



# Changes to waste and recycling services: 4-bin survey

Engagement Report



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# Introduction

Horsham Rural City Council (HRCC) thanks all community members who took the time to participate in this survey, thus providing valuable information in which to inform future decisions and directions. There was a record response to this survey (over 1000) highlighting the level of passion and interest the community has for waste management.

The purpose of this survey was to determine the current level of understanding and usage of waste services within the municipality and get feedback on a proposed model for the introduction of a 4-bin waste and recycling system. The results of this survey will be used to inform a decision by Council as to the most appropriate 4-bin waste and recycling system for the HRCC municipality.

The introduction of a 4-bin waste and recycling system was mandated for all Victorian local government areas by the Victorian Government in 2021. While Council must make some choices on the exact implementation methodology and pricing for future services, there are many constraints mandated by State regulations that are not within Council's control to alter.

This report details the survey results, identifies the HRCC community's understanding and usage patterns of waste disposal, and highlights issues of particular concern that must be addressed in the decision making process for a new 4-bin waste and recycling system.

# Executive Summary

In October – November 2021 Horsham Rural City Council conducted an online and hard copy survey of residents thoughts on its current kerbside waste collection service and proposed changes to the service model. The survey was undertaken following the Victorian State Government mandating the introduction of 4-bin waste and recycling services for all Victorian municipalities.

A record number of 1024 responses were received to the survey. The survey highlighted the passion and commitment to recycling within the municipality but also a general desire for the current waste and recycling kerbside services to remain unchanged.

The most significant issues raised with regard to changes to the current waste and recycling service were:

- Bin odour associated with fortnightly pickup
- Bins being too large (e.g. for elderly)
- Bins being too small particularly for families
- Cost increases of the proposed new service
- Storage space for bins, especially units – concept of shared bins – then how do we charge
- A desire of some residence to be able to opt out of the new system.

Given the State Government requirement for the 4 bins service to be introduced what these results show is that there is a need for ongoing education and information to be provided to our community. We will need to use the experience of other councils, expert advice and feedback from the community to ensure that the identified issues are resolved as best they can be within the proposed service model.

# Background

In 2021 the Victorian State Government passed the Circular Economy (Waste Reduction and Recycling) Act 2021. The Act included laws for the introduction of a statewide standardised four-stream waste and recycling system that includes a separate glass service by 2027 and food organics and garden organics by 2030. Although officially described as a 4-stream waste and recycling system, the term 4-bin system is used in most communications.

A number of Victorian municipalities are currently trialling or have already implemented a 4-bin system. Horsham Rural City Council (HRCC) is currently determining the most cost effective way to rollout the 4-bin system whilst minimising, as far as practicable, further financial burden on residents, businesses and property owners within the municipality.

HRCC currently provides:

- Weekly garbage collection services to urban and some rural areas, and
- Fortnightly recycling collection services to Horsham, Quantong, Natimuk, Pimpinio, River Heights, Haven and Jung

Residents, tenants and commercial properties in the above areas have the choice of 240 litre or 120 litre garbage bin and a 240 litre recycling bin. Waste can also be dropped off at transfer stations at a charge dependent upon the type of waste.

# Survey Structure

During the period October - November 2021 HRCC undertook a survey of community sentiment to recycling and to explore options for the implementation of a 4-bin system. Property owners and/or occupiers within HRCC were invited to participate via online survey or in hard copy format.

The online survey presented one of two sets of questions depending on whether respondents considered themselves as in an urban or a rural location. There were two separate paper based surveys one for rural and one for urban customers.

The surveys asked ratepayers to respond to a range of questions, for which the responses could be used to help shape the waste and resource recovery strategy for Horsham Rural City Council.

The questions covered a range of key areas, which were as follows:

- Demographics
- Use of current services
- Satisfaction with the current services
- Overall thoughts on the changes proposed
- Free-text comments and suggestions

In order to keep the survey as easy to complete as possible, many of the questions were conditional on previous responses. For example, if residents responded that they did not have a particular service type currently, they would not be asked to comment on how often they used that service.

In order to get quantifiable answers, most of the survey was structured to only allow multiple-choice responses. This ensured residents focused on the key issues of implementing a service change of this scale.

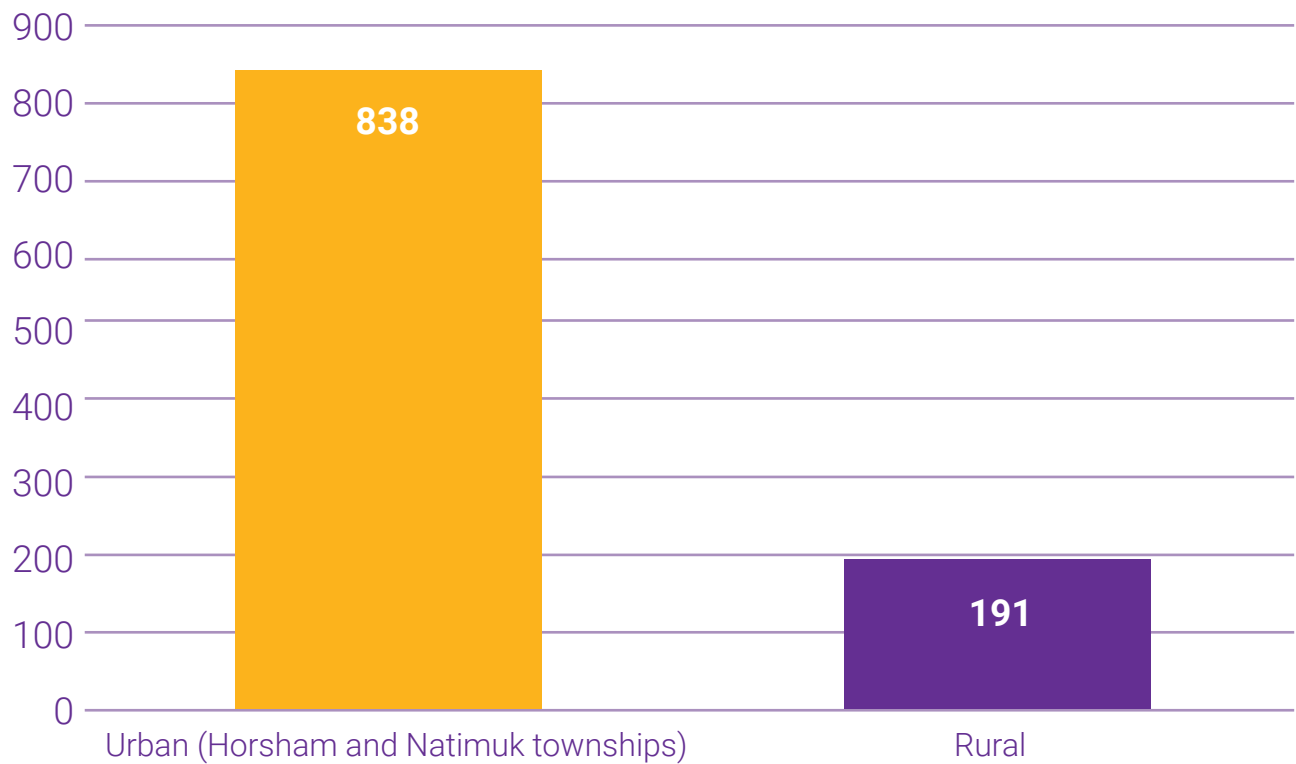
It is recognised that this approach doesn't always capture the overall sentiment of respondents, so two free-text responses were included at the end of the survey.

All the survey questions are listed in appendix A

# Survey Responses

HRCC received 1024 survey responses, representing the highest formal response HRCC has ever received on a community issue. 838 Urban and 191 Rural survey responses were received.

## Urban or rural?



### INTERPRETATION:

The respondents to this survey are very representative of the municipality. There were 81% of survey respondents defined as urban compared to 83% of the rated customer base whilst 19% of the respondents being rural as compared

to 17% of the customer base. Hence we can feel confident in using data from this survey to be representative of the urban and rural waste customer and in guiding decisions in relation to waste management.

## Question 1: Which of the below options describes your relationship with the HRCC municipality?



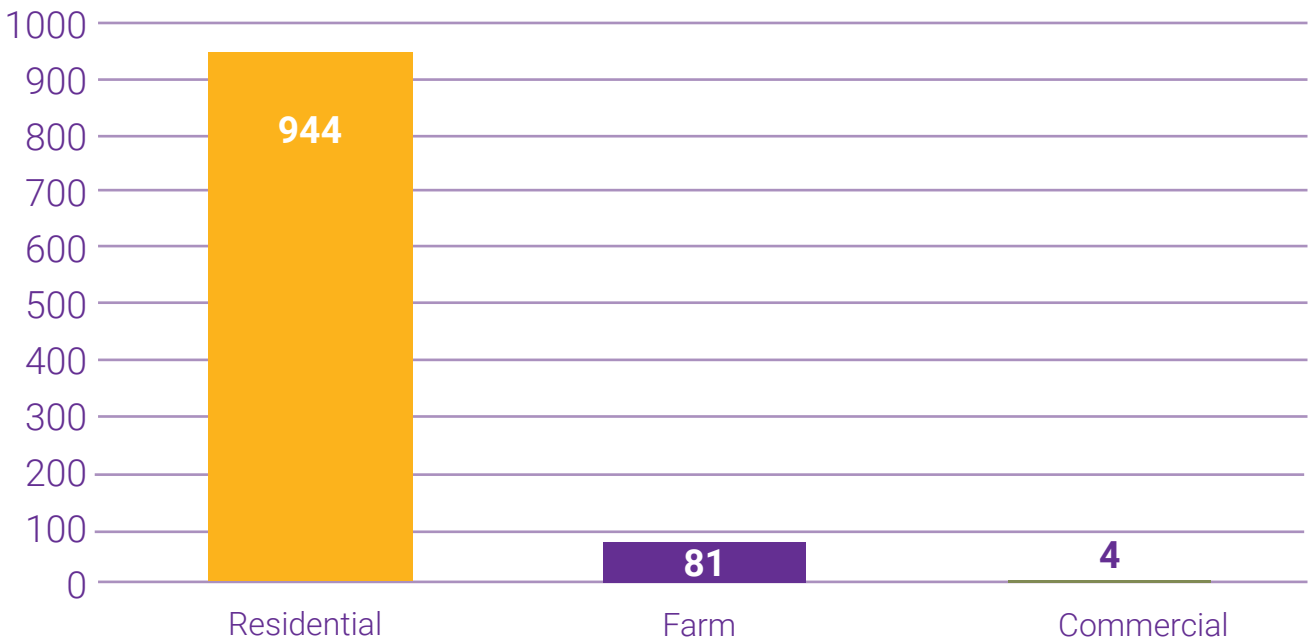
### INTERPRETATION:

Most respondents (89%) were property owners living in the municipality. 107 renting or leasing residents responded (11%), but there were very few (<1%) responses from property owners living outside of the municipality.

2016 Census Data indicates that of 7721 dwellings within the Horsham Local Government Area (LGA), 5481 (71%) were occupied by the owner with 2245 (29%) occupied by renters or other tenure types. Hence property owners were over represented in the responses when compared to dwelling ownership.



## Question 2: Which best describes your property? (Residential, farm or commercial)

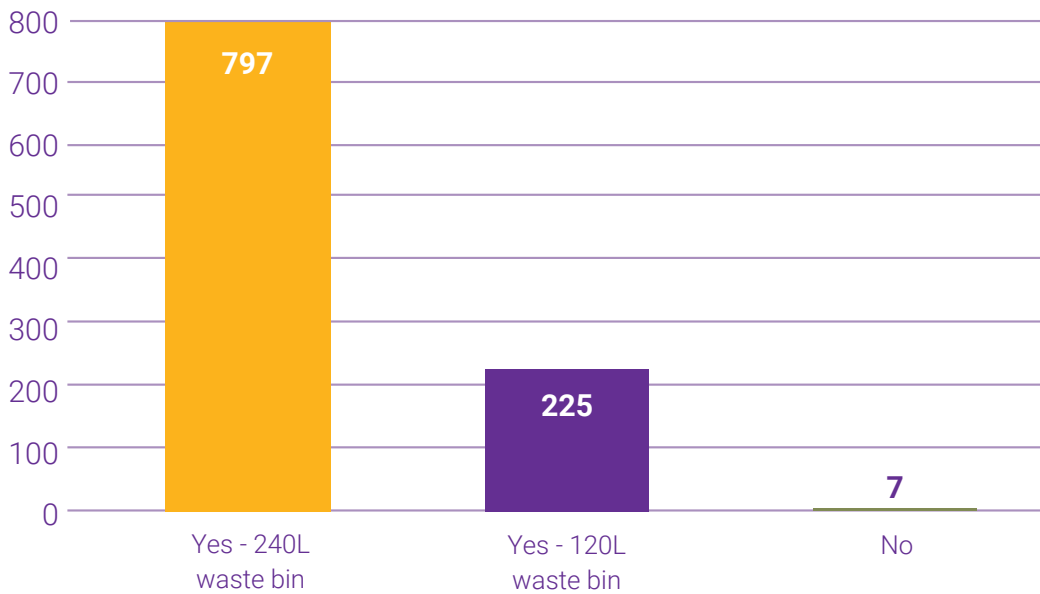


### INTERPRETATION:

Responses to this question indicate that 92% of those participating in this survey are residential customers with the number of responses from commercial customers participating in the survey at 0.4%. HRCC data indicates that 17.7%

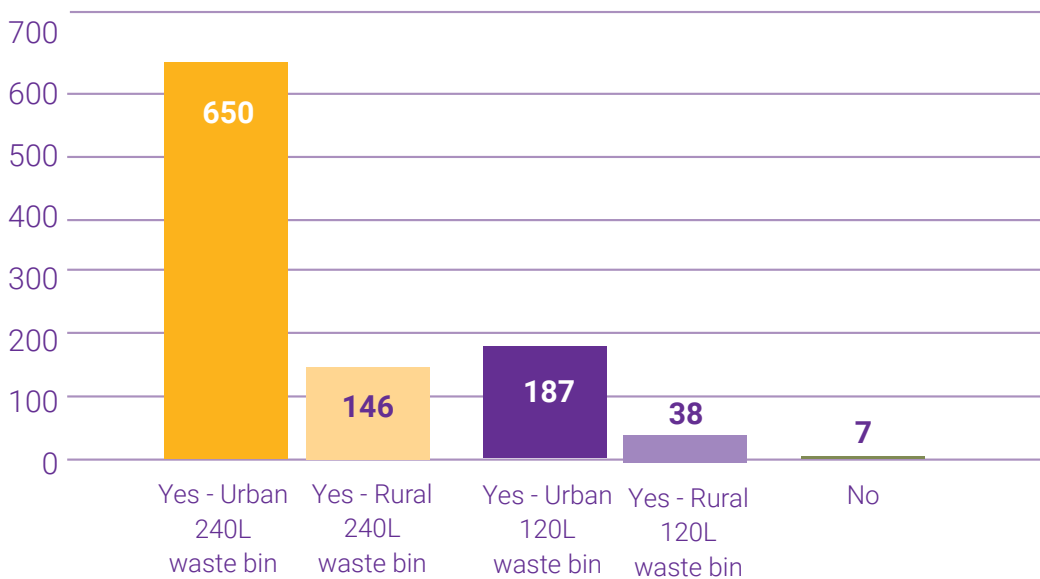
of the waste bins collected as part of the kerbside service are defined as rural. Hence rural properties are likely to be underrepresented in the survey responses.

### Question 3: Do you have an existing waste (garbage) bin service?



120 litre waste bins make up approximately 35% of all waste bin types in the kerbside collection service.

A response rate of approximately 22% with 120 litre bins suggests an underrepresentation.

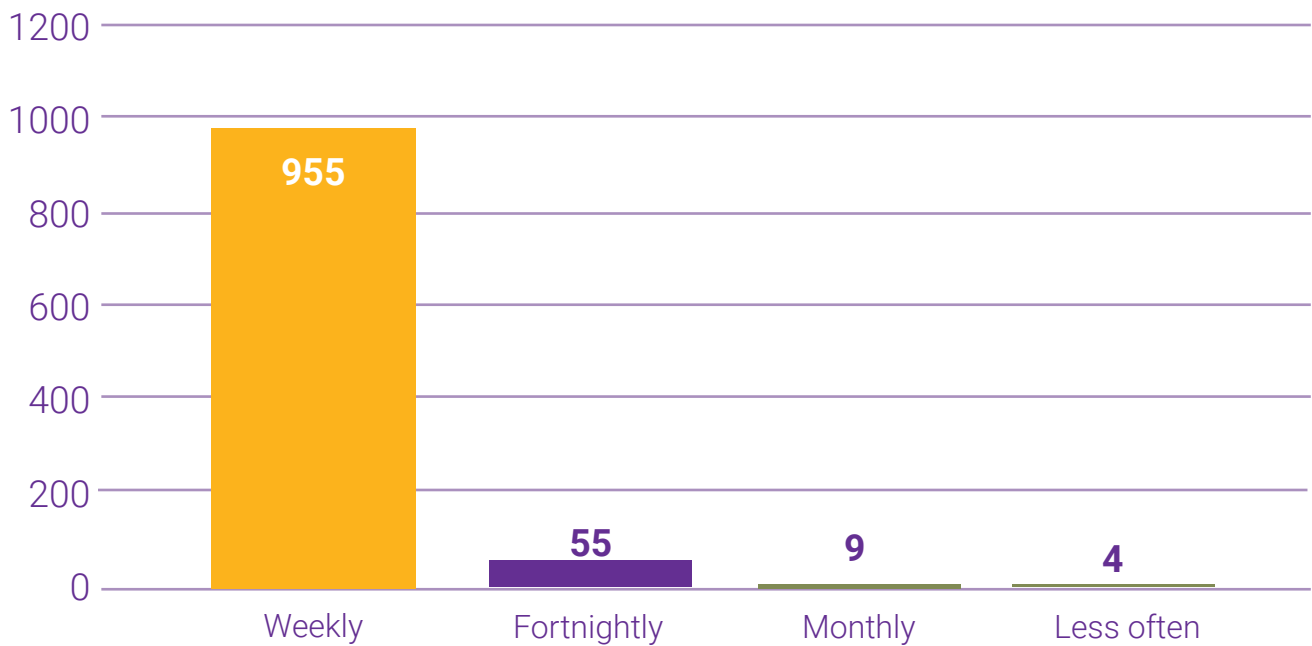


#### INTERPRETATION:

Comparison of waste bin type by Urban or Rural and compared to total waste services indicates that responses are representative of the rural services but 240 litre bin Urban services are over

represented whilst 120 litre Urban bin services are underrepresented. However the response rate is similar to the current demand for bins which is 65% @ 240 litre bins and 35% at 120 Litre bins.

## Question 4: How often do you put out your waste bin for collection?

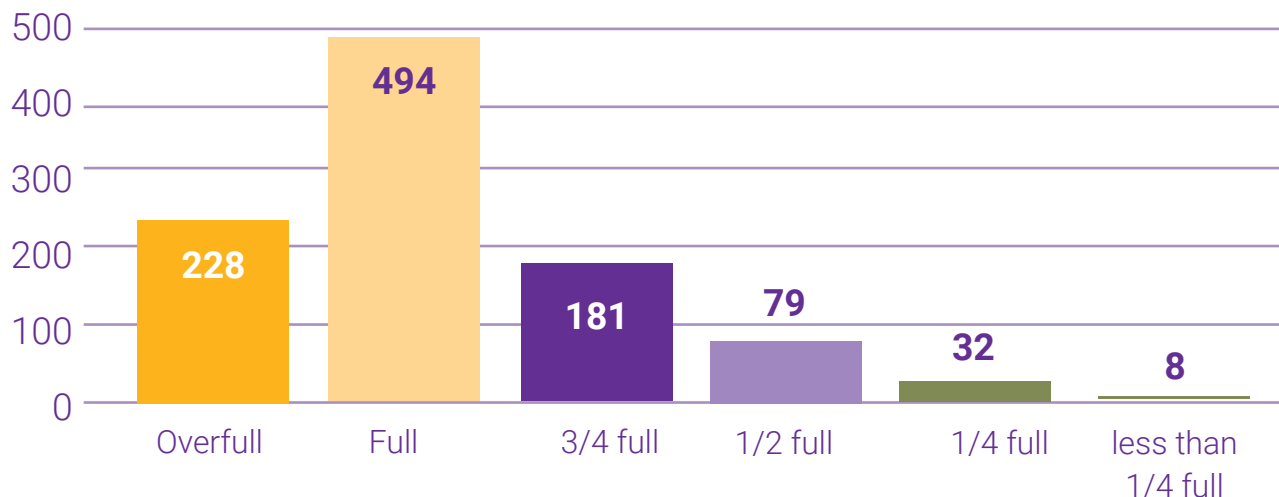


### INTERPRETATION:

It is clear from this data that most of the respondents take advantage of the weekly pick-ups currently offered. It is impossible to know from this data if

the bins are full and must be picked up weekly or if there are other reasons for using the weekly service (conformity, habit, smell, etc).

## Question 5: On average, how full is your waste bin when placed out for collection?



To get a better understanding of bin filling behaviours, the level of filling was analysed against the bin type and size. See the table below.

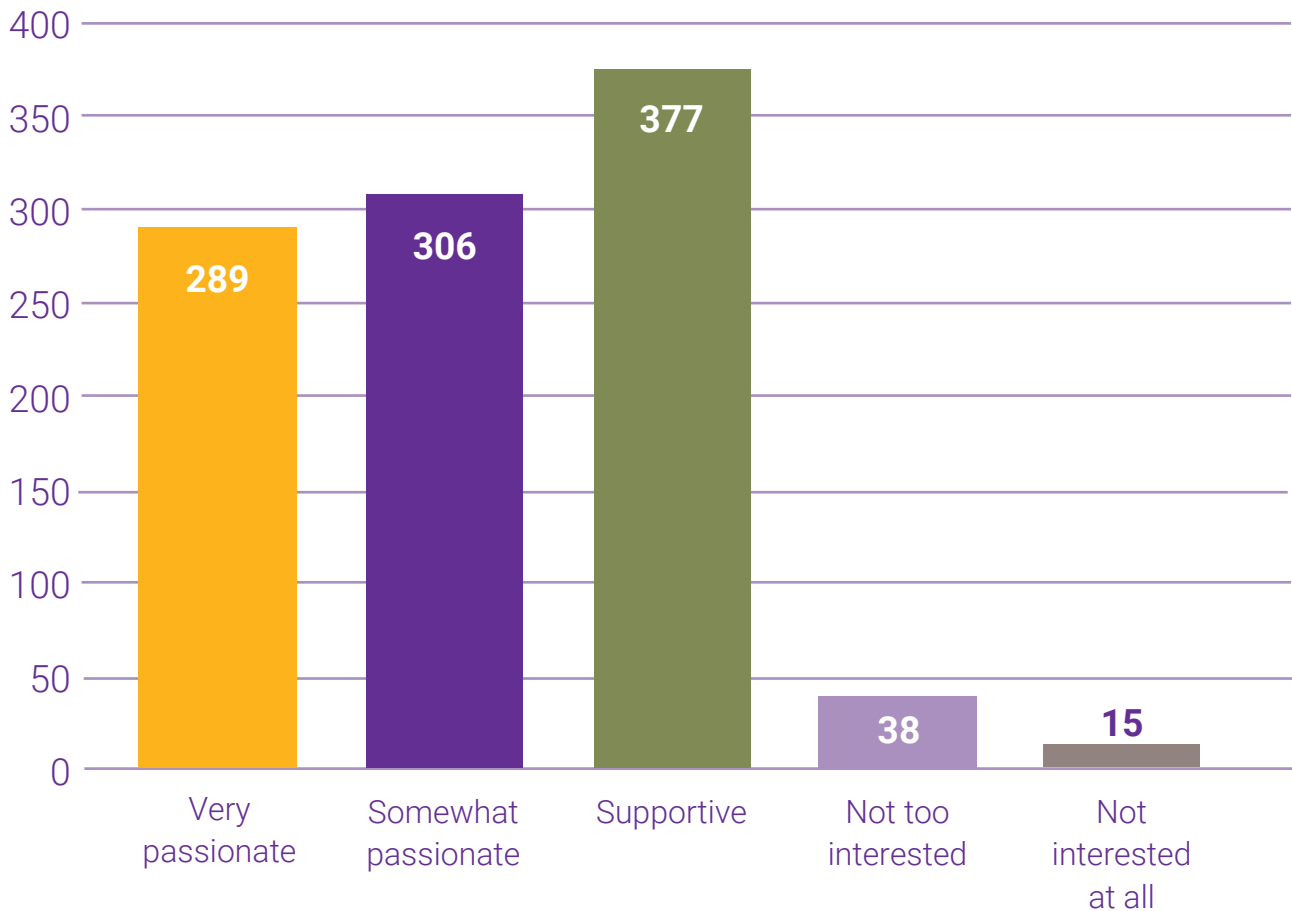
Level of filling	240L waste bins	120L waste bins	240L recycling bins
Overfull	23.4%	18.2%	26.4%
Full	51.2%	38.2%	45.9%
3/4 full	17.2%	19.6%	18.2%
1/2 full	5.9%	14.2%	7%
1/4 full	1.6%	8.4%	2.1%
less than 1/4 full	0.6%	1.4%	0.4%

### INTERPRETATION:

Approximately 70% – 75% of 240 litre bins were described as full or overfull yet only approximately 55% of 120 litre bins were described as full or overfull. This appears unusual as it might be expected that more smaller bins would be full or overfull. The results suggest

that moving to a fortnightly service may be problematic based on current behaviours. Whilst there is no evidence in the data to confirm, it could also be suggested that it is human nature to fill the bins simply because the capacity is there.

## Question 6: How would you rate your understanding and enthusiasm for recycling and the environment?

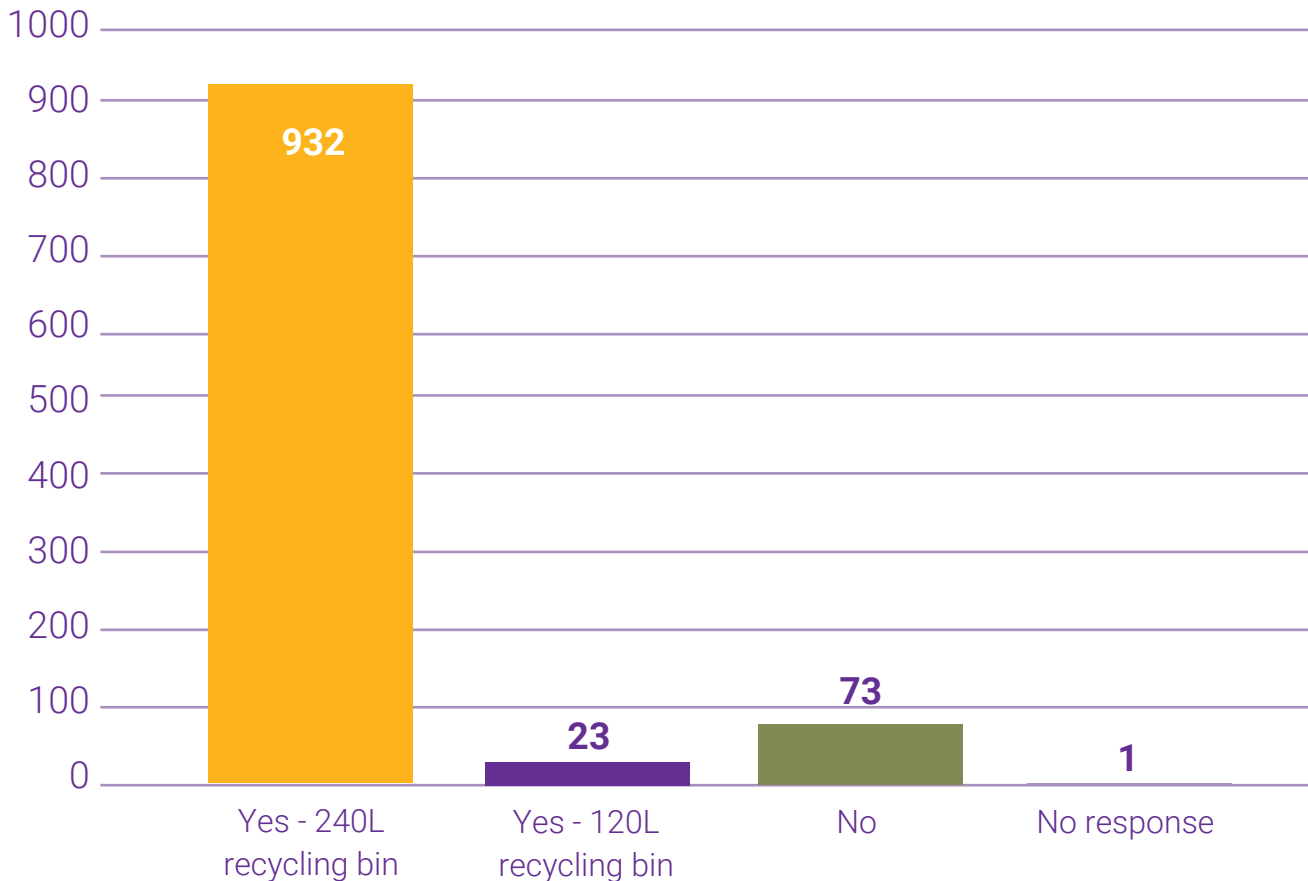


### INTERPRETATION:

95% of respondents take a supportive view toward recycling and the environment.

This offers a great opportunity for Council to implement processes and procedures that will enhance recycling and improve environmental outcomes for the municipality and expect that the community will support those initiatives.

## Question 7: Do you have an existing recycling bin service?



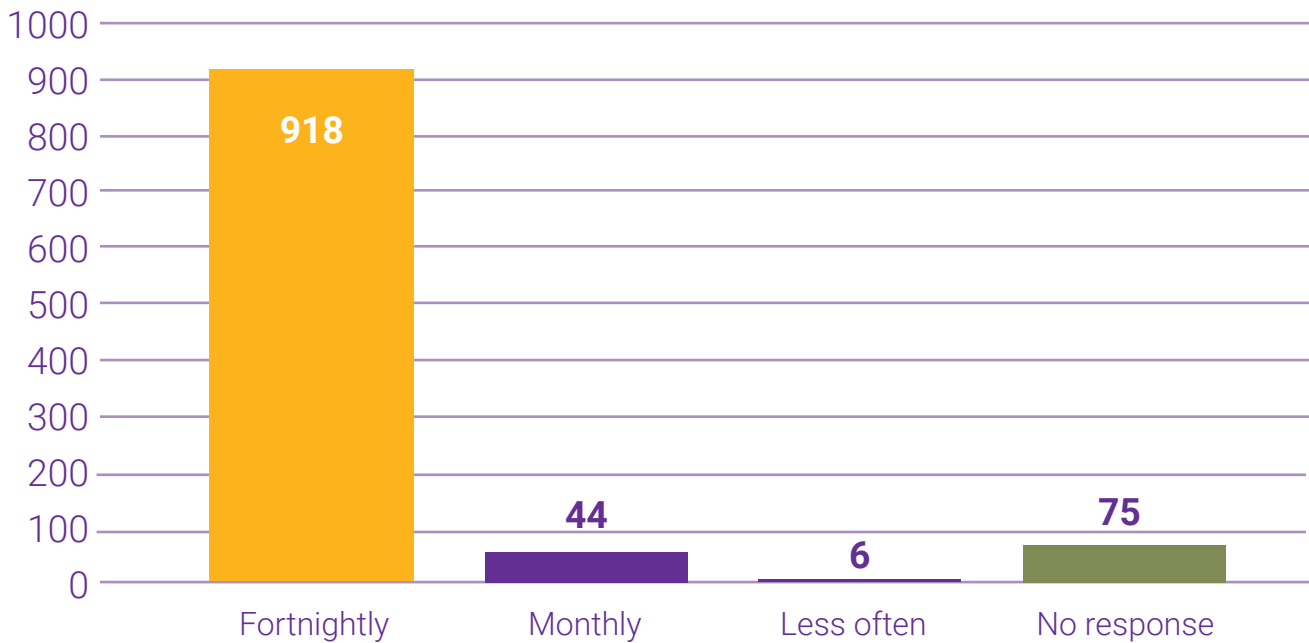
### INTERPRETATION:

Most respondents (90.6%) currently have a 2-bin service. A recycling bin is not compulsory hence indicating that there is a reasonable level of understanding of the need for separation between general rubbish and recycling. This reinforces the results in Question 6 re: enthusiasm for recycling as well as indicating the community is comfortable with having recycling bins. It suggests, but does not confirm a willingness to adopt greater recycling habits. As new services are

introduced, the potential for confusion and therefore contamination of recycling streams increases. A carefully planned education and engagement program will be essential to the success of any change to the current system.

It should be noted that HRCC does not offer a 120 litre recycling bin service and it is assumed that these responses are due to confusion by the respondents about the size of their recycling bins.

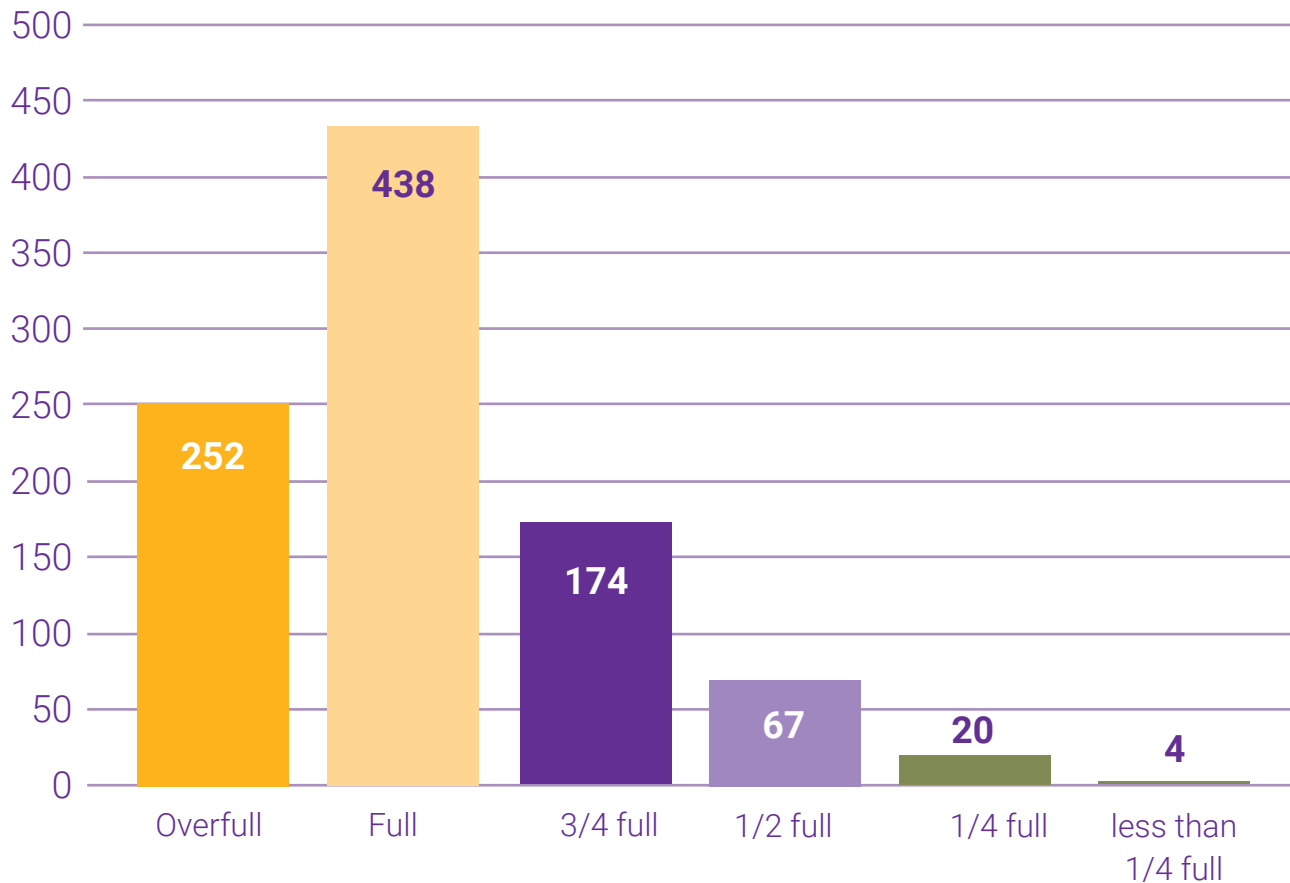
## Question 8: How often do you put out your recycling bin for collection?



### INTERPRETATION:

As with the general waste, most respondents take full advantage of the level of service offered and put their recycling bin out fortnightly. The 75 “No response” is consistent with those respondents who do not receive a recycling service.

## Question 9: On average how full is your recycling bin when placed out for collection?



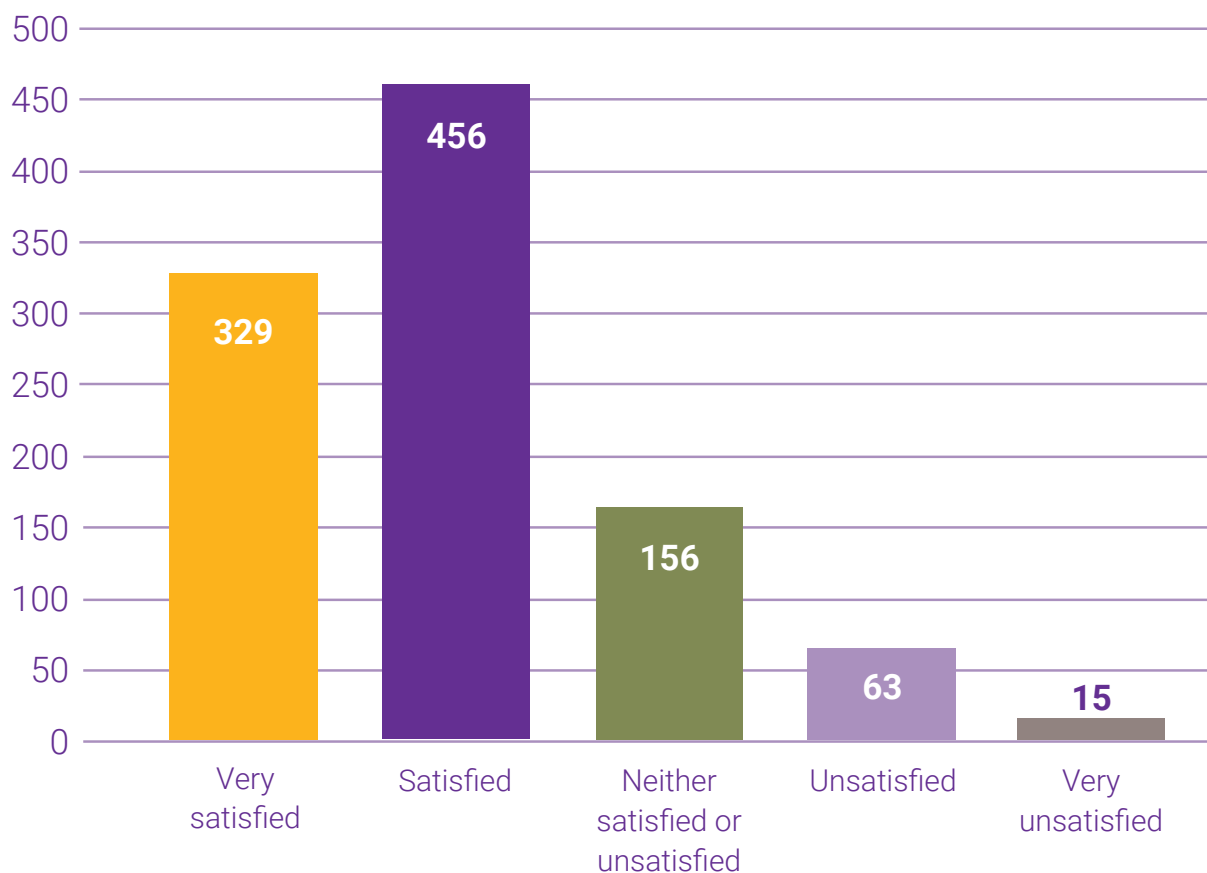
### INTERPRETATION:

These results are very similar to Question 5 with regard to the level of filling. However it should be remembered that no change in collection frequency is

proposed for recycling. However glass will be separated out and therefore the volume in the recycling waste should decrease.



## Question 10: Are you satisfied with your current kerbside service(s)?



### INTERPRETATION:

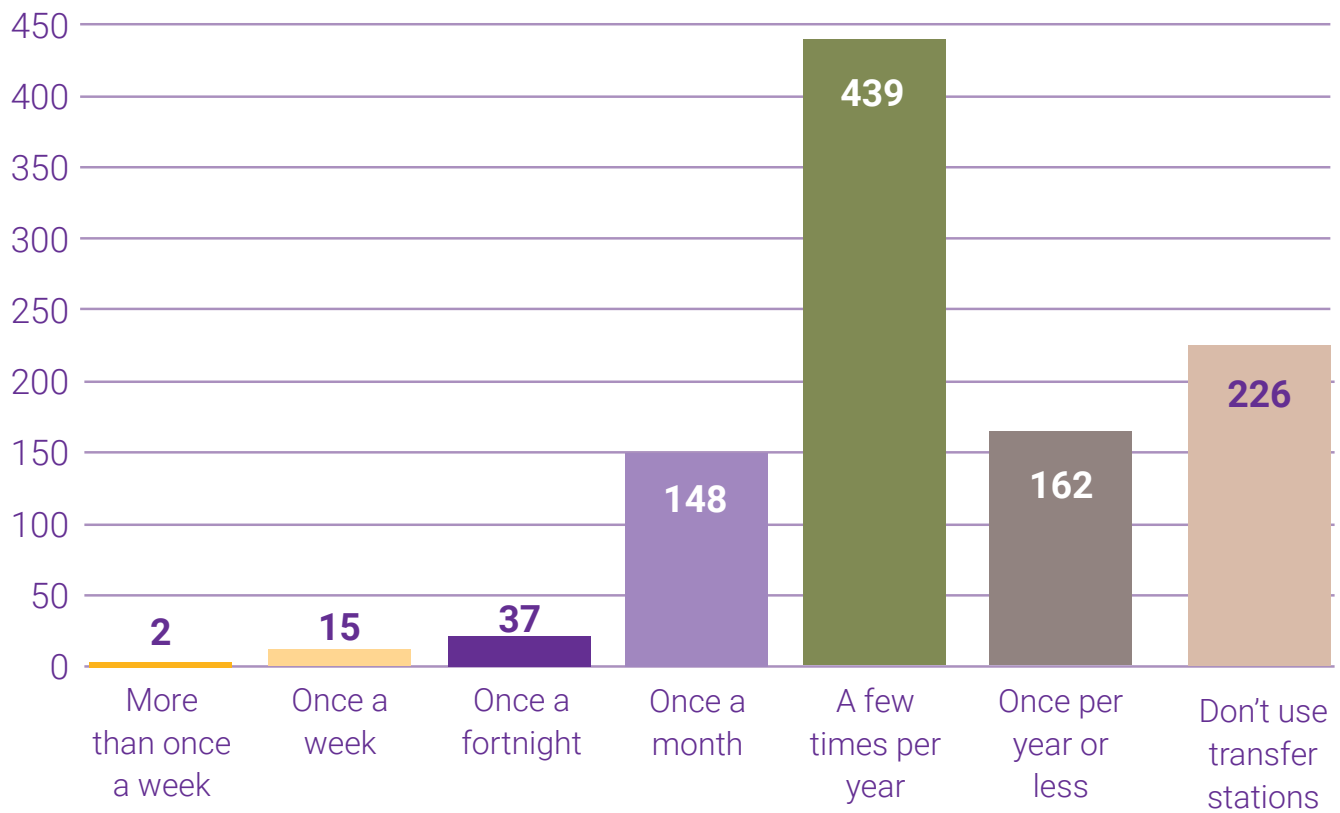
A majority (77%) of respondents are satisfied to very satisfied with the current kerbside service whilst only 7% of respondents are unsatisfied or very unsatisfied.

In order to estimate the potential impact of the proposed new service, satisfaction levels with the current service (Question 10) were compared to sentiment on the proposed change (Question 18).

	Satisfaction with current kerbside service	Sentiment on proposed change			
		Value for money	Reasonable	Expensive	No response
Very satisfied	785	172	251	224	138
/Satisfied	156	29	54	44	29
Neither satisfied or unsatisfied	78	18	18	15	27

- If it is assumed that the sentiment of “Expensive” equates to a Satisfaction level of “Unsatisfied” or “Very unsatisfied” then
  - 28.5% of currently satisfied users would consider the new service expensive and may become unsatisfied
  - 28.2% of those who are neither satisfied or unsatisfied would consider the new service expensive and may become unsatisfied, and
  - 19.2% of unsatisfied will would consider the new service expensive and remain unsatisfied.
- These changes would equate to an increase to 35% of respondents being either “Unsatisfied” or “Very Unsatisfied”.

## Question 11: How do you currently use HRCC's various transfer stations?



The use of transfer stations divided by property type is shown in the table below.

Use of transfer stations	Residential	Farm
More than once a week	0.2%	0.0%
Once a week	1.2%	4.9%
Once a fortnight	3.5%	4.9%
Once a month	14.5%	13.6%
A few times per year	43.9%	29.6%
Once per year or less	15.9%	8.6%
Don't use transfer stations	20.6%	38.3%

**INTERPRETATION:**

A higher percentage of farms don't use transfer stations or use them less than once a month as compared to residential properties. There may be a number of reasons including proximity to the transfer station

Use of transfer stations by rural property holders are slightly higher than use by urban property holders for those using them once a fortnight or more. This result may be skewed by the low number of responses.

## Question 12: Please select the items that you drop off at the transfer station?

Question 12 allowed for multiple combinations of materials that could be dropped off at the municipal

transfer stations. Over 100 different combinations were recorded in the survey. The top 15 results are shown below.

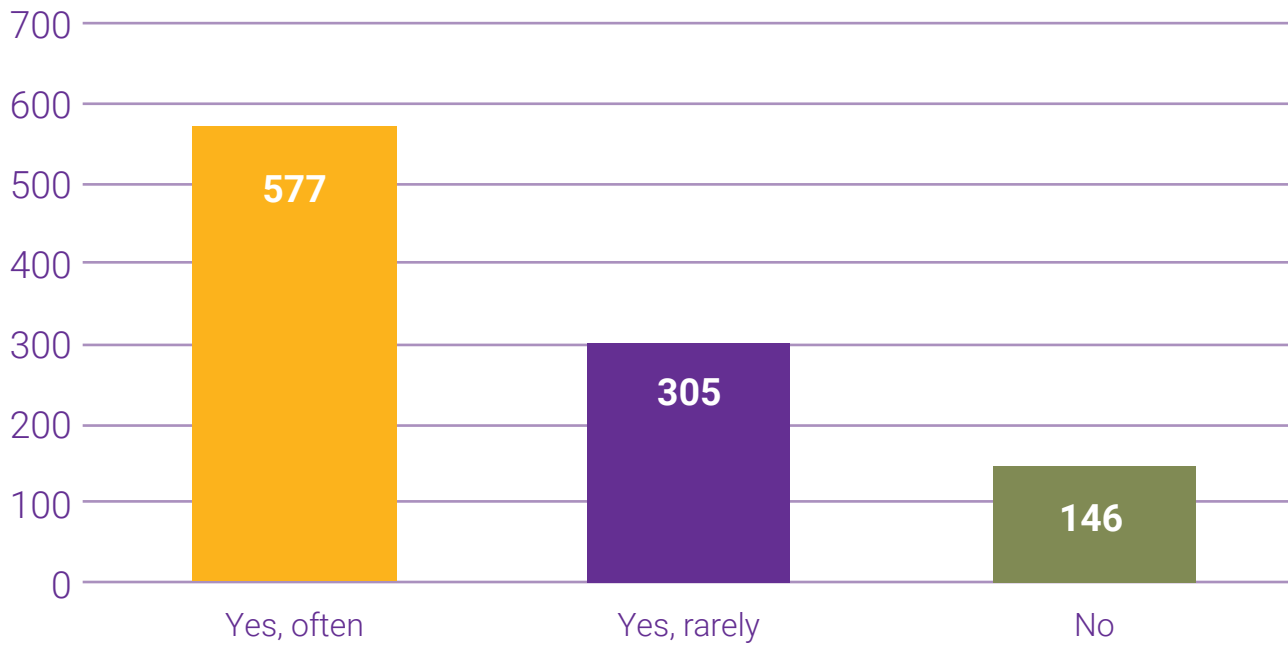
Please select the items that you drop off at the transfer station?	Number of responses
Don't use Transfer Station	239
Garden organics	147
Garden organics, Waste mixed recycling (paper/plastics)	58
Other	51
Garden organics, Other	37
E-waste	35
Waste mixed recycling (paper/plastics)	35
Garden organics, Scrap steel	32
Garden organics, E-waste	30
Garden organics, Waste mixed recycling (paper/plastics), E-waste	22
Garden organics, Waste mixed recycling (paper/plastics), Scrap steel	20
E-waste, Scrap steel	17
Garden organics, E-waste, Scrap steel	17
Garden organics, Hazardous waste (oils, paints, etc)	13
Waste mixed recycling (paper/plastics), E-waste	13

### INTERPRETATION:

It is difficult to interpret the results with so many combinations, however there were 516 responses that mention garden organics indicating that potentially significant amounts of green organics

can be recycled. How much of these green organics taken to transfer stations would find its way into a FOGO bin is unable to be determined.

### Question 13: Do you currently recycle items at home, such as re-using glass jars?

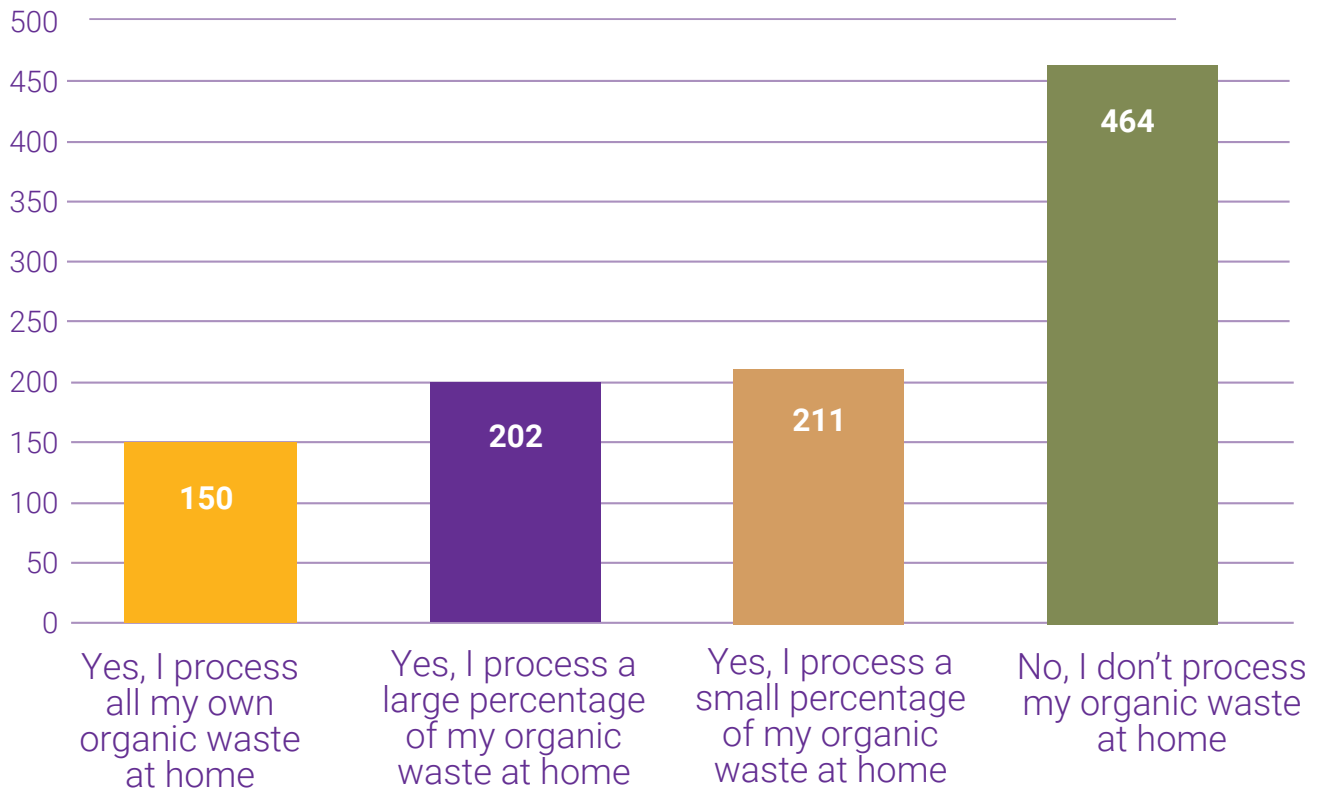


#### INTERPRETATION:

As with question 11, this question indicates that a majority of respondents make some level of effort to reduce the

amount of waste they generate. This result again reinforces a willingness to recycle and reduce waste within the municipality.

### Question 14: Do you currently recycle your organic waste on your own premises, by composting, a worm farm, feeding chickens or similar?



The level of recycling of organic waste by property type is shown in the table below.

Levels of recycling of organic waste at home	Urban	Rural
Yes I process all of my own organic waste at home	9.1%	38.8%
Yes I process a large percentage of my own organic waste at home	18.5%	24.7%
Yes I process a small percentage of my organic waste at home	21.4%	16.9%
No I do not process any organic waste	51.0%	19.5%

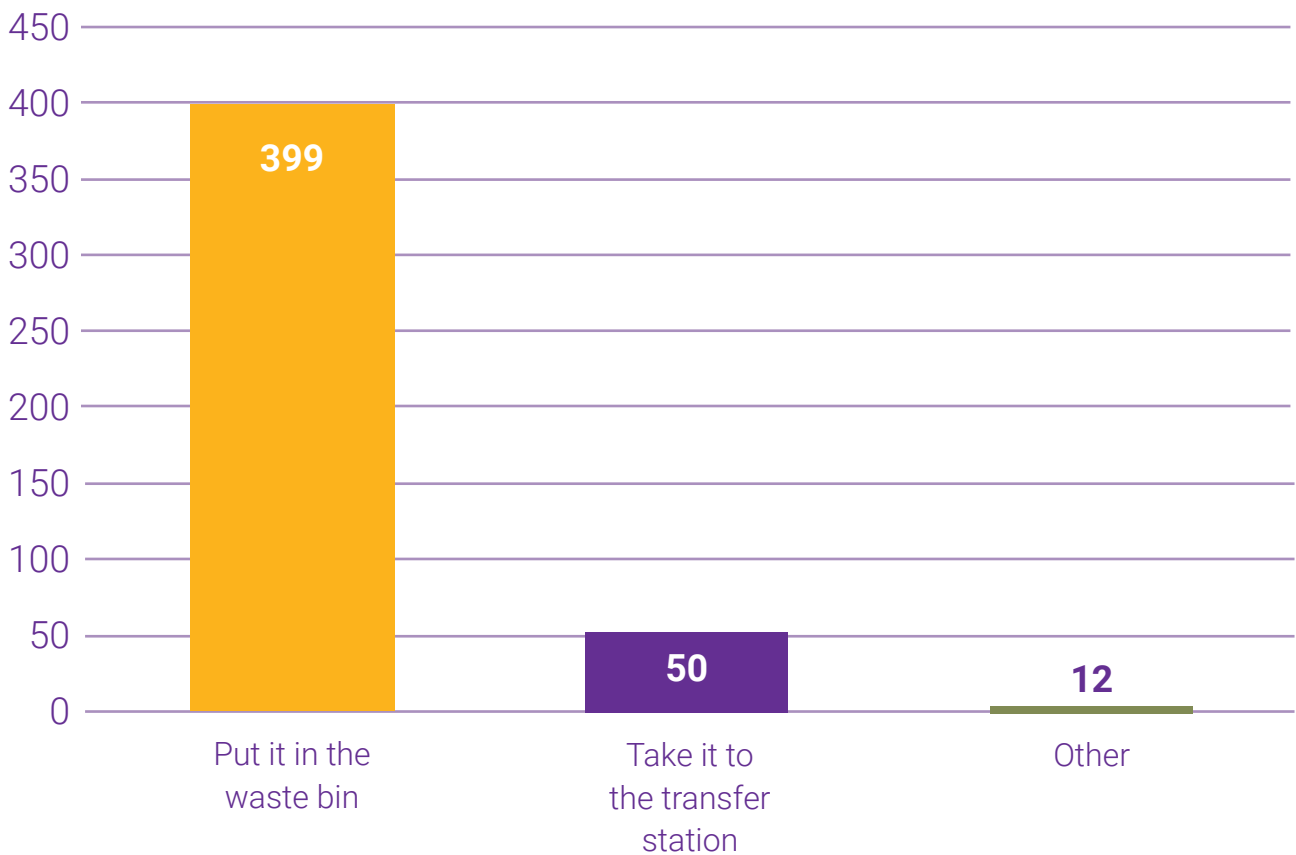
**INTERPRETATION:**

Only 14.5% of respondents process all of their waste at home. As suggested anecdotally, recycling of organic waste is significantly higher by Rural

respondents (80.5%) as compared to Urban respondents. There appears to be significant opportunity to reduce contribution to landfill if Urban respondents use an organics bin.



## Question 14 (a): What do you do with your residual organic waste?



### INTERPRETATION:

Question 14 (a) further substantiates the proposal that contributions to landfill could be substantially reduced if organics bins were introduced and utilised properly.

This was a conditional question asked if in Q14 the answer was 'No, I do not process my organic waste' this was omitted from the paper surveys.

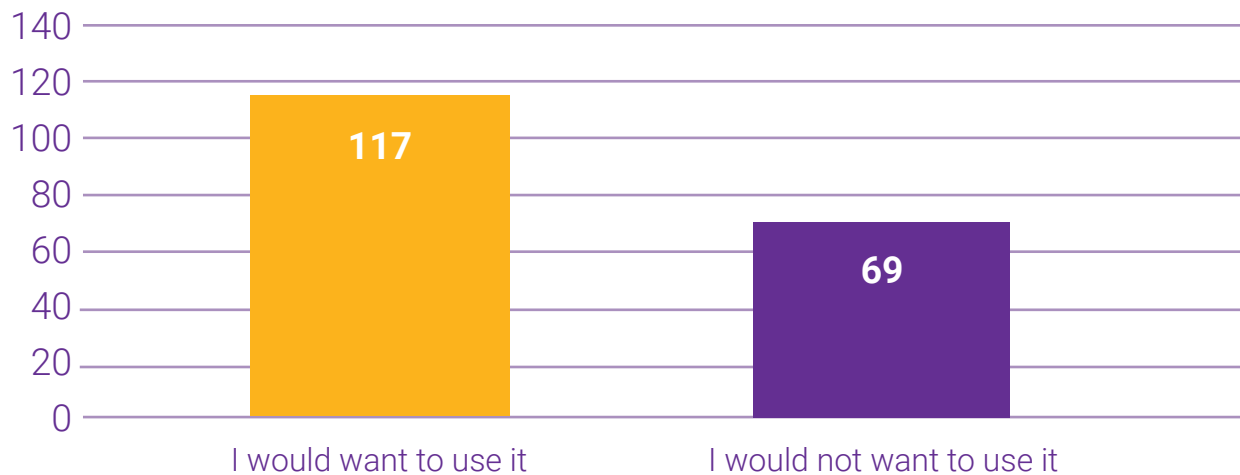
## Rural only

### Question 15: If this service (detailed below) was available to you would you use it?

The current charge to rural ratepayers for waste is \$420 per year, per property. It is proposed that the charge for providing waste and recycling service to rural residents will be approximately \$320 per year.

In summary, the service is proposed to include, in rural areas:

1. A 240L general waste bin, collected fortnightly
2. A 240L mixed recycling bin, collected fortnightly (expanded to all rural properties with an existing waste collection service).

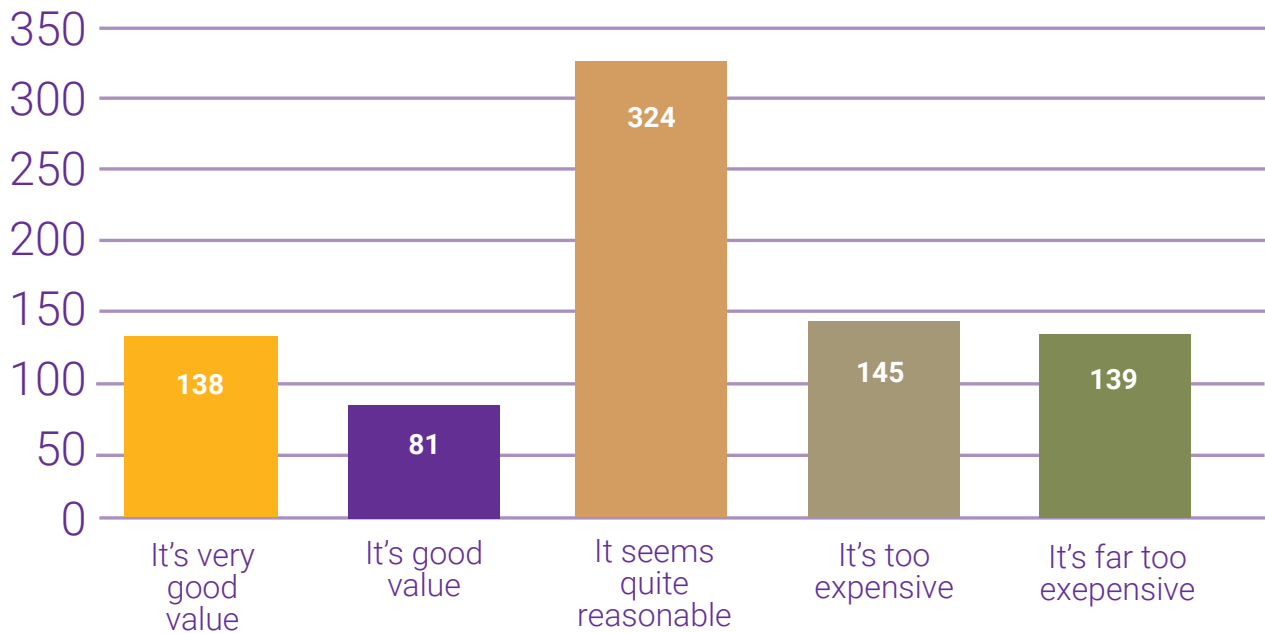


#### INTERPRETATION:

Of 191 Rural respondents 61.3% would use the modified service. 36.1% responded they would not use it citing that the fortnightly collection of garbage was too long a period.

## Urban only

### Question 14 (part 2): What do you think of the proposed charge for the four-bin service?



#### INTERPRETATION:

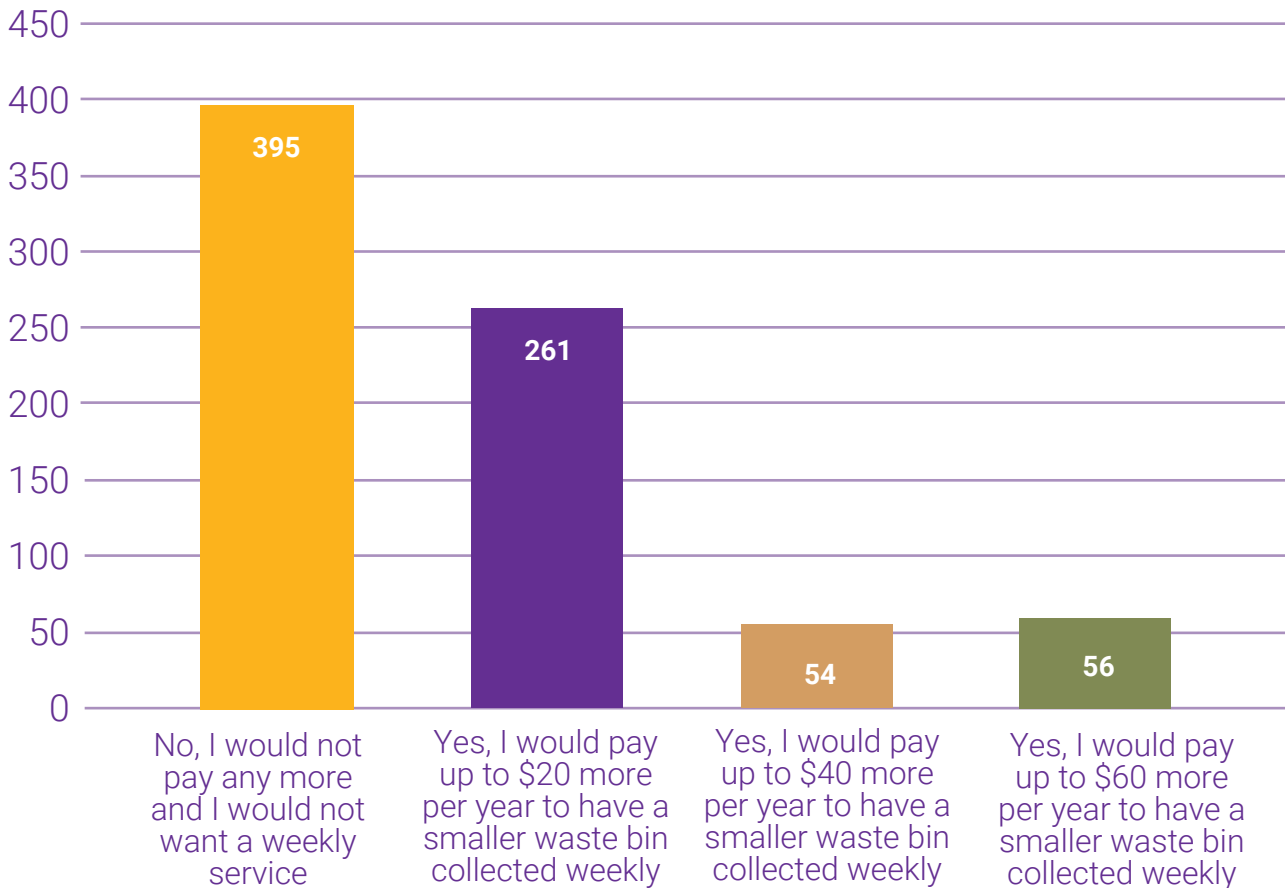
The option for the four bin service is only provided to Urban properties. 65.7% of respondents thought the proposed charge was at least a reasonable charge for the 4-bin service. Analysis of respondents who were property

owners as compared to renting or leasing was undertaken to determine if an ability to pay might be an issue for renters/leasees. Analysis indicates that there was no significant difference in perceived value.

Value for money sentiment by Urban property occupier type	Property owner	Resident renting or leasing	Don't live in HRCC but own property
It's very good value	15.5%	26.0%	Sample size too small
It's good value	10.2%	7.3%	
It seems quite reasonable	39.8%	34.4%	
It's too expensive	17.9%	13.5%	
It's far too expensive	16.6%	17.7%	
No response	0%	0.2%	

## Urban only

**Question 15: In addition to the base service cost of \$480, how much extra would you be willing to pay for a weekly service with a smaller bin, instead of the fortnightly service?**

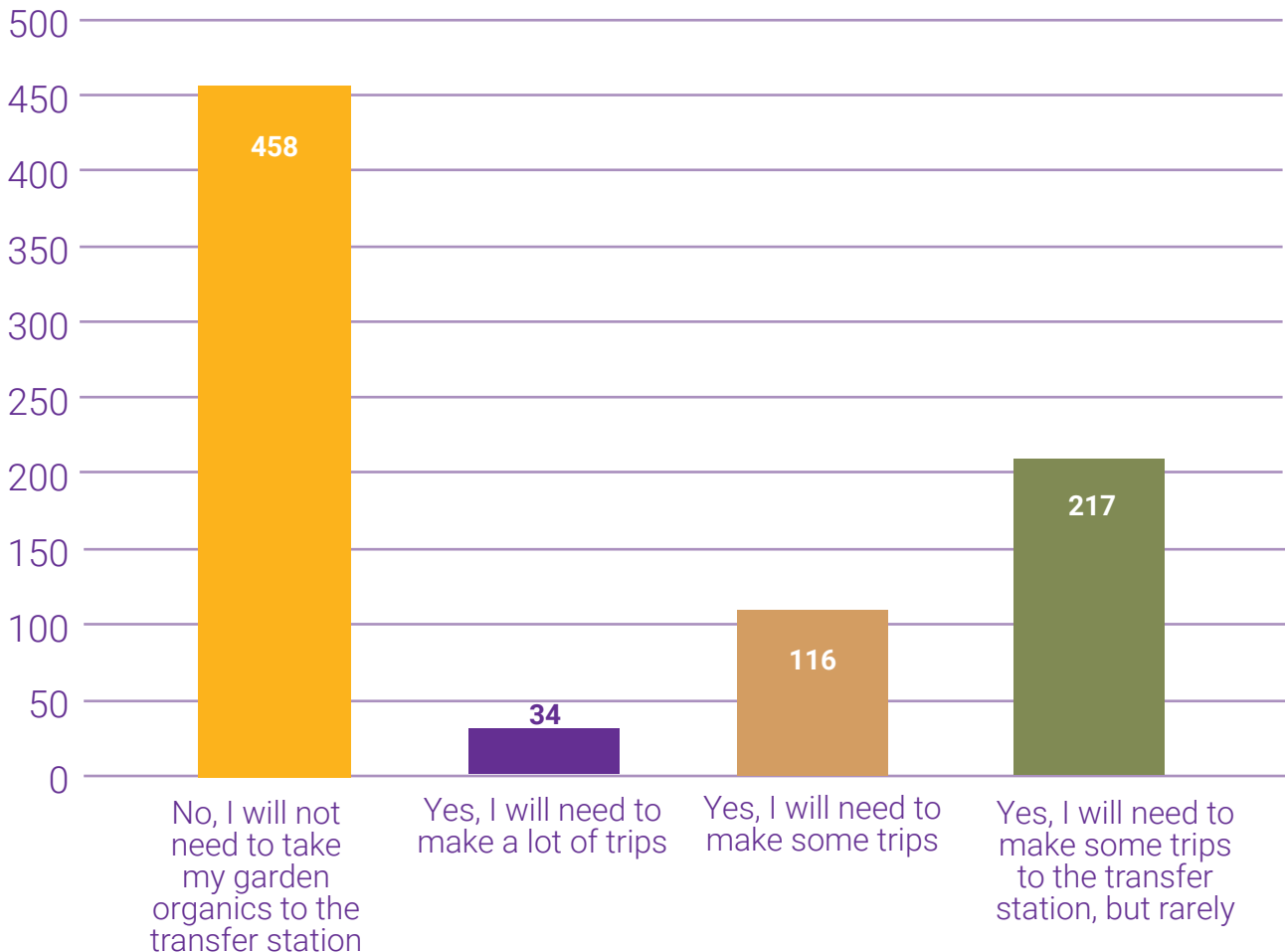


### INTERPRETATION:

The responses to this question show significant polarity, with 51.5% of respondents unwilling to pay more for a weekly service (in a smaller bin). However 48.5% of respondents noted that they were willing to pay more in order to receive the more frequent service level.

## Urban only

**Question 16: If you receive a 240L organic waste bin (this can be used for garden and kitchen waste) collected fortnightly, will you need to transport garden organics to the transfer station throughout the year?**



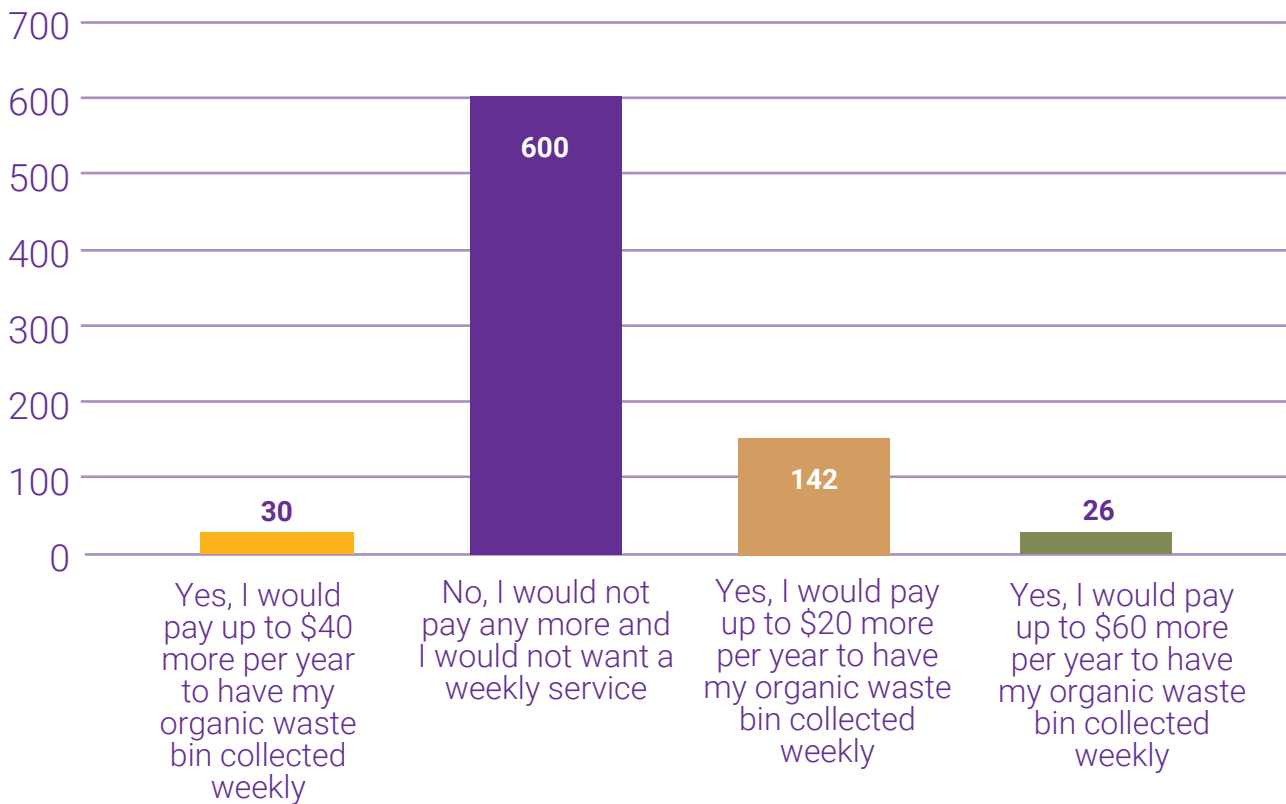
### INTERPRETATION:

At the current service level (weekly garbage), 226 respondents did not need to use the transfer station at all. If organic waste was collected that

number would more than double to 458 and it appears that most respondents would be able to reduce their trips to the transfer station.

## Urban Only

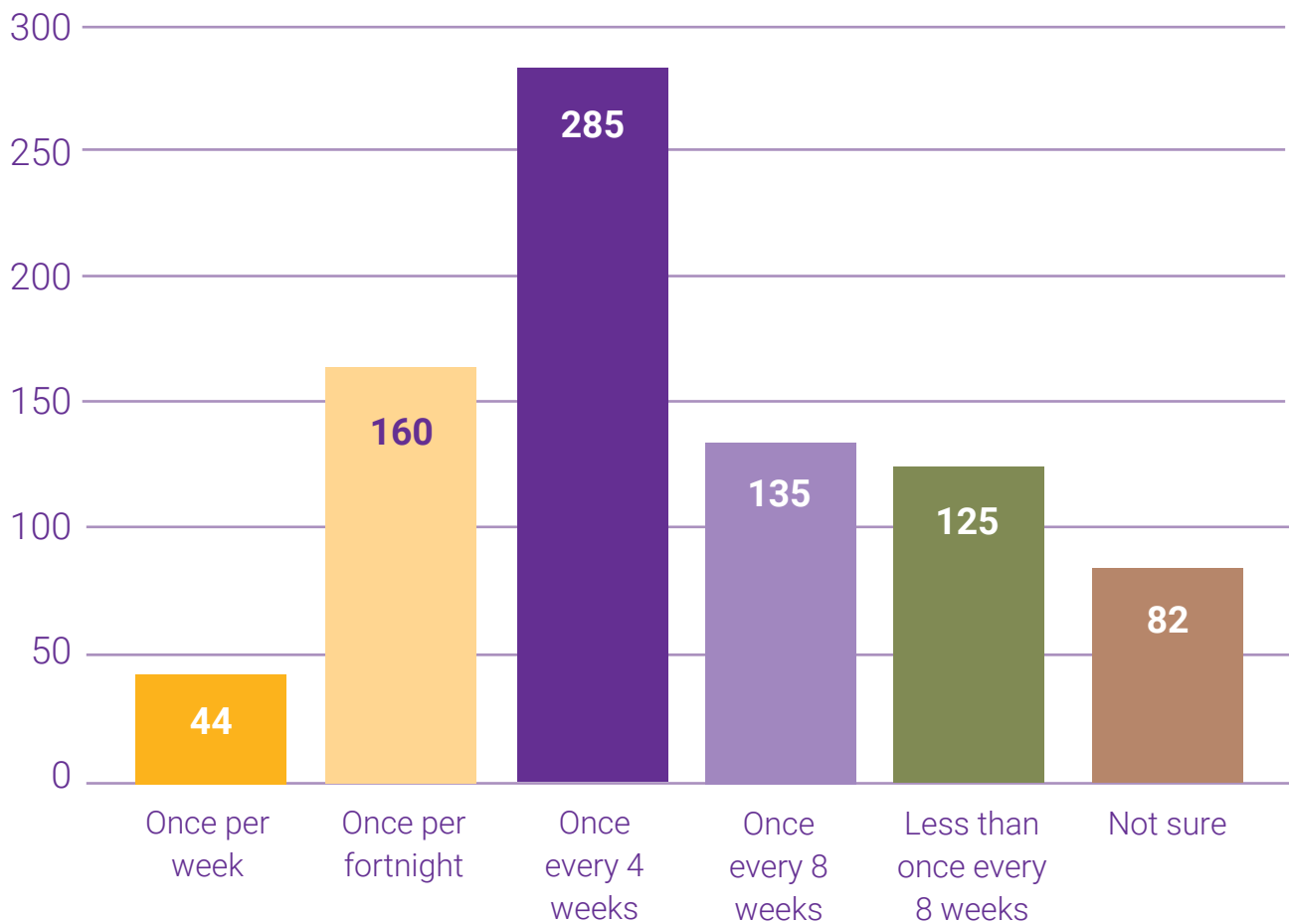
**Question 17: In addition to the base service cost of \$480, how much extra would you be willing to pay for a weekly organics service with a smaller bin, instead of the fortnightly service?**



### INTERPRETATION:

Most respondents do not want increased cost and more frequent organics collection. Additionally, far fewer respondents are willing to consider an increased cost in order to have more frequent collection of organic waste than are willing to do so for general waste.

### Question 18: If you were supplied with a 120 litre bin for glass, how often do you estimate this bin will need to be collected?



#### INTERPRETATION:

A majority of respondents (75%) would likely be accommodated by monthly collection of glass as currently proposed. Consideration needs to be made for

the 25% who might be underserved by this model and what options may be available to service their needs.

# Free text questions

Questions 19 and 20 on the Urban survey and Questions 16 and 17 on the Rural survey invited free text responses from .To analyse the free text questions the following method was used. Each respondent's answers to the two questions was treated as a single response. Each response was read and key themes were tagged. The key themes were identified as issues that were raised multiple times by multiple respondents. As respondents could identify multiple issues individual responses could be given multiple tags. In all 27 tags were used and the following are the issues that were raised most frequently.

The free text questions asked were:

**QUESTION 19: (QUESTION 16 on Rural survey) If you were to change one thing about the proposed service, what would it be and why?**

**QUESTION 20 (Question 17 on Rural survey) Do you have any other suggestions or comments regarding the proposed four-bin service?**



## Summary of free text responses by issues raised

Topic	% responses mentioned	Topic	% responses mentioned
Weekly waste	36%	Transfer stations	3%
240 L Waste	19%	Collection issues	2%
Smell	12%	Better info	2%
Cost too high	9%	240 Recycle	2%
Don't change	9%	Health/ hygiene	2%
Weekly organics	8%	Want smaller bins	1%
Recycle	8%	Offer alternative to organics	1%
Bin storage	8%	More education	1%
Glass bin	8%	Bins full	1%
Opt out/ options	5%	Weekly recycle	1%
Like changes	5%	Problems putting out	1%
Rural service	5%	Survey bias	1%
240 L organics	4%	Trial first	<1%

### INTERPRETATION:

The written responses provide a strong indication of the sentiment of respondents who have concerns about

the proposed system. It should be noted that approximately 300 respondents did not make a free text response.

# Response examples

## **WEEKLY WASTE**

"General rubbish still needs to be collected on a weekly basis at no extra charge. In summer time it would attract too many blowflies and would stink!"

"240 L general rubbish bin needs to be collected on a weekly basis. We already fill bins weekly. Do not want stench around house for up to fortnight"

"General waste needs to remain weekly. Fortnightly is too long between collections for majority of households. If not collected weekly it will lead to bin contamination, odour and smells, pestilence, full bins sitting kerbside for a week or more, and people disposing of excess rubbish themselves such as in bushland, burying it on their properties or other properties or burning it in their yards..."

## **240 LITRE WASTE BIN**

"General waste must be collected weekly in the 240 L bin, at NO extra charge!!! Expecting general waste to sit in a bin for a fortnight, especially in summer is absolutely appalling."

"A 240 litre bin with a weekly pick up as it already is. Not a 120 litre bin weekly. A 120 litre bin is a ridiculous size (too small) for a family. If a 120 litre bin service goes ahead, you are discriminating towards families."

"Keep the 240 L general waste bin"

## **SMELL**

"I do not want my regular bin service changed to fortnight I want a weekly collection service, I do not want maggots and smell hanging around for two weeks"

"The collection of organic matter on a fortnightly basis is not enough. The rubbish will be very odorous and attract flies etc in the hot months."

"General waste needs to be collected weekly as does green waste. 2 weeks in summer is a very smelly bin! Especially for those with young kids in nappies."

## **COST TOO HIGH**

"To keep the 240 L waste and have it emptied weekly without extra cost. We should not be paying extra as proposed nor should the bin be emptied fortnightly, disgusting."

"Why should we pay more when we are doing the sorting and pickups are fortnightly instead of weekly in the case of general waste."

"Why do rates have to increase if this is a compulsory system that people have no choice but to adopt?"

## **DON'T CHANGE**

"Do not introduce the proposed service, as it is an unnecessary additional cost that ratepayers would need to pay for. Do not introduce the two additional bins to the current waste collection service."

"We don't want it to happen"

"Just keep it the way it is"

# Key Issues

## **WEEKLY WASTE COLLECTION AND LARGER BINS**

Concern over a reduction in size or frequency of bin collection was the most common issue identified in this survey. This is a valid concern as fortnightly pickup of 240 L bins under current utilization behaviours will not be sufficient to accommodate many HRCC residents.

The results of bin audits, where a random sample of bins have their contents examined, suggests that the removal of organic matter from the general waste should produce a significant reduction in volume in the general waste, noting that there can be significant seasonal variation in the organic waste volumes. However it is not certain that there would be enough reduction in volume to allow for a fortnightly pickup to be sufficient for all residents.

Experience suggests that the diversion of organics from the general waste should also reduce the potential odour for most customers. Should a weekly service continue in conjunction with the addition of organic bins there would need to be an increased charge to residents (see below).

## **CHARGES**

HRCC charges a separate waste fee to urban and rural customers with each paying for the level of service that they receive. The charges for waste management within the municipality are based on a cost recovery methodology and as such all costs are passed on to those receiving the service and are not part of the general rates charges. The State Government has mandated the introduction of the four-bin service for our “urban” kerbside collection customers.

That service increase comes with an increased cost. Unless we subsidise the service, costs must increase. The effect of a subsidy would be those ratepayers who don't receive the service would partially pay for the service. This seems manifestly unfair. While nobody wants increased costs, the only way to introduce new services and attempt to keep the financial impact to a minimum is to reduce the level of current services (unless efficiencies can be obtained). This is the balance that will have to be weighed and considered carefully.

## **SMELL AND HYGIENE**

Both smell and hygiene were a significant concern for many respondents. The odour and hygiene risks should be reduced for the general waste bin by the diversion of organic matter to the FOGO bin (excluding non-compostable nappies and personal hygiene products which are discussed below).

The smell and health issues created by green waste can be reduced by the use of compostable bags, which can be used in a kitchen caddy, and other behavioural changes that will need to be introduced and encouraged through a robust education and outreach program. A suite of measures will need to be considered in conjunction with the choice of service frequency to ensure smell and hygiene issues are addressed.

Non-recyclable nappies and other personal hygiene products that are disposed of in the general waste bin will require specific attention when developing the new waste management model. If a fortnightly service model is chosen for general waste, a weekly service for nappy users or particular measures to control smell will need to be considered. We cannot ignore the reality that nappy use occurs at both ends of the lifespan for many, yet at the later end of life this is a particularly awkward and embarrassing issue to raise publically. We will work together with our community to find solutions that suit them.

## **BIN STORAGE**

We recognise this will be a problem for some customers especially in units/flats. Solutions may include shared larger bins at some premises. We will look to other Councils who have implemented this change to find solutions.

## **DON'T MAKE CHANGE**

This change to waste collection is mandated by the State Government. The changes are intended to benefit everyone by reducing greenhouse gases and the amount of waste going to landfill. General recycling is made more viable by removing glass contamination from the rest of the recyclable waste.

Removing organics from landfill waste will reduce greenhouse gas emissions. When organics breakdown in the oxygen poor environment under the ground, methane is produced which is a very potent greenhouse gas. This does not happen when the organics compost above ground.

## GLASS BIN

Glass needs to be separated from other recyclables as it is a key cause of contamination. Broken glass and especially smaller fragments get mixed in with paper and plastic making them unsuitable for recycling. There was a lot of variation in responses to the provision of a separate bin for glass with many respondents saying they would hardly ever fill the bin and others saying the glass bin needs to be larger.

Options to have a larger glass bin will be considered. The State Government is introducing a container deposit scheme which will help to reduce glass within the waste system to an extent. Council will need to review this service regularly and adjust its core services to accommodate on the ground data and the new deposit scheme.

## OPTIONS NOT OFFERED

There was no option to keep weekly collection and not pay more because the waste service operates on a user pays (cost recovery) basis. That is, the service is paid for by those that receive the service and not subsidised out of rates. The State Government has mandated the introduction of the four-bin service for our urban customers. That service increase comes with an increased cost. Given this, the only way we could have larger bins or more frequent services is if customers pay more.

## EDUCATION AND INFORMATION

We need to provide better information and education to the community. This was explicitly mentioned in some responses but was also demonstrated by the lack of understanding of the issues shown in other responses. Key messages we need to communicate:

- Explanation of cost-recovery model of waste management at HRCC
- Difference between Urban/Rural services and corresponding difference in price
- Non-negotiables mandated by State Government
- Details on the cost of operating the different aspects of the system
- Costs of the different options being considered
- Where recycling goes and how the recycling system works more generally
- Advantages and benefits of the new scheme
- Practical constraints limited some preferred options

# Conclusion

A vast amount of information was collected with this engagement process and the most significant findings have been highlighted in the early sections of this report. This report, along with technical reports, financial modeling and professional recommendations, will be made available to HRCC Councillors to inform their decisions on the next steps in HRCC's transition to a 4-bin system.

Further community engagement and education will be an essential component in the successful transition to a new system of waste management for the municipality.

# APPENDIX A: Survey questions

## Questions common to Urban and Rural surveys

Question 1: Which of the below options describes your relationship with the HRCC municipality?

Question 2: Which best describes your property? (Residential, farm or commercial)

Question 3: Do you have an existing waste (garbage) bin service?

Question 4: How often do you put out your waste bin for collection?

Question 5: On average, how full is your waste bin when placed out for collection?

Question 6: How would you rate your understanding and enthusiasm for recycling and the environment?

Question 7: Do you have an existing recycling bin service?

Question 8: How often do you put out your recycling bin for collection?

Question 9: On average how full is your recycling bin when placed out for collection?

Question 10: Are you satisfied with your current kerbside service(s)?

Question 11: How do you currently use HRCC's various transfer stations?

Question 12: Please select the items that you drop off at the transfer station?

Question 13: Do you currently recycle items at home, such as re-using glass jars?

Question 14: Do you currently recycle items at home, such as re-using glass jars?

Question 19: (Question 16 on Rural survey) If you were to change one thing about the proposed service, what would it be and why?

Question 20: (Question 17 on Rural survey) Do you have any other suggestions or comments regarding the proposed four-bin service?

## Questions specific to Rural surveys

Question 15: If this service was available to you (Use it or not)?

*The current charge to rural ratepayers for waste is \$420 per year, per property. It is proposed that the charge for providing waste and recycling service to rural residents will be approximately \$320 per year.*

*In summary, the service is proposed to include, in rural areas:*

- 1. A 240L general waste bin, collected fortnightly*
- 2. A 240L mixed recycling bin, collected fortnightly (expanded to all rural properties with an existing waste collection service).*

## Questions specific to Urban surveys

Question 14 (part 2): What do you think of the proposed charge for the four-bin service?

Question 15: In addition to the base service cost of \$480, how much extra would you be willing to pay for a weekly service with a smaller bin, instead of the fortnightly service?

Question 16: If you receive a 240L organic waste bin (this can be used for garden and kitchen waste) collected fortnightly, will you need to transport garden organics to the transfer station throughout the year?

Question 17: In addition to the base service cost of \$480, how much extra would you be willing to pay for a weekly organics service with a smaller bin, instead of the fortnightly service?

Question 18: If you were supplied with a 120 litre bin for glass, how often do you estimate this bin will need to be collected?



# APPENDIX B: ANSWERS TO FREE-FORM QUESTIONS

This appendix contains all comments received, redacted to remove identifying information and obscenity

## IF YOU WERE TO CHANGE ONE THING ABOUT THE PROPOSED SERVICE, WHAT WOULD IT BE AND WHY?

The 240 L general waste bin should still be available for weekly collection, moving to a smaller 120 L bin for weekly collection or the 240 L bin for a fortnightly collection is not appropriate

No glass bin

Retain the weekly collection of 240 L general waste bin, I will be forced to place non recyclable items in recycling bins if you do not

Keep the weekly general waste collection for sure! Its madness to reduce it to fortnightly, bin is already overful with things that cant go in other bins like disposable nappies and will stink terribly waiting 2 weeks.

Green waste bin is much needed. Often our general waste bin is mainly filled with garden prunings not suitable for compost or the chooks.

less bins

Weekly collections for green and general waste The smell from rotting green waste in our hot climate will be unbearable as new green waste cannot be put into bags and as we live in a unit and bins are at our back door.

Will we still be able to get a discount for using our little bin? We usually put 1 bag a week in, if that. A 240 L bin fortnightly would be superfluous to our needs.

I would have recycling collected more often than rubbish collection. Organic waste needs to be collected weekly to prevent smell

Would use transfer station if it wasn't so expensive

Way too expensive for service provided"

Glass collection 6 monthly. I hardly ever dispose of glass

MAKE THE RUBBBISH COLLECTION WEEKLY NOT FORTNIGHTLY FOR GOODNESS SAKE.

Very clear instructions with colours/ icons

We are all in favour of a green bin to put garden, lawn cutting in instead of going in garbage bin

Maintain the 240 L Waste bin weekly pick ups

No

I would need a VERY clear calendar for my route to know when to put which colour bin out. It will be horrible to get confused (& I am sure many will be) about collection due times.

I'd like to see the green bin as optional for each household, for those like myself who has no need for one.

The question was asked whether I would pay more for a smaller bin but weekly, but I think there should be an option for a 240 L weekly for recycling or general waste. We currently have 2 recycling bins and on average have 1 full and 1 3/4 full by bin day. I don't think glass having it's own bin will free up very much room for us

Needs to be the same price on a weekly basis, Vic gov has already wasted millions of our tax payer dollars, they can pay us back with weekly collection at no extra cost.

We live in a townhouse and have nowhere to put four bins. It is completely idiotic to make every household keep 4 x 240 L bins on their premises.

You are not giving a reasonable weekly option for weekly waste.

Mix of big and smaller bins for one person households is a good idea.

General waste every week. The more often to be emptied with e waste as everything will get smelly

General/mixed recycling needs to be weekly, with a 240 Lt bin. Separating glass out may reduce this need but overall, I think it would be used for more cardboard waste that currently goes into the general landfill.

Provide recycling to all rate payers in the municipality.

Weekly rubbish and fortnightly recycling. Certainly pay enough in rates to the council and should have had recycling available to all rural a long time ago.

No comment.

Collection for household general waste needs to remain weekly!

Fortnightly collection in summer - the bins will be a significant health hazard and stink!

Also they will be overfilled

garbage should still be collected weekly for rural. personally i would love gate pick up but have to move bins 2kms to highway. maybe better spots for bins on highway so they dont get blown over.

Ridiculous. Where are we supposed to put these rubbish bins. I have no room for them, so will leave them in the street. There is mess enough in the streets on rubbish days without adding more.

Sounds good. Should save money for HRCC if only fortnightly service.

Cancel it before it starts

General waste it needs to be collected once a week this service still needs to be a once a week service fortnightly is too long especially over the summer period

"In addition to the base service cost of \$480, how much extra would you be willing to pay for

a weekly service with a smaller bin, instead of the fortnightly service?

The proposed model is for a 240 L waste bin, to be collected fortnightly. Council may instead be able to provide a weekly waste service, with a smaller 120 L bin, but this service would be more costly to deliver.

Yes – I would pay up to \$60 more per year to have a smaller waste bin collected weekly

Yes – I would pay up to \$40 more per year to have a smaller waste bin collected weekly

Yes – I would pay up \$20 per more per year to have a smaller waste bin collected weekly

No – I would not pay any more and I would not want a weekly service

This question is Loaded to charge more. I would like the option of a 240 or 120 litre bin for fortnightly or weekly collection respectively at no charge. "

The current proposal sounds great.

"Storage of 4 bins at units is a issue. There is limited space for 2.

Suggest having glass one at each set of units."

I think you guys have it all worked out. It has worked well in Port Fairy.

Although I strongly agree with recycling and providing the recommended services, particularly the organics and glass, I personally do not really need the organics bin, though I would occasionally use for garden clippings and tree parts.

Nothing

Everything sounds like a great idea. I probably would hope that there was a choice of size bin.

I would suggest a weekly collection of a small waste bin as not all food can be composted, therefore it just decays and smells in the bin, especially during summer. Not nice!

Keep the rubbish bin as weekly empties. Anyone with kids and nappies, or cleaning up after dogs, etc, will tell you how much their bin stinks after just one week, let alone two!

240 L bin would be ideal to be collected weekly. Happy for other bins to be fortnightly.

Glass bins - i think instead of households having a glass bin there should be bins situated in different areas or situated in streets.

I would be happy with 120 bin fortnightly food/organic collection, except in summer when it would become smelly.

"Weekly for food and organics.

Add a soft plastics bin and there will be barely any rubbish to go to land fill. "

Unsure

The Bin Service is good enough if left a loan, I am very pleased with it. Thankyou

I only need a 120 L bin and 120 L for recycling. We have to put these on a Ute to take them to the end of our road for pick up so larger bins are too heavy for us to lift. Unless you were to actually drive down our road and we could wheel them to our front gate

As I have an extensive garden that I maintain to a fairly high standard, pruning plants and mowing a large front lawn and a medium back lawn, I would require my 240 L organic bin to be collected at least every fortnight.

I think the proposed service sounds very reasonable

Food - green waste to weekly pick up as this forms most people's waste

Green waste bin, through summer with the amount of mowing increased 240 L bin fills quickly.

Give people living on farms/rural an option to have the service, not just tell them they have to have it and charge them \$\$\$\$ they wont use.

Garbage needs to be collected weekly not fortnightly

smaller bin collected weekly for rubbish. the smell may get too much, particularly in summer.

Charge people less for 120 L bin to help them save money.

"offer a smaller bin for reduced rate, similar to now. we pay for a 120 L bin and only put a

small bag of waste in it each week. Seems overpriced when we do not need the service.

Never fill the recycle bin more than half way."

Move to smaller buns collected more frequently. Large buns take up too much space and having 3, 240 L bins is ridiculous. Collect waste that can become putrid (green and general waste) weekly.

Still allow for the option of a smaller 120 L general waste bin and a fortnightly collection. We find this size bin to be a deterrent for throwing away waste. We are mindful of how much waste we generate based on the space we have available in our bin. I worry a larger bin may cause us to become complacent with recycling or reusing products.

I wont need all those bins so do I still have to try and fit into my yard somewhere and pay for something I am not going to use. How are all the units going to fit 4 bins in their yards? Are they going to flow out onto the streets and become very unsightly and blow over and have all the rubbish in the streets?

smaller bins for general waste and recycling available to more rural residents

As I live in a rural area and the bin is already near full, with very small amount of recycling included. How do I manage with fortnightly collection? We have second hand bins which we use for separate recycling which we currently take to the recycling centre about every 2 months. I would appreciate a regular collection service.

"Glass is by far the largest amount of our household recycling and needs to have a larger bin or be a weekly service.

Our recycling bin currently is full each fortnight and the normal bin usually only has one small bag of waste."

Bring it on! The less waste that goes to landfill the better. I don't mind separating glass for recycling. I take my soft plastic waste to the supermarket and our food scraps go to the chooks. I use the battery recycling bins at council office. I appreciate the changes that

Council have incorporated and would love to see more. I think there is a lot more that local businesses could do to reduce their waste. eg I love that you can get a box at Bunnings AND at Toys Garden Restaurant to take purchases home in instead of a plastic bag. But would love to see options for taking my own reusable containers to buy take away. Coffee shops need to promote reusable cups!! How great would it be if you promoted this small change locally and got business like Hermans (and other gift shops) which are STEPS away from coffee shops to work hand in hand with small discount or just a once off lottery that people could win a price because they BYO cup - its a win for local business and environment.

I can't see the glass bin getting much use at our residence.

Query why the need for a glass recycling bin?

Probably would not change anything. The main thing for me even now is that recycling is too big a bin. I would be happy to have 120 litre bins for all waste collected fortnightly. My biggest waste is green waste from the garden, in excess of what I can compost.

I would like a weekly general collection of general waste- I changed to a larger bin when moved house, as I found smaller bin too small- would also find small bin too small for weekly collection or larger bin not enough for fortnightly collection. I would definitely fill large green waste bin every fortnight given opportunity, but this would be in addition to other waste. Also bins around for extra week would smell- very sensitive to mould (ie rotten fruit), even in bin outside (can flare up my asthma)

Not going to use the bin, everything will go into general waste. Take up too much room on my property

I don't know.

Rural residents should have a recycling service asap!!!!

A single person residence would rarely fill any of the recycle bins weekly & it seems too expensive also

Laharum and Wartook need separately labelled/organised bins at the laharum hall and wartook area proposed collection sites, as well as at Mt Zero site.

I would like driveway collection. Currently we have to take our recycle bin 1 km away to leave at a pick up point. We have driveway regular waste collection so I feel that by not having driveway recycling collection many people are deterred from recycling.

Recycling services should all be free

Sounds good to me.

Spend the money on a glass bin on sort the glass at the recycling centre and only have one recycling bin. Glass is such a small quantity it is hardly worth it. Next we'll be having a bin for aluminium and steel! I also expect less conscientious citizens will leave incorrect materials in the glass bin requiring all of it to be sorted anyway!

Garbage (general waste) needs to be weekly collection to avoid smell and flies

Have the option of smaller bins with a lesser cost

"Not including the glass collection bin.

Little use - rarely discard glass containers."

Weekly pickup of general waste bin even at 240 L

Use only a 120 L or better still an 80L bin for general waste (rubbish) and still collect weekly.

Having the option to not have certain bins and pay accordingly.

No changes would be better. Where are people supposed to store all these bins?

Option for weekly organic bin without paying extra

Phase in the shift from weekly to fortnightly for the general waste bin

More or bigger recycle bins.

Nothing i think the new services will suit my needs perfectly

A fridge calendar with coloured weeks indicating which bins to put out.

More often, especially in summer when waste gets hot and smelly and wildlife get inside bins even with weights on the lid.

240 L waste bin to be collected weekly with no additional charges.

All bins only need to be 120 litre or smaller. We would be quite happy to have a 120 litre organic bin collected fortnightly.

Bigger glass bin or be able to drop glass bottles off for 10 cents for bottle

"Regular waste weekly - bins will go smelly and fly blown (fly breeding cycle is 7 days)"

"I am not convinced a separate bin is necessary for glass. I think organics need to be collected weekly. Food waste can't sit in residential bins for a fortnight. "

Weekly pickup of kitchen waste as when summer comes fortnightly pickups means the bin will be stinking by then

Keep 240 L general waste bin collected weekly. Even with the proposed changes families may still fill more than a 240 L bin fortnightly.

Weekly

Definitely NOT consider a small Organics waste bin, considering grass clippings can take up a fair amount. A large green waste bin is essential, for majority family homes, perhaps homeowners can choose which size they need depending on their circumstances (units/flat) but still has the collection fortnightly regardless of size

Needs to be cheaper

"General rubbish weekly!!

1. Smelly
2. Overfull by day 3"

I feel like fortnightly collections for general waste bins wouldn't be enough purely for the smell, especially during summer

Every week collecting to remain for general waste

Make it affordable - green waste shouldn't be charged as this ends up being composted and used by you guys/ resold

Weekly collections of General waste bins, As they may become smelly over 2 weeks waiting to be emptied

One of the questions made it sound like the general waste bin would be collected fortnightly. I wish this to remain weekly, honestly I could fill another half size bin again most weeks

Give ratepayers the option of bin size with proposed prices

"You failed to add an option for the weekly collections. E) I would want a weekly collection and no I would not be prepared to pay anymore.

Horsham already has the worst rubbish collection service of any council area I have lived in. 1 bin weekly and recycle fortnightly. In other councils I have had waste, recycle and green waste all weekly. And for no additional cost."

Bins that are somehow stackable as they will take up too much room as they are. Would need a new design I understand probably not feasible.

I'm happy that we finally get a recycle bin under the proposed new system so no I don't have any changes

Green waste would smell if the service was fortnightly!!

Recycle as much as possible, and process what we could as local as possible.

"Homeowner given the options for either small glass bin (120 L) or 240 L. General waste to be collected weekly as it is now, other 3 bins alternate through a cycle. "

Make all bins available in 120 & 240 litre sizes, allowing households to choose what size they want of each bin type to best suit their needs.

Have 240 L collected weekly

Have large waste bin collected weekly. The proposed changes discriminates against large

households. The smell of a waste bin across a fortnight would be terrible. You will likely have residents put them out on the street well in advance to remove the smell from near their backyard.

I have a bin lid that needs fixing. Collectors would see this. I would like to see a maintenance service that would automatically keep up with repairs.

Green waste and FOGO will need to be picked up weekly, especially in the warmer 6 months of the year as rubbish will fester in the heat and become rank with smell of left for more than a week.

A 240 L waste bin weekly

"I'm happy with the 4 large 240 L bins idea but I feel

- General waste, collected weekly
- Recycling, collected weekly
- Organic waste, collected fortnightly
- Glass, collected monthly

We are a large family of 8 and even with crushing boxes and reusing glass our general waste and recycling is always overfull, I imagine with general rubbish fortnightly collection Horsham's pollution around town will increase."

"Why would you reduce the service already being provided, being the household waste collection moving from weekly to fortnightly.

It would also depend on the collection point available"

I understand that we need to recycle more and I am on board for that but in a real world individuals will have to go outside and place their rubbish directly in the wheelie bins as some people may not have room to have 4 different mini bins inside to keep things separate and at the end of the day it will be a hassle for some

General and green waste collection weekly. Fortnightly would cause smells and potential for combustion in green waste.

Random checks on bins and possibly consider fines for those who are being lazy, apply warning initially..if they are continually not separating their rubbish and recycles...and not washing them either..Provide these bins to sporting clubs too.

Nothing other than more frequent waste collection, both general and organic. With children and pets we need bins emptied more often or they will absolutely reek in summer.

"Bins should be clearly labelled on how to recycle.

Offer green compost bin liner "

4 bins are too much. Only want general waste; recycling and green/organic waste.

Nothing

I'm keen for it- especially green waste

None

Too expensive compared with other Victorian councils.

The current general waste and recycling should stay the same size.

Don't bother

Separate bin for glass that we don't recycle for home use , only a small bin for garden refuse which would-probably go out monthly

General waste to stay at once a week, if made fortnightly our bin would be overflowing

Keep the general waste collection weekly. We remove rubbish from our business in town, and use our at home bin, so changing it to fortnightly would be problematic for us.

Garbage bins need to be collected weekly. It stinks by the time it gets emptied weekly so to push this out to fortnightly is ridiculous! Think of the young families with babies who put nappies in their bin. It needs to be weekly as well as green waste. The smell would be unbearable especially in the warmer months. If we are paying more for these bins which we have no choice to have they need to be collected weekly!!!!

240 L bin each weekly

General waste needs to be collected weekly. As a family even recycling all the things, it is not practical or viable to change to a fortnightly general waste collection.

Green waste needs to be weekly it will smell from lawn clippings!

Include bio-degradable green waste bags for households like Warrnambool do

nothing

Choose the bin size depending on your own household waste needs

"weekly 240 L organics

Weekly 120 L garbage

Fortnightly 240 general recycle

120 L glass (although I'd barely utilise this in my household. We reuse)"

Weekly 240 L Organics

I would be furious if I am not offered a four bin service at Riverside. However, I also need roadside collection of my recycling bins and other bins at the front of my property rather than 4 kilometres from the front gate. I am concerned of an injury sustained lifting bins on vehicles.

Weekly rubbish and recycling collection

Empty normal 240 L recycling bin weekly

I feel the FOGO bin should be weekly and the normal wast bin fortnightly as food scraps should not sit around decomposing and getting smelly for a two week period

General waste bin needs to be collected weekly, the other bins will be fine to be fortnightly collection

Weekly rubbish collection for rural areas, fortnightly in heat of summer may cause them to be very smelly.

Do a weekly run. But don't change to the smaller bin. Keep it at the 240 L

Food and general waste empty weekly. The smell will be horrendous. Imagine last weeks (redacted) nappies in summer.

I think the first step would be to provide the basic recycling bin for ALL hrcc rate payers, not just those that live in town.

For people with a yard, offer a compost bin as an alternative to a organic bin. This way the general public could invest in this change and benefit from the garden mulch/compost they can create.

General waste needs to be weekly. We have a family of 6 and feed our food scraps to our chooks and still find our bin 250l is full at the end of the week

Nothing

Rural general waste bins need to be collected weekly

A bigger green waste bin.

General waste to be collected weekly.

240 L general waste should be weekly at an additional cost

We need a large hard waste day once a year at least.

We are not happy having a smaller waste bin & still want a weekly service. Would love the recycle bin to be weekly

1 truck only in street per week with 4 compartments. Less trucks ( less diesel, hydraulic leaks on road, less belting of street pavements from trucks constantly stop starting,) also asset savings on trucks, the trucks could be bellie dump trucks with four separate compartments like a fuel truck. The hydraulic lift could be on a sliding rail so truck could just pull up at 1 spot and empty 4 separate bins without moving. less repairs on truck and equipment. Then at transfer station have truck put up over pit that has 4 bins to take said waste .

I would make the garbage service weekly.

We need the larger bin size for recycling and waste. We use food scraps for our worm farm so only need a smaller bin for that.

240 L general waste to be collected weekly.

I would like an option for 120 L bins still collected fortnightly at a discounted price

I don't want a small bin. How can you offer a smaller bin on a weekly service? There is no point? If you're coming weekly get the big 240 L bin. It doesn't make sense what you are proposing.

"Weekly for green waste and general 240 L bin  
Fortnightly for recycling  
Monthly for glass "

Fortnightly general waste pickups kept at weekly pickups

A number of free transfer station loads to make up for the reduction in waste collection services

Weekly 240 L collection

we currently have a 120 L garbage bin collected weekly and 2 x 240 L recycling bins cleared fortnightly, which is about right for our needs

General waste to be collected weekly, especially if cleaning up animal faeces etc

Def only need a small bin for glass and rarely collected.

"Continue to pick up the general waste bin weekly as it currently is."

I have been asking for a recycling bin for 11 years now. There are some other rural places, with similar distances that have recycling bins.

Weekly Collection

Happy with the proposal.

Keep original services how they are and add the new ones in the reassess after 6-12 months trial period.

Weekly rubbish collection please. Once a fortnight won't be sufficient.

normal and recycling (cardboard etc ) need to be once a week.. my bins are full ... you do your best but my recycling bin is full after a week... been a family ..

Will need very clear dates for pickups

"Normal bins need to be kept at weekly collection, fortnightly won't be enough. We are a household of 5 and currently have a 240 L bin which is very full every week, and we also have 2 x 240 L recycling bins that are both full each fortnight.

I also think the organic waste bins would need collecting weekly, as rotting organic matter (especially in the heat of summer) would be disgusting. "

"Collection weekly, not fortnightly.

Bins will get too smelly."

I think bins with food in it need to be picked up more regularly so we don't get mice and rats! Also with hot summers, the bins will not smell so pleasant! So I think a weekly pick up with smaller bin would be a better option!

The general waste needs to be collected weekly due to hygiene and odour issues

Rubbish collected weekly to stop the smells, but not willing to pay more and do not want to down size bin

cheaper prices for low income people and more space in evelyn brand CRT pick up area

Free waste service for organic materials to the transfer system if required outside of the 240 Litre bin

Nothing. It is great.

No charge for weekly collection of everyday waste. The smell would not be great after 2 weeks

Leave the 240 Ltr normal rubbish bin and empty it weekly we have a large family and a smaller one weekly will not do the job

Keep general waste weekly

More regular pick ups... don't want the summer heat to make it smell

Separate glass collection.

That waste bin be collected weekly - it already is and should stay that way at no extra cost.... Everything else can be fortnightly - your wanting to charge more for less service? How does that even seem fair?



Glass needs to be fortnightly not monthly we use a lot of glass and once a month won't work

"General waste – weekly  
Glass - 2mths"

The fortnightly collection of general waste . It needs to be weekly, I run out of bin space now weekly. The smell would be horrendous and would attract flies and rodents only being emptied twice a month. Imagine two weeks of dirty nappies and dog faeces. No thanks.

Why fortnightly? Whose stupid idea was that... You guys charge ratepayers to the point of financial hardship just to pick up rubbish and then we have to pay ridiculous amounts to go to the tip as well. There's no progression in this council, most expensive rates in the state and for what? Redacted

Keep pickup to the same days each fortnight , but collect two different coloured bins each week.

The cost. Prices / rates have gone up dramatically. Households have lost employment and it's getting beyond a joke now.

Have them all picked up weekly

Normal waste needs to stay at the same 240 L bin and stay collected weekly - I already fill two 240 L recycling bins on a fortnightly basis and still have the 240 L normal waste full every week, the organic bin won't make any difference to this.

Upgrade all bins to 240 L

Keep weekly general waste. I get that most councillors are well beyond child bearing age but they should never forget how many nappies come from 2 young kids. 240 L every fortnight for nappies on top of all the other general waste is not going to work. I understand that this is a small percentage of citizens but it would create a significant problem.

Big bins still but emptied weekly due to a lot of people having big family's

Nothing needs to be changed

240 Ltr waste bin same cost collected weekly as it is currently

Weekly general waste collection as it will start to smell if left for a fortnight. No extra cost though as Horsham total rates are ridiculously high.

Lower the cost

Greater subsidies for 120 L bin users - Incentive to reduce household waste.

Big waste bin not the small one

I recommend that households be given the option of having a small or large green waste bin, as is the current offer with waste bins, regardless of how often the bins were collected.

Keep bins at 240 litres for large families smaller bins would not be enough

Garbage waste needs to be weekly service. Don't change what works!!

"Weekly general waste bin collection must continue, so that it doesn't smell with 2 weeks of rubbish."

Nothing.. I'm very happy to finally have an organic waste bin service!

Leave our weekly waste bins alone

Nothing. We require both of our 240 Lt bins and to have rubbish collected weekly

That the recycling bin be collected at the same stop as the garbage bin

I'm unclear as to whether food waste is going to be collected in the green waste bin. I would want food waste to be collected to be composted as per so many other Victorian municipalities through a Fogo system.

I wouldn't require the "food scraps " bin but I'm sure those that do would prefer it to be collected weekly (to stop smell) and only need a small bin

Giving people a choice of garbage bin size still

"General Waste to be a 240 ltr bin as it is now collected weekly. As a family of 4 our current 240 bin and recycling bin doesn't keep up with

our house hold needs as it is We already do as much as we can to minimise General waste. "

To not have a smaller bin

You want people to sort out their waste materials for you but expect people to pay more and you collect it less often, and some people wouldn't have room on their property for 4 bins, I understand that people need to be paid for the services provided but expecting people to pay more in what is a very tough time is very inconsiderate.

Waste bin collected weekly still. I have small children with stinky nappies in my waste bin

Love the idea and happy to have bin picked up fortnightly with the exception of the general rubbish. This still needs to be emptied every week. We have 6 people in our house and our large bin is full every week and we recycle. We need to still have the option of bigger bins for bigger families

General waste to be collected weekly. It's ridiculous to expect families to wait 2 weeks to have their bin emptied.

Reduce the number of bins and the cost

Education program encouraging residents to compost food scraps and grow vegetables etc. There are counter top recycling units which reduce waste to a liquid, for example. A sponsorship program or incentive scheme where they could be offered for a reduced rate. I reduce my hard rubbish to fit into a bread bag each fortnight. An incentive scheme of reduced rates where bins are weighed by the trucks that empty them would encourage this more.

Bring the cost down

Large bin for fortnightly collection, large green waste bin as if mowing lawns large is full after a mow wouldn't fit in a small.

I don't want my general waste size bin to change and would want weekly pick up not fortnightly

Weekly general waste collection, families would not survive with fortnightly pick up, we already use the largest bin and it is full to the

brim weekly. Fortnightly there would be maggots and rotting foods especially coming up to summer.

No charge to rate payers

Weekly recycling collection

Mixed soft plastic, and a glass recycling point in rural areas

A green waste bin would be good but not a small one

Give everyone a compost and/or worm farm (like other councils do) to encourage less wastage and environmentally sustainable practices. It should in turn lower costs for wastes and timeframes for collections.

Offer smaller bin options

Have the garbage trucks come down Netherway Drive Quantong. Three mature aged women, (rate payers) have to cart bins each week to an adjoining road. How would they coap with multiple bins? The rural service must improve first.

I am 82 years and live alone and am an environmentalist, have minimal garbage and don't know why I would need the hassle of 4 large bins. I am happy with my 125lt garbage bin and 240 Lt recycle bin. I recycle all my glass jars, and would need to dispose of a glass bottle two or three times a year at most. Can we choose to not have these extra two bins? They would sit empty most of the time, and take up a huge amount of space.

With dogs on the property and small animals as well as a 5 person household I would want my organics bin to be serviced once a week. Especially during the summer we clean up daily after our animals to minimise breeding ground for flies and thus we sometimes have a bin that is overfilled during the summer just after 1 week.

Need the option of current 240 L general waste bin to be collected weekly not downgraded or charged more. It's the most commonly used bin and gets full every week.

General waste should be collected weekly as the smell on the summer would be too much

Not in favour of it.

Weekly collection of general waste as it will be mighty stinky by the end of a fortnight in summer.

there's too many bins. ridiculous

The contents of the mixed recycle bin is not mentioned. Rural residents have glass and green waste too.

Keep the 240 L bin and weekly collection

Weekly collection of household general rubbish should still occur as it happens already other services could be compromised, I particularly do not want extra bins

I dont need a green waste bin I reuse and dispose of on my own property

Living just outside the township of Horsham, I wouldn't need an organic waste bin. Would the new bins be optional?

The 240 L waste bin still must be collected weekly

No changes

Price

We need to have the 240 Lt bin emptied weekly. Dirty nappies and General waste is smelly and large family's would fill a small bin to easily. 240 Lt bin needs to be emptied weekly.

We are a family of 6, we always have an overflowing 240 L general waste bin even when collected weekly. We would not be able to cope with the general waste only being collected fortnightly, it would still need to be collected weekly.

General waste in a 240 litre bin to be collected weekly.

Organic picked up weekly to stop it smelling.

You would need to collect green waste weekly as it would be rank if it has been in the bin for two weeks or the green waste Bin would be left at the kerb, I put green waste in my ben on Sundays and it rank by Wednesday night when I put it out

Seems fine at the moment but would have to road test first before I can comment

The council listening to residents

I would like to see the 240 L general rubbish bin be emptied weekly, for 1 it would get very smelly, also as a large family we just about over fill this bin on a weekly basis without putting in garden waste, feeding the chooks and recycling.....

That for us a 240 L bin is too big. 120 L would be sufficient,

"240 L general waste weekly & 240 L organic waste weekly No extra cost. As these are one bins that will be getting stinky. But options to reduce bin sizes if deemed in necessary once all gets rolling."

Leave general waste weekly collection

No

Unsure about placement at my property for 4 bins also would prefer weekly collections

Instead of emptying the organic waste fortnightly, change it to weekly.

The green waste bin would get very stinky in the warmer months and this is when people are doing more gardening, mowing lawns etc. so it would need to be collected more regularly (weekly) whether it is a 240 or 120 L bin.

Introduce it sooner

Want to retain weekly empty's. No other service is provided out here. Totally ridiculous for us to have the same bins and then have the service cut in half. We already do our own waste management for food.

The change to fortnightly general waste for rural residents is ridiculous. My bin is full each week, what do you propose I do with the extra waste? Are you going to provide me a second bin? Given that this is the only service I am provided, and my rates are over \$100 per week, I am disgusted that you are looking to reduce services to rural residents, but increase service to town residents.

Stop the proposed service, we don't want it.

I would like a green waste bin over the specific glass bin but we don't drink alcohol so we don't really fit in in this town.

Keep larger general waste bin weekly. We recycle as much as possible, yet our general waste is full every week

Would prefer weekly collection of waste and organic bins to reduce smell of organic waste and heat build up from lawn clippings.

We would need the general bin collected weekly due to smell issues, and overflow if fortnightly.

Weekly organic waste 240 L service! We are a family of little kids and the nappies etc that accumulate over a week, let alone a fortnight is immense. It would be greatly unhygienic to have this waste o collected fortnightly!

Don't empty bins before 7am on School Holidays.

"240 L general, Waste bin, weekly. No extra cost "

Weekly waste bin pick up

General waste bin has to be collected weekly!

Household waste needs to be weekly. The smell during summer at fortnightly will be horrendous.

Good Idea and should have been implemented a long time ago

I'm not sure if waste collection is available to us at 2639 Roses Gap Rd. Would we have to somehow get our bins to the main road? That could prove difficult. We don't live here permanently but when we are there, we find it an issue to dispose of our waste. We would like a bin to put it in at least. But we do take all our paper & plastics to the bins near Laharum Hall.

Garden waste small bin collect every week

Garden waste and normal garbage needs to be collected weekly or the smell yes will be dreadful over the summer period so I'll leave it most likely on the nature strip which is an eye saw for the street.

Why should I pay for something I won't use. There should be options for those that won't need the service.

HRCC should charge a small greenhouse gas levy on its waste service and use this funding to offset the greenhouse gas emissions associated with its waste collection and landfills through local plantings in collaboration with local farmers.

The glass bin either needs to be bigger or collected more frequently. Unless broken up, bottles and jars take up a lot of space in a bin; in a very average family where maybe one slab of beer, a couple of bottles of wine, and a jar or two from cooking dinner most nights might need to be recycled, a weekly volume of only 20 litres (the bin size mentioned in the HRCC info in the weekly times) is not going to be anywhere near enough (80 litres to last for 4 weeks). And you have to remember that that glass can't be put into the yellow bin, or the general waste bins. Whether 80 or 120 litre bins, it's not sufficient, and certainly not once a month.

120 litre bin emptied weekly for everyone , because I recycle & red cycle soft plastics I barely have rubbish even as a family of 4, I think a lot of people would be the same, general waste would smell if left 2 weeks

I would not decrease the services provided for rural property owners.

No

Provide a discount, rewards, and composting equipment to households that decide to compost at home in lieu of the fogo pick up.

"Weekly services for general waste and organic waste needs (as they currently are) to be provided at no additional cost to ratepayer. Our rates are already ridiculously high. To be asked to contribute even more to retain our current collection rates for these services is not ok. The smells (including human waste smells from nappies), germs, attraction to fly and insect deposits to our bins and in turn negative impact exposures to our families and children including to the air we breathe would

be experienced. This is not healthy. A 240 L weekly general waste service NEEDS to be maintained. We recycle everything we can currently, our dog eats lots of food scraps, hence food scrap waste going into our current general waste bin is minimal - and we still fill the 240 L general waste bin each week."

Weekly service for general rubbish with 240 Lt bin

Bigger bins. Weekly pick up.

Leave rubbish collection as weekly and leave recycling as fortnightly. Both with the big 240 L bins.

Keep the large bin size and allow collection weekly. Families need it!

I would leave it at 2 bins and why should home owners have to pay more ad we already get ripped off by HRCC

Fortnightly collection is NOT often enough. And proposing a 120 L collected weekly for extra rates is pathetic. It is the same amount of rubbish and barely makes a difference.

Keep the 240 L waste bin on a weekly service

Would still need my 240 Lt waste bin weekly due to large family

"3x 240 Lt bins

General waste weekly

Recycling fortnightly

Green waste/garden waste fortnightly"

The \$480 is too expensive if you are only doing collections fortnightly. We already have our collections weekly so a lot of people will not like this change (especially larger families). My parents have 6 kids and would be able to remove waste from the premises in a reasonable time frame if they went to fortnightly pick ups with the 4 bins, there is too much rubbish.

Only introduce a green bin. Keep the 240 L general bin emptied weekly. Recycling 240 L empties fortnightly. Green bin 240 L emptied weekly.

Add one small bin for glass leave the current service the way it is

240 L general waste still needs to be collected weekly

NA

No leave the big bins alone with the way current service runs

At this current stage. Our household already fills the green waste 240 L bin each week, sometimes with extra leftover. We also fill the yellow recycle bin each fortnight. Changing our rates to charge us higher for less service and smaller bins is highly ridiculous!

Lower the price of the bins

Why change it

I already have 2 recycling bins that are full to the brim every fortnight and my large household waste bin that is 3/4 full weekly I have chooks so no food items are going into the household waste. If you want to start collecting fortnightly you are going to need to be reasonable with the horrendously over priced transfer station prices or you will find there will be rubbish dumped. We pay huge rates in the town as it is and for what I can see is we are barely getting value for money as it is!

Keep my 240 waste bin weekly at no extra charge!

240 L needs to be weekly! We only have two members in the household and fill the bin left alone people with families

Still have weekly collection of general waste it's always full per week and to have an extra week it would be over flowing and smelly.

"I live in the country, the only thing that I get is one bin emptied once a week, that is all.

Why should I be penalised?"

na

General rubbish should be collected weekly but without extra charge.

240 L bin weekly collection.

Large waist bin for families emptied weekly

Our normal 240 L rubbish bin still collected weekly as mine is already overfull in the week

Weekly collection of waste bin-

i would like the large bin still for general waste on a weekly service and the other bins still large on a fortnightly service.

The waste bin needs to be kept at the larger size (240) collected weekly. We already recycle so the extra bins are not going to reduce our general waste. It is not reasonable to expect large families to only fill a 120 bin each week and wrong to charge more than currently being charged for a smaller bin to be collected weekly.

To have a weekly service of general waste as it is now.

Pick up our rubbish once a week

Keep the weekly household rubbish bin collection. Houses with young children have nappies. You will receive a lot of complaints about smell if you have a bin full of nappies and sanitary products festering in the sun for 14 days

Rubbish is rubbish

As a family of 2 adults, 3 young children (all still in nappies) and 2 pets I would rather have a 240 L General Waste bin to be collected weekly. As a larger family we generally overfill our green bin every week. I believe by having a 240 L general waste bin being collected fortnightly we would then have to be making frequent trips to the transfer station to dispose of the waste that doesn't fit each fortnight. We would also be in the same situation if we were to get a weekly service but downsize our bin.

Recycled changed to weekly, not fortnightly

"Leave the weekly collection of a 240 L bin in place

Smaller bins will not be big enough for a household

The idea of a smaller bin and fortnightly collection is absolutely ridiculous !!! "

As a family of 6 we need a big bin. Please Keep the 240 Lt waste bin and have it collected weekly! Used Sanitary items and

outdated meat etc should not be sitting in the 45 degree heat for 2 weeks! This proposal is disgusting!

Retain 240 L garbage bin

The food/organic waste bin. 240 L at 2 weeks is far too much. The radiating and residual smell left behind by these items in a bin exposed to outside temperatures will cause lasting effects on streets and sidewalls.

Leave the 240 L waste bin to pick up weekly at no extra charge

Weekly bin for 240 L. Keep service as it is

We completely fill our 240 L weekly. Going to fortnightly would increase the smell with dirty nappies etc and paying extra for a smaller bin seems silly when it's the service you have provided for years. I'm happy with the current service of weekly, fortnightly is too long.

I don't think it's needed and it's a waste of money. and what will be done with the old bins? how will they be recycled?

Too many bins. Need to collect general waste weekly, otherwise it will become a health issues, especially in 40 degree heat, the stench would be unbearable, this could lead to all sorts of issues.

"People who live on a block grater than say a quarter acre will likely still need to take their green waste to the tip - why would I pay for a bin that isn't big enough to service a one acre block?? Large families will not cope with a 120 L general waste bin."

Scrap it. Waste of money.

Happy with the service we already have. Rubbish would become very stinky if it was only picked up every fortnight especially in summer.

Weekly collection of general waste. We have young children in nappies and do not want fortnightly collection of such waste

I don't like the smaller waste bin, I'd prefer it to be the same size and collected weekly

We don't need garden and organics pickup. Our waste food goes to chooks, we compost lawn

clippings and its only large branches we take to transfer station. Dont want to pay for something we don't need, we pay ridiculous rates for what we get at the moment. Keep rates down.

Have to collect all bins weekly

Weekly collection works best. I wouldn't want smelly bin sitting around for a fortnight. We have nappies and other smelly rubbish that would be horrendous in a fortnight. We also fill our bin to the full each week and would need two bins to cope with fortnightly collection. We are not into in an area that has recycling so we don't recycle but would if given the resources.

Leaving the waste rubbish bin collecting at weekly as household waste, nappies etc... will start to smell after a week during hot weather

Leave the big waste bin and pick up weekly make all big bins and give people the choice if want big bins they pay more for them like with current rates

We need weekly rubbish removal.

Make it cheaper. Rates are ridiculously expensive already. Fix our gutters instead

Nothing. It works perfectly well and has for years.

"Put standard green garbage needs to remain 240 L and on a weekly service. I don't believe we we need a garden waste or glass bin instead open up bin at the transfer station for glass and all to be dropped of and the costs to rate payers in ridiculous."

Keep the 240 litre bin and empty weekly.

Not to change the current service

Keep the general waste 240 L bin as weekly pickup due to the health issues and excess odour of having the likes of nappies, dog poo, sanitary items especially during summer.

General waste be collected weekly. Some families over fill general waste bin and put stuff in recycling that isn't recycling.

Keep the 240 L bin collection to weekly for families. Smaller bins fortnightly is fine for singles and couples, but not families.

General waste should be 240 L collected weekly like I currently do. I should not be charged more for a small bin and fortnightly is absolutely ridiculous. Think of the smells associated with that!

A 240 L general waste bin collected weekly as usual as we don't want it smelling for a fortnight and don't wish to reduce the size cos we fill it every week.

Keep the 120 L bin and that bin collected weekly. Fortnight is not often enough. You come and smell those bins during the summer

Adding the garden waste bin. You guys are so far behind the times not having an organics bin.

None

I still want the 240 L (big bin) bin emptied weekly, I do not want a smaller general waste bin. We fill it every week, a smaller bin would NOT work, especially while we have small children.

Leave it at once a week . We don't use transfer station etc we only use the rubbish bin

"Weekly rubbish collection!

We have a baby so it needs to be weekly!"

240 Ltr general waste bin collected weekly.

Definitely need the 240 L bin for rural, would be happy to also have the 120 L for recyclables but it has to be weekly, fortnightly is too long, yuck.

Leave it the way it is,most of us do not want 4 bins or smaller bins

Our household regularly has our waste bin full if not overflowing. 240 L per fortnight is not enough for any family household or properties with 4+ people living.

To leave the general waste to a 240 Litre size and still a weekly service as this is a waste that needs to be emptied weekly

We are a family so it's not reasonable to have a 240 L bin emptied fortnightly. Nappies and other household waste would absolutely stink after 2 weeks! We need to have the option of 240 L weekly pickup.

The fortnightly collection of the 240 L general waste bin. We have two young children in nappies their nappies alone would fill a 240 L bin in a fortnight

I would like to keep the 240 L bin for organic waste and have it collected weekly. Lawn clippings and pruning will stink in the summer months with fortnightly collection, and 120 L is too small.

I would keep the large 240 L bin and weekly for non recycling waste. And keep large 240 L bins fortnightly for recycling.

No

Weekly collection of large 240 L bins.

Have the waste bin weekly - no matter the size of the bin.

Green bin

Why do you make the questions so there is no right answer for some but there's no way I would use the extra two bins as I'm not paying for a service I don't need leave our bin's the way they are there already to expensive

One general waste of 240 Lt per fortnight is too small. There needs to be the option of additional bins or weekly service. Most rural properties have more than a couple of residents

Families with young children need a large bin collected weekly. Dirty nappies in a bin for two weeks over summer is unhygienic and unpractical.

At least two free garden kerb pick ups per year. Tree branches. Council should run a recycle shop to (eg compost from green waste) to return revenue to council expenditure.

Keep the 240 L bins and keep it weekly. Introduce the small bins and trial collecting them monthly and up it to fortnightly if follow up suggests it's needed.

I still need a weekly collection of general waste and I still want a 240 L bin. A fortnightly collection in summer with general rubbish, like meat scraps or other unpleasant smelling

rubbish would be absolutely vile!! I note that there was no option for a weekly service with the same size bin in your survey. I'm not happy with that and my answers are not reflective actually thoughts.

General waste collection during summer the bus need to be emptied every week

General waste needs to be collected weekly and remain 240 L

Size of the bin for the weekly general waste service- would prefer it was larger

Have the same set up Macedon ranges have which include the wrappers bread plastics etc and that drop off at Coles and plaza

We require a 240 L bin to be emptied every week as a family home due to us already having 2 recycling bins and fill those every 2 weeks our general bin is usually overflowing each week- we recycle all food scraps into worm farm and use minimal glass so not sure what would come from this

The waste should be still collected weekly

"Weekly service.

Happy paying what we already are.

Be great if the recycling truck would come down our road (dirt road)."

"Keep the weekly rubbish collection.

Leaving the rubbish pick up to be fortnightly will attract flies and other unwanted bugs.

This will be a health hazard which I don't want! Not healthy and the odour coming from the bin will be gross. "

"Charging residents more for a reduced service is not economical. Green waste/food + organic matter should be prioritised alongside the existing collection structures, not as the catalyst for an upheaval of the existing service.

There is the assumption that residents have the option of removing goods out to the transfer service. For those with low incomes/no access to a trailer/no access to an actual vehicle, this is simply impossible. Hiring of these items is also not possible without incurring cost to the individual."



Horsham Council needs to look into the purchase and loan of basic equipment for residents. This could include trailers/gardening equipment loaned out through the library as they have the existing database to ensure that there is a record of this. Such services are common in the USA/libraries across Europe. This would also strengthen the Greening Horsham strategy.

(Our librarians do an INCREDIBLE JOB and should be recognised for their work, particularly in 2021)

Rather than increase collection prices, Council should identify ways to provide residents with more services - our rates are incredibly high as is, with little explanation/transparency of WHAT those rates are paying for."

Nothing

Keep bigger bin and continue weekly collections ,no extra charge because we already pay too much on rates.

We want to keep our 240 Lt bins and continue a weekly collection.

Not a smaller bin

keep the big waste and recycling bins

Leave it as it is

"Ditch the system all together. Will still require manual sorting anyway as lets be honest, not everyone does as they should. Make collection weekly for the 240 L general waste and recycling once per fortnight and spend money on upgrading sorting facilities or look at ways other than landfill to dispose of waste e.g incineration as used in japan."

Keep the larger general waste bin and maintain weekly collection.

General rubbish with 240 L bin collected once a week as today

General Waste Bins needs to be collected weekly!

I would like the normal rubbish to continue weekly as we fill it each week. It would be nice to actually have a recycling bin as we have asked in the past and told it's not possible

"Yearly pick up and disposal of house hold rubbish garden rubbish  
That many council offer  
Mattress old furniture tree limbs general rubbish "

General waste bin collected weekly

Having general waste collected weekly at no extra charge. The smell after two weeks would be bad.

"Give options of what I as a rate payer would like. Not get told the options in a survey which don't give you other options. le fortnight glass collection ✓

Weekly green waste (as it stinks enough in the bin for a week)

Weekly Rubbish collection

Fortnight plastic collection "

Stronger reinforced bins, they split when collected by trucks..

Weekly pick up of general waste and garden waste

"At least weekly pickup for main rubbish bin. Your planning on halving my main rubbish collection which is a struggle to keep up with now "

I like the four bin system but would need the 240 L General waste bin to be collected fortnightly with a larger family

Bring in a return payment system for cans, plastic bottles, glass stubbies as they do in SA

We need a recycle service as we don't have one so take ours to other peoples or transfer station. We should not be charged more for less service our rate should reduce.

I am not happy with paying slightly less for a very much scaled down service. That last question is ambiguous. I'm not happy with using the proposed service but am happy with the current service!

Fortnightly collection is not acceptable to me as the contents of the bin would be decomposing in the heat for more than a week while it waited for collection. Flies and mice are already an issue without attracting them with foul smelling rubbish. I am also aware

that Victoria does not have a recycling facility so items collected for recycling go into landfill. Council would be better off investing in a recycling centre to process those items collected from rate payers. Then discuss recycling collection.

Happy with current services, rates are high enough. Not in favour of a rate increase

"Weekly general rubbish and flow waste collection is a must.

This also needs to be available as 240 L weekly. As a 2 person household we regularly fill the bin. Can't imagine how large families would cope

I do not want the smell of rotten food products sitting at my back door for 2 weeks"

It's not an improvement. You're picking up less and less often and wanting to charge more.

"Need to keep the house hold waste to once a week and a 240 Lt bin

Glass monthly and the other 2 fortnightly alternating "

Weekly waste collection due to smells and bacteria

The frequency of the small household bin, I already have a 120 Lt and it is overfull each collection night every week.

Too many bins. Do we need a separate glass bin?

No extra charge for weekly pick ups. Smell and mould will be a huge issue with fortnightly pickup especially in the warmer months. My stomach is churning just thinking about it ☹️

Leave the 240 bins with no extra charge. Won't use the glass bin. Happy to go to tip for green waste.

General rubbish weekly. I'm extremely concerned about the smell and health issues with rotting waste so close to our house.

Don't do it at all leave it the way it is no one can have there generally waste bin empty less than weekly council should be doing it twice a week, and to expect people to have smaller bins what a joke, and if you want people to

stop littering and doing to right thing waste stations should be free for rate payers,

No extra cost to increase bin size or frequency of collection. \$480 is expensive enough

I already have a smaller waste bin collected weekly, so I would not want an increase in price for that.

"Need to keep the larger bills .  
My bin is overflowing weekly"

The fortnightly pick of waste to remain the same as what it now - weekly

leave it how it is

"Leave things the way they are.  
Large bins because most people fill them to the top each week"

The survey is rigged. I just want what we pay to much for now and it needs to be like now, collected weekly.

80 litre glass bin would be way to small for our household

We need a weekly waste collection

"General household waste collection needs to remain the same. We fill ours every week and we're just a couple. I cant imagine how families do it. I notices your rigged question regarding paying extra to keep things the same or paying the same amount to go fortnightly. None of these options are acceptable!!

Green waste bins are next to useless. We're a rural area. Most people like me compost or use clippings as mulch. Don't make us pay extra for 2 useless bins and less service!! Id also like to know where the glass is going as this ""recycling"" is controversial. Its more environmentally friendly to throw glass in the bin than send it to china to be melted down. Its just a way to feel good without achieving anything."

Keep the 240 L bin

Bigger bins at a lower cost and collected more regularly

Set time for pick up

Do not change at all the current system works

I would like to have the waste bin to be collected weekly not fortnightly. Would definitely love to have a recycling bin.

We do not want the now proposed bin services. Leave it as it is.

State government states you have to change but you do not need to 1/ reduce existing bin sizes and 2/ substantial increase costs to the rate payer.

I would want proof that hrcc is actually recycling the recyclables and not going to landfill. Fortnightly is very hard for rural and urban areas.

Wouldn't change anything

The question asking about weekly collections with an extra charge is worded wrong and needs a "I would like weekly collections of my waste bin without paying extra option". My bin is constantly full with weekly collections and this new system would cause hardship for my household

Weekly and still need the 240 L bins

Nothing, should work fine

Give households the choice whether they want all four bins.

Don't increase rates that much. They are already high compared to so many other council areas, including ones that already have the 4 bin waste system

"I would keep it just how it is. None of your questions allow for that answer.

All questions are asked in a misleading way without giving all options. "

The rubbish bin needs to be collected weekly and 240 L bin as I don't have enough room in my bin now. I'm a large family and need this waste removed as it stinks now.

Keep bins all 240 L.

weekly collection of general waste bin 120 L in size due to the potential for smells etc

Still have the option of a 240 Litre bin

Get it done soon! This is excellent

Keep it the way it is money greedy grubs supermarkets will soon take bottles for money in car park like Adelaide and rest of world

Would still like a 240 Lt waste bin, 120 Lt far too small

Keep the 240 L general waste bin to be emptied weekly like it is now!

No change to cost of collections. This council is already ranked as one of the higher paying rates!

None

Larger bins 24L and weekly empty its bad enough during summer fortnightly is absolutely disgusting.

General waste collected weekly as I have a baby and don't want the shitty nappies in there for 2 weeks and a cat which I change cat litter weekly.

NA

If it needs to be changed I would still like the general waste bin of 240 litres we already have to be collected weekly still.

Keep the weekly collection and fortnightly recycling and just a fortnightly green waste

Retain the weekly garbage collection as our bin usually full of non recyclables

Weekly recycle pickup as I recycle a lot!!! And glass recycle at home I currently drop it off weekly at the glass recycle centres.

Waste bin must be remain 240 L and collected weekly. We have young children and unfortunately fill our bin every week. Also we have additional waste generated from farm employees on top of our own household waste.

"Weekly service for general waste in 240 Ltr bin no change in charge. recycle & green waste 240 Ltr fortnightly & glass 80ltr fortnightly"

As a pensioner we don't like a lot of change so as little as possible to be changed

You can't collect our waste fortnightly that's ridiculous he needs to be weekly

N/a

I would change everything , it just doesn't work for the average household!

Continue the weekly regular collection of wastes such as general house hold and green/food scraps that decompose for hygiene/health reasons and recycling or glass could go fortnightly as should all be clean and non smelling

Keep 240 litre EACH week for waste

Our rubbish bin is also used for green waste as they do not come out here for recycle or green waste. Our 240 Lt bin is full every week and we have to drive 5km down the road to put our bin out.

I wouldn't change anything.

Keep things how they are now,

general waste needs to be collected weekly and larger bins for families - the smell of general waste laying around/ we are a family of 5 and full our existing 240 L bin each week, we are already feeding organic waste to chooks so no gain for us, also use compost and happily take green waste/garden waste to transfer station when needed

Can't see why it needs to change. Just seems to be more cost for less service once again by council

The fortnightly collection a family of 4 , the kitchen and animal waste would smell appalling if not collected until fortnightly and also cost more as trips to the transfer station would be necessary which would be another cost financially

4 bins is too many, 3 is enough store, clean and pay for!!

I happy with what we have atm I don't want 4 bins. 2 is enough and weekly pickup for waste. Imagine the stench in summer if it gets emptied fortnightly. leave it as it is.

Keep 240 L general bin weekly, I will not pay more for less of a service and I disagree with your question where you lead the answers and do not give an opportunity to say otherwise to

change to 240 L weekly only and pay no more for a smaller bin and collect fortnightly. You have deliberately deferred the question to get the answer you want.

Weekly service

Waste collection needs to be weekly! Nappies/cat litter, food containers etc need to be collected weekly as the smell and the overflowing would be a massive issue

Bins would need weekly collection

Leave it the way it is. People don't have room for 4 bins

Keep it the same as it is currently.

I just got a smaller bin if it changes to fortnight I will need the bigger bin

To have the green waste collected every week in a 240 L bin as we mow our lawns and trim our bushes a lot and it will smell and be heavy

A 240 litre bin with a weekly pick up as it already is. Not a 120 litre bin weekly. A 120 litre bin is a ridiculous size (too small) for a family. If a 120 litre bin service goes ahead, you are discriminating towards families.

"You should have a choice to keep the 240 Lt bin for weekly pickup the choice does not make sense at all

We are not a third world country "

Once a fortnight is to long for waste, especially in the summer months the stink will be unbearable, I like my weekly pick up for my waste.

If bin size reduced need at least weekly collection at no extra cost. Already pay excessive rates

Keep 240 L general bin weekly, I will not pay more for less of a service and I disagree with your question where you lead the answers and do not give an opportunity to say otherwise to change to 240 L weekly only and pay no more for a smaller bin and collect fortnightly. You have deliberately deferred the question to get the answer you want.

"Household waste bingo a weekly pickup as normal.

Waste needs to be removed weekly especially during summer with heat increasing odour and attracting flies. "

Fortnightly waste collection that will attract all sorts of bugs and rodents and the stench especially over summer 240 Lt bin collected weekly

Nothing. I think it is fine the way it is.

"Keeping the 240 L general waste bin option to be collected once a week, and minus the kitchen scrap/garden bin.

We feed a lot of our kitchen scraps to our chooks/compost already, and still end up with a mostly full general waste bin each week. "

Just make it cheaper for everyone.

Leave the price as it is because there is nothing wrong with it

The cost is too high pay too much for rates as it is.

To keep with the current two bin that we have & not add anymore bins

Not interested

Retain weekly 240 general waste and fortnightly recycle, the only change would be add green waste monthly

Leave the way it is

We should not have to pay more for our general waste to be collected weekly. This should be a given, to help avoid pest issues (like maggots), bad stench and nasty bacteria building up in the bin over two weeks.

We have a family of 6. The big rubbish bin is overfill every week and we recycle. The rubbish bin needs to be emptied every week. Can you imagine the smell after 2 weeks??

Rural areas need a glass bin also, just because we love rural doesn't mean our recycling should be ignored, both bins are always full when they go out, having glass would be a great option

General waste must be collected weekly in the 240 Lt bin, at NO extra charge!!! Expecting

general waste to sit in a bin for a fortnight, especially in summer is absolutely appalling.

Weekly pick ups

"Not have 4 bins, how would use that much glass in that time, except for a drunk!

The rubbish bin and recycle bin should not be changed in their service size or frequency."

None

I'm just curious to know the impact of a glass dedicated bin on my recycling bin. I tend to fill the recycling bin to capacity quite quickly.

Keep the 240 L bins emptied weekly for families

Keep it the original way....

I would not change anything as I think we have a great service currently.

Keep the current service ie: weekly collection of general waste and fortnightly recycle collection WITH the current size bins.

Your survey questions were limited. Your only getting what you want to hear. When asked would I pay extra for weekly pickup my only option is no and I don't want extra pickups. If your already hiking the price up then I don't want to pay extra but I want my waste continued to be collected weekly

For 240 L rubbish bins to be emptied weekly. We fill ours every week and having a newborn I do not want nappies sitting in a bin for two weeks in the heat! We're only a family of four so if we fill it imagine what other families do!

Keep the option of having a 240 Lt general waste bin collected weekly for rate payers. Young families with kids in nappies need bigger bins collected weekly.

Non

"Weekly collection of 240 L bins. Our bins are overflowing currently on collection day. We don't want to have dirty nappies laying around because there isn't room in the bin for them. "

General waste to be collected weekly.

"Refuse to accept disposable nappies in any bins. these are totally environmentally unfriendly and their usage should be discouraged."

More frequent glass collection, or a bigger glass bin.

nothing

Make hard waste weekly. You can not expect parents with young baby's to have shit in there bin for 2 weeks.

"No options to keep a weekly service?! We need weekly services. Imagine the smells in summer over two weeks, absolutely disgusting!! This will absolutely increase dumped rubbish just so people can have clean smelling homes. What a rip off"

Weekly general rubbish collection

Weekly collection of bins

I do not want my regular bin service changed to fortnight I want a weekly collection service, I do not want maggots and smell hanging around for two weeks

Nothing

Have a purpose built facility that is capable of processing all wastes not just take on the cheapest tender.

To have a weekly 240 L general waste bin pick up as per previous without incurring an extra fee as this service already exists.

Weekly collection of general waste and fogo

Separate bins for glass, plastics and paper etc

I think general waste collection should remain a weekly service.

I think collecting the waste bin weekly is critical as it often smells in a week I couldn't image a fortnight esp families with pets and kids in nappies. I would prefer to have the large recycling collected weekly as ours is always over full and we have to throw most in the normal bin by the second week.

Needs to be a weekly 240 L green waste.

I feel collecting the organic bin fortnightly would be a health and safety issue.

A 240 L bin for garden waste collected every week. A smaller bin for rubbish collected every week. I have no need for a glass bin but others may have. I've been waiting for a green bin for years.

We fill our 240 L waste bin weekly. We wouldn't be able to have it collected fortnightly. We would overflow it. Plus having small children and pets we put their waste in the bin too. I don't want that hanging around for a fortnight. It's unhygienic

"the collection of organic matter on a fortnightly basis is not enough. the rubbish will be very odorous and attract flies etc in the hot months. Maybe you could have a daylight savings run where in the hot weather the organics bin is collected weekly as it is now.

Instead of changing the bin to a 120 L for existing residents why not leave the 240 L bin until damaged or lost. New properties could be issued with the choice when applying for their new bins"

"Keep general waste to weekly and not

Keep charging people for this they haven't asked for. "

I'll change it back to what it is now We don't buy glass I put all back in the garden etc etc the new bins wouldn't be used Etc etc

I don't have any glass wastage, so don't need the glass bin

I am not sure where you think we are supposed to store all of these bins. I simply haven't got room for them

Could we have 120 L bins that were still just collected fortnightly, so at no extra charge?

Bin size should remain 120 L collected weekly. We are required to travel 3 km with the bin to the collection point. In order to transport a 240 L bin we would require a trailer to be hitched to the vehicle to drop off and collect the bin. We would be happy for a fortnightly collection if two 120 L bins were provided instead of one 240 L bin. As we currently have a 1 x 120 L bin

only one 120 L bin would need to be provided to allow us to partake in the councils proposed rural collection.

Keep the 240 L bins. I'm going to start dumping my surplus waste in the bush.

Fortnightly collection of the main bin is a joke. Enough with the woke virtue signalling and put our rates to better use elsewhere.

Would not like fortnight pick up

Weekly pick up of main bin

"Weekly collection of general waste should remain weekly and should NOT be fortnightly! Hygiene."

It needs to happen and it's a great idea

It is too many bins and seems to complicated if I'm honest. I'd like it to be more simplified so I don't have to have four bins clogging up my drive way.

The one change that I would like to see would definitely be weekly general rubbish pick-up due to the smell.

Too many bins

General waste must be collected weekly. How terrible particularly in summer having nappies & other stink waste sitting in the bin for up to a fortnight!!

Continue weekly collection of general waste. A large family's bin will be overflowing if left fortnightly.

Fortnightly waste pick up is just plain putrid and disgusting and cant possibly happen. Weekly pick up is a must as bin smells in this time.<sup>2</sup>

Happy with changes

I fill my 240 bin more than once a week. I have to do lots trips to tip also. Moving to the new system will only make this worse. Hrcc is greedy and don't listen to any rate payers. Leave the bins alone

Bin to be collected weekly. It will not worry us as we are an elderly couple but we often let our neighbours with kids put some rubbish in

our bin. It is families who will struggle with a fortnightly service

Large bins, normal waste bin must be emptied weekly

Don't do it

Nothing, Thankyou it's about time we improved this system.

Don't need 120 L for glass as we have very little need, non drinkers, occasional 2 or 3 glass jars bottles every 2 or 3 months. This bin not necessary.

Why should we pay more when we are doing the sorting and pickups are fortnightly instead of weekly in the case of general waste.

Don't charge more for the service and keep the bigger bins as a default, if people want a smaller bin they should be able to request it.

Weekly collection for general waste - fortnightly will not allow me to dispose of all my families waste and also the smell from waste will be yuck.

I currently use the Laharum Hall recycling bins for my recycling needs. This is a great service and really valued by the whole community. However, a minority dump their rubbish in these bins, ruining it for everyone else. I would like to see security cameras and signs installed at the bins. This would greatly deter the dumping of household rubbish and mean that the community can continue trying to do the right thing. I would prefer money I would need to spend yearly on a private recycling bin being used to install and maintain the cameras.

Charging more money we pay enough with our rates now

Police so that people do the right thing ie. They do put the correct things in the right bins. Also specify what constitutes organic waste. Are disposable nappies organic waste?

We still would need a weekly pick up for general waste as it is now.

Weekly waste collection, and 120 glass bin

Weekly waste collection and 120 glass bin.

Just add a LARGE green waste bin. Then collect it on alternating weeks from the recycling.

I don't feel I need four bins as I am a single person

"General waste needs to continue to be offered weekly at no additional cost to ratepayers. The reason would be to avoid offensive odours which will promote more flies and insects around households. Ratepayers should have a choice of the 120 L or 240 L bin as this will be dependent on family size at no additional cost because the cost to the infrastructure for collection does not increase based on a bin size. Additionally council and ratepayers have already paid for the cost of the infrastructure for kerbside collection therefore the cost shouldn't not rise as it will be maintenance."

It needs to be normal. Doing bins every week, recycling once and fortnight and green waste the other fortnight. And rates are already high enough.

General waste bin to be collected weekly, not fortnightly. Having rubbish sitting for a fortnight in summer heat will smell awful and become over full.

Have fortnightly collections on the same rotation for simplicity

We can't cope with more bins.

240 L general rubbish bin needs to be collected on a weekly basis. We already fill bins weekly. Do not want stench around house for up to fortnight

It would be nice to have hard rubbish collection like in Metro Melb.

The service needs to be weekly due to hygiene reasons and how bout you do it off your own back instead of increasing rates which are too high already for the service you provide to this town

Weekly bin collection for waste at same size 240 L as is already at no added cost

Leave it the way it is

Food and organic waste collection weekly. - stop smell, insect infestation, flies etc

Keep the 240 L waste bin pick up weekly an have the 240 L recycling bin picked up weekly also.

All bins need to be ONLY 120 litre, as a retired couple we have very little waste. We have NO room to store 4 240 litre bins

Stay with big bins. And do weekly. Or give people the option and some have big family and done only small

Leave it the same

Collect general waste weekly as meat waste (chicken bones, etc) would smell particularly in summer. I don't know if these go in the FOGO bin, but as it is collected fortnightly as well - it is a concern

Need a 240 L bin collection weekly, our family would have bags waiting to go in once empty if smaller.

keep existing collections

General rubbish still needs to be collected on a weekly basis at no extra charge. In summer time it would attract too many blowflies and would stink !

Weekly collection of general waste

"I live in a two person household, so waste isn't at a high level. For larger families, it shouldn't cost more for a weekly waste bin service. I love idea, I work in Balmoral and the the FOGO bin during the week there."

Weekly collection of 240 litre bins for hygiene reasons especially during the hot Horsham summer.

Increasing from 2 bins to 4 bins takes up more space on home allotment. I do not wish to have 4 bins which will not be collected weekly. The longer times between collection allows for unhygienic conditions to build up at home.

I feel the change to fortnightly would only cause more danger of contaminated rubbish to sit in the bins smelling and breeding more flies.



Leave it as a weekly pick up

We need our normal bin to be emptied on a weekly basis as its always full and couldn't wait for a fortnight

240 L weekly bin for general waste

Keep the 240 L weekly

Keep it as it is as an option especially in rural areas

I don't want it as I don't want 4 bins to store at my house

Keep normal waste collection at weekly.

"Weekly rubbish pick up as is now - NO EXTRA CHARGE"

An option for weekly garbage collection

"Recycling (non glass) has to be collected weekly. Most recycling bins are overflowing come collection day as fortnightly is too long for most households now who want to recycle. General waste needs to remain a weekly collection

Green waste (trailer loads) to the tip should be free 4-6 times per year or significantly reduced overall for residents.

Residents need to be given clearer information on what can be taken to the transfer station for free (ie e-waste, cardboard etc) then it will reduce household volume"

Keep the 240 L general waste bin

"weekly small bin general waste - the smell, easier to manage

fortnight large general recycle bin - currently working

Fortnight - Garden waste

No extra charge for weekly collection of general waste."

You have not completed and research or look into how other council have trailed this for example NGS have trailed the green waste & have not decided to complete this as no viable. Not mention the fact that bin will sink/smell depending on items go into.

The additional costs to ratepayers yet again. Surely if the council can give unnecessary pay

rises to its councillors it can absorb this increase.

I don't think it's necessary to have that many bins at all.

More frequent waste and FOGO collection

I do not like that food waste will be collected fortnightly because of the smells it will generate.

240 L general waste bin still collected weekly would be good with no change in size. We fill ours weekly and wouldn't want nappies and sanitary products sitting around for a fortnight.

General waste weekly rather than fortnightly. We are currently weekly and sometimes have a full bin (we have a nightly rental on our property which can add to our waste).

I do not like the idea of waste being collected fortnightly. Our bin is already putrid after a week, especially in summer. We have a large bin and already compost and recycle soft plastics at Coles and paper at Apex paper drive. For families losing the weekly waste collection is not ideal. If we were a 2 person household it may work.

Bigger bin for glass and collected fortnightly

More frequent collection for organic waste bin (weekly)

large organic bin collected every week

Bigger general rubbish bins in rural areas. We take a trailer load to the tip every 2 weeks because our bin isn't big enough and more pictures on the recycling bins a green tick for yes and a red Cross for no on objects that can/can't be placed in there. It drives me mad seeing rubbish in recycling bins!

Keep general waste collection as weekly and the 3 other specialty bins to fortnightly

Keep the existing service it as it currently is.

I think there should be an opt in/out option for those not wanting the extra bins. I don't see extra bins being of benefit especially with smaller properties that don't have space to store 2 bins let alone 4.

Smaller recycling bigger glass. You get more in glass than you do tin and cardboard

"It shouldn't cost more to recycle more, the money made from recycling should cover the cost of collection. There should be a hard waste collection service. Other Councils provide this, including smaller Councils."

Weekly general rubbish to remain for rural residents as there would never be any green waste as nearly everyone would have a ride on mower and burn off their garden waste. To have general rubbish to sit in an already full bin for an extra week is not good for family's especially in the middle of summer. For residential homes this may have the same outcome

Nothing to change

Keep the organic waste as weekly but let people choose the large or small bin. As a family of 5 plus a dog and a cat plus a large lawn area, we use a lot of fresh produce and other things so the bin would still fill quite quickly and the smell would be awful after two weeks in the summer with lawn clippings, dog poo, food scraps etc ☹️

The general waste bin needs to remain 240 L and weekly! For a family a fortnightly service for general waste is not going to work at all!!

"Rural areas to be offered the same bins as urban. I feel that we will still need waste to be collected once a week."

None

We would not want an organics waste bin, as it would never be filled due to our home composting.

Normal garbage needs to be collected weekly, absolutely ridiculous to suggest fortnightly rubbish collection will work.

Big bin to be collected weekly.

A fortnightly service is just stupid the bins will stink and those with families will have bins overflowing and will cause rubbish to be spilt onto roadside

Collected weekly instead of fortnightly

General waste to be picked up weekly. The smell of the bin sitting in the heat for two weeks rotting would be unbearable, not to mention the flies.

We would like a glass recycle bin for rural collection

weekly household collection is necessary. there would be many things in our bin that would be off, as it is smelly/off on some weekly collections, let alone fortnightly collections.

General waste emptied weekly.

Leave the rubbish bin size, we don't want general waste sitting around and rotting particularly in summer time. Horsham will stink even worse than it does with the protein plant.

Only concern is about organic bin becoming smelly during the warmer months if only collected fortnightly

Definitely NOT a fortnightly pick up for general waste.

In addition to your new plan of kerbside collection, I would be happy to pay extra for the Council to provide some kerbside garden waste collections. Like so many other municipalities.

"Smaller waste bin, every week, no extra. Who pays extra for a smaller anything?"

Weekly collection for general waste should be retained!

You are asking us to change to smaller bins, collected fortnightly instead of weekly, better for the environment etc, but want us to pay for the privilege. If you want to encourage people to recycle correctly, don't put a price on it

A garden waste collection in spring and autumn for garden prunings for people without a trailer. Thanks for the free voucher but I cannot use it without paying someone for transport.

This is a loaded survey, it is absolute rubbish, the questions are not to any benefit to the house owner. I can not go to a 120 Lt bin on

weekly or 240 Lt f/n. I have five nearly adults in our house and fill a 240 Lt easily every week. Nothing can seriously be gained from the questions in the survey as they don't allow you to disagree any where.

Offer a 120 Lt waste bin - collected fortnightly

Weekly for general waste as it needs to be frequent with a large family

Must be done WEEKLY

Unable to store four bins why wouldn't the council have a community bin or bins located in a street

Weekly service must stay the smell especially in summer would be unbearable if left for two weeks & not happy to pay extra for you to change it from weekly to fortnightly & not happy this was not an option on the answers provided

Fortnightly pick up is not often enough and should be weekly. We currently recycle weekly and take into town but our waste bin is still full every week. Residential in town still get the same as us but get extra bins with this proposal and I don't think it's fair for rural residents and Fortnightly waste is not going to be adequate.

Too many bins where are we going to keep these bins

"Personally we'd like the general recycling large bin and green waste large bin to be collected weekly. The glass bin can be smaller and fortnightly. We'd likely reassess the need for a large general waste bin but would still want this weekly. Provide the option for households to choose the size of bin they require, but we understand it may not be feasible for council to offer weekly services for all bin types."

I think a 3 bin would be better a glass jar ,bottle bin would be better with other recycling plastics and glass.

We don't want it to happen

Weekly general waste pick up is needed for sure

"Weekly collection for general waste & FOGO, in the Wimmera summer heat the fortnightly service will ""STINK""!!!!

Especially if nappies etc are in the bins.

This will create a health issue across the Urban area, very poor policy, not thought out."

Just keep it the way it's is

Keep my current 240 L bin collected weekly. Our bin is always full, often over full and I would not want the smell of the waste hanging around for once a fortnight pick up

Preference would be to continue with existing weekly collection of garbage disposal bin, and to introduce a fortnightly recycle service for rural areas.

Definitely needs to be weekly not fortnightly, families struggle already with 240 L emptied weekly, fortnightly would just not work

Weekly garbage collection to continue, to propose that as a family our waste is to be collected on a fortnightly basis is unreasonable. As it is we overfill it every week and still dispose of extra waste at our own extra expense.

No satisfied with what we have every week , and fortnightly for the recycling bin.

We are happy with the current service and bin size and with the current, we struggle for enough room. I'm outraged that you feel it's appropriate to increase services to the city and penalize rural residents with a reduction in service. This will impact us greatly and will most certainly result in rubbish dumping on you guessed it rural roadsides.

"Bin placement as household requirements. I have basically zero food waste as collected for chocks. I recycle/ reuse all glass jars. But I would need a big bin for cardboard, tins & paper. "

Would definitely want to be able to keep all bins at the larger size as we fill them, particularly the general waste, green waste and general recycling and would want them to be collected weekly without a doubt so that they didn't become smelly as I believe they

would with nappies, food scraps, dog pops and lawn clippings. Also be at risk of running out of room if they went to fortnightly and have nowhere to store rubbish

Leave collection of general waste and recycle waste as is the general waste is always full I can't imagine the smell if left for a fortnight especially over summer in Wimmera conditions it will attract blowflies and Vernon which could create a health and safety problem.....not Impressed

open up the green waste option to townships other than Horsham and Natimuk. Reduce the base cost of waste collection.

"Be allowed to use 120 L waste bin fortnightly. To keep the cost down. I minimise my waste already by my life choices. "

The current service works well here

We are a family of 6 and there is no way we could manage to only have our general waste bin collected fortnightly. It must stay as a weekly collection regardless of all the other bin options you are providing that we don't have room to store.

To keep the 240 L waste and have it emptied weekly without extra cost. We should not be paying extra as proposed nor should the bin be emptied fortnightly, disgusting.

ldk

K

Do not introduce the proposed service, as it is an unnecessary additional cost that ratepayers would need to pay for.

General waste needs to be picked up weekly.

Via Phone- option to change bin size smaller and pick up fortnightly or less, especially for older people living on their own- needs to be modelled on individual users

Concerned about fortnightly pick of 240 Lt organic waste bin- stench of decomposing green waste and unwrapped food waste - creating fly problem, Lawn clippings won't fall out of bins into truck if left more than a week

Would like to have a weekly pick up for Garden + Kitchen Waste. The smell would be bad in a fortnight. Garden waste would sweat in a bin that long. I can only put so much in my compost at home.

## DO YOU HAVE ANY OTHER SUGGESTIONS OR COMMENTS REGARDING THE PROPOSED FOUR-BIN SERVICE?

Give option of not having the glass one. I don't drink alcohol and it would be rare I'd ever have glass, couple of jam jars and I reuse them to make more anyway.

Soft plastic recycling.

maybe bins with sections e.g. recycling bin with a divider. Glass one side other recycling the other side. (not sure if these exist or if a truck could handle split loads)

Small bins only with weekly collections...fortnightly for recycle and glass. Have no idea where I will find the room for 4 bins within a unit complex.

Keen as.

"MAKE THE RUBBISH COLLECTION WEEKLY NOT FORTNIGHTLY FOR GOODNESS SAKE. We take bottles and cans to the transfer stations, lots of them, so why is the survey not asking about that???"

community education for how/ where the waste is used after collection- incentive to do it if we know how it is processed

So the green bin is for garden and lawn cutting and I gather kitchen scraps I gather. If they are so not happy with that because of the smell. Also people put wrong things in and it's no good so goes in landfill.

No

I'd probably have preferred a fixed Main Bin at the end of each residential street for communal glass collection. I expect that glass collection will be the biggest shift in thinking as the collection times are going to be hard to remember being monthly. It will be interesting to see if the proposed Container Deposit Scheme in Victoria will positively impact on the quantity of glass and aluminium collection? What are the contingencies if there are people "raising" money by cruising the

streets, raiding collection bins for CDS approved glass containers?

I wonder about the number of bins on the kerb outside blocks of units. I have seen this as a real problem in other countries, although going from weekly to fortnightly might ease the problem

I love the way you people continually fail to ask these questions without providing a guaranteed cost. Yet you make everyone else submit a fixed cost under contract. One rule for public servants, another for the rest of us.

"We are being asked to store more waste at home for longer which I don't like. Four bins creates a unsightly storage issue. Need a cheaper green waste option at transfer station."

Space for 4 big bins would be an issue on unit/townhouse properties - small bins options good idea.

Not leaving too long between emptying as everything will smell, especially in summer

"- Need a comprehensive list of what can go into the recycling bin, including if it needs to be washed etc, and if it does need washing, why? I've seen plenty of docs where the material gets washed anyway, so why do we need to waste even more water?

- Need to have the capacity to recycle soft plastics.

- Need to know if the recyclable material is actually being used, or just expensively collected, sorted, shredded and stored in a warehouse or sent to landfill anyway.

- Charging for green waste disposal needs to be scrapped. The Council uses/sells the mulch produced from it doesn't it? Seems unfair selling something you charged people for."

This is way overdue for our area.

Long over due! Certainly not a leading council here in Horsham but one that is about 10 years behind other areas.

For a person living on their own I would not need a bin for glass the only time I would use it would be if family came to stay over Xmas, I

would prefer to drop it off at a designated place, or I would put it in a family members bin

At the moment we have the smaller bin for rubbish. The current large bin for recycling could be replaced by a smaller one - that would be adequate.

rural we wouldn't use a green waste bin and glass recycling is minimal. seasonal usage of green waste may need to be collected more regularly eg fire prevention work

It's waste of money

That sounds quite good

No

This will be great for us...People may need to be educated on the green waste, regarding food waste.

Plastics are a real problem - I often wonder whether the many different types of 'recyclable' plastics are actually recycled. But anyway, I think these changes are good. Furthermore, I would fine those who don't abide by the rules. Its about time people woke up to the consumeristic way of life we all take for granted!!

It is cumbersome and would be crazy for me as well as taking up too much room in the alley way at my unit.

Sounds good

Offer the 4 waste bins as standard 120 Lt bins at a base rate and those people still needing 240 bins pay extra. The introduction of an extra 2 bins should in theory at least double the capacity (given collection would be fortnightly). Have the option of downsizing the 1x 240 Lt Recycling to 2x 120 Lt split purpose recycling. Sweden has community collection points where residents walk/ drive to very localized points to deposit their already sorted recycling. This could service a hub of say 30 homes.

It would be great to extend the service to rural areas (eg Haven).

I think the idea of a green waste bin is good as there are lots of ratepayers who don't have any way to get to the transfer station and it shouldn't be mixed in with regular rubbish. My family live in Rye and their council have a small bin that was given for free to put food scraps in and bags to go inside that you could buy. It all sounds like a great idea.

Make it 5 bins with a bin for soft plastics please.

Nothing comes to mind

The amount of general waste that I have, lends itself to being collected fortnightly. BUT when my bin contains meat scraps, these would be getting quite smelly if this bin was only collected each fortnight and this would not be acceptable having no other way to stem the smells.

No

Clear instructions in the lid or on the bin as what's excepted and what's not in each bin - this is a great idea but education and ongoing education is needed about how you use the system. There needs to be a reward system and penalty system for those who use it correctly and incorrectly. Sharing how Horsham recycles and how the transfer station recycles is needed too as people don't believe recycling actually happens here.

No

Pricing seems fair and reasonable.

Don't think farm/rural people would require 4 bins. Food waste/green are recycled to animals etc on farms.

I am worried about the smell of the organic and general rubbish with a waste collection fortnightly. Walk around town on bin night and it is already putrid. Combine that with doubling the interval between collection and I will not be walking on bin night.

It seems a little excessive to have four bins. We've not been told how the garden and organic waste will be composted to reduce methane, just that dumping it in landfill creates

methane. Is it worthwhile encouraging residents to compost at home or school?

Need more options for smaller bin at reduced rate.

We already have some of the highest council rates for a regional town. My biggest shock when I moved to Horsham was that we had to pay to deliver green waste to the transfer station. This is a sought after commodity by composting companies and other councils have agreements with these companies to reduce the cost for rate payers. I suggest the HRCC look into these options to reduce ratepayer costs.

Why do we need to get all these bins maybe their can be a central spot to drop glass off as not a frequent breakage and i recycle jars and bottles

could be difficult in rural areas if you have distance to cart bins

As I have observed in countries in Europe, locally accessible transfer points are well used and allow households to have smaller bins or tubs at home, which take up less space. Large bins for all types of recyclable waste are located throughout suburbs which the residents can access without cost and without a long drive to the tip.

I would love to see Council add a kerbside hard waste pickup once a year.

Annual hard waste pickup, please.

Query why the need for a glass recycling bin?

People living in units etc would have very little space to store four bins. The green waste bin is an excellent idea.

Would like option of large 240 L bin for weekly general waste pickup still (found small bin too small)- will definitely use FOGO bin now an option, and could see it be full every fortnight. Still want fortnightly recycling in large bin. Can't see glass bin, even 80 Lt being used much- don't buy much glass containers, but understand contamination issues with other recycling (OK with monthly pickup)

Don't give them to people who won't use them

No

Please implement for rural residents ASAP!!!! Why should rural residents/landholders not be provided the same Council services as residents residing within the town boundary. Absolute discrimination between rate payers. Please consider all residents and ratepayers equally.

Where are all these bins supposed to be "housed" especially in a small yard?

No

Probably too difficult in rural areas but the opportunity should be given wherever possible, including football grounds/community sites or schools.

Be great if we could have that too. Considering the rates we pay to live 10kn from the CAD we currently do not get equitable waste management.

There should be more rural locality recycling drop of points, such as the Laharum one

No.

Seems wasteful and ugly, ties up a lot of my yard with bins.

"Too many bins. Strongly oppose extra bins - especially the bin for glass."

Finding space for 4 bins in some complexes could be a problem and you may find that they are left out in the street.

Another money grab when we only have one place to dump all this stuff except the recycling

I think the council really needs to tell residents about the types of plastic wrappers that can go into collection bins at Coles and Woollies. Not many people know that this is an option, or if they do, what types of wrappers and plastic packaging can be accepted. This could reduce a LOT of waste that people would normally just put in their garbage bin. I know it changed things for us after we discovered this.

Provide us with the information on a 4 bin service – don't know anything about it.

Not sure how I am going to house four bins at my small unit! With the approval of the Alexander Avenue housing development I think a four bin system will be a shamble at that property as their isn't enough room on the street.

No

"My understanding is most recycling waste is still ending up at Dooen landfill so I cannot see the need for extra costs for a specific glass bin.

240 L waste bin to be collected weekly and only additional bin of interest is organic waste bin provided it's 240 L.

Thanks."

As far as we are concerned a green waste bin would be nearly unnecessary. we are retired and living in a retirement village and have very little waste, and definitely have not much in our bins.

Please give some monetary and physical consideration to those, meaning us, who at this point in time, have never had the need to use this kerbside service. That is, as we reside at both our farm residence and occasionally at our urban property, we can exist without these as we are invariably away when collection will happen hence our refuse is brought back to the farm. However, if we must have something, then the smallest bin available would suffice with a price adjustment to suit. Thanks.

No

I don't see why we should be charged more , as we are doing half your job for you now in the sorting

I think the sooner we do it the better

Free waste has Been needed or a while, it's exciting

4 bins is ridiculous

Gladly will use the recycling bin service if offered.

Space where on earth are you going to store two additional bins. As it is I already have two that have no place besides at the front of my house where visible for all to see

Think it is a great idea, Long overdue for having green waste bins in Horsham!

A hard waste kerbside pick up would be great in the future

"Love this idea"

It's stupid. What about Apartments that have hardly any space for 2 bins and now you want them to have four. Ridiculous!

Not applicable to rural residents but feel it could make a big difference for urban users and the impact of unsorted rubbish being buried.

I think this is a positive change and I appreciate the HRCC getting feedback and making changes. It could be good to review how the system is going after a few months to see if what other feedback people have.

Offer a compost bin for organic waste (in lou of extra bin)for those who would like to reduce their costs, they're a long term solution. For unit complex's where storing of bins could be an issue, offer a shared option.

Strongly agree with fortnightly garden waste bin. Excellent idea.

Keep general waste weekly, make green waste weekly and all others fortnightly. Bin size should be irrelevant to pick up frequency

Woolworths in NSW have depots to take your bottles. A great fundraiser and a lot more people recycled.

"Do not agree with the four bin service. Why is a glass recycling bin required when there is very little glass in products nowadays. I associate this with alcohol and I thought Council was trying to minimise alcohol in our community. Plus all it takes is for one person to put something incorrect in the glass bin and it ruins the whole system. Recycling warehouses should be in charge of sorting that particular nuance. Or alternatively have a glass recycling drop off for those who want it. Also waste collection on a fortnightly basis shows lack of consideration to the varied demographics in our municipality. A large family likely fills a 240 L bin weekly. To have it



emptied fortnightly would result in a very smelly street.  
Weekly waste should be a standard service including a 240 L bin. Then the general recycling fortnightly as standard. Then the additional bins should be optional i.e. price per bin as there may be a number of both urban and rural houses that would not need the glass or the green waste.

(Also having to find room to house 4 bins in a smaller urban residence would be tricky)"

Have these available through out town for pedestrians and businesses to use.

"Ideal service would be:  
120 Ltr general waste bin weekly  
240 Ltr general recycling fortnightly  
120 Lts FOGO weekly  
80ltr glass bin monthly"

Keep 240 L waste bin weekly. We fill in already in 1 week so how are we going to go when you change it to fortnightly.

You asked about suggested weekly service but cut bin size in half is there an option for larger bin weekly collection for large families?

Needs to be a bit more practice and thought through as most people may not have the space to store 4 bins on their premises

N

Review in 6 months to see what people are happy with.

Do it asap.

Na

Do it sooner rather than later. Inform how you will educate community and then manage bin content (non) compliance. Stickers that clearly show in pictures and words what goes in each bin. Ensure the general waste sticker has things like disposable nappies and other major contaminants on it. Keep the messaging simple and in the positive language. For example xyz go into general bin rather xyz does not go into.

Would prefer 3 bins.

No

Increased recycling service to weekly instead of fortnightly

No

The landfill collection is halved, but you have still managed to make it more expensive? Some properties don't have room for so many bins, give us a chance of not having a glass bin, or grass bin if no backyard.

Not sure about the glass but Horsham definitely needs some sort of green bin for garden waste so I definitely support that.

"Just a pipe dream The system will implode "

"The cost of council rates including waste collection is already too costly compared with other shires. The cost needs to be decreased and not increased. We would rather keep the current two bins if it meant that we pay less.

If the cost were to increase, the transfer station should be free to drop off any recyclables and garden waste."

I would be more than happy to use a glass recycling bin if one was supplied.

It's an extra cost to families which rates within the Horsham rural city as it is are astronomical! I feel like it's almost impossible to own your own house. We pay the same rates as my family who live in Melbourne. It's actually disgusting and they are continually rising.

4 bins is ridiculous.....just reduce the transfer station fees and people will happily utilise the service for green waste.

Happy to change to a 4 bin system, but general waste must be collected weekly.

Good idea. Need some more education on what can go in recycling bin.

Hope it comes with a magnet like we get now to keep track of what happens on which week!

no

No

Why aren't rural areas considered compulsory or important to service. Considering we are classified as Residential Rural / Rural Lifestyle

with rates (and not Farm) would expect to be offered ALL four bins and services.

Bring it on!

Only monthly or bimonthly glass collection as very little glass accumulated

Hard waste collection once per month

Green waste collection for urban properties is an excellent idea.

It's going to be a great service. But what will happen with our current bins?

240 Ltd picked up weekly for Everything but glass. Glass can be 120 Lts fortnightly

We still don't even have the basic recycling bin. How are you going to provide 4 bins when the first recycling bin isn't provided to everyone.

"The issue I see with 4 bins is for people with small yards. 3, 240 and one 120 litre bin will take up a lot of space and be more difficult to "Hide down the back". The organic bin should not be required if people just knew how to better use this on their own property. Better information about the benefits of this could cut this project cost down significantly "

No

General waste needs to be collected weekly. Why should rural customers have a fortnightly collection. Bins will be smelly, lids won't close properly & waste will be scattered along roadsides, especially in adverse & windy conditions. Drivers leave bins that have been blown over.

Clear guidelines of what can and can't be put in each bin

4 bins is hectic & some homes will struggle to store them

At units have shared bins for glass ,recycle papers ,less bins less congested nature strips . (redacted) .looking forward to feedback about my ideas .do not steal my ideas and take the credit as I have had my ideas used b4 with no response ,

"The FOGO bin will be extremely smelly. Leave the rural as is! If you want to change it by all means change it for urban but not rural!!"

As above

Weekly collection of waste, big or small bins all to be collected. Fortnightly/monthly collection for all other bins.

Fortnightly green and general waste is unhygienic

If people are made to pay for a weekly general waste pickup you may find more people recycling incorrectly to get rid of a back log of rubbish they may accumulate

We are a big family and fill our 240 L general waste weekly. This would be such an inconvenience if we can't keep up.

I would not want to be paying more to have a weekly collection like we currently do. I think the FOGO bin is a great idea. I don't think the glass bin is required. If we had a glass cash-back incentive then I would cash in all my glass.

Provide people with the correct education please. Otherwise it is of no benefit.

All 240 L bins and free green waste at the tip because Mildura RCC is all free!!!

It's well overdue!

Why won't rural customers receive the same full service? We are constantly forgotten by council because we don't live in Horsham.

why should be pay when you are making money off recycling ?

Going to be very difficult for many in community as not many people even recycle correctly

This needs a lot more careful consideration before decisions are made.

Please do weekly collection

No

Weekly collection of normal rubbish

The FoGO & general waste should both be collected weekly.

Love the idea! Cannot believe it's taken so long to organise!

Education is essential so people make use of this system properly.

Allow for choice of bin size i.e. if you don't garden you don't need a big green waste bin, but you might like have a large family and would like a large general waste bin

It's terrific that council is introducing more ways to reduce waste to landfill

A green waste is a great idea. A glass one for me would be a waste of time.

Please do NOT change general waste collection to fortnightly. And please consider doing a recycling bin run on Boxing Day for ALL households regardless of their normal recycling day.

Keep the times that bins are collect to roughly the same time each week. It is very frustrating when it is collected at 2pm one fortnight and before 9am on another.

"I would give people the choice of what bins they need. Also send out information regularly if what is to go into each bin as many people don't know what recycling bins are for and put normal rubbish in them."

Hurry up with the green waste bin

Don't stop or decrease the size of the normal waste - it's just not viable for larger households.

Comment: While more organic waste is minimal most of the year, in Autumn it goes up quite heavily where I fill a 240 L bin easily with leaves and this would go on for 6 weeks. So while most of the year its ok I think Autumn would see a spike for most households.

Great ideas

A green waste bin is long overdue and a great initiative.

Keep weekly general waste.

Emptied weekly and all big bins for big families

Don't do it

We will need clear direction on what week and day is pickup days will get confusing if all different and bins need good directions for waste contents written inside lids

No

Where are people with small yards (eg. units) supposed to keep 4 bins (3 of which are 240 L)??

"No, looking forward to it. Haters going to hate - but they'll get used to the new system. We need to do better with household waste."

I would say the majority of the waste going into my large waste bin is organic, so I'm very glad council is finally getting organic waste bins. I believe the larger bins are more useful for people like myself who do a lot of gardening. It would be counter-productive if only small organic bins were offered.

Take it out of the council members pays we already pay high rates for little return from council

It's in Mildura and an absolute ridiculous waste of time and money

"How much promotional material does council have for reusing garden waste? Promoting glass being separate? encouraging using the transfer station for glass or plastic instead of using the bin? I have never seen any promotional material at all. How does the container deposit scheme affect this 4 bin proposal? Why haven't you mentioned it in this survey? Are we getting one here in Horsham or somewhere close by? I wouldn't want a bin for glass or plastic if that comes in as I wouldn't use the service I'd be cashing them in like most people here would. Maybe wait for that to start before introducing another bin or bins just to get extra money out of rate payers. I'll think you'll find that it will be a well used service. The fortnightly bins should be charged less than the weekly bin"

That the 4 bin service be available to rural areas as well.

Fine people that (intentionally) throw wrong items into wrong bin. I know of repeat

offenders but as they never get caught, they keep doing it.

The regular waste and garden waste would need to be collected weekly for odour control particularly during the warmer months.

I have used this system in Warrnambool and it worked really well!

Great to see this finally happening! Well overdue

No smaller bin but still collected weekly for general waste & garden waste

I like the idea of helping sort out waste products but keep it in line with the already weekly/ fortnightly plan and don't charge people extra because they might need it more often than others it seems extremely expensive and unfair

Love it. Hurry up and give us our new bins 😊 many thanks

I think it is ridiculous for 1 person living alone.

Not really because I live in a rural area and there will be no change. However, I have a long, steep driveway and taking two 240 L bins up and down each fortnight is hard work. As I age, I wonder how I'll manage them, let alone four bins. Has consideration for the elderly been considered in doubling the bins?

Bring the cost down on bins

Residents who are elderly or single could opt to have fortnightly and have a different coloured bin to identify this and be charged less.

No

A family of 6 needs weekly bin emptying and also 240 L bins small bins would just mean anything would get put into what ever bin has room regardless of what it's for

Give everyone a compost and/or worm farm (like other councils do) to encourage less wastage and environmentally sustainable practices. It should in turn lower costs for wastes and timeframes for collections.

no

General waste and organic waste needs to be collected WEEKLY! Fortnightly is not often enough particularly for families.

Pending improved services to rural areas, a fantastic idea for those who could use it. Otherwise useless without improvements

I would like to suggest that those who require a bin for glass, that is their choice. For those who don't require this service, could I suggest that a number of skips be located at nominated, convenient spots around town for the rest of us.

It is a great idea and I think it will minimise our carbon footprint.

Make glass bin and organic bin optional services, would take a year for me to fill a glass bin up, would rather keep it in a tub and take it to the tip or put it in another mates bin. Don't charge me for things I don't need.

Pleased to have a bin for green waste but would like it collected weekly again for the reason on smell as rotting green waste is not something I would want around my home

Where are we supposed to keep these 4 bins. We only just have room for 2.

Be great if residents could opt out of green waste bin and receive a discount if they do not require it.

Keep the system the way it is; waste weekly and recycling fortnightly

Needs to be extended to rural residents. As usual we get the rough end of the pineapple.

Not happy about the change at all.

I am really happy to have an organic/ green waste bin added in this four-bin system. This is the one thing I really miss coming from Melbourne is having a green waste bin.

At them moment our different bins are collect on different days Tuesday fortnightly for recycle and Wednesday weekly for waste, it would be good if all collection days were the same day of the week. Then we would only need to remember the week and which bin rather than which week, which bin, which day

Leave it as it is

I do not nor do I need 4 bins 2 is more than enough

No, but good idea

It's far too expensive at the moment

I'm excited as I've been waiting for this since it was suggested over 12 months ago. As someone who tries to be responsible with reduce, reuse and recycle, this will be very helpful. My children will also like it as they're being educated to do it better than previous generations and push me regularly to make environmentally conscious decisions.

If collection is going to be on the same day where does one out 3 to 4 bins? Not everyone can fit them on their nature strip. Also what times would collection start? Some days we get woken 6-6:30 by the noisy collection trucks as it is. Maybe look into Warrnambool's collection service plan.

I don't see how you can want to change us rate payers more for bin collection, even 20 dollars a week more I would be better off taken my 6x4 trailer to the transfer station as I get a lot more in my trailer for 20 dollars a week than in a 240 L bin

A trial period with a selected group of households before a full commencement

Take on the feedback, it's been a rough two years people can't afford additional costs to their rates when already struggling

None :)

"Where are we supposed to store all these bins? Will we get lists of yes and. Nos for each bin. Etc. "

I live in a small unit, where am I going to fit 4 bins

No

Just unsure about placement of 4 bins at my property and also the smell if only to be a fortnightly collection. The bins would need a more regular washing out I would imagine also!!

no

Very clear signage on each bin of what can and can't go in

Why not offer quality recycled compost bins and other products through council every now and then? People still are not always aware of products, such as worm farms, bokashi tubs etc. And doesn't seem to be much reclaim / recycling promotion by council.

"I strongly oppose the proposed services. It's unnecessary and far too expensive as our rates are through the roof already! Storage of 4 bins will pose a challenge for my household as it would for many others. Please put your energy into another project, this one is ridiculous."

"240 L general – weekly  
240 L recycling- fortnightly  
120 L glass - fortnightly  
240 L organic- fortnightly (especially in warmer weather)"

Great idea and a very reasonable increase in cost to ratepayer.

As above

I would still like to see a 240 Litre general waste bin available to be emptied weekly.

No

Would the collections be on alternate weeks or all at the same time? Perhaps a reminder text message for glass retrieval would be beneficial if the time between emptying is more than 8 weeks between.

There is no need for a green bin as most properties either burn the green waste or take it to the tip

All 4 bins need to go out the same fortnight lets get started

It would be great if the rubbish truck did a pick up down Roses Gap Rd for general household waste and a paper/plastic bin pick up.

Great idea

Yes if the bins are too big it's going to be a problem storing 4 bins. I rarely use glass so a large 240 litre bin will be useless.

Where are we going to put 4 bins. Can we leave on the street if no room in unit lots. Any suggestions?

Organic diversion is very important for reducing greenhouse gas emissions and I congratulate HRCC on undertaking this initiative.

The rest looks good.

A lot of bins, 120 litre done weekly for the general, garden & recycling would be good, a lot of soft plastic is used so which I take to coles so honestly only have 1 small bag of general waste per week & we're a family of 4

"Council is planning for additional recycling services for urban and rural households across the municipality – saving thousands of tonnes of waste from landfill each year."

This is incorrect, as you are planning on decreasing services for rural households, not providing additional services!"

No

Small properties might have storage problems.

Storage off all the bins will become an issue as most garages already struggle to hold 2 cars and the current bins.

"Being a working mother to a family of 6 (myself, 3 kids and a dog), our weekly household waste is high. As above, I cannot stress enough that the 240 L general waste bin needs to be retained at no extra cost, together with a 120 L food waste weekly collection.

Consideration needs to be given to the cost that will be incurred by families having to readjust their current household set ups both inside and out in order to accommodate inside, the sorting of 4 separate waste systems and outside, the accommodation and room /space required to keep 4 separate bins on the property. No doubt most people will need to spend money to designate a specific space where 4 bins can be kept as opposed to the 2 bin set up. Perhaps council can

decrease rates by \$1,000 a year to allow for this? Concrete base and screening of bins does not come cheap!"

Weekly pick up. Bigger bins.

Same as above. Bin size is already paid for. Should not change or pick up should not change either.

Yeah stick it up you (redacted) you money hungry (redacted)

"Need full Size bin as I expect many families and rural properties do. Part of in farm audit requires bin for farming and export business and we also have to log the waste cycle."

General waste and green waste NEED to be weekly collection and remain at 240 L bins. 120 L is not enough and changing to weekly does not make a difference when you're losing half the space

"3x 240 Lt bins

General waste weekly

Recycling fortnightly

Green waste/garden waste fortnightly"

We pay to much in rates now the new service should be at no cost to rate payers

"I personally love the idea of the 4 bins but food waste sitting in a nice hot bin for 2 weeks would be enough to get complaints to the council about 'the smell'. Also the price should be cheaper that what is currently in place, Recycling is free so surely adding on the additional bins that are recycling would be cheaper and better for the environment. Also the proposal you are speaking of will be fortnightly collections so you don't have to pay collection drivers as much either and saving money, so why are you still asking for more? If you need a way to fund the initial purchase of the bins home owners can supply their own (bunnings have bins and we can spray paint the lids) or home owners can pay the initial price of the bins (as long as it is reasonable). We are in a pandemic still and people don't have enough money as it is."

"Only introduce a green bin. Keep the 240 L general bin emptied weekly. Recycling 240 L

empties fortnightly. Green bin 240 L emptied weekly.

We do not have the room for a 4 bin system. Introduce the green bin for now and see how things cope, then assess after time what further changes may need to be made. Slow and steady rather than rushing into an extra 2 bins, smaller bins, and emptied less often. "

Where in the hell are we to put 4 bins only have a small area for current two the small bin option for most people will be a disaster apart for glass collection

Lawn clippings need to be collected weekly otherwise people will stop cutting lawns as often and there goes our tidy town!

NA

Where are we to put 4 bins

I understand the four bin process may have to come in. But 1. Push it back as long as possible and 2. When you have to have to bring it in, make it more affordable and sustainable for every household. The land and house rates are already expensive without adding extra cost for smaller bins to be collected weekly!

Waste of time. It's hard to remember one bin let alone 4 bins

People can't afford more

Households should get a choice of how often they are collected or what bins they get for instance a greens bin is a waste of a bin for our house! But we would require 2 glass recycling bins.

"I have chickens that eat food waste. I recycle things like cardboard, paper, glass etc. Why am I having to get extra bins that I will not be using.

One size doesn't always fit everybody "

na

240 L weekly collection

"A sticker to put on each bin to remind of date to put out. If you miss your week it's a long time between collection. Often difficult to drop off excess recycling due to not being open on

weekends in Horsham. Makes it difficult for people who work. "

"why don't you propose an online system to nominate bin pickups and then charge individuals for excessive pickups. you would then have no complaints from people with rubbish stacked up and would allow drivers to only pickup bins that actually need to be emptied. its time to rethink the process and build a smarter city that meets the needs of the individual and not one size fits all!"

General waste bin to be collected weekly all others fortnightly but recycling and general waste to be 240 litres if you already have that size, at no additional expense on our rates.

Silly idea! We only have one bin on the farm

I would not use the four bins has I composed as mush waste I can and I think people should get a choice if they want the four bins

Don't do it.

I'll happily start dumping at the front of the council in the middle of the night

Stick to the 240 L general waste bin being collected weekly. Happy for the other 2 bins to be fortnightly and the glass to be monthly but general waste (especially children's nappies) sitting in a bin for a fortnight is not a good idea

Great idea. Needs to be by choice of what you would use and want. Not all or nothing.

Bins still need to be weekly

Some places won't have room for four bins

There are too many bins, I don't have the room to store them. General waste needs to be weekly due to smelly nappies, dog poo and other things that should not be left for long periods of time.

I'd say keep the 240 L general waste bin with 120 L recycle bins.

Garden waste is good but glass is a little pointless and we need waste picked up weekly in a 240

"Defiantly don't need it for rural. I understand the need for a green bin in town. But stupid to split recycling "

There should be at least an option for a large bin weekly. This is a huge increase in cost for a lot more work and less use for the general household.

Don't think it's worth doing!

Be sensible

"Tip vouchers should be made available in lieu of green waste bin for people on larger blocks. I would imagine this system would also be irrelevant to those who live on farms. I see many overflowing 240 L general waste bins each week from households with families - cannot see how a 120 L bin will help them & spillage from bins will increase. "

Don't listen to greenie extremists.

"I would suggest a lot of family would need a 240 L bin picked up weekly. Especially large families with lots of nappies etc. Also changing the normal bin service to fortnightly it will lead to a lot of rubbish dumping on the side of our roads and leaving the town and surrounding area dirty and untidy. I suggest you have an option to have a 240 L normal waste bin weekly pick up for both in town and rural, must people fill there bins weekly "

Subsidies of indoor sorting system. Nobody wants to run out to the bins every half hour, nor do we want our benches cluttered with sorted waste. It's a great plan, but people need assistance with managing their waste. Another thing to consider is where we should be fitting these two extra bins. We don't want them all kept out the front but don't have the usable space out the back. Privacy screens to screen the bins from the street?

I'd be happy to have other 3 bins collected monthly if it meant the normal waste bin could stay the same 240 L size and collected weekly

Most households don't use much glass these days. Need to change manufacturing processes if you want more glass recycled.

Great idea but empty weekly

Waste of time. Keep it the same and give rural a fortnightly recycling large bin. That's the only change that will work in rural areas. City areas maybe weekly rubbish collection and fortnightly recycling collection and a green waste bin too.

I would like the glass recycling to be a larger bin. I would find that 80 litres isn't enough and glass would then end up being put into either the other recycling bin or general waste

Like the 4 bins proposal especially green waste but don't make them all small bins unless in a unit or complex

I'm very happy with the proposal

Stop wasting our rates money on unnecessary crap and fix our roads and gutters instead

"Too many bins. Lack Of space for storage. Time consuming. Not practical for families. Paying more for less service."

"Rate payers are copping it the last 2 years please give each house hold a choice of what bins they could choose to use. Or the landlords depending on circumstance.

Give the people a choice each year on rates notices. Every family live differently and we need to account for that. "

Organic bin could produce an issue with smell and heat if not emptied weekly?

I think it sounds great

If you reduce the pickups of the general waste then there would be more dumping of rubbish and the cost to the council will be greater anyway. Apart from that we pay too much in our rates as it is, so then we will be paying more for getting less.

General waste should be collected weekly

Keep current sizes and frequency the same and add the 2 extra

I think we should add an organic waste bin but keep the rest as it already is. I've already wished for a weekly recycle service as I can't fit a fortnight's worth of recycling in it now.



green waste bin should be optional as those who recycle green waste may prefer not to have that bin

Dropping all the bin sizes by half is only going to create complaints to your office. All bins except glass should remain at 240. If you half them the amount of rubbish being dumped in the municipality will treble.

I wouldn't use the other two bins so it would be a waste as I am not paying for something I won't use as our service needs to stay the way it is recycling fortnight and waste weekly you will find if you cut the waste bin back to fortnightly you will have people dumping rubbish on side of roads as to far to go to the tip and to expensive

None

Our household regularly has our waste bin full if not overflowing. 240 L per fortnight is not enough for any family household or properties with 4+ people living.

"Glass would be fine at monthly  
Recycle fortnightly and on alternative week of the fortnight organic  
So every week waste alternative shares between organic and recycle and glass once a month  
All bins 240 Lt glass 120 Ltr  
And \$40 extra per year would be a great deal "

Great idea for the green waste bin but don't change the general waste bin to be smaller or picked up less frequently

A nappy/sanitary waste bin would be more useful

4 bins will be a jolly nuisance. Assuming that the waste will be treated appropriately, we can put up with this. What will happen to the organic waste, will it actually reduce the methane gas production.

The survey only gave the option of large bin fortnightly (or longer) or small bins weekly. How about larger bins weekly?

No

Weekly collection of large 240 L bins.

Please leave the waste bin as weekly regardless of the size of the bin.

Green bin

If you go trying to make our bin's smaller and mess with things the way they are I will just go and dump any extra rubbish on the side of the road coz your tip fee's are a rip off

For large families or families with small children a small bin is not practical and a large bin needs to be collected weekly!!

Think it's about time. People will complain but they will get use to it. Most councils do this already. Time Horsham moved into the present.

"Organic waste needs to be collected weekly due to the smell. Your questions regarding the cost did not include an option for maintaining 240 L bins and collecting weekly,... I would be prepared to pay an extra \$20 a year for that. "

It's going to be very confusing to remember which bins get collected when, I think there needs to be a calendar published, electronic is fine, the indicated what bin is collected and when.

Currently the recycle bin is not recycled but sent to landfill. How dare you introduce another bin/bins at an extra cost when you don't appropriately treat the current waste. What is currently being done is shameful what you are proposing is sinful.

We don't have a green waste bin nor do we have glass it would be a waste of money having these and we wouldn't use them

"Absolutely ridiculous. General waste needs to be collected weekly. How disgusting, especially in summer. The stench would be foul especially with nappies etc. Most families fill a 240 L bin a week. To make this 120 L or collected fortnightly is ridiculous and unrealistic."

Do it regardless. Gisborne is prime example and people don't understand that the bins won't be worse then now as you will be made to recycle and put in proper bins so will even out over more bins then just 2

The four bin system seems good but the general waste should remain the same for the first year of introduction and then reevaluate the requirements the 240 L needs to stay every week unless the household doesn't require it

My driveway is 400m long how an I meant to take more than 2 full bins down at one time. 2 bins are plenty. A greens bin would be helpful if we had to opt for one other service.

I think this is a great idea. Just want the weekly pickup for rubbish to stay as it is.

No

It's silly

Do NOT get rid of the bigger bins and weekly collection. Stop trying to find ways to charge home owners more. Criminal what you think you can get away with. Disgraceful!!

Keep services as is currently. Horsham rates are super high, past what is acceptable, we shouldn't have to have things change when we are happy with how they are currently. Just another way to steal more money from us. So disappointed this is even being considered. Shame HRCC

Recycle cans for money in Vic

"Why should I have to pay for bins I don't and probably won't use  
And how do you work your bin rates out to me if you are halving your bin days you should halve the bin cost not 2/3 of the cost "

Its a waste of time and money, but HRCC are professionals at doing those.

Great to see a green waste bin!

Please introduce the green waste and glass recycling bins, but continue to with the larger 240 L bin and weekly kerbside pick up. We have a baby and fill our bin each week and do not wish to have piles of garbage bags to take to the tip just to keep our house tidy.

Seem like the biggest concern is where are all these bins kept. And if pickups are on different weeks they should always be on the same day for all 4 bins services

"Garden & Food waste bin is a good idea but needs to be collected weekly. Not everyone has a vehicle or trailer to take own waste to transfer station. And not everyone has room for 4 bins. "

Another bin would be nice as we currently only have one

"Yearly rubbish pick up. Any rubbish that house holds want disposed of It would stop dumping of rubbish In bush land raid side etc "

Keep general waste pickup weekly

Leave it as it is !!!!!stop stealing my money!!!!  
What more money making schemes will you people come up with!!! I'll charge you with littering my premixed with your plastic junk!!!  
I've had enough of you people!!!!!!

No.

Growing plants and trees are great for the environment therefore weekly pick up of these pruning and mowing waste is very important

This system disadvantages those people living in rural areas of Horsham.

"Do not want fortnightly collection for any type of food products. Fortnightly is fine for non-food waste and recyclables."

In your survey you could have a choice to put a comment in when the choices are limited with the answers available only suit for what the council wants. Why even put a survey out when the choices are limited? The results won't be accurate.

Sounds great but smaller bins not a go only for glass

I don't agree with it

It needs to stay weekly and I shouldn't have to pay extra for it to stay the same, that's the whole reason I don't have a 240 Lt is to save on costs, I also have 2 recycle bins that are full every fortnight with a house of 3 kids, cats and 2 adults we need it to either stay the same or gain more frequent collection but definitely not less

As above

Don't do it

No

I think everyone needs a bigger green waste/organic bin collected weekly, as everyone has organic waste (kitchen), most people have a large amount of lawn and/or garden waste each week.

"Please leave it the way it is .

Weekly and larger bins "

Please continue waste removal weekly not fortnightly ...the smell would be horrible

"Smaller bins are no good and 4 bins most people don't have room for them and don't want them"

Don't do it.

Do not want the 4 bin system. Think about people who are disabled, and the older generation who will have to manage 4 bins on their property. Also 4 bins will take up unnecessary space on some properties. Fortnightly rubbish collection is wrong.

We need a weekly waste collection.

The green waste and glass bin will be next to useless. Halving the general waste pick up will be a catastrophe that will impact lower socio economic residents the hardest as they can't easily tip bins and will get slapped with "nuisance" fines if they have rubbish they can't get rid of. What are you thinking???? This is nuts!!

It will be difficult for large families.

Waste of money and why replace the current system that works perfect

Do not change anything! Listen to the community for a change.

"Only HRCC could come up with a plan to halve the bin size and double the yearly cost. The council seriously needs to reconsider. We are already amongst the highest rated councils in Victoria and you want a substantial increase. Perhaps you need to consider resigning first,"

Have a smaller glass bin and leave the normal rubbish and recycling as the big bins

Keep the waste bin the same size and keep collection weekly

120 L bins are not sufficient

Can a bin be divided into sections to combine recycle & glass to minimise the need for multiple bins.

Use the rates you already get better and don't increase by almost \$500

"General waste needs to stay the same at 240 Lt weekly pick up. The smell is bad after one week let alone 2.

Recycle 240 Lt a fortnight is just ok.

Glass a fortnight is ok.

Garden refuse is a bonus with a 240 Lt fortnight.

But where am I supposed to store 4 bins???"

some households will have difficulty accommodating another 2 bins.

ASAP please!

I won't be using them and not paying for them

Great idea for recycling purposes

None

Green bin to be emptied each week

I would not use it would be better off hiring a skip from a local business. I would over fill it in the first day what do I do with it then?

NA

I think general waste still needs to be collected once a week, especially during summer otherwise the stink will be terrible.

We pay stupid amount for rates now and get nothing back for it so I think we should get a rate cut

I think it will be great because the bins won't get as full

Would not want four bins for rural. It is already enough to walk 2 X 240 L bins down a 500m driveway. If we had a further 2 X bins, I seriously do not know how we could manage this. We would probably just end up putting everything in the general waste bin to

minimise the number of bins to take down the driveway.

Where will residents store 4 bins

No

You need to collect the waste weekly for sure

More should be done before people end up with waste, people making smarter decisions about packaging etc.

Yes...forget it!

I would definitely need a helpful schedule or brochure to put on the fridge to remind me which bin is collected when!

"Don't understand 4 bin business Why can't things stay as is for once in our lives Changing stuff never suits anyway"

Cannot fit more than 1 bin in my vehicle and already drive 5km down the road with it. This would mean we would have to drive 20km round trip to get the bins down the road. I pay my rates every year and seriously you want to cost me more money again.

I think it is a silly idea to introduce another 2 bins. I can only just fit the 2 I have nicely on the property and the others would go to complete waste. Glass is recycling. It goes in the recycling bin. I don't need a separate bin for that

keep general waste weekly and do not reduce size for families give a cheaper option to smaller households who want and are happy with a fortnightly service

Keep 240 Lt rubbish bin & collecting it weekly. How else do people get rid of their rubbish without a trailer. Add the glass bin if necessary.

Happy to have the four bins , however normal household waste need to be collected weekly but all other bins happy for fortnightly.

Prefer only 3 bins as we don't have room to store them.

"Don't want it.. want my 2 x 240 l bins waste weekly as smell in summer would be horrid

and fn 4 recycling. Leave as is don't want 4 bins in my yard"

I would love to have 4 bins but still require 240 Lt bin picked up weekly

Weekly collection for waste and food waste is needed. Not fortnightly

We do not need 4 bins the system works fine how it is not everyone has room for 2 bins let alone 4 leave it as it is

Don't do it

Don't implement the new service.

As rural I have to take my bin a 1/2 a kilometre to bitumen road to get emptied to do that with 4 bins for myself on my own I will probably not do .. I will just use one bin

"How heavy are bins supposed to be Some bins may only need to be 120 L and collected fortnightly. Our bins are being emptied less but costing more?"

Too many bins to store, with ones such as the glass deemed practically unused and another eyesore on our property.

I hope this survey is really taken into consideration from the people that actually pay for all the services already and not just a token to pass it through

What about people that live in units or small properties. There is going to be a lot of bins out on nature strips etc because there is no room in the yard. People who aren't recycle savvy will still throw their rubbish in whichever bin they choose. Some people may not have the capacity to determine what goes in each bin, especially the elderly, the young, or those who have poor memory

I would NOT pay more for a smaller bin to be collected weekly

"The 4 bin service is a joke. How is a unit meant to accommodate with 4 bins when there is barely any backyard or carport space. Families with small children, including myself, we fill the bin to the brim and needs to be collected weekly. We even manage to sometime have an overflowing recycling bin

on the fortnightly pick ups. The garbos barely have enough staff to run the trucks and it is, how do you propose they get more staff when they have tried and no one wants to do the silly hours. Where is the funding going to come from to get more trucks for the garbage runs? Let alone the staff. Where is all this waste going to go? To the landfill where it is all going atm anyway? Seems pretty ridiculous and a waste of people's time and money if you ask me. Especially if we don't have designated areas these truck runs are going to go, as it's all going to the landfill as it is. The only beneficial bin would be the green waste bin."

It a done deal so it is what it is and the rate payers just have to where it.

Doesn't need change

Really do need a green service. Im really happy council are finally embracing this

Don't need a glass bin all for a green waste bin.

Stick with the two bins system, it works why change it.

Happy with current service

Maybe yearly for glass collection but cannot fathom how anyone other than a glassworks, pub or alcoholic could fill a glass bin regularly. Don't take away the big bins and make them stick for a fortnight in summer crawling with maggots.

You should make each bin optional so that people can pay a reduced fee if they have little to no use for any of them (e.g. glass) and/or allow neighbours to opt-in to a shared bin of any of the four to help reduce cost and nearly empty bins

Big families need to have options of bigger bins

rural don't need a green bin but do need a glass bin once a month, not sure why we are being left out just for being rural

Do not change the general waste bin size or collection rate.

Weekly pickups

It's a joke!

It doesn't appeal to me , more trucks on the road,

It sounds pretty good to me. Happy to be seeing less in landfill.

Actually listen to what people want and need. Maybe keep your money hungry fingers out of the pie and keep the prices down for family's. HRCC is taking the absolute Mickey with the amount of rates you charge vs what people actually want and need. Wake up

Don't do it

We are well serviced at the Toolondo transfer station. We are a big family and I fill our 240 L bin every week and recycle all our plastics, glass and scraps go to the chooks. I strongly oppose to go to the four bin service and fortnightly pick up.

Keeping waste in bins for a fortnight is a smelly, unhygienic idea. If council want to introduce extra bins make it work within our current system. Weekly collection please.

My family lives on a property with very limited space, where are we supposed to put your 4 new bins??? This was clearly thought up by someone with the money and space to burn

Do not remove the 240 L waste bin collections weekly. You will have a lot of upset residents!

General waste needs to be collected weekly as does green waste. 2 weeks in summer is a very smelly bin! Especially for those with young kids in nappies.

It would be good to have and it good to tech the kids to recycle ♻️ It and save a Planet 🌍 .

240 L bins are heavy to manage. 120 L are much more user friendly weight wise. But getting the right thing I to the right bin will be a challenge at times and for some people.

"Why do rates have to increase if this is a compulsory system that people have no choice but to adopt? Where are people living in smaller townhouse accommodation meant to store 4 bins??? Leaving them kerbside is going to make the town look very untidy. Fortnightly

collection of general waste is far too long especially in the warmer months when people have nappies and food scraps sitting in bins. The odour and flies will be disgusting "

I do not agree due to having a very long driveway having to walk two bins is hard enough. If I had to do four bins it would be ridiculous. Where are you suppose to store them. It would take me much longer to put the bins out. It roughly takes me a good 8 minutes to do 2 bins. This would double and I find it quite time consuming and not needed.

Should definitely be user pays....totally agree with that.

no

Could work if weekly however people will not be happy to pay so much extra. Absolutely ridiculous for middle class and especially lower class attempting to get buy owning homes. Disgusting money grab by the council!!!!

I do not want extra bins taking up space, I only have enough space for 2 bins

No

This will increase contamination of bin contents resulting in a larger portion being sent to landfill.

Keep the weekly general waste pickup for the 240 L bin without an extra cost as this service already exists, 3 kids in nappies will fill the bin weekly combined with other general waste

Does food waste need to be wrapped?

Provide the full service to rural areas as we also want to recycle ♻️

"I think the green-waste bin would be fantastic! I don't understand why the glass cant just be put in with the rest of the recycling, as it currently is. Four bins will take up a lot of space on peoples' property."

It should have been bought in a long time ago rather than waiting until the state is making it mandatory.

"I would be prepared to pay \$20 extra total for a smaller waste bin and including a smaller

organic waste bin to be collected weekly (fortnightly would be to long with food waste, especially in our hot summers) . Not \$20 each for both, you did not allow that to be addressed in you questionnaire, I feel our rates are high enough \$40 extra is a lot of money for many people."

Just bring in a green bin.

I welcome a four bin system, but we can't loose our 240 L waste bin going from weekly to fortnightly

"I like the idea of having a designated glass bin as glass should be recycled as much as possible. there will be space issues in units and existing properties where a bin space has been designed around existing bin sizes."

Need to ask how many people actually want this service and listen to the community.

Don't want four bins they be all over the road wind blowing over on to highway Than I'll have to pay someone to get for me etc etc not happy thanks. Ps you can reply thanks but basically we don't want four bins thanks

The council can reject this ; as another council has already done so - citing it will not be cost effective, and not wanting to pass extra costs onto the ratepayer. Good on them . Heard this on the abc news.

4 bins very difficult for units & flats re limited space.

I think you questions were loaded and I was not able to answer how I really wanted to.

It's a ridiculous notion.

Typical lefty lunacy from a bunch of muppets in Spring Street. There's only so far we Victorians can be pushed and if state and local governments here wish to keep pursuing this (redacted) I won't hesitate to pack up my family and local business and head interstate. Enough is enough.

Don't like the idea

No

I really don't want to have to deal with four bins, I actually hate the idea. I always fill up my

240 L waste bin every week and over fill the recycle every fortnight. I don't want my water and recycle to sit there for longer, especially when I have an indoor cat and the smell is bad enough on waiting for weekly collections. I think there's better ways to spend money and time than on changing the bins cycle and adding two more that won't be used correctly by most house holds.

Happy with how it is now

If general waste isn't collected weekly people will dump rubbish or full up the community bins around town. It's currently an issue and will only get worse if you cut this service back

? Cost benefit to environment etc when your manufacturing four bins and then increasing truck use to collect.

"240 It general waste and weekly pick up MUST remain. Dedicated glass bin good idea. Do NOT raise rates any more, rates are ridiculously high. All rate payers deserve unlimited deliveries to the tip."

No the new system is overdue.

I fill my 240 bin more than once a week. I have to do lots trips to tip also. Moving to the new system will only make this worse. Hrcc is greedy and don't listen to any rate payers. Leave the bins alone

"Yes please think of everyone in the community, there are lots of big households. We really like the idea of garden waste, we often have a small branch off a plant we could pop in there "

Your option for general waste was limited. I will pay more for a 240 Litre emptied weekly.

Don't do it

It's fantastic!! Please don't let people who are complaining deter this... everyone will get used to it, some people just don't like change.

We would like an option not to have bins eg for glass that will not be needed.

Where are we supposed to keep all the bins? Council would need to provide a calendar for bin pickups

Don't charge more money to provide a service most people are not asking for, state government is forcing councils to introduce this service so you should be eating the cost of it. Don't give your selves a pay rise this year and do the community a favour. General waste bin and recycling should not change size or frequency.

I'm rural so this does not apply to me.

I think it is a good and practical idea. ..especially if it ultimately reduces waste But I do think council should be aiming to reduce waste in the community.

"As we would not have much glass to recycle a share drop of point would be fine for us. As we do not have a need for a greens bin maybe two free 6x4 trailer trips to the Transfer station with any rubbish would be fine a year."

By collecting the waste once per fortnight we will overfill with nappies and need to use the transfer station for our waste

Cost to the consumer should no increase. This is a government initiative and should be subsidized.

Reducing normal bin to once a fortnight for MORE money is a legitimate joke. Unless its like the states or UK where we can leave bags next to the bins to be collected OR we can opt for a 2nd bin for a ONE OFF cost it won't work

I am very happy with I have extra is a burden for me

Rural urban areas such as Horsham and surrounds do not need a 4 bin service. Other options should be explored including council allowing ratepayers free access to the transfer station for free during peak garden waste times ie spring /autumn, as opposed to creating another bin that needs to be appropriately stored, offensive odours would again need to be managed (ie green waste sitting in 40 degree heat will ferment and stink! ) in addition the making of new bins is not environmentally friendly as it is creating more plastic which will end up in landfill at the end of its lifecycle.

Nil

Where are people going to store all these bins? I have barely enough room for the existing 2 bins. I have no idea where I'm going to store the other 2 bins. How will people who live in units cope? I can see these bins being left in the street.

Would have concerns on odour of organics bin after a fortnight and also the potential for more bin fires with two weeks of grass clippings. Would be beneficial with very clear lid instructions on each bin.

You are talking of raising fee by \$10 but reducing service by half. Rubbish overflow will just get dumped in town bins as residence will not want smell at their home especially coming up to summer

Looking forward to green waste bin

General waste needs to be weekly

Stop changing (redacted)

Storage of bins for town houses, units and residences on small titles will be an issue!!!

I don't know how you can justify making us have a 120 L waste bin picked up fortnightly when at the moment we have a 240 L waste bin picked up weekly and it's overflowing now every week.

There should be a cheaper option to have ONLY 4 120 litre bins at a reduced rate.

Waste of time

"Provide recycling depot at 4-5 locations around town so that people who have more recycling can deposit their own excess waste. Offer smaller recycling bins to people on a needs basis as the 240 L bins are hard for some people to manoeuvre "

We lived in NSW, 3 large 240 L bins. General, recycling and green waste. General weekly, alt week of green and recycled worked perfectly. In house bins are generally 2, General and recycling how are households meant to conveniently separate daily waste/recycling without making more work for normal households?

keep existing collections

Don't need separate glass recycling

I think families with young children in nappies would need weekly 240 litre bin emptying.

There is enough confusion on which bin has to be collected when and what goes into each one just having 2 bins without increasing to 4.

Thank goodness I don't live in town and have to find somewhere to put 4 bins! Maybe try and teach people to be more responsible about their own recycling.

great to be looking at new ways of recycling but general waster is a massive problem

Love the idea of green waste bin I have been wanting it for years

Absolute waste of money

Not sure where small households, flats etc are supposed to find room for 4 bins outside

Most people use organics for chickens or compost. Don't need a green bin. Why not make it free green waste at the tip?

Leave recycle at fortnightly pickup

"General waste needs to remain weekly. Fortnightly is too long between collections for majority of households. If not collected weekly it will lead to bin contamination, odour and smells, pestilence, full bins sitting kerbside for a week or more, and people disposing of excess rubbish themselves such as in bushland, burying it on their properties or other properties or burning it in their yards More bins per household is not going to make a great deal of difference in HRCC. It is not a highly urbanised or high density area. Transfer station fees are too expensive, leading to increased illegal dumping. Fees need to be reduced significantly or residents should be given free tip vouchers for large or bulky items a number of times each year. You need to give people incentives to dispose waste properly or give them no reason to do it illegally. "

I don't agree with the change would like things to stay the same as it is



Could put a glass service area where people can drop of their glass in stead of having another bin

Concerned about the smell for fortnightly collection of general waste and green waste. Needs to be weekly at minimum. Other two can be longer.

"Instead of charging more money (because this looks like a cash grab from the council) maybe look into drop off location with the incentive to give money back to people. Look into or ask the supermarket the recycling program. Encourage supermarket to have drop off points for recycling. You need more transparency about research you have completed to come to this point that we need more bins thus charging us more for service that render obsolete by supermarket bring in there recycling program or reuse program. You need to have more incentive for people to complete these task because they won't do correctly. More research is needed as this straight up looks like cash grab. "

"In all honesty, sick and tired of the continual rate rises from our council that are frankly much higher than most other regional councils, especially when we see little to no improvements that benefit the community. Might be time to consider making a move."

I just don't think it's necessary, too much of an overkill of bins. Stupid.

I currently have a 120 L general waste and 240 L recycling. Having 4 x 240 L bins will be difficult to store, will look unappealing and if only collected fortnightly the smell from food waste will be terrible

Green bin should be weekly in summer

"I think it's a great initiative, people are worried about the organic waste bin smelling in town. Education on how to reduce odour etc and perhaps a council scheme for free or subsidised compost bins would work well to help give people options to reduce organic waste into their bins (was done in other councils)."

"So pleased to see this is proposed. Recycling can be effective with these changes.

I think the organic bin will become very smelly after 2 weeks. Therefore weekly collection would be best. I do not see that it follows that the bin size needs to be reduced. Sometimes it may be full and often it may be half full - the quantity going into the transfer station is likely to be the same whatever the size bin so may as well retain the flexibility. We have said that we would not pay more for a weekly service but this was because it meant a smaller bin. Happy to pay more for a large bin collected weekly."

Don't like it. We won't use the 2 other bins. A waste of money. We have a worm farm and compost fill. I reuse all glass jars for cooking or around the house

As a large family we will not cope the the proposed idea.

Is there an option of having a community bin? Maybe a glass bin placed in the community certain weeks of the month and several households could use it instead of 1 each.

No, just to have the hard waste collection offered.

Your waste team do an excellent job and they should be commended for the great work they do. Especially on weekends and public holidays

No

Make sure the bins are clearly marked with what can go in it

No

Option to opt out of organics bin for those that compost at home. Discounts for people who do home composting or free/discounted compost systems. Some people won't have space to store four bins.

Scrap it, silly idea.

Yes, too many bins for each house hold

Kitchen waste and greens bin would been to be emptied each week. This bin would smell and be growing mould.

Don't do it - give people a better option of what is effective for maintaining their own waste management. Not everyone needs a glass bin - let alone pay extra for another thing to live in this town. Not exactly a selling point, Horsham isn't special let alone half of the uneducated idiots around here that couldn't even tell the difference between the different coloured lids.

Looking forward to being able to separate recyclables

Why are you not offering an option to not change the bins. This survey is rigged to make the answers come out as the HRCC wants them. So shady

General waste needs to be collected weekly whether it is a small or big bin. We don't see enough of what our rates go towards so don't put a cost on it.

A collection of 240 L bin once a fortnight sounds quite inadequate and unhygienic for people with babies in disposable nappies.

Not interested in any change to the current system. More inconvenience to the property holder if proposed system is introduced.

Don't change from the weekly general waste pick up, or charge more for it, the rates we pay are getting to the joke stage and surely can cover the weekly pick up. The 4 bin is a good idea but not at an added cost. If the council was serious about recycling it should implement it as it's own strategy in reducing land fill and helping the environment. But they won't, this will be put into place exactly as the council want without ever listening to the people that voted them in and pay the rates.

I will be putting our house hold waist in the council's bins at the shire office's so you can put up with the stink because we will not be stinking out our house and neighbours.

As suggested set up a community bin for households that are unable to store four bins

As above I'm not happy for smelly rubbish to be sitting around for two weeks & we shouldn't have to pay extra to have weekly when it's weekly already

Keep it the way it is

It would be easier if all bins were collected fortnightly, even two one week and the other two the next week.

Fantastic initiative. All households will have different needs - particularly for volume of green waste.

"Storing 4 bins would take up a lot off room. Not every one has a big yard to store them. They could make a storage space where people could bring their bottles and jars. I have seen this in Europe in some countries."

We run a business from home too and we have – 240 L and we could almost double it weekly as is!!!!

Where do you propose that people who live in Flats, Units, Town Houses, that are on very small blocks (& getting smaller) will locate 4 bins, many don't have room for 2 bins let alone 4 bins. the concept for recycling is good, but the practicalities are not. Are the current building regulations to be upgraded to ensure that building design / space allow for this. I don't want neighbours bin with 2 week old nappies, right at my back door

I think Council is doing a good job working through this - thank you.

I suggest keeping both general waste 240 L weekly and recycle as 240 L bins fortnightly. I am single and fill them easily, I could only imagine the large families struggling and going to smaller bins for long periods of time. Also we do not need bins full of rubbish for weeks, turn stinking. However well done on introducing the service as it is needed and i would love to separate my gardening waste

Garbage to always be weekly and all other bins on the same fortnight

I agree with the glass bin but maybe one per street in rural settings as I personally would never have enough glass to have a bin.

I think that it is a large expense to the ratepayers. I believe that it is totally unjust to effectively halve the rural service in order to implement and fund a city-based system.

Could you share with Neighbour or flats as I believe housing all these bins will become an eyesore & issue for many streets & houses.

Keep all bins at larger size and weekly for general waste and green waste. Fortnightly for general recycling like present and glass could be smaller bin and fortnightly as well

Keep weekly pick up of general waste and fortnightly recycle bin also need to look at restructure of pricing for the transfer station as costing is unaffordable for the average person .

With 4 bins, would most people be able to get by with fortnightly pickup of the rubbish bin and thus reduce the annual cost for services?

I hope that the recycling bin contents doesn't just go into landfill - as that's the rumour I hear!

Is the transfer stations set up correctly to receive these new deliveries or will we be sorting all out waste to be thrown all in the same skip at the end of the line

no

It isn't acceptable to expect households to put up with nappies, food waste and animal waste sitting in our bins especially in summer and only be collected fortnightly. The smell will be disgusting. Not only are you reducing the collection to fortnightly but you are halving the size of the bin too and charging ratepayers more!!! The glass bin is an absolute waste of time and space for us who wouldn't fill it in a year. Please do the right thing by the community and listen to the voices who aren't happy about the fortnightly waste collection at all and keep it as a weekly collection.

Horsham rates are ridiculous compared to other rates in other towns and now it is proposed to essentially provide us with a lesser/smaller service for the same amount or money. Disappointing!

ldk

K

Do not introduce the two additional bins to the current waste collection service.

Disgusting to have food waste and nappies sitting in a bin for a fortnight especially during hot weather. Not happy that rate payers are being charged extra for waste to only be collected fortnightly.

"Horsham resident, has provided a positive response to the proposed changes to our waste services

Please note concern however for fortnightly collections, not supportive, concerns about putrescible waste, odour vermin etc."

To many bins to take out from the back yard to front yard. Its hard work for an 80 year old

"1- Storage room for 4x240 Lt bins??

2- Organic waste needs to be picked up weekly

- Council will need to supply compostable bags to put food waste

Council needs to specify what goes in each bin e.g. foil, foam, food wrapping not plastic"



**Horsham Rural City**  
Council urban rural balance



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