

Request to upgrade a kerbside waste service: Residential property



City of
Newcastle

You can use this form to upgrade an existing kerbside waste service at a rateable residential property, such as upsizing existing bins or arranging for additional bins at your home.

Please make sure you have the correct application form before proceeding. If you would like to:

- upgrade an existing waste service at a rateable **business** property or a **non-rateable/exempt** property, please use our *Request to upgrade a kerbside waste service: Non-residential property* form.
- arrange for bins where there is **no existing** waste service at a property, such as a brand new home, please complete our relevant *Request for a new kerbside waste service* form.

Customer details

Given name(s)

Surname

Business name (if applicable)

ABN (if applicable)

Telephone number (business hours)

Mobile phone number

Fax number

Email address

I am the:

- Property owner
 Tenant
 Managing/Authorising agent

Property details

Property address (for waste services requested)

<input type="text"/>		
<input type="text"/>		
<input type="text"/>	Postcode	<input type="text"/>

Account number (from Rates & Charges notice)

Postal address (if different from property address)

<input type="text"/>		
<input type="text"/>		
<input type="text"/>	Postcode	<input type="text"/>

Invoice details

I would like to receive my account invoices:

- By email: I have added **DoNotReply@ncc.nsw.gov.au** to my safe senders list (This can typically be set under your "junk email" options)
 By post: I have provided my postal address above

Preferred service commencement date

Please note: Bin(s) will not be delivered until your application is processed and your account has been paid in full. Delivery may take up to 15 business days from date of full payment.

I would like: (please tick)	No. of additional bins requested	2023/24 charge per bin	Office use only
RECYCLING BINS (FORTNIGHTLY SERVICE)			
<input type="radio"/> To upsize my 240L yellow lid bin to a 360L bin ¹	-	\$31 (one-off)	UP2023
<input type="radio"/> An additional 240L yellow lid bin (standard size)		\$119.25	240AdRecY
<input type="radio"/> An additional 360L yellow lid bin (large size)		\$142.60	360AdRecY
GARDEN ORGANICS BINS (FORTNIGHTLY SERVICE)			
<input type="radio"/> An additional 240L green lid bin		\$121.70	240AdGrn
GENERAL WASTE BINS			
<input type="radio"/> My standard 140L red lid bin upsized to a 240L bin	-	\$320.25	240UpgrRed
Additional Services	No. of extra weekly services requested	2023/24 charge per bin	Office use only
<input type="radio"/> My standard 140L red lid bin serviced more often than once a week		see Table 1	140Wk...
Additional Bins	No. of extra bins requested	No. of weekly services requested	2023/24 charge per bin
<input type="radio"/> Additional 140L red lid bins			see Table 1
<input type="radio"/> Additional 240L red lid bins			see Table 1
Preferred collection day/s¹:	<input type="radio"/> Mon <input type="radio"/> Tue <input type="radio"/> Wed <input type="radio"/> Thu <input type="radio"/> Fri <input type="radio"/> Sat <input type="radio"/> Sun		
Table 1: Collection days	No. of general waste bin services per week	2023/24 charge per 140-litre bin	2023/24 charge per 240-litre bin
Monday to Friday	1-4	\$630.00	\$777.00
	5-8	\$609.00	\$750.75
	9 and over	\$582.75	\$729.75
Saturday or Sunday	1 or more	\$708.75	\$966.00
<p>The annual charges above are for each additional general waste bin serviced once per week. Multiple bins and/or collections are charged accordingly. For example, two 140-litre bins collected twice weekly equals four services (that is, 2 bins x \$630 p.a. x 2 services = \$2,520 p.a.), as does a single 140-litre bin collected four times per week (that is, 1 bin x \$630 p.a. x 4 services = \$2,520 p.a.). All charges are subject to annual change.</p>			

Terms and Conditions

- ¹Recycling bin upsize charge applies to the first 240-litre recycling bin provided under the standard rateable residential entitlement only. This is a one-off charge that does not need to be paid in subsequent years of service.
- All additional waste services—with the exception of the one-off 360-litre recycling bin upsize—are provided for an annual charge, with an account issued at the start of each financial year that is separate to the property rates and charges notice. This account must be paid in advance for the service to continue.
- All charges shown above are for 2023-24 and are subject to change each financial year.
- ²General waste bins serviced once a week will generally be serviced on the regular collection day for the property. You can find your collection day by visiting newcastle.nsw.gov.au/collection-days or by phoning 4974 2000.
- Recycling and garden organics bins are serviced fortnightly, on the regular collection day for the property.
- Fees apply to all account cancellations and amendments in accordance with City of Newcastle's adopted fees and charges. The 2023/24 fee for account cancellations is \$78.75 and account amendments is \$33.60.

DECLARATION AND SIGNATURE

I acknowledge and agree to abide by the following terms and conditions:

- Bin size upgrades/additional waste services have annual charges that are subject to change each year. An account is issued at the start of each financial year that is separate to the rates and charges notice, and which must be paid in advance for the service to continue.
- Bin(s) will not be delivered until full payment has been received and shall occur within 15 business days of full payment receipt.
- Following payment of the annual account each year, City of Newcastle will arrange for a sticker to be attached to the front of general waste bins and garden organics bins that have upgraded sizes/additional waste services associated with them. Upgraded/additional general waste and garden organics bins not displaying the current account stickers will not be serviced.
- All general waste and garden organics bins remain the property of City of Newcastle; all recycling bins remain the property of City of Newcastle's recycling contractor.
- All bins are identifiable by a RFID chip and serial number and are not transferable to another property without obtaining prior permission, in writing, from City of Newcastle. Fees and charges apply.
- Account customers are to notify City of Newcastle in writing of any changes to property ownership, cancellation or other changes in service. Fees apply to all account cancellations and amendments in accordance with City of Newcastle's adopted fees and charges applicable at the time of the request. For further information please visit newcastle.nsw.gov.au/fees
- Account customers opting to receive invoices by email are responsible for adding **DoNotReply@ncc.nsw.gov.au** to their 'safe senders' list to prevent invoices from being filtered as junk/spam and potentially overlooked.
- Should the contents of any bin be contaminated with items not deemed acceptable by City of Newcastle or its contractors, removal of the bin may occur at the owner/authorising agent's cost and the service suspended.

Name

Signature

Date

PRIVACY DISCLAIMER

We are committed to protecting your privacy. We take reasonable steps to comply with relevant legislation and our Privacy Management Plan. **Purpose:** We will use the information to process your request.

Intended recipients: Authorised City of Newcastle Officers and its contractors or agents. **Supply:** Voluntary.

Consequence of non-provision: We may not be able to process your request. **Storage and security:**

Information will be stored in accordance with City of Newcastle's Record Management Policy. **Access:** Contact us by phone on (02) 4974 2000 or attend the City Administration Centre.

TO SUBMIT YOUR APPLICATION

Please forward your completed and signed application form to **wasteaccounts@ncc.nsw.gov.au** or mail it to **Waste Services, City of Newcastle, PO Box 489 Newcastle NSW 2300**. You can also hand in your application at our City Administration Centre, located at 12 Stewart Avenue, Newcastle West, 8.30am–5pm Monday–Friday (excl. public holidays). Once we have processed your application, we will issue an invoice. Delivery of bin(s) shall not occur until within 15 business days of payment receipt.