"/> Steps <input type="radio"/> Long driveway <input type="radio"/>	
Narrow driveway <input type="radio"/> Cul-de-sac <input type="radio"/>	
Any hazards that NCC should be aware of at collection address/area? Yes <input type="radio"/> No <input type="radio"/>	
Please specify:	
Are there dogs in the area the rubbish/recycling is collected from? Yes <input type="radio"/> No <input type="radio"/>	
Dogs must be under your control when our contractors collect rubbish and recycling. Our contractors cannot be liable for ensuring dogs do not escape while collecting your rubbish and recycling.	
Please indicate which bins you require assistance with:	
Recycling Crates (X3) <input type="radio"/> Landfill 120L Wheelie Bin <input type="radio"/>	
I understand that I must provide evidence of my eligibility for this service and this will be kept confidential. I have attached a:	
Letter from a medical professional, and/or <input type="radio"/> Letter from a social service <input type="radio"/>	

### Declaration

- I authorise NCC to complete all the checks required to verify that I am eligible to receive an Assisted Collection Service for rubbish and recycling. This will include assessing the feasibility for this service being provided at this location, as well as conducting an annual review of my circumstances.
- I confirm that there is no one in the household who is capable of assisting with rubbish and recycling collection.
- I confirm there is no family member, neighbour or community support to assist with rubbish and recycling collection.
- I have attached supporting documentation (e.g. medical certificate).
- I confirm that I have read and understood the above privacy statement, conditions of service and declaration. I confirm that the information provided on the application form is true and correct.
- I understand that application for this service will be assessed and acceptance is not guaranteed.

<b>Signature (or authority signatory)</b>	
<b>Name:</b>	<b>Date:</b>