

Kerbside Collection Assisted Services Policy

The Hastings District Council and appointed Council contractors can provide an assisted service for the kerbside rubbish and recycling service in the urban areas of the Hastings District.

Council aims to make the kerbside rubbish and recycling service accessible to all urban residents rated for the service. There are some residents in the community who have physical restrictions limiting their ability to transport three 45 litre recycling crates, and/or 120 litre rubbish wheelie bins to the kerbside for collection. A majority of these residents generally have in-home care, neighbours, family or friends that would be able to assist them on their collection day.

Assisted service means that aid will be provided to residents with physical restrictions or impairments that inhibit their ability to place their recycling crates and/or rubbish wheelie bin at the kerbside for collection. The collection contractor will collect their recycling crates or rubbish wheelie bins from the property, empty them and return them back to the original position – in a mutually agreed location.

The Council's assisted service is for those residents with physical limitations who do not have anyone to help with the presentation of their crates and wheelie bins kerbside.

ELIGIBILITY/ASSESSMENT CRITERIA

- To be eligible for the service an applicant must have a medically identified physical restriction that limits their ability to put their rubbish wheelie bin or recycling crates at their kerbside for collection. This may be a long-term physical restriction or recovery from a short-term illness or injury.
- The applicant will not have carers, family, friends, or neighbours who are able to help them with their rubbish and recycling. It is expected that any willing persons in the applicant's support network would help with rubbish and recycling before the Council's assisted service is considered.
- The applicant must provide a letter of support from a medical or social care professional confirming their physical restriction and that there are no other person(s) that are able to help.

COST

The full cost of this service is fully subsidised by the Hastings District Council for the 2020/2021 financial year. Hastings District Council will assess the long-term funding requirements of this service after an initial 12 month trial.

PROCESS

The applicant must submit their application form and supporting evidence to the Council either online, by email, post, or in person to customer services. The application will outline the length of period that the resident expects to need the service for.

The application will be assessed by the Council's solid waste operations manager or a member of the waste team for eligibility. A Council representative from either the waste team or a contractor, will visit the property to check whether it is feasible to collect the rubbish or recycling directly from the property. For health and safety requirements, the property will be assessed for any hazards that the contractor may encounter.

Hazard checking will include:

- Dogs/pets on the property.
- Gradient and length of driveway that the truck or a runner may need to access.
- Any uneven surfaces or stairs.
- Any blocked off areas that inhibit the accessibility to the rubbish or recycling.

For further information about this service please contact Hastings District Council on **06 871 5000** or reducewaste@hdc.govt.nz

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If the resident is approved for assisted service:

- The service will occur on their normal collection days for rubbish and recycling.
- The resident must have their rubbish and recycling ready for collection by 7am on their collection day.
- The contractor will access the property to collect the rubbish and recycling, take it to the truck for emptying, and then return the receptacles to their original positions.

Missed collections

In the event that the contractor misses the collection of the resident's rubbish or recycling, the resident should call the Hastings District Council on **06 871 5000** no sooner than 5pm the day of the missed collection and arrangements will be made to collect the next day – if missed collection is a Friday, the “next day” will be the Monday.

In the event that the crates and/or wheelie bin are not in the agreed accessible location for the contractor in time for the contractor to collect them, the contractor will not attempt to make direct contact with the resident by knocking on the door of the dwelling. The resident must wait until the following week's collection for the assisted service again.

ANNUAL REASSESSMENT

The service for each resident will be reassessed every 12 months to confirm eligibility.

If the resident has registered for long-term support of the service (12 months or more), Council staff will contact the resident towards the end of the 12 month period to check whether their needs have changed or whether any details of the property have changed, such as ownership.

CANCELLATION

If the resident wishes to cancel the service, Council requests at least 10 working days to process the request. Please submit cancellation to reducewaste@hdc.govt.nz or **06 871 5000**.

CONDITIONS

1. In providing the assisted services collection, neither the Council nor the Council's contractor will be liable for any damage or loss to the resident's receptacles that may be incurred as a consequence of providing this service.
2. The contractor shall have unimpeded access, for the purposes of bin collection, to the property.
3. An accessible location for the rubbish and/or recycling shall be provided by the resident. The location shall be subject to approval by the collection contractor and shall not be shifted without the approval of the collection contractor.
4. Any threatening and/or inappropriate behaviour (human or animal) to the collection contractor will lead to the assisted service collection being withdrawn.
5. If receptacles are not in the position identified during the site visit, the contractor will not search for them. They will leave site immediately and collect in the following week's collection cycle.
6. When the resident no longer requires this service or moves from the address, they must contact Council to advise of this cancellation on **06 871 5000** or reducewaste@hdc.govt.nz
7. An annual review of your circumstances will be completed to determine ongoing entitlement.

Note: If your property is located on a private road the Assisted Collection Service may not be available.

For further information about this service please contact Hastings District Council on **06 871 5000** or reducewaste@hdc.govt.nz

Assisted Rubbish and Recycling Collection Service

Complete this form if you require physical assistance with placing your recycling crates and/or rubbish wheelie bin at the kerbside for collection.

In assessing your application, Hastings District Council's (HDC) contractor will visit your property to check if it is feasible to collect your rubbish and recycling directly from your property.

WILL I BE ELIGIBLE?

Do you:

- Have a long-term physical restriction, or are you recovering from a short-term illness or injury, that limits your ability to put your rubbish wheelie bin and/or recycling crates out on to the kerb to be collected?
- Do you have carers, family, friends, or neighbours that would be willing to help you with your rubbish and recycling?

Hastings District Council has to consider whether you have a medical need for this service and if there is anyone else to help you on your collection day. You will need to provide a letter from a medical or social care professional to support your eligibility for this service. The health and safety of accessing your property also needs to be reviewed before a service is approved. **Please note that not all requests are granted.**

HOW MUCH NOTICE DO I NEED TO GIVE?

HDC requires at least 10 working days to process your request.

HOW MUCH DO I HAVE TO PAY?

The full cost of this service is subsidised by the Hastings District Council. There is no fee that you will need to pay.

NAME:

Phone: HOME:

MOBILE:

WORK:

EMAIL:

ADDRESS FOR COLLECTION:

Collection of my rubbish and recycling requires the contractor to access:

A STEEP DRIVEWAY

UNEVEN SURFACES

STEPS

A LONG DRIVEWAY

NARROW DRIVEWAY

CUL-DE-SAC

Are there dogs on the property that will have access to the area where the rubbish and recycling is being collected from?

YES NO

Your dogs must be under your control when our contractors collect your rubbish and recycling. Our contractors cannot be liable for ensuring dogs do not escape while collecting your rubbish and recycling.

Please indicate which bins you require assistance with:

RECYCLING CRATES (X3)

LANDFILL 120L WHEELIE BIN

I understand that I must provide evidence of my eligibility for this service and this will be kept confidential.

I have attached a:

LETTER FROM A MEDICAL PROFESSIONAL, AND/OR A

LETTER FROM A SOCIAL CARE PROFESSIONAL

Form continues on next page >

For further information about this service please contact Hastings District Council on **06 871 5000** or reducewaste@hdc.govt.nz

Assisted Rubbish and Recycling Collection Service

Privacy Statement

Information provided in this application form is required to process your application. This information will be held in accordance with the Privacy Act 1993 and the Local Government Official Information and Meetings Act 1987. In appropriate circumstances, it may be made available to other units of HDC and HDC's approved contractors. Under the Privacy Act 1993, you have the right to access your personal information held by HDC and request HDC to correct the personal information held by HDC.

Acceptance Conditions

1. In providing the assisted services collection, neither the Council nor the Council's contractor will be liable for any damage or loss to the resident's receptacles that may be incurred as a consequence of providing this service.
2. The contractor shall have unimpeded access, for the purposes of bin collection, to the property.
3. An accessible location for the rubbish and/or recycling shall be provided by the resident. The location shall be subject to approval by the collection contractor and shall not be shifted without the approval of the collection contractor.
4. Any threatening and/or inappropriate behaviour (human or animal) to the collection contractor will lead to the assisted service collection being withdrawn.
5. If receptacles are not in the position identified during the site visit, the contractor will not search for them. They will leave site immediately and collect in the following week's collection cycle.
6. When the resident no longer requires this service or moves from the address, they must contact Council to advise of this cancellation on **06 871 5000** or reducewaste@hdc.govt.nz
7. An annual review of your circumstances will be completed to determine ongoing entitlement.

Note: If your property is located on a private road the Assisted Collection Service may not be available.

Declaration

- I authorise Hastings District Council to complete all the checks required to verify that I am eligible to receive an Assisted Collection Service for rubbish and recycling. This will include assessing the feasibility for this service being provided at this location, as well as conducting an annual review of my circumstances.
- I confirm that there is no one within the household who is capable of assisting with rubbish and recycling collection.
- I confirm there is no community support being provided to the household that can assist with rubbish and recycling collection.
- I have attached supporting documentation (e.g. medical certificate).
- I confirm that I have read and understood the above privacy statement, conditions of service and declaration. I confirm that the information provided on the application form is true and correct.

SIGNATURE:

(or authorised signatory)

NAME:

DATE:

For further information about this service please contact Hastings District Council on **06 871 5000** or reducewaste@hdc.govt.nz