

COUNCIL'S WASTE COLLECTION SERVICE

Council provides a kerb-side domestic waste collection service to residential properties within the defined garbage collection area. Domestic waste is waste, other than domestic clean-up waste, green waste, recycling waste, interceptor waste or waste discharged to a sewer, produced as a result of the ordinary use or occupation of domestic premises.

To qualify for a domestic waste collection service, the property to be serviced must be located within the defined garbage collection area, be used for domestic (i.e. residential) purposes only and have located thereon a lawful structure that is used for residential purposes. A lawful structure is defined as a Class 1a dwelling approved by Council under the *Building Act 1975* and for which a Certificate of Occupancy or Completion has been issued, or a Temporary Home approved by Council under permit.

WASTE COLLECTION SERVICE BY COMMERCIAL AGREEMENT

For residential properties located outside the defined garbage collection area, Council may enter into a separate domestic waste collection agreement, however, restrictions to this service apply. The property must be within 5km of a defined area if accessed by bitumen road or 2km if accessed by a dirt road. The truck must be able to turn around at the property within acceptable safety guidelines.

WHEELIE BINS

Each domestic premise located within a defined collection area, will receive, free of charge, one 240-Litre wheelie bin. The bin is to be placed for collection on the roadside immediately adjacent to the residential premises, on a weekly basis the night before the scheduled collection day. The day of collection will vary dependent upon the locality at which the premises to be serviced is located. For further information, please refer to the [Nominated Collection Day / Designated Collection maps](#) on Council's webpage or for further information, Council's Rates Department on 07 4761 5300.

Highlighted below are the do's and don'ts necessary to ensure that the service meets the needs of residents, the safety of residents and Council staff and that collection is performed in an environmentally friendly manner.

DO's

- ☑ Ensure your bin is placed out as near to the roadway as possible.
- ☑ Place your bin with its wheels closest to your house.
- ☑ Ensure the bin lid is completely closed.
- ☑ Cut any branches (less than 20mm diameter), so that the bin lid can close.
- ☑ Ensure bins are placed free of obstacles (eg. Parked vehicles, overhead tree branches).
- ☑ Ensure if putting out multiple bins that they are at least 50cm apart.

DON'Ts

- ☒ Place heavy items in your bin (eg. Masonry blocks, steel, vehicle parts etc).
- ☒ Overfill your bin.
- ☒ Place containers with oil, acid, chemical, poison or other liquids in your bin.
- ☒ Place Dangerous goods such as car batteries, ammunition, flares etc., in your bin.
- ☒ Place hot ashes or other hot materials in the bin. The bin is plastic and will melt.

REPLACEMENT WHEELIE BINS

The initial issue of a waste bin to a residential property is free, unless accessed via a commercial agreement. Whilst ownership of the bin remains with Council, it is the responsibility of the owner of the premises to ensure the security and maintenance of the bin. The residential property owner must bear the cost to repair or replace bins that may be damaged, lost or stolen.

However, Council may assist with the replacement/repair costs of wheelie bins in situations where the bin has been damaged through the operation of the Collector or where the bin is greater than seven (7) years old. In such circumstances, contact should be made with Council's Rates Department on phone 07 4761 5300.

NEW COLLECTIONS

If your property currently does not have a garbage collection service and you would like one, please submit a written request to Council advising of your location and Council will investigate the feasibility of providing such a service, including the associated costs.

KERB-SIDE SERVICING

The kerb-side refuse service operates 5 days a week, 52 weeks per year, regardless of public holidays. If the service is delayed, Council will advise residents, via the media, of alternative servicing arrangements. Generally, if your bin is not serviced on the scheduled collection day, please leave the bin on the kerb, as the wheelie bin should be serviced on the following day.

FEES AND CHARGES

Council's fees and charges for waste collection are set annually. The fees and charges can be accessed on Council's webpage at www.charterstowers.qld.gov.au

LANDFILL

Council manages three (3) landfills, namely the Stubley Street landfill in Charters Towers and the regional landfills in Pentland and Greenvale. Ravenswood Gold provides a Rural Skip Bin facility at the old landfill site. The Stubley Street landfill is operated on site by CT Resources under contract to Council. The township landfills in Pentland and Greenvale continue to be operated by Council.

Council continues to support recycling as an important tool in waste management operations, however costs associated with accessing suitable markets, limits Council's ability to meet best practice.

LANDFILL OPERATING HOURS

STUBLEY STREET

Monday to Friday	8.00am – 5.00pm
Saturday	8.00am – 5.00pm
Sunday	8.00am – 12.00pm
Public Holidays	8.00am – 12.00pm
Good Friday & Christmas Day	Closed

GREENVALE AND PENTLAND

Tuesdays and Saturdays	8:00am – 12:00pm
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FURTHER INFORMATION

For further information regarding Council's waste management procedures, please contact Council as follows:

In person: Administration Centre, 12 Mosman Street, Charters Towers

Mail: PO Box 189, Charters Towers Qld 4820

Phone: 07 4761 5300

Email: mail@charterstowers.qld.gov.au

Website: www.charterstowers.qld.gov.au