FAQs New Recycling Service

When will my two recycling wheelie bins be delivered? The delivery of the new bins is scheduled as follows:

Clyde, Bannockburn and Naseby are completed
16 – 17 April: Bridge Hill, Teviot Valley and Alexandra
20 – 24 April: Ranfurly, Alexandra, Omakau and Ophir
27 April – 1 May: Pisa and Cromwell

What if I can't find my bin? The bins all have an address label on the side. Please ensure you have the right bin for your property. If you can’t find your bin, please check with your neighbours and down the street. If you still can’t find your bin, please phone Council. Please place your neighbour’s bins on their property if they are not around.

How often will my mixed recycling and glass wheelie bins be emptied? The mixed recycling bin and the glass recycling bin will be collected every 4 weeks on an alternating cycle. See your kerbside collection calendar for details or have a look on the council website here [http://www.codc.govt.nz/.../kerbside%20calendar%2015-16.pdf](http://www.codc.govt.nz/.../kerbside%20calendar%2015-16.pdf)

When will the new kerbside recycling service start? The new recycling collections start from the 25th May. Check your calendar for when exactly the first collection day is specifically for your area.

Which company is providing the new kerbside recycling service? ‘AllWaste’ the current refuse collection contractor has been contracted to also operate the kerbside recycling service.

When is the last WasteBusters kerbside collection in Cromwell Alexandra and Clyde (green crate collection)? The last collections using the old green crates will be as follows:

Monday 18 May: Alexandra, including Centennial Avenue (not Bridge Hill or river side of Centennial Avenue)
Tuesday 19 May: Bridge Hill and Clyde
Wednesday 20 May: Cromwell
Friday 22 May: Alexandra river side of Centennial Avenue

What should I do with my old recycling crate? You can keep the green kerbside crate.

What if I’m not home when my two recycling wheelie bins are delivered? Please arrange with a neighbour to retrieve your new bins from the kerbside and bring onto your property.

What if one or both of my new recycling wheelie bins aren’t delivered? Please check the address label on the bins and make sure you bring the right bin onto your property. Check the bins with your neighbours and along the street and if you still cannot find your addressed bin, please phone Council.

How will I know which day to put my new recycling wheelie bins out? See your kerbside collection calendar for details or have a look on the Council website here [http://www.codc.govt.nz/.../kerbside%20calendar%2015-16.pdf](http://www.codc.govt.nz/.../kerbside%20calendar%2015-16.pdf)
Where can I get another copy of my recycling and refuse collection calendar, if I lose the first one? You can make a copy from the Council website here http://www.codc.govt.nz/.../kerbside%20calendar%2015-16.pdf

Can I get a second or additional bin? Additional bins may be available. Register your interest and find out more information by phoning Council.

Will my refuse wheelie bin still be emptied fortnightly, and on the same day of the week that it's currently emptied? Yes.

What happens if it is a public holiday on the day my wheelie bin is due to be emptied? See your kerbside collection calendar for details or have a look on the Council website here http://www.codc.govt.nz/.../kerbside%20calendar%2015-16.pdf. All changes due to public holidays are on your personalised calendar

What can I put in my blue lidded recycling bin? Glass bottles and jars. Washed bottles and jars go in the blue lidded bin. All glass colours together. Lids go in yellow lidded bin. No windscreens, crockery, ornaments, light bulbs, mirrors or window glass

Can I put broken glass into my blue recycling wheelie bin, and does it matter if it breaks when I put it in? You can only put glass bottles and jars in the blue glass recycling bin. It doesn’t matter if they break when you put them in. You cannot put broken window glass, light bulbs or mirrors.

What can I put in my yellow recycling wheelie bin?

Newspapers, magazines, junk mail, cardboard cartons and boxes. Everything in the yellow must be clean material, no food contaminated items e.g. cardboard pizza boxes or used serviettes. Unfold and flatten cardboard. No cardboard that is waxed, lined with plastic or foil or that has been contaminated with food scraps. No coffee cups, tetrapak juice or milk cartons, no meat trays.

Glass Bottles and Jars
Washed bottles and jars go in the blue lidded bin. All glass colours together. Lids go in yellow lidded bin. No windscreens, crockery, ornaments, light bulbs, mirrors or window glass

Aluminium and Tin Cans
Wash and squash to maximise space in your yellow bin. Lids can be included.

All Plastics Numbered 1, 2, 3, 4, 5, 6 or 7
All plastics with recycling numbers 1,2,3,4,5,6 or 7 go in your yellow lidded bin. Wash, squash, lids can stay on.

Clean Plastic Bags and Plastic Wrap
Place in one bag and put in your yellow lidded bin. No loose plastic bags as they clog the sorting machinery.

What can’t I put in my red refuse wheelie bin? The following items are not acceptable in your red refuse bin; hazardous material, gas bottles, demolition, rocks, bricks or soil, scrap metal, paints, oils, liquids, hot ashes, electronics, construction materials. Please visit the A-Z guide for more information on what to do with these materials or call the council.

Does it matter if my wheelie bin is too full for the lid to close properly? The bin will not be collected if the bin lid is not closed.
If I have more recyclables or refuse than will fit in my wheelie bin, can I leave it beside the wheelie bin? No. Items placed on top of or next to the bin will not be collected.

Does my wheelie bin have to be under a certain weight to be emptied by the truck? Bins over 75 kg will not be collected. This is the safe upper limit for the bin to be lifted by the truck. Bins heavier than this can be taken to your nearest transfer station and charges may apply.

What if I generate more recyclables than I can fit in my recycling wheelie bins? Can I get another bin? Phone Council and register your interest in an additional bin. Alternatively you could arrange a commercial collection with AllWaste or Central Otago WasteBusters.

What is going to happen to the drop off facilities for recycling? The facilities at Tarras, Cromwell, Alexandra, Omakau, Ranfurly Transfer Station and Roxburgh Transfer station will remain. The facilities at Naseby, Roxburgh Town and Ranfurly Town will be removed. Under the new contract a different system of collecting the recyclables will mean that new bins will be placed at the remaining drop off facilities and the use of the shipping containers will be phased out.

Can I still take excess recyclables or refuse to the transfer station in Alexandra, Ranfurly, Roxburgh or Cromwell? Yes, charges may apply.

I run a commercial business. I need more than two recycling wheelie bins and I need them to be collected more frequently than four-weekly. What should I do? Phone Council to find out more about local commercial service operators.

I own a crib and I don't need two recycling wheelie bins? What should I do? You can choose not to have the bins on your property but the waste/recycling collection charge on your rates will not change i.e. there is no rates rebate. The property owner must sign a form that acknowledges this. Please phone Council for more information.

If I choose not to keep one or both of my recycling wheelie bins, will I get a rates rebate? No.

I don’t want a kerbside recycling collection service. Can I opt out and get a rates rebate? No. You can choose not to have the bins on your property but the waste/recycling collection charge on your rates will not change i.e. there is no rates rebate. The property owner must sign a form that acknowledges this. Please phone Council for more information.

The 240-litre wheelie bins are too big for me. Can I get smaller ones? Please call Council to register your interest.

If I swap one or both of my 240-litre recycling wheelie bins for smaller bins, will I get a rates rebate? No, the same rate applies regardless of size of bin.

What time do my wheelie bins need to be out on the street by, on the day they are due to be emptied? Bins must be out by 7am on day of collection.

I own more than one property. Can I move my wheelie bins between my properties as needed? No, the bins are allocated to a specific property and will only be collected from outside the allocated property.

If I sell my property or move out of my rental property, do I take my wheelie bins with me? No, the bin is allocated to the property and must remain as part of the property on transfer.
I’ve just moved to a new property and there are no wheelie bins. What should I do?

Phone Council

I am on holiday staying at a crib and the kerbside collection isn't for two weeks? What can I do? You can arrange with a neighbour to put the bin out for you. Alternatively, you can take your refuse material to the nearest transfer station or recyclables to the nearest recycling drop off point.

Who owns the bins? The bins are owned by the contractor.

My bin wasn't emptied? Please phone Council.

I need a commercial collection? Please phone Council for more information on the commercial collection options available.

What about extra collections during the busy holiday periods. Council had hoped to provide extra collection services over the peak holiday period, but this has proved logistically impossible. Improvements at the transfer stations will give customers better options during the busy periods.

Are my rates going to increase to pay for this new kerbside recycling collection service? The new service will be delivered to all properties in the Council kerbside collection area with no increase to the budgeted rate for waste management and collection.