

TERMS AND CONDITIONS FOR REFUSE REMOVAL SERVICE

1. For a Council-supplied refuse removal service:

- a. The Council will provide or will ensure that a scheduled refuse removal service ("the service") is supplied to an applicant according to need for domestic and trade (non-industrial) waste, unless otherwise permitted and agreed to in writing or publicly advertised notice.
- b. The service's tariffs and rates are advertised and amended by the Council annually, but may be amended in the interim by a resolution of full Council at a Special Council Meeting;
- c. A minimum of one 240-litre plastic wheeled container will be supplied by the Council to the property of an applicant where applicable, but containers remain the property of the Council;
- d. Each container is marked with a unique code, must be kept inside the applicant's property boundary and may only be used for the purpose intended;
- e. All waste must be placed in the container and kept inside the property, except on the scheduled day of collection – service schedules and guidelines are available at Customer Care Offices;
- f. Areas that cannot be serviced with containers, must use 85-litre black bags (self-supplied, three per week);
- g. On the scheduled day of collection, the container or bags must be placed on the kerbside on the roadside outside the applicant's property at 06:00 – the lid must be able to close;
- h. Waste not placed in the containers will not be removed;
- i. Containers must be retrieved and stored inside the property boundary as soon as possible after the collection;
- j. The cleaning and safekeeping of the container is the applicant's responsibility – in the event of a theft, this must be reported to the SAPS for a case number, and then reported to the Council, either in person at a Customer Care Office, or via the Call Centre (tel. 086 010 3089);
- k. Although every endeavor will be made to affect the scheduled service, the Council will not be liable in the event of an omission of any kind.

2. Requests to amend, change or terminate the service:

- a. Where waste volumes increase, applications for increased frequency of service (businesses only), or additional containers must be completed at the Customer Care Office;
- b. An elected body corporate representative, or the developer/property owner, or the property owner's managing agent of a sectional title or cluster development, secured complex, flat complex, shopping mall/centre or office complex may apply for a contract based on a lesser amount of containers than the number of units occupied by tenants or lessees;
- c. The adjusted service will only be supplied after consideration and the written approval of the Director of Solid Waste Management.

3. Billing and Service Enquiries:

- a. Accounts will be rendered one month in arrears, and are due owing and payable by the account's specified due date;
- b. The Customer Care Office must be informed at least 30 (thirty) days prior to any change in, or termination of service;
- c. The Customer Care Office must be informed timeously of a change of address in respect of either the service address or where accounts are rendered;
- d. Enquiries regarding billing or the service must be directed in person at one of the Customer Care Offices, or via the Call Centre (tel. 086 010 3089).
- e. The existing number of containers will be confirmed by Solid Waste Inspectors and the contract agreement will be adjusted accordingly should a discrepancy arise.

4. Validity of contracts:

- a. A copy of the approved application (and/or amendments) will be provided to the applicant as confirmation of a valid agreement between the Council and the applicant;
- b. The Council reserves the right to alter schedules, amend or terminate services should the Director of Solid Waste Management deem it necessary;
- c. The terms and conditions for a Refuse Removal Service provided or ensured by Council, or for private sector refuse removal services are subject to changes in the Council's applicable policies;
- d. All existing arrangements with the Council will remain in force until changed by means of a new completed agreement.

5. Refuse Collection Services that are not provided by the Council:

- a. The services of a private waste management company must be engaged for the collection, removal and disposal of industrial waste (non-hazardous, hazardous and dangerous), health care waste, building and construction rubble, bulk garden refuse and sand.
- b. All businesses and organisations (non-residential entities) registering with the Council as a business partner must complete the attached "Waste Assessment" form to assist the Council with future service and infrastructure planning.