

Request for a new kerbside waste service: Residential property



City of
Newcastle

You can use this form to arrange for bins where there is no existing kerbside waste service at a rateable residential property, such as a brand new home.

Please make sure you have the correct application form before proceeding. If you would like to:

- upgrade an existing waste service at a rateable **residential** property, such as upsizing current bins or arranging for extra bins, please use our *Request to upgrade a kerbside waste service: Residential property* form.
- arrange for a brand new waste service at a rateable **business** property or a **non-rateable/exempt** property, please use our *Request for a new kerbside waste service form: Non-residential property* form.



Correct application form check

Which statement best describes your situation?

1. I am at a rateable residential property where there are **NO EXISTING BINS** ► Please go to Property details.
2. I am at a rateable residential property that **ALREADY HAS ONE OR MORE BINS** ► Do not proceed. Please use our *Request to upgrade a kerbside waste service: Residential property* form to arrange for bigger bins, extra bins or more frequent collection services.
3. I am at a rateable business property, or at a property that is exempt from paying rates ► Do not proceed. Please use one of our *Non-residential property* application forms relevant to your waste needs.

Property details

Property address for waste services requested

	Postcode	

Account number (from Rates & Charges notice)

Preferred service commencement date

Please note: Bins will not be delivered until your application is processed and any additional requested services paid in full. Delivery may take up to 15 business days from processing/payment.

Customer details

Given name(s)

Surname

Business name (if applicable)

ABN (if applicable)

Telephone number (business hours)

Mobile phone number

Fax number

Email address

I am the:

- Property owner
 Tenant
 Managing/Authorising agent

PART A: STANDARD WASTE SERVICE

Under the Domestic Waste Management Services Charge levied under your residential property rates and charges, you are entitled to a:

- 140-litre **general waste** bin, serviced weekly
- 240-litre **recycling** bin, serviced fortnightly
- 240-litre **garden organics** bin, serviced fortnightly.

You can opt to upsize the standard 240-litre recycling (yellow lid) bin to a 360-litre bin at **no extra charge** if requested as part of this application.



General Waste

Recycling

Garden Organics

I would like the standard kerbside waste service with: *(please tick)*

A standard 240-litre recycling bin OR

An upsized 360-litre recycling bin (no extra charge or ongoing fees).

Please note: A one-off administration and delivery fee (currently \$31) will apply if you request a recycling bin upsize *after* your application for a new kerbside waste service has been processed.

PART B: OPTIONAL ADDITIONAL WASTE SERVICES (CHARGES APPLY)

▶ **Please complete this section of the form if you would like additional (user pays) kerbside waste services. Otherwise please go to Part D: Declaration and Signature to finalise your application for our standard service.**

We offer optional, additional waste services that are surplus to those provided under your standard rateable entitlement. This includes bin upsizes, extra bins or more frequent servicing of your waste bins.

Annual charges apply that must be paid in advance, with an account issued at the start of each financial year. All charges are subject to annual change.

Please choose carefully: Fees apply for all account cancellations and amendments in accordance with our adopted fees and charges. The 2023/24 fees are \$78.75 for cancellations and \$33.60 for amendments.



General Waste: 140L upsized to 240L (weekly service)

**All prices shown are for 2023/24*



Extra 240L Recycling (fortnightly service)



Extra 360L Recycling (fortnightly service)



Extra 240L Garden Organics (fortnightly service)

PART B: CONTINUED

I would like: <i>(please tick)</i>	No. of additional bins requested	2023/24 charge per bin	Office use only	
RECYCLING BINS (FORTNIGHTLY SERVICE)				
<input type="radio"/> An additional 240L yellow lid bin (standard size)		\$119.25	240AdRecY	
<input type="radio"/> An additional 360L yellow lid bin (large size)		\$142.60	360AdRecY	
GARDEN ORGANICS BINS (FORTNIGHTLY SERVICE)				
<input type="radio"/> An additional 240L green lid bin		\$121.70	240AdGrn	
GENERAL WASTE BINS				
<input type="radio"/> My standard 140L red lid bin upsized to a 240L bin	-	\$320.25	240UpgRed	
Additional Services		No. of extra weekly services requested	2023/24 charge per bin	Office use only
<input type="radio"/> My standard 140L red lid bin serviced more often than once a week		see Table 1	140Wk...	
Additional Bins	No. of extra bins requested	No. of weekly services requested	2023/24 charge per bin	Office use only
<input type="radio"/> Additional 140L red lid bins			see Table 1	140Wk...
<input type="radio"/> Additional 240L red lid bins			see Table 1	240Wk...
Preferred collection day/s:	<input type="radio"/> Mon <input type="radio"/> Tue <input type="radio"/> Wed <input type="radio"/> Thu <input type="radio"/> Fri <input type="radio"/> Sat <input type="radio"/> Sun			
Table 1: Collection days	No. of general waste bin services per week	2023/24 charge per 140-litre bin	2023/24 charge per 240-litre bin	
Monday to Friday	1-4	\$630.00	\$777.00	
	5-8	\$609.00	\$750.75	
	9 and over	\$582.75	\$729.75	
Saturday or Sunday	1 or more	\$708.75	\$966.00	
<p>The annual charges above are for each additional general waste bin serviced once per week. Multiple bins and/or collections are charged accordingly. For example, two 140-litre bins collected twice weekly equals four services (that is, 2 bins x \$630 p.a. x 2 services = \$2,520 p.a.), as does a single 140-litre bin collected four times per week (that is, 1 bin x \$630 p.a. x 4 services = \$2,520 p.a.). All charges are subject to annual change.</p> <p>¹General waste bins serviced once a week will generally be serviced on the regular collection day for the property. You can find your collection day by visiting newcastle.nsw.gov.au/collection-days or by phoning 4974 2000.</p>				

PART C: INVOICE DETAILS

I would like to receive my annual account invoices for the requested additional waste services:

- By email: I have added DoNotReply@ncc.nsw.gov.au to my safe senders list (This can typically be set under your "junk email" options)
- By post

Postal address

(if different from property address above)

	Postcode	

PART D: DECLARATION AND SIGNATURE

I acknowledge and agree to abide by the following terms and conditions:

- All general waste and garden organics bins remain the property of City of Newcastle; all recycling bins remain the property of City of Newcastle's recycling contractor.
- All bins are identifiable by a RFID chip and serial number and are not transferable to another property without obtaining prior permission, in writing, from City of Newcastle. Fees and charges apply.
- Should the contents of any bin be contaminated with items not deemed acceptable by City of Newcastle or its contractors, removal of the bin may occur at the owner/authorising agent's cost and the service suspended.
- Recycling and garden organics bins are serviced fortnightly, on the regular collection day for the property. General waste bins serviced once a week will generally be serviced on the regular collection day for the property. Collection day information can be located at newcastle.nsw.gov.au/collection-days or by phoning 4974 2000.
- If additional waste services have been requested as part of this application:
 - Additional waste services have annual charges that are subject to change each year. All charges shown in this application are for 2023/24 only. An account is issued at the start of each financial year that is separate to the rates and charges notice, and which must be paid in advance for the service to continue.
 - Bin(s) will not be delivered until full payment has been received and shall occur within 15 business days of full payment receipt.
 - Following payment of the annual account each year, City of Newcastle will arrange for a sticker to be attached to the front of general waste bins and garden organics bins that have upgraded sizes/additional waste services associated with them. Upgraded/additional general waste and garden organics bins not displaying the current account stickers will not be serviced.
 - Account customers are to notify City of Newcastle in writing of any changes to property ownership, cancellation or other changes in service.
 - Fees apply to all account cancellations and amendments in accordance with City of Newcastle's adopted fees and charges applicable at the time of the request. Details are available at newcastle.nsw.gov.au/fees.
 - Customers opting to receive invoices by email are responsible for adding DoNotReply@ncc.nsw.gov.au to their 'safe senders' list to prevent invoices from being filtered as junk/spam and potentially overlooked.

Name

Signature

Date

PRIVACY DISCLAIMER

We are committed to protecting your privacy. We take reasonable steps to comply with relevant legislation and our Privacy Management Plan.

Purpose: We will use the information to process your request. **Intended recipients:** Authorised City of Newcastle Officers and its contractors or agents. **Supply:** Voluntary. **Consequence of non-provision:** We may not be able to process your request. **Storage and security:** Information will be stored in accordance with City of Newcastle's Record Management Policy. **Access:** Contact us by phone on (02) 4974 2000 or attend the City Administration Centre.

TO SUBMIT YOUR APPLICATION

Please forward your completed and signed application form to wasteaccounts@ncc.nsw.gov.au or mail it to **Waste Services, City of Newcastle, PO Box 489 Newcastle NSW 2300**. You can also hand in your application at our City Administration Centre, located at 12 Stewart Avenue, Newcastle West, 8.30am–5pm Monday–Friday (excl. public holidays). Once we have processed your application, we will issue an invoice if any additional kerbside waste services have been requested. Delivery of bin(s) shall not occur until within 15 business days of payment receipt.