

Frequently Asked Questions

1. **Who can get a Hard Waste and Recycling Collection?**

Hard waste and recycling collections are available to residential properties only. Businesses and commercial premises must make their own arrangements.

2. **What if I live in a flat, unit or apartment?**

Blocks of flats, units or apartments can access the hard waste and recycling collections the same way as other residents, as long as they are entitled to Council waste collection services and do not have private waste collection.

3. **How often does Darebin Council provide Hard Waste and Recycling Collections?**

Council offers two Hard Waste and Recycling Collections for residents:

- Winter Area-based Collection for all residents.
- Spring Limited, Booked Collection for residents like students who are moving house at this time (must be booked, only a limited number of collections are available).

4. **When is the Winter area-based collection and how do I get one?**

The winter area-based collection happens automatically, there is no need to book.

Visit Council's [Hard Waste and Recycling Web-page](#) to find out the general dates. The collections will usually run in May and June each year.

Residents will be notified of their collection dates by mail approximately 2 weeks prior to collection.

5. **When is the Spring limited, booked collection and how do I get one?**

The spring limited collection requires a booking. It is designed to help people like students who may be moving out of their house.

Visit Council's [Hard Waste and Recycling Web-page](#) to find out the general dates for collection and the dates when bookings will open. Bookings usually open in August and the collections normally run from September to November. Residents are advised to book early, as places are limited.

6. **What is the difference between the collections?**

The only difference is that winter collections are area-based and happen automatically, whereas spring collections require a booking and there are a limited number available and are designed for people like students who are moving house at this time.

7. **What can I do with my hard waste and recycling when there is no collection happening?**

Outside hard waste and recycling collection times, the Darebin Resource Recovery Centre accepts most hard waste and recycling for reuse, recycling or safe disposal. Many items are accepted at no charge. For more information call 9462 3455 or see the [Resource Recovery Centre \(Tip\) web page](#). Also see Question 22: *Are there alternatives to Council's hard waste and recycling collection service?*

8. How much notice is given before a collection?

Winter area-based collections: Residents are notified by mail approximately two weeks prior to their collection date.

Spring limited, booked collections: Residents are notified of the date of their booked collection at the time that they make their booking.

9. How much hard waste and recycling can I put out?

One cubic metre (1m³, about equal to one 6' x 4' trailer). All waste and recycling must be no longer or wider than 1.5 metres, and not too heavy for two people to safely lift. Items must be able to be safely lifted and placed safely in the vehicle. You must strictly adhere to these limits and requirements.

10. Are there any conditions I have to follow to have my hard waste and recycling collected?

Yes, there are Conditions of Collection that must be adhered to. Please refer to the Conditions of Collection on the [Hard Waste and Recycling Web-page](#).

11. When can I place my items out for collection?

Your items can be placed out for collection no earlier than the Saturday before your collection week and no later than 6am on the Monday of your collection week.

12. Where should I place my items for collection?

In front of your property on the nature strip if you have one, separated into piles of recyclable and non-recyclable materials. If you don't have a nature strip please wait until as late as possible on the Sunday night before collection to put your items out. Place your items as close as possible to the kerb. The best location is generally where you place your waste bins. Please try to keep footpath access as clear as possible. Do not place items on the road. Items will not be collected from inside property lines or lane ways.

13. Does Council provide skip bins?

No. Skip bins are not available from Council. If skip bins are required for other uses they must be hired privately. Council will not empty skip bins or any other receptacle as part of the hard waste and recycling collection. Check with Council for requirements about skip bins as they are not permitted on Council land or roads.

14. What items are accepted in the hard waste collection?

Please refer to list of accepted items in the Conditions of Collection found on the [Hard Waste and Recycling Web-page](#).

15. What items are NOT accepted?

Please refer to list of items that are not accepted in the Conditions of Collection found on the [Hard Waste and Recycling Web-page](#). If items are unacceptable for collection, you will receive a knock-back notice in your letter box explaining this.

16. Why are some items not accepted?

Some materials may be harmful to collectors and the environment, or may damage the compactor on the truck. Collectors are not licensed to handle some materials like paint and asbestos. You must organise disposal of unacceptable items yourself.

17. What happens if some of my items are not accepted?

If you receive a knock-back notice in your letterbox, please read it and follow the instructions. It will explain why items have been left behind. Often it will identify how you can dispose of these unacceptable items safely. It is your responsibility to remove or arrange removal of the items in the time frame identified on the knock-back notice.

For items that pose a threat to public health or safety, immediate removal is required. For other items, removal within seven (7) days is required. These details will be included in your knock-back notice. You may be fined if you fail to comply with these requirements.

18. How do I correctly dispose of items not accepted by Council's collection?

The Darebin Resource Recovery Centre accepts many items for reuse, recycling or safe disposal. Many items are accepted at no charge. For more information call 9462 3455 or see the [Resource Recovery Centre \(Tip\) web page](#).

Also see Question 22: Are there alternatives to Council's hard waste and recycling collection service?

19. Will all my hard waste and recycling be collected on the same day?

It is possible that your hard waste and recycling may be collected over several days. Different types of materials may be collected on different days. For example, metal may be collected separately from furniture, televisions and computers may be collected separately from carpet.

All acceptable items will be removed from your nature strip by the end of the week, but you must NOT add to your pile once the collections have started or some items may not be collected.

20. What if I am away when my collection occurs?

You are not required to be present for your collection as long as the material is placed out for collection no earlier than the Saturday before your collection and no later than the Sunday night before your collection occurs.

If you miss the collection, you can wait for the following winter or spring collection or refer to Question 22: Are there alternatives to Council's hard waste and recycling collection service?

21. What happens to my hard waste and recycling after collection?

Items in good condition may be accepted by the Outlook Store at the Darebin Resource Recovery Centre for resale. Mattresses, metals, tyres, televisions, computers and accessories and some other electronic waste will be collected separately and taken to be recycled. Other items and material from items may be reused or recycled at the Darebin Resource Recovery Centre. All left-over waste is sent to landfill. For more information on recyclable and reusable materials see the [Resource Recovery Centre \(Tip\) web page](#).

22. Are there alternatives to Council's hard waste and recycling collection service?

Yes. There are alternatives available for recycling or disposal.

Some Items not accepted in the hard waste and recycling collection may be eligible for recycling or disposal at the Darebin Resource Recovery Centre, Kurnai Ave, Reservoir. Phone 9462 3455 for information on acceptable items and costs, or see the [Resource Recovery Centre \(Tip\) web page](#).

Whitegoods such as fridges, freezers, washing machines, clothes dryers and microwaves can be collected at no cost through the Brotherhood Fridges program (Phone 1300 366 283). For more information please see: the Brotherhood of St Laurence [website](#).

The Outlook Market second-hand shop is located at the Darebin Resource Recovery Centre. It sells recycled goods and may also accept some used goods for resale. There is no charge for accepted goods, but not all items may be accepted depending on condition and stock in the shop. Items sold in the shop include: furniture, timber, bricks and building material, clothes, toys and games, tools, collectables, bric-a-brac, books and other household items. Location and Hours of the Outlook Market are the same as the Darebin Resource Recovery Centre. For more information phone 9462 3455 or see the [Resource Recovery Centre \(Tip\) web page](#).

Sustainability Victoria holds a Detox Your Home drop off day in Reservoir each year for Darebin residents wanting to dispose of household chemicals, liquid waste and fertilisers. To find out when the next drop off day will be held, what is accepted and to register for the day see [Detox Your Home](#).

There are many Charity Stores and Opportunity Shops that will accept some household and miscellaneous items or clothing, if they are in reusable or good condition. You can look these up in the Yellow Pages or online.

There are now a number of on-line options and sites for swapping, giving away and selling items.

23. Will my household waste, recycling and green waste recycling collections be the same as usual during hard waste and recycling collections?

Yes. Waste, recycling and green waste recycling collections will continue as normal.

24. I have noticed people going through other people's hard waste and recycling.

Some companies and organisations are believed to collect (scavenge) from hard waste and recycling collections. Please report these to Council on 8470 8888. Please note that neighbours at times take from each other's piles with their approval – this is not an issue and should not be reported to Council.

25. I have other questions about the hard waste and recycling collection, who should I speak to?

Call Council Customer Service on 8470 8888 for further information. They will be able to answer your enquiries or direct you to a relevant Council Officer.