

Council is making changes to the residents waste and recycling service.

Dear Strata Manager / Body Corporate,

The City of Canterbury Bankstown is working to provide residents with the most efficient and streamlined waste service. In order to do so, waste and recycling services will undergo a few changes over the coming weeks.

Our records indicate that you manage a property/several properties within the Canterbury-Bankstown area. These changes will affect some residents in the way that your building/s manages waste.

These changes are the final stage of Council's realignment of waste services between the former Canterbury and Bankstown local government areas (LGAs). Council will continue its role in bringing the future of smart collections, recycling and reusing, resource recovery and waste minimisation to all generations across the City.

Bin days are moving

- Bin collection days for some unit blocks will remain unchanged for red and yellow bins, and some will change from 1 March;
- If the unit block/s you manage has green bins, the bin collection day is most likely to change; and
- Find out about all the changes and use the new 'Bin Day Finder' [cb.city/wasteless](https://www.cb.city/wasteless)

Welcome to
the waste**less**
generation.



New collection times

With new routes, trucks and drivers, collection times will change for many households. They may be earlier, or they may be later.

To avoid missing the collection, please ensure all your managed properties' waste and recycling bins are in the bin collection areas the night before the collection day.

If the properties have green waste bins, these bins will need to be placed on the kerb the night before the collection day.

Upsizing of bins

Some properties in the former Canterbury LGA will change from 240L mobile wheelie bins to larger 660L or 1100L bulk bins over the next six months. These bins represent the same volume or more compared to the existing bins onsite, and allow for collection staff to make less trips into the property. This will lead to a faster collection service and a tidier bin bay area.

Bulky Waste Clean-Up changes

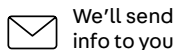
From the first week of March, there will be some changes to the booked Bulky Waste Clean-Up service. These changes are designed to reduce waiting times, improve customer service and increase the environmental benefits of the program. For example, Council's new trucks will allow fridges and air-conditioners to be separated and transported to a facility where the refrigerants can be safely removed, and mattresses will be picked up by a separate recycler.

The specific changes include:

- All households will be able to put out three square metres (3m²) of waste for collection (that is a pile one metre [1m] tall and three metres [3m] long). This is an increase for many households;
- Five (5) or less units
will receive up to two (2) clean-ups per year for each unit. Households are able to book the clean-up themselves;
- Six (6) or more units,
bookings will need to be made by a caretaker, building manager or the strata on behalf of the whole building;
- Six (6)-50 units,
will receive up to four (4) clean-ups per year. Clean-ups must now be booked by building management as a communal booking for all residents. Two (2) of these bookings must occur during winter months;
- 51 plus units,
will receive up to six (6) clean-ups per year. Clean-ups must now be booked by building management as a communal booking for all residents. Two (2) of these bookings must occur during winter months;
- Phasing in for separate collections will enable Council to recycle more;
- Should the unit block require additional clean-ups, these can be booked separately by ringing Customer Service. However, there will be an additional charge; and
- Improvements to Council's online booking system.

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Find out everything you need to know...



Call
9707 9000



Visit
cb.city/wasteless



Scan the
QR Code

Additional resources and services

Council has information sessions and additional services that assist strata managers and residents. For more, visit [cb.city/waste-unit-blocks](https://www.cb.city/waste-unit-blocks)

You may also like to consider the below:

1. By-laws
 - Check the strength and health of your by-laws to better manage waste issues, which range from over-filled letter boxes to the dumping of large items. Apply for FREE by-law templates or book for our FREE webinar on Thursday 11 February at 1.30pm. [cb.city/bylaws](https://www.cb.city/bylaws)
2. Bulky Waste Clean-Up system
 - A FREE information session is available on how to manage bulky waste generated by residents, Thursday 4 February at 1.30 pm, to book visit [cb.city/waste-managers](https://www.cb.city/waste-managers)
3. For unit blocks with more than 75 units, Council offers additional FREE recycling services for separated cardboard, polystyrene, clothing and e-waste. To discuss these services, call 9707 9000 and ask for the Resource Recovery Team; and
4. Join the FREE 'Scraps to Soil' food collection trial. To convert food waste to compost, Council is trialling a separate FREE food waste bin trial for unit blocks. To find out further information, visit [cb.city/foodscrapbin](https://www.cb.city/foodscrapbin)

What you can do

For a smooth transition please:

- Sign up to email updates for the latest on waste collection changes affecting your building/s;
- Inform relevant caretakers or residents who present the bins for collection of any upcoming change in collection day;
- If required, ensure bin rooms are unlocked and accessible for collection staff on any new collection days;
- Work with cleaning staff to ensure they are aware of any changes;
- Call to discuss Council's FREE additional recycling service, if applicable.

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Find out everything you need to know...



We'll send
info to you



Call
9707 9000



Visit
[cb.city/wasteless](https://www.cb.city/wasteless)



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If you need help understanding this document
please contact Council on 9707 9000.

إذا كنت تحتاج لمساعدة في فهم هذه الوثيقة يُرجى منك الاتصال
بالبلدية على الرقم ٩٧٠٧ ٩٠٠٠

Εάν χρειάζεστε βοήθεια για να καταλάβετε αυτό
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Δημαρχείο στο 9707 9000.

Nếu quý vị cần người giải thích tài liệu này, xin
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9707 9000.

Se ha bisogno di aiuto per comprendere questo
documento, telefona al Comune al numero
9707 9000.

如果你需要幫助理解這份文件，
請聯絡市政府。電話：9707 9000。

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카운슬에 연락하십시오.

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Општината на 9707 9000.

Ako Вам je potrebna pomoћ da razumete ovaj
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Ako trebate pomoć da biste razumjeli ovaj
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Jeśli potrzebujesz pomocy w zrozumieniu
niniejszego dokumentu, skontaktuj się
telefonicznie z Radą Miejską (Council) pod
numerem 9707 9000.

Si usted necesita ayuda para entender este
documento, le rogamos contactar al Municipio
llamando al 9707 9000.

Telephone Interpreter Service 131 450

