

Residential kerbside rubbish collections frequently asked questions

Service Roll Out

Who is getting an NCC-supplied wheelie bin?	Every home in the city that is on the current NCC rubbish collection route will receive a 120L wheelie bin for general rubbish.
Is there a limit on how many bins are supplied to each property?	There will be a limit of one 120L wheelie bin for rubbish. If you have more rubbish you will need to take it to the Redclyffe Transfer Station on Springfield Road or use a private collector.
When will collection of the new containers start?	Collection of rubbish from the NCC-supplied wheelie bins starts from 1 October, 2020.
When will Council be distributing the new wheelie bins?	Wheelie bins are expected to be delivered to households during August and September, ready for the start of the new service from 1 October 2020.
I live in a multi-flat/community or retirement housing development. Will every unit/house get a wheelie bin and recycling containers? Where will we put them all?	We are working through these details on a case by case basis as each situation will be different. We will communicate directly with these residents.
Can I opt out of the service?	You cannot opt out of this service. The bins will be linked to the property and will need to be handed over to any future owners or tenants.
Will I have the same collection day?	Your rubbish collection day will most likely remain the same as it currently is. Please check the sticker on your new bin for your confirmed collection day. You can also check collection days for your address on our website after the new service begins.
When was the decision to provide this service made?	It was confirmed by Council in September 2018 through the Waste Management and Minimisation Plan process, which included a public consultation process.
Cost	
How is this service being paid for and what will it cost?	The kerbside rubbish collection service will continue to be funded as it is now, through a rates payment charged to all addresses that have access to the kerbside collection services. The proposed charge in your rates for 2020/21 is \$130 including GST.

Will I get a discount if I don't use the service weekly?	In the future, we hope to move to a system that will incentivise and reward households that dispose less waste. Initially, we need to gather data to work out how this system would be funded. If you place your bin out only when it is full, it will help us to provide a service that matches demand. The ID tags on the wheelie bins will enable us to collect the data we need to design this system.
I rent my property, how will I pay for this?	As with the current service, this is part of the rates paid by the landlord. It will be at the discretion of the landlord how these charges will impact you.
Rubbish	
What size is the wheelie bin?	It is a 120-litre wheelie bin, approximately 900mm high, weighing about 8 kg.
Why this size?	Results from recent surveys indicate that a 120-litre bin, with no additional recycling or garden waste, will be suitable for almost all households. We want to stress that 120 litres is a maximum, not a target, and the aim is to avoid filling your bin as much as possible. We will closely monitor the city's rubbish collection volumes and investigate whether it is possible to provide a system that will those who only put their bin out once a fortnight or less, providing an incentive to create less waste.
What can I put in my wheelie bin?	All household rubbish that cannot be put in your recycling crates. Please note this EXCLUDES the following items: <ul style="list-style-type: none"> • Garden waste • Hot ashes • Batteries • Hazardous waste • Medical waste
Why won't you be accepting garden waste in the wheelie bins?	Our landfill is filling up and almost half of the waste going into the landfill is organic waste. In addition to taking up valuable space, when it's mixed with other waste and compacted to the point where no oxygen can get to it, it can't break down properly and rots very slowly. This creates methane gas and leachate, which contribute to climate change and threatens the environment.
Will NCC be providing garden waste bins?	No, we will not be providing a garden waste collection service. You could consider using a private collection

	service. You can also dispose of garden waste at Council waste transfer stations or at BioRich in Awatoto.
Will NCC be providing bins for food waste?	No, we don't have plans to provide a food waste collection service.
Other questions	
What if I do not need my wheelie bin collected every week?	We want to encourage less waste and will be investigating initiatives to reduce the cost for those who waste less. For us to work this out we need to gather data on how regularly bins are put out. To help with this, please only put out your bin when it's full or needs to be emptied.
I have a private wheelie bin provider; what shall I do?	Decisions on private collection services are up to individual residents. Private operators are aware of the changes to the service and will be able to provide options for you going forward. As the NCC-provided bins are for general waste only, you may wish to ask your provider to change this to a green waste bin.
What if I don't want a wheelie bin?	All Napier properties that pay for a kerbside rubbish collection service in their rates will be delivered a bin. There is no opting out of the service. The bins will be linked to the property and will need to be handed over to any future owners or tenants.
I have a long driveway and can't get the bin to the end.	This challenge has been overcome by many residents already using a private wheelie bin service; either by towing their bin to the kerb using their vehicle, or leaving the bin near the letterbox and transport their waste regularly to the bin. We encourage you to use the option that suits you best.
Bin Care	
What if my wheelie bin is broken/stolen?	Please contact us on 06 835 7579.
Will I have to line my wheelie bin or put my rubbish in a plastic bag?	We encourage waste reduction by not lining rubbish or wheelie bins with plastic bags.
Will I have to clean my bin?	It's not a requirement, however rinsing your bin out regularly will help reduce any smell.