

Kerbside Recycling Collection

Assisted Services Policy

Whanganui District Council and appointed council contractors can provide an assisted service for the kerbside service in the collection service areas of the Whanganui District.

The council aims to make the kerbside 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 to the kerbside for collection. Many 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 at the kerbside for collection. The collection contractor will collect their recycling crates 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 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 recycling crates out at the 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 putting their recycling crates out at the kerbside. It is expected that any willing persons in the applicant's support network would help with 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 is no other person(s) able to help.

Cost

The cost for assisted service is free for approved applicants.

Process

The applicant must submit an 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 time the resident expects to need the service.

The application will be assessed by a council waste team member 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 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 accessibility to the recycling.

If the resident is approved for an assisted service:

- They will receive a confirmation letter confirming approval of the assisted service for 12 months or period specified.
- The service will occur on their normal collection days for recycling.
- The resident must have their crates ready for collection by 7.00am on their collection day.
- The contractor will access the property to collect the crates, take them to the truck for emptying and then return them to the original positions.

Missed collections

In the event that the contractor misses collection of the resident's recycling, the resident should contact Whanganui District Council on 06 349 0001 or via the Antenna App 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 are not in the agreed accessible location for the contractor in time for the contractor to collect them, they will not be collected.

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, please submit the cancellation request to yourcouncil@whanganui.govt.nz or call 06 349 0001.

Conditions

- In providing the assisted recycling services collection, neither the council nor the council's contractor will be liable for any damage or loss to the resident's crates that may be incurred as a consequence of providing this service.
- The contractor shall have unimpeded access, for the purposes of crate collection, to the property.
- An accessible location for recycling crates 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.
- Any threatening and/or inappropriate behaviour (human or animal) to the collection contractor will lead to the assisted service collection being withdrawn.
- If crates are not in the position identified during the site visit, the contractor will not search for them. They will leave the site immediately and collect in the following week's collection cycle.
- When the resident no longer requires this service or moves from the address, they must contact the council to advise of this cancellation by emailing yourcouncil@whanganui.govt.nz or calling 06 349 0001.
- An annual review of the resident's circumstances will be completed to determine ongoing entitlement.

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