Kerbside Waste Services Policy

DRAFT – MARCH 2026

Purpose and Scope

This Policy sets out the terms of service for kerbside waste collection provided by Invercargill City Council (Council), and fulfils and observes Council's obligations under the Waste Minimisation Act 2008. It applies to all kerbside waste collection services provided by and on behalf of Council within the Invercargill City District. It does not apply to any other aspects of solid waste management such as the Invercargill or Bluff Transfer Stations, recycling centres, or to private waste collection services.

Definitions

Additional Bins means any additional or larger bins compared to the standard set of bins as supplied to all properties receiving Kerbside Waste Services.

Approved Containers means those bins supplied by Council or Council's Agent. These remain the property of Council, and Council or Council's Agent will be responsible for normal wear and tear and any damage caused by Council or Council's Agent.

Contamination refers to recycling bins (rather than the general refuse bins) which contain items that are not approved for disposal in that type of bin. Full details on which bin to use for different types of rubbish and recycling is available on Council's website.

Contamination Notice means a notice issued to a customer informing them that their recycling bin has been found to be contaminated. Notice may be given in writing, or by the issue of a tag on the contaminated bin.

Council means Invercargill City Council.

Council's Agent means any solid waste service provider as approved and contracted by Council.

Customer means the owner or occupier of a property receiving Kerbside Waste Services, whether or not they are also the ratepayer.

Kerbside Waste Services means the solid waste kerbside collection service provided by Council, as detailed in the Solid Waste Activity Management Plan.

Non-residential Premises means a rating unit used for non-residential purposes.

Ratepayer means the owner of any property, who is liable to pay rates for that property.

Reinstatement Agreement Form is available from Council and must be signed and returned before any Kerbside Waste Services are reinstated for customers who have had their service suspended for Contamination or non-compliance.

Residence means each rating unit which is used for residential purposes.

Service Area is the geographic area shown in the map at Appendix A, and may be updated from time to time in accordance with this policy.

Special Collection Point means a designated collection point along a collection route for specified remote and/or rural properties, or properties temporarily inaccessible to collection vehicles (for example due to road works) as advised. These may be updated from time to time, and affected properties will be notified of any changes.

Standard Set means the Approved Containers as supplied by Council by default. For details on the current Standard Set of bins, refer to Council's website.

Service Area

Each Residence within the Service Area will be provided with and rated for Kerbside Waste Services, and will be allocated Approved Containers. It is not permitted to opt-out of the service or to return Approved Containers.

Residences which are a single rating unit but which contain multiple separate dwellings may apply to Council for Additional Bins, which attracts additional charges per Council's Fees and Charges Schedule. Further detail on this is below.

New Residences within the Service Area (for example, new builds following a subdivision) will be provided with bins once the dwelling is inhabited and will be rated for services accordingly.

Extending the Service Area

Council may consider extending Kerbside Waste Services to a new geographic area if:

- One or more requests for extension of service to that area have been received.
- At least five Residences would be affected.
- It is practical to provide the service. This means collection vehicles can safely access, operate and turn around in the area, the road surface is appropriate, there are no major obstacles or hazards, and there is kerbside area for the presentation of bins.
- It is cost effective and feasible to provide the service, and adequate resourcing (in terms of staffing and capacity within the service) is available. Proximity or connection to the existing Service Area will also be considered.

If the above criteria are met, Council will consider consultation with the affected properties, and will only proceed if a majority (more than 50%) of landowners agree to the proposal. If, following any consultation, Council agrees to extend the service area, all Residences will be notified at least 90 days prior to the service commencing. All Residences will be included in the targeted rate for Kerbside Waste Services.

Non-residential Premises

Non-residential Premises within the Service Area can apply to Council to receive Kerbside Waste Services. Applications will be decided on a case-by-case basis, and will only be approved if:

- It is practical to provide the service. This means collection vehicles can safely access, operate and turn around in the area, the road surface is appropriate, and there are no major obstacles or hazards.
- It is cost effective and feasible to provide the service, and adequate resourcing (in terms of staffing and capacity within the service) is available.
- There is suitable space to store and collect Approved Containers, without causing undue disruption or nuisance to pedestrians and other users of the footpath.
- Where relevant, the Ratepayer consents to receiving the service.
- Where Council has confirmed that the rubbish or recyclables are non-hazardous, suitable for kerbside collection (general rubbish only, not industrial refuse), and align with waste management and minimisation principles.



Private lanes, gated communities and multiple-occupancy units

Owners of Residences located in private lanes or rights of way, gated communities, and/or multiple-occupancy units which are not readily accessible by public roads, must provide a designated collection point for Kerbside Waste Services outside the secured perimeter or private right of way. The collection point must be safe and accessible to Council or Council's Agent.

Alternatively, owners can apply to Council to have Kerbside Waste Services extended down the private right of way if:

- The private lane, gated community or multiple-occupancy unit holds a minimum of five Residences.
- All owners (or their duly authorised representatives) consent to Council or Council's Agent accessing the private right of way in order to provide Kerbside Waste Services.
- It is practical to provide the service. This means collection vehicles can safely access, operate and turn around in the private right of way, the road surface is appropriate, and there are no major obstacles or hazards.
- It is cost effective and feasible to provide the service, and adequate resourcing (in terms of staffing and capacity within the service) is available.
- The owners acknowledge in writing that Council or Council's Agent will not be liable for wear and tear that may occur as a result of providing the service.
- Where applicable, access is provided to Council or Council's Agent (for example, by means of a remote control, key card or access code). Such access must be kept up to date, and if Council or Council's Agent cannot gain access due to a system fault, collection will only occur outside the secured perimeter.

Council reserves the right to discontinue services within private rights of way if access is consistently impeded or unsafe. This includes issues with key cards or similar devices, poor road condition, or parked cars or other obstacles.

Central Business District

The Central Business District (CBD) (as indicated on the map at Appendix A) is not within the Service Area. However, properties within the CBD can use a user pays rubbish bag collection service, which is provided three times per week. To use this service, pre-paid stickers must be purchased from Council and attached to the rubbish bags to be collected. Rubbish bags with the pre-paid stickers attached must be placed on the kerb before 9am on the day of collection, but may not be placed the day before collection, and any bags not collected must be removed from the kerb as soon as possible and no later than 10am on the scheduled collection day.

Bags must be placed in such a manner and at such time as to minimise disruption or nuisance to pedestrians and other members of the public. Bags must be properly sealed, and must not leak or cause offensive smells, must not be overfilled, must have a maximum weight of 15kg, and must be of sufficient quality that they don't tear while being picked up.

Terms of Service

Bins

Customers can only use Approved Containers for Kerbside Waste Services. Approved Containers are identified with a serial number and must remain at the address they were provided to. Council maintains a record of this information and the Approved Containers remain the property of Council.

Bin Contents

Bins must only contain the type or types of rubbish or recycling as authorised for each bin. All rubbish and/or recyclables must be prepared, sorted and separated as appropriate to Council standards. Full details on which bin to use for different types of rubbish and recyclables is provided on Council's website. Bins containing prohibited items will not be collected.

Bins have a maximum weight limit of 80kg, and will not be collected if they weigh more than this. The lid of the bin must be fully closed, and rubbish/recycling needs to be able to tip out freely. Rubbish or recycling which does not fit within the bin will not be collected and must not be left on the footpath.

Bin Checks and Suspension of Service

Bins may be inspected from time to time to ensure Contamination is minimised and they are presented correctly for collection. Where there is incorrect presentation of any bin, it may not be emptied. Where Contamination is found the bin will not be emptied and/or a Contamination Notice will be issued to the Customer. Any Customer receiving three Contamination Notices for their recycling bin (yellow bin) within one calendar year will have their service suspended until they sign and return a Reinstatement Agreement Form.

Council reserves the right to immediately remove any Approved Containers and/or suspend the service in extreme circumstances, such as the discovery of illegal items in a bin, or items or matter which is highly hazardous, dangerous, or which poses a serious risk to health or safety.

Presenting Bins for Collection

Unless otherwise advised, Approved Containers must be positioned for collection by 7am on the relevant collection day, but not before the scheduled collection day. Bins should be placed on the footpath or grass verge outside the relevant Residence, or at the designated collection point for Customers in private lanes or gated communities. Alternatively, and only for those Customers who have been approved/notified, bins must be left at the Special Collection Point.

Bins must be placed close to the edge of the kerb, must not unreasonably obstruct the footpath, and must not be placed across driveways. Bins should face the road, with the handle towards the property, and should have a gap of approximately 1 metre between them and any obstructions (such as trees, power poles, fences or other bins) where possible. Bins which are not presented appropriately may not be collected.

In the event that there are obstructions on the road such as maintenance works which would prevent access by collection vehicles, Customers are still required to place their bins on the kerb as usual. Arrangements will be made by Council or Council's Agent to retrieve the bins from the kerb and return them as necessary.

Bins must be retrieved from the kerb on the day of collection.

Collection Days

Bins are collected on a designated day of the week as shown in the map at Appendix 2. This may be updated at Council's discretion, and affected Residences will be notified if this occurs. Up to date information about bin collection days is provided on Council's website.

Kerbside Waste Services are not provided on the following public holidays:

- New Years Day
- Waitangi Day
- Good Friday
- Easter Monday
- ANZAC Day
- King's Birthday
- Matariki
- Labour Day
- Christmas Day

In weeks containing one of the above public holidays, there will be no collections on the day of the public holiday and all remaining collections due that week will take place one day later than usually scheduled, with Friday collections taking place on the Saturday.

Missed Collections

If a bin is not collected in error when it should have been, Customers must inform Council as soon as possible and in any event on the same day as the scheduled collection to arrange an alternative pick up. If a notification is received before 12 noon then collection can be rescheduled for the same day, and notifications received after 12 noon will be rescheduled for the next working day (bin must not be left out overnight), provided in both cases there is capacity in the system to do this.

No alternative pick up will be provided if the bin had not been put out in time, or if there was some issue which prevented Council or Council's Agent from collecting the bin and which was not the fault of Council or Council's Agent.

In extreme or unforeseen circumstances such as severe weather events or situations which restrict access for collection vehicles, Council reserves the right to cancel collections until the circumstances have resolved.

Assistance

Customers who are unable to put their bins out for collection due to a medically-identified physical impairment or restriction, and who do not have other household or community support available to them, may apply to Council for wheel-out wheel-back assistance. Applicants may be required to provide details about the difficulties faced and/or a letter of support from a medical or social care professional confirming they meet the criteria for assistance. The application shall outline the length of time the resident expects to need the service. Applications will be decided on a case-by-case basis. If granted, the assistance service will be reassessed every 12 months to confirm ongoing eligibility, and Customers may be contacted to check if their needs have changed or if any details of the property have changed, such as ownership.

Where assistance is provided, the Customer must keep the Approved Containers in an agreed location, and Council and/or Council's Agent must have unimpeded access to the property in order to collect and return the bins, otherwise the bins will not be collected.

Looking After Your Bins

Customers must take reasonable steps to maintain Approved Containers in a sanitary condition such that they do not cause a nuisance or create a risk to public health and safety. Council reserves the right to charge customers for replacement costs if bins pose a hygiene or health and safety risk.

Customers must take reasonable steps to protect Approved Containers from damage and theft. If a bin is stolen or otherwise lost, or suffers damage however caused, Council must be notified as soon as possible. Council may require a Police report in the event that a bin is stolen.

Council may seek reimbursement for loss or damage caused by negligence, misuse, deliberate acts, destruction, failing to take reasonable steps to protect the bin, or where the damage or loss occurs due to the bin being left on the kerb before or after the day of collection.

Council may administer replacements or reimbursements through Council's Agent.

Additional Bins

Customers are entitled to the Standard Set of bins only. Customers may apply to Council for Additional Bins, and these applications will be decided on a case-by-case basis and in Council's sole discretion. All requests to increase bins, whether in size or numbers, are treated as a request for Additional Bins, and will be charged as per the Additional Bins rate in Council's Fees and Charges Schedule.

Applicants will be required to explain why they are requesting additional bins, and Council may require evidence as appropriate. When deciding such applications, Council may consider any of the following matters:

- Waste minimisation considerations;
- Genuine need;
- Medical issues;
- Whether the request is temporary or ongoing;
- Multiple dwellings on one title;
- Nature of use of property;
- Availability of alternative waste disposal solutions;
- Capacity within the service;
- Storage space and potential to create obstructions on the footpath;
- Consent of the owner or Ratepayer;
- Any other matters as Council in its sole discretion deems relevant.

If Additional Bins are provided, Customers may receive a one-off invoice for the current financial year, and thereafter charges for the Additional Bins will be added to the relevant rates account in addition to the targeted rate for Kerbside Waste Services, at the start of the next financial year. Charges cannot be applied pro-rata. Charges are set per Council's Fees and Charges Schedule. If a Customer has Additional Bins but no longer requires them they must inform Council, noting that changes will only apply as of the start of the next financial year, and no refunds are available if the additional service is ended part-way through the financial year.

Payment for Services

Kerbside Waste Services are primarily funded through targeted rates, payable by the Ratepayer of each property. Additional fees and charges may apply, and these are set through Council's Fees and Charges Schedule.

Relevant legislation and related documents

This Policy complies with and must be read in conjunction with the following:

- Waste Minimisation Act 2008
- Local Government Act 2002
- Southland Waste Management and Minimisation Plan

Document Control

Revision History:	n/a
Effective Date:	[tbc 2026]
Review Period:	This Policy will be reviewed every six (6) years, unless earlier review is required due to legislative changes, or is warranted by another reason requested by Council.
New Review Date:	July 2028
Associated Documents / References:	Southland Waste Management and Waste Minimisation Plan
Supersedes:	n/a
Reference Number:	A6323152
Policy Owner:	Manager – Infrastructure Operations
Policy Training:	Contracts Manager, Operations Assistant, Administration Officer – Infrastructure Operations, Customer Services team



Appendix A – Map of Service Area

