

# Waste Collection Services

## At-Call User Pays Hard Waste Collection Fee

If a booked 'at-call' hard waste collection is not collected, you may request a refund using this form.

### Applicant Details:

Application number: \_\_\_\_\_ Fee Paid: \_\_\_\_\_ Receipt Reference: \_\_\_\_\_

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

Applicant Name: \_\_\_\_\_

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

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

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

Postal Address *(if different from Property Address)*

\_\_\_\_\_

### Reason for Refund

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Bank Account Details

Account name

\_\_\_\_\_

Bank Name

\_\_\_\_\_

BSB Number

Account Number

\_\_\_\_\_

### Service Agreement

I confirm that I am the ratepayer of the above property and the information provided is true and correct.

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

#### OFFICE USE ONLY

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

Once approved, a full refund will be processed within fourteen (14) days from the date of this notice.

If you wish to discuss anything with us, please contact Council's Waste Services Administration team on 9518 3555.

Regards,



Simon Hill

Manager Sustainable Monash

### 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)).