KERBSIDE BIN INFORMATION FOR
MANAGERS and OWNERS
OF SHORT-TERM HOLIDAY ACCOMMODATION IN SURF COAST SHIRE

When visitors stay at your Surf Coast Shire properties they may need some help understanding the four-bin kerbside service. We've put this flyer together to provide you with information about the bin service and tell you where you can get resources to help. You can also find information on our website at surfcost.vic.gov.au/holidayrentals

Do you need larger or extra bins?

If the standard four-bin service doesn't meet the household's requirements, you can apply online for additional or larger bins. Annual or once-off fees apply.

If your property is a **unit or townhouse** with limited on-site storage, consider a bin sharing arrangement to reduce the overall number of bins stored on site. We can make a recommendation for options, but owners or the body corporate need to agree and approve the final requirements. Contact Council online at **surfcoast.vic.gov.au/request** to discuss options.

Damaged, lost or stolen bins

Kerbside bins are Council property, but owners are responsible for looking after them and keeping them clean. Only unmodified bins with visible Council logos, will be emptied. Council will repair or replace lost, damaged or stolen bins free of charge. Submit your request online at **surfcoast.vic.gov.au/request**.

Getting your collection day right

Guests: Are your visitors responsible for placing the bins on the kerbside to be emptied? Make it clear what you expect them to do. Here are some tips:

- Include your waste management expectations in your house rules or rental terms.
- Download a collection calendar from Council's website and place it on the fridge.
- Make sure bins, inside and out, are labelled.
- Encourage your visitors to use **SCRRApp,** the Surf Coast Rubbish and Recycling app, to understand what goes in each bin. **surfcoast.vic.gov.au/SCRRApp**

Cleaners, bin services, and property managers

If you use a local business to take the kerbside bins in and out, use the letter template we provide in the **Holiday Accommodation Kit** (at **surfcoast.vic.gov.au/rentals)** to ensure they know what bin goes out on what day.

SCRRApp lets you enter multiple addresses if they look after more than one property.

Putting your bins in and out for collection day

Under Council's Local Law, bins must not be placed on the kerbside more than 24 hours before your scheduled collection day, and emptied bins should be returned to the property within 48 hours after the collection.

The property owner is responsible for ensuring the bins are presented for collection and removed from the kerbside within these timeframes. Penalties may apply for bins left out for an extended period.

Options for excess recycling/glass

Household quantities of some items can be dropped off at transfer stations for free. Council accepts up to 0.5m3 of sorted household recyclables such as cardboard/paper, plastic containers with numbers 1, 2 or 5, and glass bottles/jars free of charge.

Extra bin collections at Christmas

To help householders manage increased amounts of waste and recycling during the festive season, Council undertakes an extra bin collection the week after Christmas or New Year. Check the online bin collection calendars on SCRRApp or at **surfcoast.vic.gov.au/calendars** to see when the extra collection will occur in your street. We'll also send reminders to your mobile via SCRRApp.

Replacement caddy liners

Caddy liners are available for free during opening hours from Council's office in Torquay and the transfer stations in Anglesea, Lorne and Winchelsea. Check **surfcoast.vic.gov.au/liners** for any additional locations.

Council's composting contractor only accepts brands that have been tested in their facility to ensure they meet the Australian standards and breakdown within the required timeframe.

Brands currently accepted are listed on our website at **surfcoast.vic.gov.au/liners**. Do not use plastics bags, degradable, or biodegradable bags as they will contaminate the collection.

Prepare visitors for using the service

Help your visitors understand a four-bin system is in place at your Surf Coast property. We've provided some wording that you might like to use in your property description or rental agreement to ensure the bins are used correctly and aren't contaminated. You can also copy and paste this wording from our website www.surfcoast.vic.gov.au/holidayrentals:

This property uses a four-bin kerbside service featuring:

- *A FOGO bin (bright green lid) for ALL your food waste and garden waste*
- *A recycling bin (yellow lid) for cardboard/paper, plastic containers numbered 1, 2 or 5, steel and aluminium cans and tins*
- *A glass-only bin (purple lid) for empty bottles and jars only*
- *A landfill bin (red lid) for any items that don't go in the other three bins.*

Our food and garden waste is sent for composting to improve soil quality on farms, and parks & gardens, while the glass bottles and jars are used as a sand replacement in road construction.

Help us divert more waste from landfill, by using the right bins when you come and stay with us.

For more information visit
surfcost.vic.gov.au/holidayrentals

BE A GOOD SORT

Surf Coast Rubbish and Recycling App

Surf COAST SHIRE