

Waste Services

Our commitment to the Maroondah community

Maroondah Waste Management will provide a range of high quality, cost effective and environmentally sustainable waste management and recycling services that reduce disposal to landfill.

We will also provide quality and easy to understand information on how to reduce waste, recycle and access waste management services plus a range of equipment to facilitate waste reduction.

We undertake to comply with Maroondah City Council's principles of Best Value and with the specific service standards of our Charter.

Our Service Charter is on display at all Service Centres and Council's website, copies are available on request.

Contacting our Waste Management team

By Telephone – WASTE CUSTOMER SERVICE
8.30am – 5.00 pm (Mon - Fri) 9294 5600

By Fax 9724 5584

General Council Enquiries
8.30 am - 5.00 pm (Mon - Fri) 1300 88 22 33

In Person
8.30 am - 5.00 pm (Mon-Fri)
Civic Square Office
Civic Square, Croydon

By Email maroondah@maroondah.vic.gov.au

Postal Address
Waste Management
Maroondah City Council,
PO Box 156, Ringwood 3134

Information available

The Maroondah City Council Community Guide sets out Waste Management services provided by Council for residences and businesses within the municipality.

The Maroondah City Council Web Site

www.maroondah.vic.gov.au has information on Waste Management services within Maroondah and also provides an overview of all Council's services.

The following information is available to the community:

- Specific information on Council's Waste Management services
- A wide range of information on waste management, recycling and composting
- General information produced by other agencies or providers on waste management and recycling

Our services and service standards

- All schedules for delivery of Waste Management services will be adhered to, unless a variation is published by way of public notice and/or letters to affected service users
- Collection will not commence before 5.00am and be completed before the end of the nominated day of collection where possible within resources available.
- Disruption to local traffic will be kept to a minimum
- New or replacement bins will be delivered by the contractor to the property requesting the service within 3 working days
- Reported missed services will be collected by close of business next working day, unless otherwise advised

- General complaints about unacceptable service performance will be addressed by the next working day
- Correspondence will be responded to within 10 working days

Recycling and Garbage Collection Services

Maroondah City Council will provide the following Waste Management services:

Service	Frequency
• Garbage collection	Weekly
• Recycling collection (bottles, cans, milk & juice cartons, paper, cardboard)	Fortnightly
• Garden organics collection	Fortnightly
• Hard waste collection	On Call

Council's Waste Management services are provided to most residential premises. Services are also available to businesses within the municipality by arrangement.

What we need from our service users

- To ensure a prompt and efficient response to your request, we will need complete and accurate information that will enable a work team to action the request
- Provide name and contact details to clarify issues if required
- Clear details of the request and the location (Melways map references are helpful)
- Correspondence received will be responded to within 10 working days

- For bin repairs or bin changeovers, we need your cooperation in placing the bin out at the collection point before 6.00am on the nominated day
- To avoid non-collection of items, instructions printed on service calendars and leaflets must be followed

Feedback

We welcome feedback on our services and the opportunity to improve services that may not have met your expectations.

In most instances, issues are resolved at this first point of contact with the service team concerned. However, further redress or arbitration is available using Council's Customer Action Program. Brochures are available at all Council Service Centres.

If a mistake has occurred or a service standard not met, the resident/ratepayer or service user is entitled to an explanation and assistance to rectify the matter.

Commitment to monitoring

The Maroondah community will be surveyed as part of Maroondah City Council's independent annual Customer Service Survey. The results will be published in Council's Annual Report and considered as part of our service planning process.

Commitment to equity

Maroondah City Council is committed to fair and equitable distribution of and access to municipal resources. We value the diversity and the rich social fabric of the community.