

# How to: manage your building's private waste contract

**Know what to look for to establish an effective, sustainable and economical system that meets your building's needs - and residents' goals, too!**

Follow these steps to find the service that's right for you.

## Why is this important?

Your building might be surprised how much choice you have when it comes to private waste services.

Asking the right questions when establishing a waste contract will help you to make informed decisions and find the solution that is best for your building.



## Every building is different.

Before you dive into a conversation with a waste contractor, get as much data as you can on your building's current waste needs and make sure you are clear on the priorities of owners and residents.

### Consider these points:

- **Your buildings' needs:** what types of reusable/recyclable material is your building generating lots of?
- **Customer service:** do residents have a lot of questions, or need support with issues?
- **Sustainability:** how is your waste processed after it is collected and where does it end up?
- **Ethical practices:** how trustworthy is your waste contractor?
- **Reporting and transparency:** would data and insights into your building's waste help you to meet your goals?
- **Price:** different contracts can be structured differently, with different fees
- Is your building up to date with **State and National standards**? Are there additional recycling bin options that you would like to have access to?

# Questions to ask a private waste contractor

## Service details: How are they able to meet your needs?

- Which waste and recycling bin types do they collect?
- What bin sizes are available for each waste and recycling bin type?
- Do the lid colours of each recycling bin and signage meet the Victorian standard?
- Are there any limitations on what waste spaces they can collect from?

### Collection frequency

- Do collections occur on designated days and times?
- Are different kinds of recycling collected on the same day, or different days?
- What arrangements are in place for holidays or unexpected disruptions?
- Are there limitations on size or space?

### Contamination

- When something ends up in the wrong bin, how is this identified and measured?
- How much contamination is acceptable, and what happens if there is too much?
- If contamination occurs, how is it communicated to residents?

### Contract terms and cost

- What are the contract terms and renewal options?
- How is pricing structured?
- Are there any additional fees, such as bin hire, cleaning or a fuel levy?
- Are recycling services discounted?
- Can they provide a detailed cost breakdown for transparency?
- Is there flexibility to adjust services if the needs of the building change?

### Operations and reporting

- Where does each kind of recycling go after it is collected?
- How are the recyclables processed?
- Is certification available for these outcomes?
- Do they provide regular reports on waste and recycling metrics?
- What support and educational material can they provide?