

Residential Waste Service Application Form

Single Unit Dwellings (House, villa or townhouse)
Financial Year 2025-2026



About this form: This form should be completed if you would like a new waste service or to change an existing service to a single dwelling. Only the **property owner or managing agent** can complete and submit this form. Managing agent must be registered with Council. By submitting this form, you agree to Council's Residential Waste Service Terms and Conditions

How to Complete This Form: Please ensure each section of the form is completed. Only **fully completed** forms will be considered. Once completed, please return the **first two pages** either: In Person at Eastgardens or Rockdale Customer Service Centre or via email: council@bayside.nsw.gov.au or by post to PO Box 21 Rockdale NSW 2216.

Applicant Details:

Customer Reference Number *(found on the top right-hand corner of your Rates Notice)*

Property Owners Full Name(s):

Contact Person: *(If different to owner)*

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Address of Property *(Must be in Bayside Local Government Area)*

Contact Number(s):

1.	2.
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Email

Applicants Signature:

Date:

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Which of the following are you requesting:

<input type="checkbox"/> New Service	<input type="checkbox"/> Removal of service(s)	<input type="checkbox"/> Cancellation of Service
<input type="checkbox"/> Change Bin Size(s)	<input type="checkbox"/> Additional Service(s)	

(Service details and fees overleaf)

Privacy Statement

The personal information provided on this form (including your name and other details) will be handled in accordance with the *Privacy and Personal Information Protection Act 1998* and may be available to the public under various legislation. Refer also to the Privacy Statement on Council's website

Rockdale Customer Service Centre

444-446 Princes Highway
Rockdale NSW 2216, Australia
ABN 80 690 785 443

Eastgardens Customer Service Centre

Westfield Eastgardens
152 Bunnerong Road
Eastgardens NSW 2036, Australia
ABN 80 690 785 443

T 1300 581 299 | 02 9562 1666

E council@bayside.nsw.gov.au

W www.bayside.nsw.gov.au

Postal address: PO Box 21, Rockdale NSW 2216



Telephone Interpreter Services - 131 450

Τηλεφωνικές Υπηρεσίες Διερμηνέων

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Residential Waste Service Options

Please indicate the number of services you would like added or removed from the property.
One Standard 3 Bin Service **must be paid for** before applying for optional additional services.

	Add Service Number	Remove Service Number	Rate Charge GST exempt (per annum)
Standard 3 Bin Service: 240L Waste Mobile Bins			
Includes 1 x 240L General Waste Bin Service (Weekly collection), 1 x 240L Recycling Bin Service (Fortnightly collection) and 1 x 240L Garden Organics Bin Service (Fortnightly collection)			\$456.30

Optional Additional Single Waste Stream Services

Single 240L Standard Size Mobile Bins			
General Waste Bin – Weekly collection			\$319.10
Recycling Bin – Fortnightly collection			\$73.60
Garden Organics Bin – Fortnightly collection			\$63.60

Single 120L Small Size Mobile Bins			
General Waste Bin – Weekly collection			\$242.19
Recycling Bin – Fortnightly collection			\$59.46
Garden Organics Bin – Fortnightly collection			\$48.63



Waste Admin Fee: \$172.37 Each property site is subject to an annual Waste Admin Fee for each dwelling, (including house, semi, duplex, villa, terrace, townhouse, unit) on the site. This fee covers the cost of waste administration, management, education, compliance, and the availability or access to other waste services including four annual scheduled household kerbside clean up events and 22 annual community recycling drop off events (both limited to 3 cubic metres of waste material per event). Please refer to Council's website or the Bayside Waste Services App for more information.

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Mobile Bin Size Guide



Please visit council's website, or download our free app to view our Waste Services Guide and Waste Services Calendar

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Residential Waste Services - Terms & Conditions (T&C) Agreement

1. Service Eligibility and Agreement

- 1.1. This service is residential properties located within the Bayside Council Local Government Area.
- 1.2. By applying for and using the service, you agree to comply with these terms and conditions.
- 1.3. The service is subject to approval by Council and may depend on operational feasibility.

2. What the Service Includes.

- 2.1. Council provides the use of waste and/or recycling bins, along with scheduled collections based on your agreed bin size and frequency.
- 2.2. Only the appropriate waste materials may go into each bin (e.g., general waste in general waste bins, recyclables in recycling bins). Refer to section 10 of T&C.
- 2.3. You must not place any hazardous or prohibited items in any Council issued bins (e.g., chemicals, asbestos, sharps, hot ashes, or building waste). Refer to section 10 of T&C.

3. Bin Placement and Access

- 3.1. Bins must be placed at the kerb or approved collection point by 4:30am on the scheduled collection day and returned to your property after service.
- 3.2. Bins must be easy to access and free from obstruction by vehicles, fences, poles, or other barriers.
- 3.3. Council or its contractor may not service bins that are not safely accessible or not presented correctly.
- 3.4. For single dwellings, bins must be spaced at least 30cm apart when presented for collection

4. Bin Care and Acceptable Use

- 4.1. You (the customer) are responsible for keeping bins clean and in good condition.
- 4.2. Any damage caused by misuse or neglect may result in replacement fees/costs to be charged to you (the customer).
- 4.3. Only acceptable waste generated from your business premises is allowed in the bins provided by Council.
- 4.4. Only Council issued bins that you are paying for can be presented for a scheduled service.

5. Service Fees, Charges and Payments

- 5.1. Residential waste services are provided on a 'fee-for-service availability' basis. This means you are charged for the availability of the service, not just for completed collections. If you do not present your bins for collection, you will still be charged, as the service was made available to your premises.
- 5.2. Charges are based on Council's adopted annual Fees and Charges schedule and may be subject to change.

6. Service Changes or Cancellations

- 6.1. To request changes (e.g., modifications to number of bins, bin sizes, collection frequency, or cancellation), you must submit your request in writing.
- 6.2. Council reserves the right to review, modify, suspend, or withdraw services based on operational needs or changes in Council policy.

7. Access for Collection

- 7.1. You must ensure safe and unobstructed access for Council or its representatives to the bins and to provide services.
- 7.2. If access is not made available, the collection service may be missed. Council is not responsible for missed services due to inaccessible bins.

8. Bin Presentation and Service Conditions

- 8.1. Bins must be kept/stored on private property and only placed on the kerbside or public land after 6:00pm the evening before collection.
- 8.2. All waste must be inside the bin, fully contained, with the lid fully closed. Waste left outside the bin (including on top or beside bin) will not be collected and may be treated as illegal dumping. Enforcement actions and fines may be issued in accordance with relevant legislation or Council policy.
- 8.3. Bins must be presented in a safe and accessible location as approved by Council or a Council representative, clear of obstructions like poles, trees, or parked cars.
- 8.4. Bins must not exceed the maximum weight limit of 70kg for a 240L bin and 300kg for a 660L or 1100L bin. Bins exceeding these limits will not be serviced and must be resolved by you (the customer) before the service schedule can recommence.
- 8.5. Bins must not contain any prohibited or hazardous materials. Doing so may lead to service cancellation and may be reported to authorities.
- 8.6. If bins are not placed out correctly (wrong time, wrong location, lid open, or contaminated), the service may not be provided on that day.
- 8.7. Council may suspend or cancel your service if:
 - 8.7.1. Payments are overdue;
 - 8.7.2. Bins are repeatedly contaminated or contain prohibited items;
 - 8.7.3. Bins are regularly presented incorrectly, or in unsafe locations.

9. Acceptable and Non-Compliant Materials

To ensure safe and efficient service, waste must be sorted correctly into the appropriate bin. The following outlines what can and cannot be placed in each Council-provided bin type. This may be subject to change, with the latest acceptable and non-compliant materials found on Council's website: www.bayside.nsw.gov.au.

9.1. General Waste – Red Lid Bin

✓ Acceptable Items

- General business and household rubbish
- Plastic bags and soft plastics
- Food organics
- Polystyrene and foam
- Nappies and sanitary items
- Broken crockery or glassware (non-recyclable)
- Non-recyclable packaging
- Soiled shoes and textiles (non-usable)

✗ Not Accepted

- Recyclable materials (e.g. paper, bottles, cans)
- Electronic waste and printer inks (e-waste)
- Chemicals, oils and paints
- Gas bottles
- Building waste (e.g. bricks, concrete)
- Rocks and soil
- All types of batteries
- Hazardous solid and liquid waste (e.g. asbestos, poisons)
- Medical waste or sharps
- Hot ashes or flammable items

9.2. Recycling – Yellow Lid Bin

✓ Acceptable Items

- Aluminium and steel cans (clean)
- Empty glass bottles and jars (rinsed, lids removed)
- Empty plastic bottles and containers (rinsed, lids removed)
- Empty Cartons (milk, juice – rinsed)
- Paper and flattened cardboard

✗ Not Accepted

- Plastic bags or soft plastics
- Food scraps or garden waste
- Electronic waste and printer inks (e-waste)
- Broken crockery or glassware (non-recyclable)
- Chemicals, oils and paints
- Nappies and sanitary items
- Gas bottles
- Garden hoses
- Clothing, shoes, or textiles
- Polystyrene, foam, bubble wrap
- Clothing, shoes, or textiles
- All types of batteries
- Building waste (e.g. bricks, concrete)
- Medical waste or sharps
- Hazardous solid and liquid waste (e.g. asbestos, poisons)

9.3. Garden Organics – Green Lid Bin

✓ Acceptable Items

- Small branches and twigs (max. 10cm thick)
- Leaves, grass clippings and weeds
- Plants and flowers
- Tree shrubs and prunings

✗ Not Accepted

- General waste, including pet waste
- Food scraps
- Treated or painted wood
- Plastic bags, paper or cardboard
- Soil and rocks
- Other items listed as not acceptable in Red Lid Bin (10.1) and Yellow Lid Bin (10.2) sections, with the exception of garden waste.

10. Extenuating Circumstances / Service Continuity

Council will make every effort to provide commercial waste services on the scheduled collection days.

However, unforeseen or extenuating events — such as floods, road closures, pandemics, public health restrictions, or limited resources — may cause temporary service delays.

In these situations, Council will:

- Prioritise recovery and aim to complete the missed collection as soon as practicable,
- Minimise disruption to your business wherever possible.

Please note, when a corrective action service is provided:

- These circumstances do not reduce your service fees.
- No credits or refunds will be issued for missed services due to events outside of Council's control

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