

Assisted rubbish and recycling collections

Terms & Conditions as of March 2020

1. Any applicant requesting an assisted rubbish and assisted co-mingled recycling collection, must be able to show that:
 - i. the applicant has a disability or health condition that prevents them from taking rubbish and co-mingled recycling bags to the kerbside.
And
 - ii. there is no one in the household who is able to carry the rubbish and co-mingled recycling bags to the kerbside

Applicants must supply a written statement to Council from a health professional like:

- A district nurse, or
- Doctor, or
- The Foundation for the Blind

confirming the applicant has a disability or health condition that prevents them from taking their rubbish (and co-mingled recycling) bags to the kerbside.

2. If the applicant qualifies for assisted collections, the Council, with assistance from the service provider, will assess the site to ensure access to the property is reasonably safe. The Council will consider the following:
 - i. the distance of the property to the legal road considering the closest safe turn around area for operational vehicles
 - ii. access to the location of rubbish or co-mingled recycling collection area is reasonable and safe.

If the area is deemed unsuitable for collection, the Council may not provide this service.

3. Applicants can only obtain the assisted co-mingled recycling service if they already are approved for the assisted rubbish service. An applicant cannot obtain the assisted co-mingled recycling service without first obtaining the assisted rubbish collection service.
4. Applicants for assisted rubbish collections must present all rubbish ready for collection in an official Wellington City rubbish bag before 7am on the appropriate day. Applicants are required to purchase the official rubbish bags at their own cost.
5. Applicants who take up the assisted co-mingled recycling collection service must present all co-mingled recycling ready for collection in an official Wellington City Council recycling bag before 7am on the appropriate collection day. 52 bags are provided free of charge annually to the applicant as part of this service. Additional recycling bags can be purchased from the Council service centres.

6. Assisted co-mingled recycling will be collected WEEKLY. Glass products MUST NOT be placed in these co-mingled recycling bags. Glass products MUST be disposed of as rubbish.
7. The Applicant accepts that the service provider may drive a collection vehicle not weighing more than 7 tonnes on a private driveway on private or council land as part of the assisted service collection. The applicant accepts all liability for any damage to the private driveway resulting from the operations of such vehicles.
8. The service provider is liable for the costs to repair or replace any damaged private infrastructure as a result from an error of judgement or a failure to follow standard operation procedures by the service provider personnel.
9. The applicant shall pay the annual service fee in full in advance prior to the service being provided. If the applicant cancels the service prior to the expiry of the annual term, the Council, at the request of the applicant, will refund any monies owing for services yet to be completed, pro-rata by week.
10. If the applicant is experiencing financial hardship, the Council may waive the annual fee for both assisted rubbish and co-mingled recycling collection service. The applicant is still required to purchase rubbish bags for assisted collections. To qualify under the financial hardship rule, the applicant must supply proof of household income (after tax), such as:
 - a certificate of earnings
 - Work and Income New Zealand (WINZ) benefit details, or
 - income tax return

The following table is guide to weekly (after tax) incomes which may qualify				
Adults (over 15 yrs)	No children	One child (under 15 years)	Two children (under 15 years)	Three children (under 15 years)
1	\$467	\$836	\$1010	\$1148
2	\$699	\$1010	\$1148	\$1284
3	\$1010			