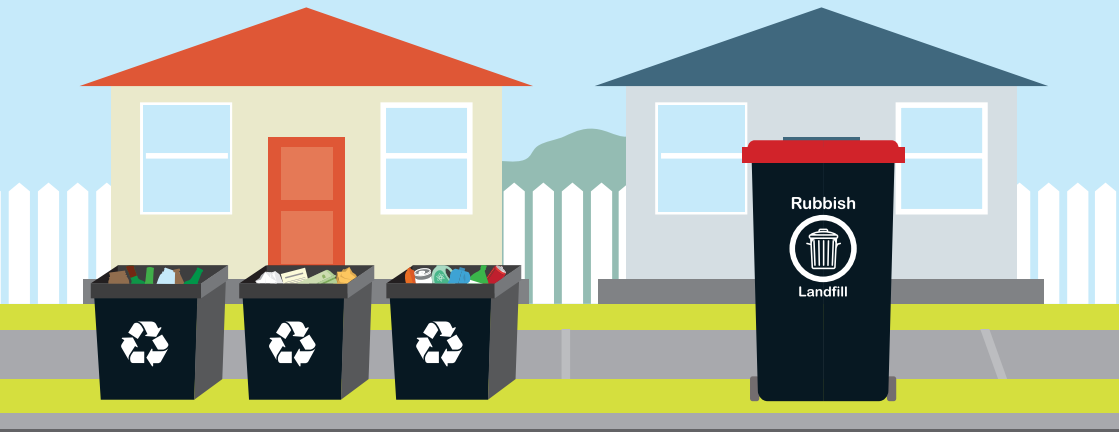
HASTINGS DISTRICT COUNCIL

YOUR GUIDE TO REDUCING WASTE

GOODBYE BAGS & BUCKETS

HELLO CRATES & WHEELIE BINS!



MAKE LANDFILL YOUR LAST CHOICE

OUR SERVICES ARE CHANGING

WHY ARE WE MAKING CHANGES TO YOUR KERBSIDE RECYCLING AND RUBBISH SERVICE?

In 2017 we went out to the community in partnership with Napier City Council to consult on our Joint Waste Management and Minimisation Plan for Hastings and Napier. You spoke and we listened - our community wants to see increased recycling and a decrease in the amount of organic waste going to landfill. Targets have been set to increase recycling by 20% and decrease organics by 30%. The changes to the kerbside collection services are one of the first actions that will help us reach these targets.

Hastings and Napier send over 90,000 tonnes of waste to Omarunui Landfill each year (which is the equivalent of 90,000 small cars). Around a third of this comes from kerbside collections.

A Solid Waste Survey in 2019 showed that currently over 60% of what's going into our rubbish bins could be composted or recycled, which is why we want you to **Make Landfill Your Last Choice.**

To reduce the amount of organics going into the landfill, we won't be accepting garden waste in your new rubbish bins. This is because organic waste such as lawn clippings and plant trimmings do not break down in landfill. It is compacted so solidly no oxygen can get in to help it break down, so it slowly decays and produces methane (a highly potent greenhouse gas) and a toxic liquid called leachate. This guide offers alternatives to dealing with organic waste, as well as information on how you can reduce what you send to landfill.

Our landfill is a community resource that we don't want to fill too fast. In an ideal world, we would hope this is the last landfill we have to build and that one day all our waste is reduced, reused, recycled or composted.

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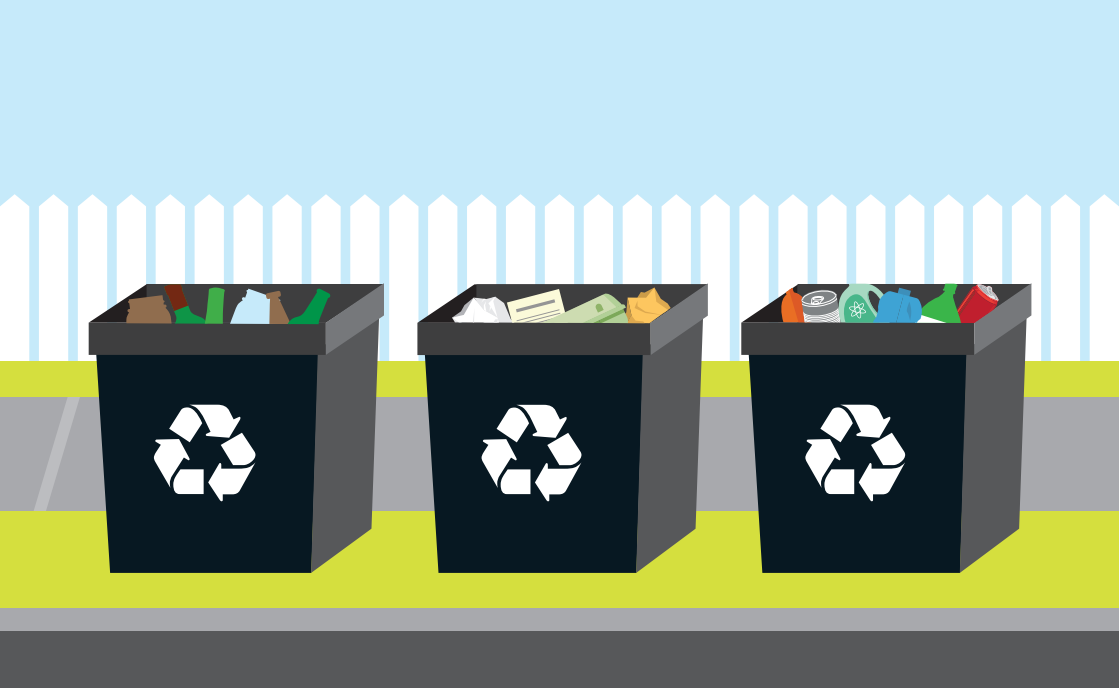
CHECK OUT THE NEW A-Z GUIDE AT

www.hastingsdc.govt.nz/waste

TO SEARCH WHERE TO REDUCE, REUSE, RECYCLE OR DISPOSE OF YOUR ITEMS



WHY CRATES?

Using crates to separate items ensures we have the cleanest recycling possible and the high quality of the material collected will guarantee it will be recycled.

Separating recycling also allows paper and cardboard to be collected separately and dropped directly where it needs to go, saving on double handling and transport emissions.

WHY NOT WHEELIE BINS?

While wheelie bins are very simple to use, the quality of recycling that comes out of the mixed recycling wheelie bins is much lower. It's also a lot more difficult to separate items afterwards and therefore costs more to process. In Hastings, it is especially important to keep our glass separate from paper and cardboard which is sent locally to Hawk Packaging where it gets made into fruit trays, so there can't be any fragments of glass in it for health and safety reasons.

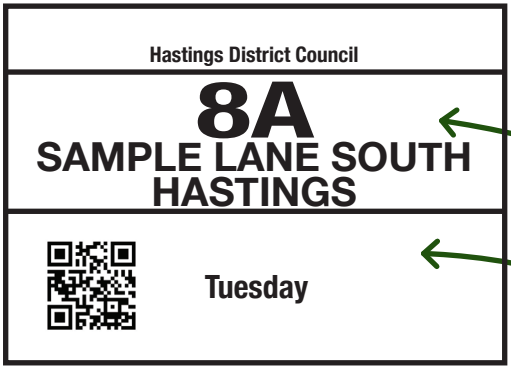
RECYCLING: USING YOUR CRATES

SAY HELLO TO YOUR NEW RECYCLING CRATES

Our new kerbside recycling service starts on 1 May.

YOUR COLLECTION DAY MAY HAVE CHANGED.

IT CAN BE FOUND ON THE STICKER ON THE SIDE OF YOUR RECYCLING CRATE.



PROPERTY ADDRESS

YOUR COLLECTION DAY

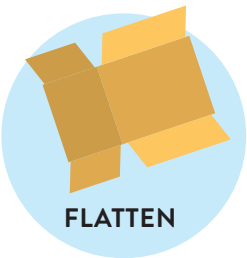
- If your sticker falls off you can mark the crates with your address or request a new sticker.
- All properties are provided with three crates – please look after them. The crates are linked to the property and will be part of the chattels or tenancy inventory. If you move, the crates stay with the property.

HOW TO BE GREAT WITH YOUR CRATES!

PREPARING YOUR RECYCLING...

1 WASH, REMOVE LIDS, AND FLATTEN CARDBOARD

Wash out jars, bottles and cans.
Remember no food or liquids please.



2 ANY COUNCIL CRATE, JUST SEPARATE!

Place your recycling in the three crates provided.
Separate out items into the following categories:

You can put out multiple crates with the same items (for example two crates of paper), **but don't mix the different categories in the same crate.**

3 STOP BEFORE THE TOP

Don't overfill your recycling crates.

CORRECT
Yes please!

OVERFULL
No thank you

Health and Safety regulations mean that crates can only be filled until level with the top, so they are a safe weight to lift and items don't fall off, causing a trip hazard and litter. If you've got more recycling than can fit in your crates you can take it to a transfer station (details on page 12), or save it for the next week.

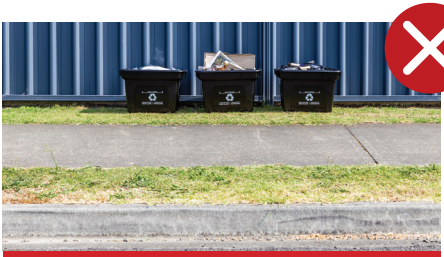
4 KERBSIDE BY 7AM

Place your recycling out on the kerbside in the provided crates by 7AM ON YOUR COLLECTION DAY.

WHERE DO I PUT MY CRATES FOR COLLECTION?

Recycling crates need to be placed as close to the kerb as possible. Crates must not be blocking the footpath. Visit www.hastingsdc.govt.nz/waste for more examples of placement for different kerbs.

CORRECT PLACEMENT
on standard kerb



INCORRECT PLACEMENT
on standard kerb

If you live on a private road your bins must be placed on the kerbside of the nearest public road.

WHAT CAN YOU RECYCLE?

PAPER & CARDBOARD
CLEAN & FLATTENED

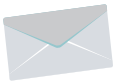
Yes please!

PAPER

JUNK MAIL

CARDBOARD

EGG CARTONS



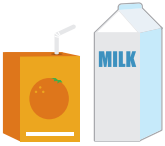
ENVELOPES

MAGAZINES

HOUSEHOLD PACKAGING

EMPTY PIZZA BOXES
(REMOVE ALL FOOD)

No thank you!



MILK & JUICE CARTONS

TAKEAWAY COFFEE CUPS

PACKAGING WITH FOOD WASTE

RECEIPTS

PAPER WITH GLITTER

PET FOOD & POTATO SACKS

TOP TIP:

If you have large cartons to recycle, you can drop them off for free at your local recycling depot, or cut them down to fit in your crate.

GLASS

EMPTY, CLEAN GLASS OF ALL COLOURS

The recycling teams will not empty bins that weigh more than 10kgs.

Yes please!

FOOD & OTHER JARS

SOFT DRINK BOTTLES

WINE, BEER & SPIRIT BOTTLES

No thank you!

BROKEN GLASS

WINDOW & MIRROR GLASS

DRINKING GLASSES

GLASS COOKWARE

CHINA & CROCKERY

SPECTACLES

LIGHT BULBS

PERFUME BOTTLES

TOP TIP:

Metal jar lids, metal bottle tops, aluminium screw caps and fluorescent light bulbs and tubes can be recycled at Environment Centre Hawke's Bay.

See page 25 for a full list of accepted items or visit www.environmentcentre.org.nz

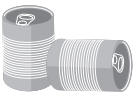
PLASTICS & CANS

WASH, SQUASH, LIDS OFF

PLASTICS 1 & 2 ONLY

Yes please!

KITCHEN, BATHROOM & LAUNDRY PLASTICS ♻ 1 & 2



TIN CANS

ALUMINIUM CANS

No thank you!

ANY PLASTIC ♻ 3-7

LIDS

HARD PLASTIC

SOFT PLASTIC

POLYSTYRENE

PAINT TUBS

BUCKETS & PLANT POTS

CHIP PACKETS & LOLLY WRAPPERS

TOP TIP:

Environment Centre Hawke's Bay can also take: • Milk bottle tops • Metal jar lids • Coffee capsules • Metal bottle tops • Aluminium screw caps • Plastic bottle tops • Aluminium foil and trays • Oral care products • Batteries • Bread tags • Glad brand food wrap, ziplock bags and food storage containers.

See page 25 for a full list of accepted items or visit www.environmentcentre.org.nz

WHY HAVING THE WRONG THING IN A CRATE IS A PROBLEM

Sometimes eager recyclers may want to recycle things that we don't collect in our kerbside collection.

Your recycling may get left behind if the wrong thing is in your crate, which we know will be frustrating when you were trying to do the right thing. It also causes problems down the line. When the wrong thing ends up in the recycling stream it is called contamination.

1 It costs time and money

The average recycling service crew member will collect 500-750 crates each day, with approximately 10-15 seconds to collect and empty each crate. Having to stop and sticker incorrect crates doubles this time and creates additional operating costs.

2 It reduces the quality of recycling

If it's not spotted by our crew in the short time they have to look at each crate, contaminated recycling becomes a problem in the sorting facility. All recycling is sorted by hand to remove items that shouldn't be there (such as the wrong types of plastic or items with food on them) but with hundreds of items passing sorters each minute they may miss some items.

The sorted products are bailed for transport to re-processors to be turned into something new. If the levels of contamination are too high the **entire** bale may be rejected and sent to landfill instead meaning **everybody's good effort goes to waste.**

3 It may cause safety issues or damage the recycling machinery

Contamination can also cause issues if it's going through a system not designed to process it. It may jam or damage the machinery and create a hazard for workers.

4 Only accepted items go on to be recycled

The facility that takes our recycling only has the ability to recycle items we accept at the kerbside. Rejected items from the sorting line will go to landfill.

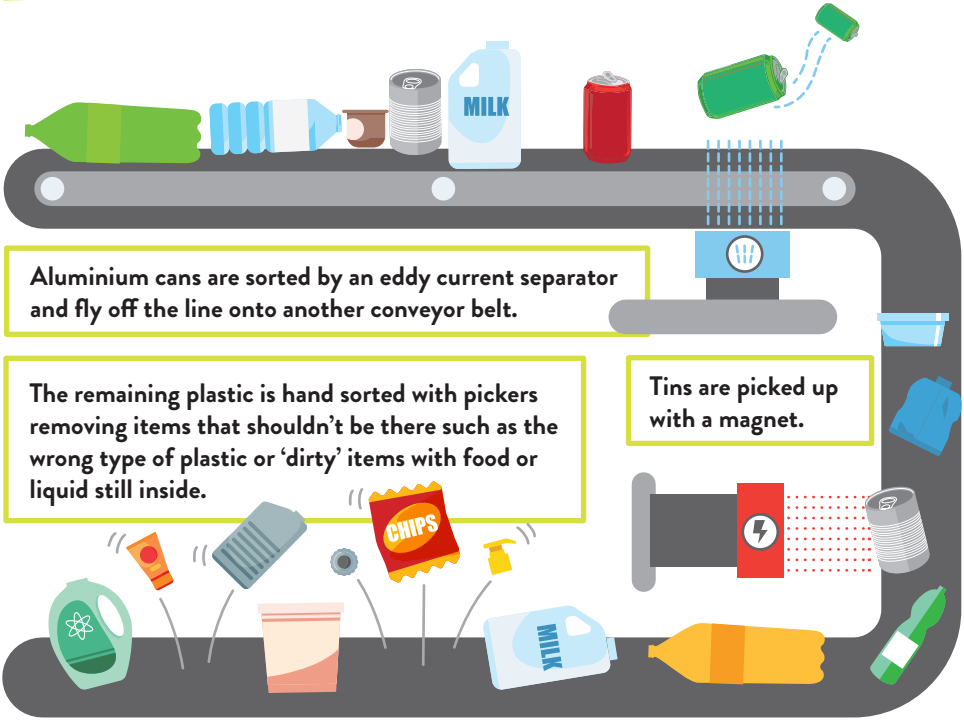
Check out the A-Z Guide at hastingsdc.govt.nz/waste for ways to recycle different items.

A LITTLE EXTRA CARE BY EVERYONE HELPS US SEND LESS TO LANDFILL

WHAT HAPPENS TO YOUR RECYCLING?

Plastics & Cans

Plastics stamped with a 1 or 2 are sorted from the cans in a Materials Recovery Facility (MRF) in Kopu, near Thames.



Aluminium cans are sorted by an eddy current separator and fly off the line onto another conveyor belt.

The remaining plastic is hand sorted with pickers removing items that shouldn't be there such as the wrong type of plastic or 'dirty' items with food or liquid still inside.

Tins are picked up with a magnet.

The cans and tins are sent to a local scrap dealer and may be reprocessed in New Zealand and made into new products.

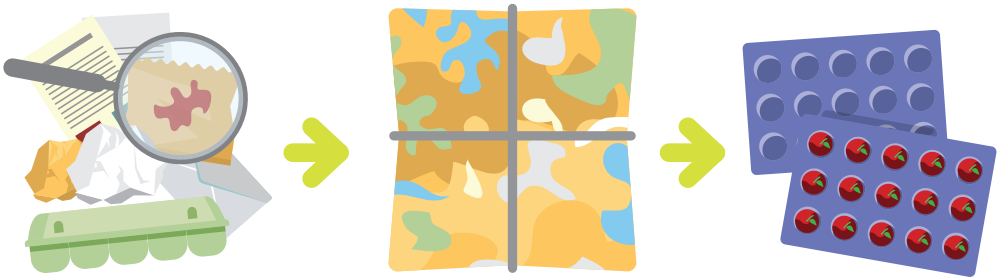
The plastic is sent to companies that chip it into flakes and melt it, to be made into new products. Some of our plastic will go to Flight Plastic, a New Zealand company based in Wellington.

DID YOU KNOW?

Your recycling crates are made in **New Zealand from 30% recycled milk bottles?**

Paper & Cardboard

Our paper and cardboard goes straight from our kerbside to local company Hawk Packaging who turn it into fruit trays.



The paper is screened for contamination...	**... then bailed up. It then gets put into a big mulching machine**	**Dye is added and it gets stamped into fruit trays.**

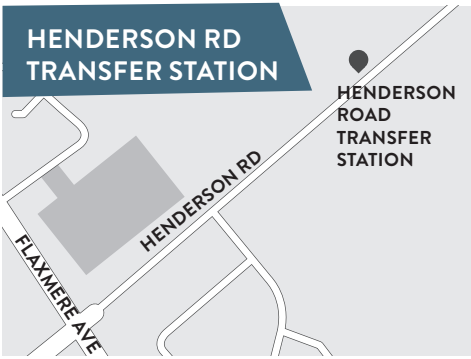
Glass

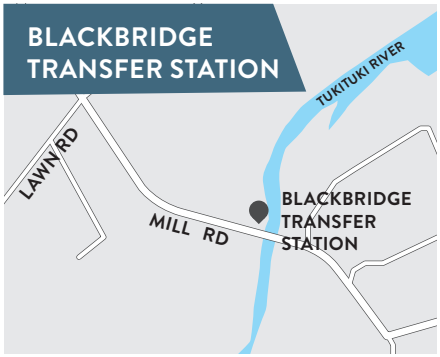
Glass is separated into the different colours then trucked to Auckland where it is screened for anything that shouldn't be there, such as bottle tops and plastics, before it is melted and recycled it into new glass products.

Separated into different colours...	**... trucked to Auckland for screening...**	**...melted and recycled into new glass products.**

DROP-OFF POINTS - RECYCLING, RUBBISH & GARDEN WASTE

TRANSFER STATIONS





121 Henderson Road, Flaxmere

Open: *Mon to Sat:* 7.45am to 4.30pm
Sundays & public holidays: 9.45am to 4.30pm.

Closed: Christmas Day, New Year's Day and Good Friday.

Mill Road, Haumoana

Open: *Sat and Sun:* 9am to 5pm
Mondays: 7.30am to 5pm.

Closed: Christmas Day and New Year's Day

RECYCLING DROP-OFF POINTS

Access, seven days per week.

Council has set up a Green Bin recycling scheme to support recycling, particularly for rural communities. Our rural drop-off points work with the assistance of members of the communities who advise when the bins require emptying.

LOCATIONS:

- Havelock North (Martin Place)
- Maraekakaho
- Poukawa
- Pukehamoamoa
- Tutira
- Waimarama Domain
- Waipatiki (summer)

REMEMBER: THE SAME RULES APPLY AT KERBSIDE

Check the signs to make sure you are putting the correct items in each bin.

INCORRECT ITEMS AND RUBBISH DUMPING AT THESE SITES COULD LEAD TO THEIR CLOSURE.

RUBBISH: USING YOUR WHEELIE BIN

SAY HELLO TO YOUR NEW RUBBISH WHEELIE BIN!

Our new kerbside rubbish services starts on 1 JULY

YOUR COLLECTION DAY MAY HAVE CHANGED.

IT CAN BE FOUND ON THE STICKER ON THE SIDE OF YOUR WHEELIE BIN.

8A

SAMPLE LANE SOUTH
HASTINGS

120LT RED

AD0001019471

COLLECTION DAY: MONDAY

PROPERTY ADDRESS

YOUR COLLECTION DAY

Encouraging general waste reduction

Each bin has an RFID (Radio-frequency identification) tag, which gives us data on how often the bin is collected. Moving forward we'll be looking at how we can provide an incentive to reward residents who only generate small volumes of waste and put their bins out less often.

- If your sticker falls off you can mark the wheelie bin with your address.
- If you move, your wheelie bin stays with the property.

WHERE TO PUT YOUR BIN FOR COLLECTION

Wheelie bins need to be placed as close to the kerb as possible. Wheelie bins must not be blocking the footpath. Check our website for more examples of correct and incorrect placement for different kerbs. Visit www.hastingsdc.govt.nz/waste

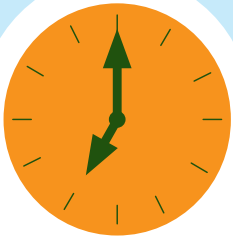
CORRECT PLACEMENT
on standard kerb

INCORRECT PLACEMENT
on standard kerb

If you live on a private road your bins must be placed on the kerbside of the nearest public road.

If you have limited kerb space please contact us for advice on where to place your bin.

From time-to-time collection routes may vary, so to ensure your collection is not missed, please place your bin out by 7am.



SET YOUR ALARM
kerbside by 7am

Kerbside Courtesy Parking

On collection days, when parking next to the kerb please leave enough space for wheelie bins to be accessed and lifted by the mechanical arm of the rubbish truck.

WHAT CAN GO IN YOUR BIN

THE 120L RUBBISH BIN IS THE LAST CHOICE FOR YOUR WASTE.

Your wheelie bin is for **household waste only.** This includes items like broken glass, nappies, soft plastics and hard plastics which cannot be recycled or rotted down.

All waste collected in wheelie bins is taken to our landfill.

OVER 60%
OF WHAT GOES IN OUR BINS COULD BE RECYCLED OR COMPOSTED

We are asking you to stop and think before you throw. Could you have done something different?

WHAT CAN'T GO IN YOUR WHEELIE BIN

We will NOT BE ACCEPTING GARDEN WASTE in the rubbish wheelie bins.

Organic materials such as garden waste and lawn clippings do not break down in landfill so we need to make sure we are keeping them out of the rubbish wheelie bins. Please read the section on organic waste (p17) for advice on disposing of this waste.

When unaccepted items are found in a wheelie bin, we first provide education and information on what can and can't go in the bins, and then a three-strike policy. Following the third strike, Council may suspend kerbside collection for the property/resident.

ORGANIC WASTE

Organic waste includes garden and food waste such as:

- Lawn clippings & weeds
- Plant trimmings
- Timber & wood
- Food scraps & leftovers
- Compostable packaging

DID YOU KNOW ORGANIC WASTE DOES NOT BREAK DOWN IN LANDFILL?

Almost 50% of our waste going to the landfill is organic waste. It doesn't need to be there and takes up valuable space.

GARDEN WASTE IS NOT PERMITTED IN YOUR WHEELIE BINS

Landfill

ORGANIC WASTE

In anaerobic conditions (without oxygen) such as in landfill organic waste doesn't break down properly and instead creates methane and leachate.

COMPACTOR

A 45-tonne compacter drives over the rubbish in landfill up to 9 times, squashing all the air out of the rubbish pile, creating an 'anaerobic' environment.

METHANE

A very strong greenhouse gas produced by food and garden waste in landfill. Contributes to climate change and threatens our environment.

LEACHATE

Leachate is a toxic liquid from all the juices mixed together at landfill – especially garden and food waste. It's collected and stored separately as it is dangerous if it enters our environment.

There are many ways you can manage your garden and food waste to ensure it does not go to landfill – they might even save you money! This guide contains information to help you dispose of green waste in a way that works best for you, including:

- Collection services
- Home solutions
- Drop-off options

GARDEN WASTE COLLECTION SERVICES

Hawke's Bay has a number of businesses providing garden waste collection services.

With providers offering a variety of bin sizes, and collection options from weekly to monthly, there are services to suit most household needs. To find a supplier, search 'garden waste services Hawke's Bay' on the internet.

GARDEN WASTE DROP-OFF LOCATIONS

It costs less to dispose of garden waste at a transfer station than general rubbish, so it makes sense to keep it separate. See page 12 for Council facilities.

Keeping garden waste separate ensures it goes to commercial composting company BioRich, and not into our landfill.

BioRich

201 Waitangi Road, Awatoto, Napier

Save money and take your garden waste directly to BioRich, there are no additional handling or transport costs.

BioRich is an organic waste recycling company that captures organic material that would otherwise be wasted or cause pollution, and turns it into rich compost.

For current prices go to www.biorich.co.nz

Opening Hours:
Monday – Sunday, 8am - 5pm

HOME SOLUTIONS FOR GARDEN & FOOD WASTE

Composting, worm farms and bokashi bins are all great options for disposing of organic waste at your home. There is plenty of guidance on getting started available on the internet, or alternatively talk to the Environment Centre Hawke's Bay.

Compost

Composting uses oxygen to break down organic waste naturally and turns it into nutrients that can feed your garden.

COMPOST LIKES:

- Garden waste
- Vegetable scraps
- Hair and fur
- Egg cartons
- Newspaper & tissues
- Eggshells.

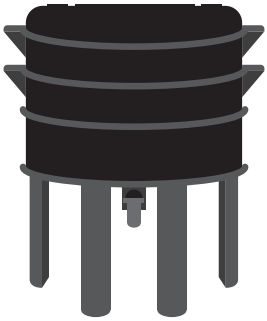
DON'T FEED IT:

- Cooked or processed foods such as bread, pasta and meat, unless they have been treated in a bokashi system first
- Noxious weeds – the seeds will sprout back up wherever you put your compost
- Dog or cat poo
- Oil or other liquids.

Worm Farms

Worm farms are ideal for people who have limited space or don't have a garden as they can be kept inside (such as in a garage or basement).

While worm farming may sound daunting, it is actually less technical than composting. However, the worms do require a little care and they need time to build up their population in order to process large amounts of food scraps.



WORMS LIKE:

- Most food scraps
- Coffee grounds
- Teabags
- Eggshells
- Paper and cardboard
- Manure from small animals like rabbits.

DON'T FEED THEM:

- Spicy food, chilli, onion and garlic
- Meat and milk products
- Bread and pasta
- Cooked or processed food
- Citrus or acidic foods (though small amounts are OK)
- Oils and liquids such as soup.

Bokashi Bins

Bokashi decomposes food without oxygen in a sealed container by using a special bran containing good bacteria. The food decomposes much faster this way.

This style of composting is very versatile as you can compost all your scraps from the kitchen, including leftovers, meats and cheese which you wouldn't add to regular composting systems, or onions and citrus which you can't put in a worm farm.

Bokashi does not require stirring or aeration like regular composting. It also does not need carbon-rich materials, such as leaves or newspapers – it can be purely food scraps.

Once the food has fermented it is then suitable to be dug back into the ground.

REDUCING FOOD WASTE (& YOUR FOOD BILL)

LOVE FOOD hate waste NEW ZEALAND

Love Food Hate Waste www.lovefoodhatewaste.co.nz

It's not just scraps and peelings that end up in our bin. New Zealanders waste over $870 MILLION of edible food every year.

THE AVERAGE FAMILY THROWS AWAY $563 WORTH OF UNEATEN FOOD PER YEAR!

THAT'S 3 SHOPPING TROLLEYS' WORTH OF FOOD THAT GOES STRAIGHT IN THE BIN!

EACH FAMILY IS TOSSING OUT...

IT'S LIKE BINNING 55 SIZE 14 CHICKENS

6 SIMPLE THINGS TO REDUCE YOUR FOOD WASTE AND SAVE MONEY

1. PLAN YOUR MEALS & BUY WHAT YOU NEED
2. KNOW YOUR DATES

3. KEEP POTATOES IN THE DARK

4. TAKE LEFTOVERS FOR LUNCH
5. STORE BREAD IN THE FREEZER

6. REMEMBER YOUR PORTION SIZES

MAKE FOOD LAST LONGER

TOP TIP:
SWAP YOUR CLING WRAP FOR A BEESWAX WRAP OR REUSABLE CONTAINERS

PUMPKIN

Wrapping your cut pumpkin in cling wrap will result in it **LASTING FOR UP TO 4.5 TIMES LONGER!**

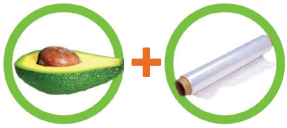
SALAD GREENS

Storing your salad greens in an airtight container will result in them **LASTING UP TO TWO TIMES LONGER!**

CARROTS

Storing your carrots in an airtight container lined with a paper towel will result in them **LASTING UP TO 10 TIMES LONGER!**

AVOCADOS



Wrapping your cut avocado tightly in cling wrap will result in it **LASTING UP TO FOUR TIMES LONGER!** For a zero waste alternative, store it in an airtight container.

HOW LONG CAN I KEEP MY LEFTOVERS?

YOU HAVE...
2 HOURS TO GET THEM IN THE FRIDGE

2 DAYS TO EAT THEM

THEY'LL LAST
2 MONTHS IN THE FREEZER

LOVE FOOD hate waste NEW ZEALAND

WAYS TO REDUCE YOUR WASTE: THE 5 Rs

Everyone can do their bit to reduce waste. We love buying things but we don't always love dealing with things at the end of their life. So why not switch it up and try thinking about the end at the start?

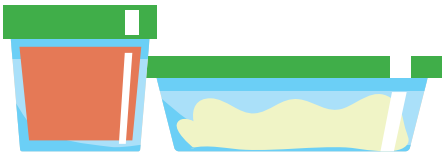
The 5 Rs lay the foundation for best practice waste disposal and are good to bear in mind when making your next purchase.

1 REJECT

When someone offers you a bag you don't need or a piece of plastic cutlery, ask yourself do you really need it? Don't be scared to say no thank you.

2 REDUCE

Reducing your waste can take many forms. The weekly food shop is a great place to start. Instead of buying your meat in packaging ask at the deli counter if they could put it in a reusable container for you. Buying your grains from refill stations, using your own containers instead of pre-packaged goods and buying in bulk can also reduce packaging.



Consider if an item can be fixed before throwing it away and buying a replacement.

YouTube is full of videos showing you how to fix or upcycle the things you already have. The Menzshed is a great local place to pick up renewed items and they can help fix all sorts of things if you're not sure where to start – find out more at www.menzshed.org.nz.

THE MOST COMMON PLASTIC ITEM IS THE SINGLE-USE PLASTIC DRINK BOTTLE

188

ARE USED PER HOUSEHOLD, PER YEAR

FULLY RECYCLABLE

BUT

36

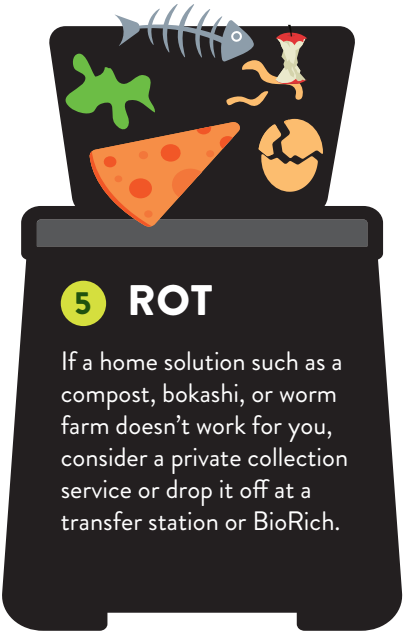
BOTTLES END UP IN LANDFILL BECAUSE WE PUT THEM IN OUR BINS

3 REUSE

Before buying new could you reuse something you already have? Upcycling furniture is a great way to do this. A fresh coat of paint can transform items like drawers and chairs. Then there's the easy example of investing in a decent water bottle, which could save hundreds of plastic bottles over a year!

4 RECYCLE

In addition to following the instructions on how to 'be great with your crates' on page 4, take it one step further and try to buy products made from recycled materials – even better if they have a take back scheme for the end of the products life.



5 ROT

If a home solution such as a compost, bokashi, or worm farm doesn't work for you, consider a private collection service or drop it off at a transfer station or BioRich.

RESEARCH YOUR OPTIONS WITH OUR RECYCLING A-Z

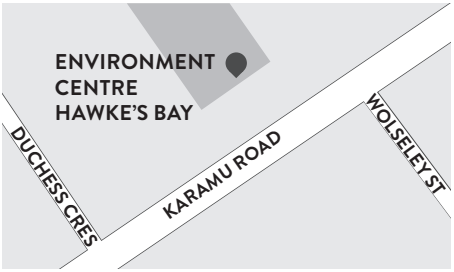
Not sure where it goes? Check out our Recycling A-Z at **www.hastingsdc.govt.nz/waste** to see if there are any local facilities to recycle it.

MAKE LANDFILL YOUR LAST CHOICE

ENVIRONMENT CENTRE HAWKE'S BAY

The Environment Centre Hawke's Bay offers a number of fantastic services including:

- Free specialist community recycling (see list on following page)
- Electronic waste recycling (see their website for prices)
- Upcycled electronics for sale
- Bokashi bins and worm farms for sale
- Information on sustainable living, free workshops and events
- Zero Waste Event Management services.



1004 Karamu Rd North, Hastings

Monday – Friday: 10am - 5:30pm
Phone: 06 870 4942
www.environmentcentre.org.nz

TOP TIP:

Instead of buying new cleaning products and creating more plastic waste, why not refill your existing containers at your local refillery? There are a number of places in Hastings where you can do this including Eco Kiosk*, Cornucopia Organics and Bin Inn Hastings. Search 'refillery' on the internet for businesses near you.

*The Eco Kiosk is located within the Environment Centre Hawke's Bay so you can drop off your specialist recycling items and refill your bottles at the same time!

EnvironmentCentre
Hawke's Bay

FREE SPECIALIST RECYCLING

Aluminium foil and trays (clean)

Bread bag tags

Printer ink cartridges and toner

Clean Glad wrap, ziplock bags and food storage containers

Toothpaste tubes, toothbrushes and dental floss containers

Batteries: any shape or size including hearing aid batteries

Collective Range: Suckies

Aluminium bottle screw tops

Metal bottle caps and jar tops

Dolce Gusto & Nespresso coffee capsules (well drained)

PP 5 Bottle tops

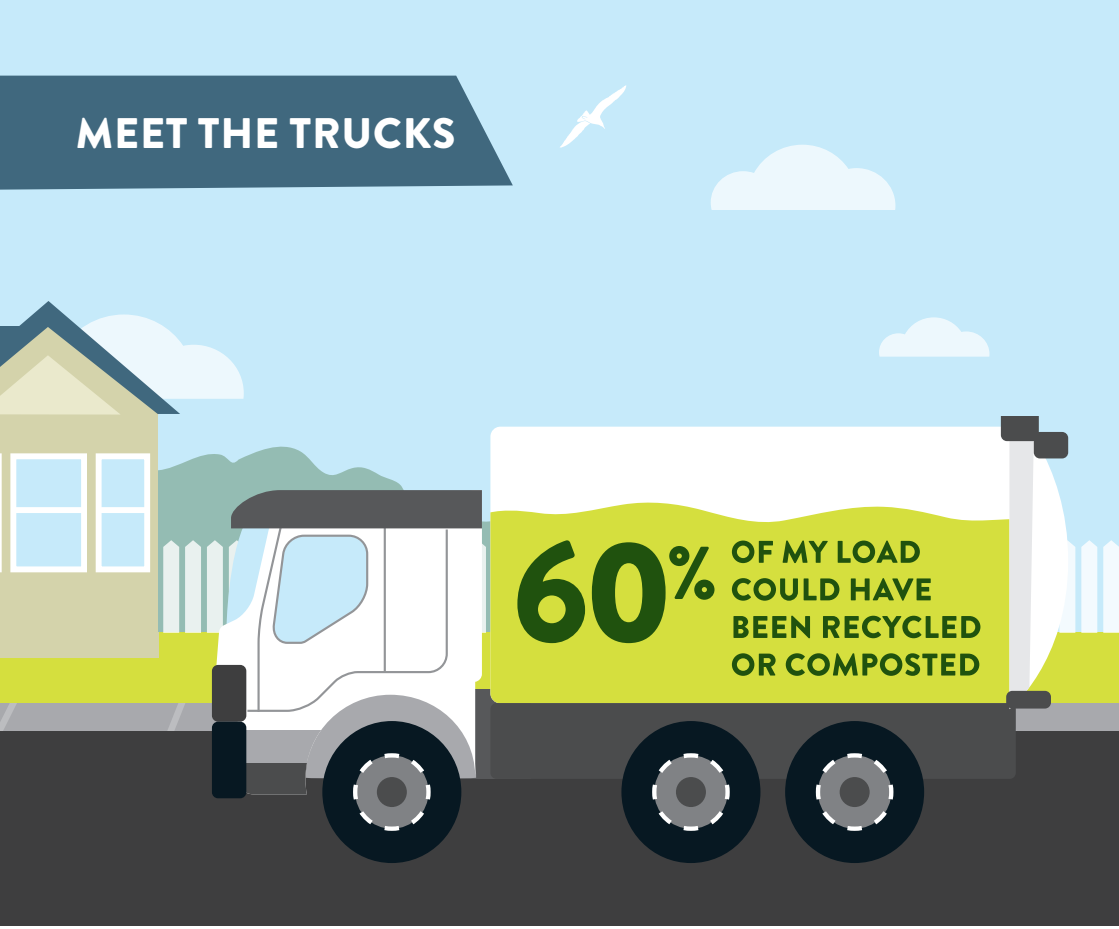
HDPE 2 Bottle tops

Cooking oil: without food

Mobile phones

All candle waxes

MEET THE TRUCKS



All rubbish and recycling trucks that provide our kerbside collection are engineered to provide a safe, sustainable, and more environmentally friendly method for managing our waste services.

The trucks are designed to reduce harmful pollutants from the exhaust and to comply with emissions standards (Euro 6 rating). Approximately 33% of the material used to build each new rubbish truck is derived from recycled material, and once it reaches the end of its life, about 90% of the rubbish truck itself is recyclable.

The fleet also has onboard systems that provide us with live data on the progress of the truck through its collection route, and accurate data about the waste we are collecting.

RECYCLING TRUCKS

Your recycling will be collected using two different vehicles, operated by Smart Environmental.

THE PAPER TRUCK

Hino GH 6X2, Rear Steer Dual Steer Mid West 35 SL85

Because our paper needs to stay free from any contamination to be fit for use at Hawk Packaging we use a separate truck to collect it.

MIXED RECYCLING TRUCK (GLASS, PLASTIC & CANS)

Hino GH 6x2, Rear Steer LEV, Mid West Duo Combi Truck

Glass is sorted in the first compartment of the truck and the mixed plastic and cans compacted in the rear. The glass collection compartment is made of high-strength plastic to help reduce sound.

RUBBISH TRUCKS

Your rubbish trucks are operated by JJ's Waste & Recycling

VOLVO FE20

FAQ'S

BIN USE & MAINTENANCE

What do I do if my recycling container or wheelie bin is broken or stolen?

Please report it to us on 06 871 5000.

Who owns the new crates and bins?

Hastings District Council retains ownership of all crates and bins, which are assigned to your address with a serial number. Please remember to leave your crates when you move house.

What should I do with my existing recycling crates/buckets?

These items are still useful for other purposes. Consider using one to collect items for the Environment Centre's specialist recycling programme.

If you have no use for them they can be dropped off to the Henderson Road Transfer Station for free. You will need to supply a name and address.

RECYCLING

Why hasn't my recycling been collected?

There are many reasons why your recycling may not have been collected:

- Was your recycling out by 7am? Routes and collection times may vary from your 'usual' collection time due to a variety of circumstances, which is why we request all crates are out by this time.
- Was your recycling in Council crates?
- Were the correct items separated out into each crate?
- Did you overfill your crates?
- Was your recycling clean?

If you placed it out by or before 7am and one of these issues occurred, a sticker should have been left on your bin indicating what the issue is.

If you can't see any issues with your crates please call us on 06 871 5000 to report a missed collection.

Why can't my crate be filled above the top?

The two main reasons are related to manual handling and the risk of litter.

Health & Safety requirements limit the size of the crates to fit no more than 10kg of the heaviest item (glass) to reduce the risk of injury to collection personnel.

Overfull crates of lighter items such as paper and plastic create the risk of items falling out and becoming litter which can end up in our waterways.

What if I have too much recycling?

The size of the containers should provide plenty of room for the average family. However, we appreciate that sometimes you have more recycling then normal. If you have more recycling one week, consider spreading out the excess over a few weeks. Remember you can use any crate for each recycling type. For example, if one week you have lots of glass, put out two crates with glass and maybe save your paper or plastic & cans for another week.

Alternatively, you can drop it off for free at any of the recycling point locations mentioned on page 12. Please remember the rules for recycling are the same at the drop-off centres.

When purchasing bigger items such as TVs, washing machines etc, you can request the retailer take back their packaging.

RUBBISH

Why hasn't my rubbish bin been emptied?

There are reasons why your rubbish may not have been emptied:

- Was your wheelie bin out by 7am? Routes and collection times may vary from your 'usual' collection time due to a variety of circumstances, which is why we request all bins are out by this time.
- Did you put items in your bin that are not accepted, such as garden waste?
- Did you overfill your bin?

If you think your bin was missed, please call us on 06 871 5000 to report a missed collection.

What if I can't get the wheelie bin out to the road because of a disability or impairment?

Then you may be eligible for an assisted collection please call us on 06 871 5000 to discuss.

What if I need more than a 120L wheelie bin for my household?

If you have more rubbish, you can hire an extra bin from a private waste collection company.

I still have orange bags – can I put them out?

Your orange bags will not be collected from 1 July 2020. However, you can still use them and drop them off at Henderson Road Transfer Station for free.

I have a private wheelie bin provider; what shall I do?

Decisions on private collection services are up to the individual residents. The Council-provided bins are for rubbish only; no green waste will be allowed. If you have a green waste collection service, you may wish to continue this with your private provider, or if you have a large household that generates more than 120L of waste per week, you may wish to continue your private service to meet this need.

COSTS

What does it cost and how is it paid for?

The rubbish and recycling service will continue to be funded as it is now, through a rates payment charged to all addresses that have access to the collections.

Will I get a rates discount if I don't use the services?

In the future, we hope to be able to move to a system which will incentivise and reward those that create less waste. Initially we need to gather data to be able to work out the funding mechanisms for this system. Only placing your crates or bins out if they are full will help us scale the service to match demand. The RFID tags on the wheelie bins, in particular, will enable us to collect the data required for the design of this system.

MAKE LANDFILL YOUR LAST CHOICE

Hastings District Council
207 Lyndon Road East,
Hastings 4122
06 871 5000
hastingsdc.govt.nz/waste

HASTINGS
DISTRICT COUNCIL

This booklet is printed on sustainably sourced paper