

Bulk Hard Waste Collection Service

Frequently Asked Questions

Why do we have a bulk waste service?

Bulk hard waste is a service provided by the City, as part of the annual waste charge. The new on request bulk hard waste service commenced in October 2016.

How do I book a service?

To book any of the three bulk hard waste collection services please use the online booking form at cityofjoondalup.cleanaway.com.au

For technical difficulties or further information regarding your booking please call Cleanaway on **9449 3363**.

Residents may select from a list of available dates. These can be booked separately anytime throughout the year.

How far in advance do I need to book?

In peak booking times such as school holidays, Easter and end of financial year, wait times for skip bins may be up to 10 working days for weekday skips and 15 working days for weekend skips so please book early to avoid disappointment.

To ensure you receive your bulk hard waste allocation in the 2017/18 financial year bookings **must** be made by Thursday 7 June 2018 for weekend skips and Monday 11 June 2018 for weekday skips. The skips must be used by the 30 June 2018; skips used after this time will come out of the 2018/19 bulk hard waste allowances.

Bulk hard waste service details?

The Bulk Hard Waste Collection Service is an on-request service. Residents can request the following services per annum;

- One 3 cubic metre skip OR lounge suite collection
- One white good collection of up to 4 items
- One mattress collection of up to 6 items

Residents may select from a list of available dates. These services can be booked separately anytime throughout the year. Also an additional skip bin is available for a reduced rate. Book online through the City's website by calling **9449 3363**.

Collections details

All mattress and white goods must be out on the verge by 6.00am for collection. The collection day coincides with rubbish days.

Please note the mattress and white goods must be picked up in one collection. Once a collection has been made from a property the quota is used.

How long will I have the skip bin for?

Weekday skips will remain on site for two nights and one day.; Tuesday deliveries will be collected Thursday, Wednesday deliveries collected Friday.

Weekend skips remain on site for five nights and four days; Thursday deliveries will be collected Tuesday; Friday deliveries will be collected Wednesday.

The City cannot give an indication of delivery and collection times due to operational reasons. The skip may be delivered anytime up until 4.00pm and may be collected anytime from 7.00am.

Please note: collections and deliveries will continue irrespective of inclement weather.

Today my skip bin was delivered and it still had waste in, why?

Due to logistical reasons skips may contain waste when delivered to your property (may be full upon arrival).

Please be assured that the waste will be emptied on the same day as delivery.

How do I know how much waste can be placed in my skip?

The skip will be clearly marked with a maximum fill line. For health and safety reasons waste must not be filled above the top rail.

In the event a skip is overfilled, a card will be left requesting the removal of excess items within 24 hours, so that the skip can be safely removed and emptied.

What can I do with items that are too good to dispose of?

One of the aims of this new contemporary service is to keep items suitable for resale or reuse in circulation while they still have some "life left in them", or could be of use to someone else. If you think your item(s) may be of use to someone else consider:

- Selling or advertising your item on local websites such as Gumtree, eBay and Facebook or buy, sell or pay it forward pages;

- Contacting local charitable organisations such as the City's partners listed below. They also collect good quality furniture items from homes.

Vinnies: vinnies.org.au or **9444 5622**

Salvos: salvostores.com.au or **13 72 58**

Anglicare: anglicarewa.org.au or **6253 3535**

Please note that these organisations will need to discuss your item(s) with you to determine suitability.

Take your item(s) to Tamala Park or Balcatta Recycling Centres for donation to their reuse shop.

Take part in the Garage Sale Trail which runs in October. This is Australia's biggest national re-use event visit garagesaletrail.com.au for details.

Taking part in the City's bi-annual eWaste and charity clothing drop off events, refer to the waste events page on the City's website for further details.

If these items are no longer of any use, they can be broken down so that they can fit into the skip. On collection, these broken items will be taken to a reprocessing facility where recyclable materials are recovered.

What about lounge suites which will not fit in the skip?

The City appreciates that lounge suites may not fit and may be difficult to load into the skips, so a special collection of these items can be arranged. However please note, should this option be selected, this service will count as your permitted 3 cubic metre allowance in place of the skip service (it is not an additional collection).

I cannot lift my items by myself into the skip. What should I do?

It is advisable to arrange for a friend, neighbour or family member to assist in advance of booking your collection.

My mattress/white good is too difficult for me to get to the verge. What should I do?

It is advisable to arrange for a friend/neighbour/family member to assist in advance of booking your collection.

What happens if my property doesn't have a verge?

If you live in a unit or property without a verge you will still have access to the Bulk Hard Waste Collection Service. The collection contractor will visit your address and decide the best location for the skip. You may need to sign a consent form to agree to place the skip in a suitable location.

Where will the items go for processing?

Skip waste

Waste placed in your skip will be taken to a recycling facility where commercial and domestic waste is processed. The facility segregates waste for recycling and recovers up to 65%.

Mattresses

Will be processed at a recycling facility where up to 90% of all mattress components are recycled.

White goods

White goods are processed at a recycling facility; recovery rates will vary depending on the type of white good processed.

Fridges and air conditioning units will be degassed in accordance with the requirements of applicable Federal legislation (i.e. *The Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*).

Can I save my skip bin, mattress and white good service quotas for the next year?

No, these quotas cannot be accumulated for use in the following years. New allowances commence in line with the new financial year (1 July).

To ensure you receive your bulk hard waste allocation in the 2017/18 financial year bookings must be made by Saturday 30 June 2018 and services used by 31 July 2018. Services booked in July 2018 will come out of the 2018/19 bulk hard waste allowances.

Can I order more than one skip?

The City provides one skip bin per household, per financial year within the yearly refuse charge. Residents who wish to have additional services can book one additional skip bin for a reduced rate via the City's website.

If you pay for more than one waste charge at your property then you are entitled to more than one suite of bulk hard waste services.

Can I order more than one mattress/white good service?

No, just one collection service per item is allowed, however you can now have up to four white goods and up to six mattresses collected in that service. Please remember to tell the contractor how many white goods or mattresses you want to be collected when booking.

Will I still have green waste vouchers?

Yes, four green waste vouchers were issued with the waste guide. The bulk green waste collection service remains as a scheduled service, please visit the City's website joondalup.wa.gov.au for specific details on your area or call **9400 4255**.

What will I do with e-waste?

The City will still be holding drop-off days throughout the year. The next eWaste collection is scheduled for Saturday 10 and Sunday 11 February 2018.

Residents can also drop-off their e-waste for free at Tamala Park and Balcatta Recycling Centre, throughout the year.

What do I do with paint and other hazardous household waste?

The bulk collection service has never included paint removal or other hazardous items.

Residents can drop off domestic quantities of household hazardous waste, seven days a week, free of charge at Tamala Park and Balcatta Recycling Centre.

What can I put in my skip?

You **CAN** place the following items in your skip:

Item	
Large bulky household items	<ul style="list-style-type: none"> • Household furniture • Floor coverings (e.g. carpets/underlay) • Old bicycles • Bed frames/headboards • Oversized cardboard packaging • Wheel barrows (tyres removed)

You **CANNOT** place the following items in your skip:

Item	Where can it go?
Bagged waste	Green lid general waste bin – this is contamination, as the contents are not visible (for safety reasons collection crews are unable to check the contents of bags).
Household hazardous waste (paints, garden or household chemicals, fire extinguishers, gas cylinders).	Tamala Park or Balcatta Waste Recycling Facilities. Free drop off (seven days a week).
e-waste (electronic waste) such as televisions, computers, monitors, mobile phones.	Tamala Park or Balcatta Waste Recycling Facilities. Free drop off (seven days a week).
Glass items (windows, glass panes, tables, etc.)	Tamala Park Recycling Facility. Free drop off. Glass in frames (such as doors, windows, tables).
Construction/demolition or building Waste , including sanitary ware (toilets/baths/sinks), sand, rubble, concrete, pavers, bricks.	Tamala Park tip or Northsand Resources, Lot 61 Wesco Road, Nowergup. Fees and charges apply (check directly with the facility for details).
Asbestos/fencing	Tamala Park tip. Disposal charges will apply. Domestic quantities of asbestos – Tamala Park Tip. Free of charge one Sunday every month. Please check directly with the facility for details on dates, permitted quantities, bagging/wrapping, etc.
Gas bottles	Tamala Park or Balcatta Waste Recycling Facilities. Free drop off (seven days a week).
Car parts	Please check online for your nearest scrap metal/parts recycler, or list on Gumtree or local Facebook selling pages.
Tyres	Tamala Park or Balcatta Waste Transfer Facilities. Fees and charges apply.
Food Waste	Green lid general waste bin for composting.
Mattresses	One free collection of up to six mattresses when using the bulk hard waste allowance (one per financial year). Please note that bed bases, frames or headboards should be placed in the skip bin or Tamala Park. Fees apply.
White goods	One free collection of up to four white goods when using bulk hard waste allowance (one per financial year) or Tamala Park Recycling Facility. Free drop off (seven days a week).
Green waste/turf (Real, dirt/soil removed)	Large amounts of green waste – Wangara Greens Recycling Facility on Motivation Drive (weekends only). Free when using green waste tipping vouchers provided with waste guide or use the bulk green waste verge collection which is a scheduled service (please visit joondalup.wa.gov.au for your collection dates). Smaller amounts of green waste (such as grass cuttings, bush trimmings, leaves, etc) can be placed in your domestic green lid general waste bin for composting.
Liquid waste	Please call 9400 4255 for advice.