



**Western  
Bay of Plenty**  
District Council



# **Kerbside Rubbish and Recycling Service Policy 2022**

**Decision story**

## Why the Policy has been developed

Council's kerbside service commenced in July 2021 and provides kerbside collection for glass and recyclables, food scraps in urban areas and a pay per pick-up kerbside collection.

Council indicated that it would remain responsive to any future development in the District and look at extending the services where viable and cost-effective. This recognises the significant role of kerbside

services in achieving waste management and minimisation outcomes being diversion from landfill, low total community cost, flexibility, user pays and improved environmental outcomes.

A policy has been developed to provide clear and consistent guidance on how extension of the service will occur for both Council and the community.

## What you told us and how we responded

The Draft Kerbside Rubbish and Recycling Service Policy was adopted for consultation on 10 March 2022.

The consultation period on the draft Policy ran from 21 March to 21 April 2022 alongside the Annual Plan process.

Thirteen submissions were received (one submission was blank). Of the thirteen submissions made, eight submitters agreed with the draft policy, three disagreed and two did not specify.

Key themes from the feedback and responses to this was as follows:

Issues raised	Council response
<b>Against kerbside approach</b>	<p>Kerbside services play a significant role in achieving waste management and minimisation outcomes.</p> <p>Extensive consultation was undertaken on kerbside services in 2019, with most of the feedback supporting the decision to proceed with a Council-controlled rubbish and recycling service.</p> <p>This policy is being provided to respond to an increasing number of requests from the community for these services to be extended to areas not currently serviced by the Council.</p>
<b>Reduced services or provision of opt out options</b>	<p>Extensive consultation was undertaken on kerbside services in 2019, with most of the feedback supporting the decision to proceed with a Council-controlled rubbish and recycling service.</p> <p>To achieve waste management and minimisation outcomes, Council needs to encourage as much uptake of these services as possible.</p> <p>Providing options to no longer pay for the service through a reduced service or opt-out approach will restrict the ability to do this.</p> <p>Education initiatives and the use of recycling trailers to access areas not currently serviced will also assist with increasing the uptake of services.</p> <p>Note a household could choose to no longer receive the service however they will still be required to contribute through the targeted rate. This is similar to someone who may not use Council provided facilities like swimming pools but still pay rates towards these facilities.</p>

Issues raised	Council response
<b>Different size bins</b>	<p>Through the 2019 consultation, the Council consulted on options that included a complete package of services (full or partial) and consistent bin sizes to reduce the complexity involved in administering the service for both Council and the customer.</p> <p>There has been no evidence of sufficient demand to explore the viability of providing options for different size bins. As the objective is to minimise waste, the provision of larger bins would not encourage this approach.</p> <p>If there is sufficient demand for different size bins in the future, Council will then review the viability of this against the overall waste minimisation objectives.</p> <p>Council will continue to provide tools to educate the community on the importance of waste minimisation.</p>
<b>Extension of services</b>	<p>The Policy provides scope for considering requests to extend full or partial kerbside services, subject to criteria being met. It also recognises that Council will continue to extend services across the District where practical and viable.</p> <p>Council staff are currently following up with submitters that made specific requests for the extension of services or for bins to be provided.</p>
<b>Use of private roading areas</b>	<p>The Policy provides the ability to consider the use of private off-road turnaround areas subject to criteria being met.</p> <p>This has been applied in other areas and requires the landowner's written consent to waive any damage that may be caused by the trucks accessing these areas.</p>
<b>Use of service by commercial properties</b>	<p>The Policy provides the ability for commercial properties to opt-in to kerbside services. These requests will be considered on a case by case basis and subject to criteria outlined in the policy.</p>
<b>Refunds when services are not provided during COVID-19</b>	<p>There is still a cost associated with the contract for kerbside services even when the services cannot be delivered.</p> <p>Administering a refund scheme will increase the operational costs of this service.</p>
<b>Increasing levels of service during peak holiday periods</b>	<p>Mobile recycling options will be provided for beachside communities without local recycling centres. This will mainly be available in the Kaimai and Pukehina areas (recycling trailers) to respond to additional demand at peak times.</p> <p>Trucks have limited capacity, so they cannot cater to circumstances where extra recycling has been left out. Also, overfilled glass crates are not permitted as they pose a health and safety issue for the truck operators.</p> <p>Council staff are currently working on options to consider additional collections at peak times in Waihi Beach. If this option is viable, this will be discussed with the community board as there will be an associated increase in costs of the service for the community.</p>

## Issues raised

### Too many issues with PAYT tags

## Council response

PAYT tags will be removed and replaced with electronic billing once this functionality becomes available.

Electronic chips have been added to the bins in anticipation of this.

Council staff are testing a new prototype to address some of the issues experienced to date e.g., reusing tags and weatherproofing.

No changes to the draft Policy have been made following consultation as the majority of feedback was already provided for in the policy or was more of an operational nature and has been referred to Council staff to follow up on.

## Next steps

The Kerbside Rubbish and Recycling Service Policy is now adopted and operational. This means it will be used to assess requests for the extension of kerbside services, and for other matters covered in the policy.

## Would you like to know more?

For full copies of the Kerbside Rubbish and Recycling Service Policy, please visit our website at [www.westernbay.govt.nz/policies](http://www.westernbay.govt.nz/policies) or ask at one of our libraries and service centres:

- Waihi Beach Library & Service Centre, 106 Beach Road, Waihi Beach;
- Katikati Library & Service Centre, The Centre – Pātuki Manawa, 21 Main Road, Katikati;
- Ōmokoroa Library & Service Centre, 28 Western Avenue, Ōmokoroa;
- Te Puke Library & Service Centre, 130 Jellicoe Street, Te Puke;
- Council's Main Office, Barkes Corner, 1484 Cameron Road, Greerton, Tauranga.

Full copies of the reports are also available on our website as part of the Policy Committee meeting held 14 June 2022. To view please visit our website [www.westernbay.govt.nz/policy-committee](http://www.westernbay.govt.nz/policy-committee).



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