

# Waste Collection Services

## Application for a Twice Weekly Collection for a Non-rateable Commercial Property

Council can supply a twice-weekly landfill (grey lid) bin collection to non-rateable properties at an additional cost. The waste collection services available for your property will depend on the property's location and your requirements. Non-rateable properties are listed in Section 154 of the *Local Government Act 1989*.

Please contact Customer Experience on 9518 3555 to discuss any enquiries.

### Applicant Details:

I am the property owner: *(Please tick)*

Business/Church/Property Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Telephone Number (BH): \_\_\_\_\_ Mobile: \_\_\_\_\_

Email Address: \_\_\_\_\_

Postal Address *(if different from Property Address)*

\_\_\_\_\_

### Twice Weekly Services Requested: *(Please tick)*

I/We agree to **pay for a 240L landfill (grey lid) bin**, collected **twice weekly**, to be delivered at a cost of **\$627.70** each for the 2024/2025 financial year.

I/We currently have \_\_\_\_\_ **240L landfill (grey lid) bins**, collected **twice weekly** and require additional twice weekly delivered at a cost of **\$627.70** each for the 2024/2025 financial year.

### Service Agreement

I can confirm that I am the ratepayer of the above property. I acknowledge that this charge will be added to the rates notice of this property. I agree to the terms and conditions on the back of this form and as listed in the "Conditions of Service and Supply".

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please return the completed form to:

**Post:** Administration Officer (Waste Services), PO Box 1, GLEN WAVERLEY 3150.

**Email:** [mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au)

**In Person:** Civic Centre – 293 Springvale Road, Glen Waverley  
or Oakleigh Service Centre – 3 Atherton Road, Oakleigh

OFFICE USE ONLY

Pathways CR: \_\_\_\_\_ Request date: \_\_\_\_\_ Delivery date: \_\_\_\_\_

## Terms and Conditions

- The prices listed overleaf are current to 30 June 2025. Fees are reviewed annually and are subject to change from 1 July every year.
- Fees will continue to be charged until the time Council receives cancellation advice and the bin is removed.
- Payment for additional services is required by the date listed on the rates notice. Failure to meet this deadline can result in the removal of any bin services.
- Your Council-supplied bins will be collected from the kerbside or otherwise nominated collection point on the collection day nominated for your area. If you are unsure of your collection day, please refer to our website ([www.monash.vic.gov.au](http://www.monash.vic.gov.au)), Council supplied collection calendar, or call us on 9518 3555. Bins provided from other sources will not be cleared. Bins must be presented at the collection point by 5am on the collection morning.
- The maximum gross weight of the bin and its contents must not exceed 72kg and the lid must be properly closed for collection to occur.
- It is the duty of the occupier to keep the bin clean and in a hygienic condition. The occupier is also responsible for tidying any rubbish spillage or cleaning up any litter that falls from the bin.
- Council will repair or replace the bin free of charge if it is accidentally damaged or if it is stolen.
- If a bin is damaged as a result of misuse or other action on the part of the user or if the bin is lost as a result of an action or failure to act to protect the bin against loss or damage, the Council may charge the property owner the cost of repair or for the cost of replacement of the bin.
- Properties under construction are required to contact Council for the removal of bins; to eliminate misuse of bins (contamination) and bins being stolen. Bins will be provided once construction is completed, and the property is occupied.
- In instances where a Waste Management Plan has been completed for the property; Council will supply bins according to this plan. Additional bins may not be able to be arranged.
- From time-to-time Council or its contractors may undertake an audit of any Council bins. This may include but is not limited to, making a visual inspection of the contents, checking contents for contamination, checking the unique bin serial number, and inspecting the condition of the bin.

*For a complete list of terms and conditions in addition to those listed above please refer to the “Conditions of Service and Supply” document, available by contacting Customer Experience on 9518 3555.*

## Non-rateable Properties

Non-rateable properties are charged for all bins onsite as no rates are paid no services are included. Payment for any waste, recycling and/or garden bin(s) will be charged on an annual basis and will be included in the properties rates notice. In the financial year the bin is delivered, the amount will be calculated on a pro-rata basis, based on when delivery occurred. An updated rates notice will then be issued for any outstanding amounts. The service may be cancelled at any time by contacting Customer Experience on 9518 3555. It is a requirement that you arrange removal of any services prior to vacating the property. Upon service cancellation, the bin(s) will be removed by Council within five working days.

## Privacy Collection Statement

Monash City Council (“Council”) collects personal information via this form to provide you with the service you are seeking and/or to fulfill its statutory responsibilities, and for related purposes which you may reasonably expect. Council will not release or provide your personal information to any other person or body, unless (a) it has been authorised to do so by you, or (b) it is permitted or required to do so by law, or (c) it is appropriate or required in the performance of the functions of Council. If you do not supply the requested information, we may not be able to provide you with the service and/or fulfill our statutory responsibilities. You may gain access to your personal information by contacting Council’s Privacy Officer via telephone on 9518 3555 or email at [mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au). Further details are available at the Privacy page on Council’s website ([www.monash.vic.gov.au](http://www.monash.vic.gov.au)).