

New kerbside rubbish and recycling services coming to Rotorua

What's changing?

Kerbside recycling collection is being introduced – this is something Rotorua residents have indicated they wanted for quite some time. However, the in-town recycling centre will also continue to operate so people can still take recycling and e-waste there.

In urban areas where people have been putting out rubbish bags once a week, they will, from 31 October, be putting out wheelie bins.

Each household will have a 140 litre wheelie bin for general rubbish, which will be collected weekly.

Each household will also have a 240 litre bin for recycling (except glass) and a 45 litre plastic crate for glass. These will be collected fortnightly.

Services for lakes and rural communities will be different from those which people living in the city's urban areas will receive.

Communities where access is an issue or where there are transfer stations operating (Okareka, Tarawera, East Rotoiti/Rotoma, Okere Falls, Mamaku) have been consulted and some will have the option of bags or bins while others have indicated they want just their transfer station. Transfer station opening days and hours are changing as part of the new services.

Meanwhile, it is proposed that collection points be established in rural areas where there are currently no rubbish collection services at all. These communities include Waikite Valley, Ngakuru, the wider Reporoa and Rerewhakaaitu areas (the villages within these last two already receive kerbside rubbish collection).

For some residents there will be an inconvenience and Council acknowledges this. However, these changes will allow for additional refuse services to be provided to residents.

Wheelie bins are also better for the environment and allow the district to recycle in greater amounts. Paper bags would, long term, be a more expensive option.

The need for change

The need for change was identified in council's [Draft Waste Strategy](#) which was approved as part of the [2015-25 Long-term Plan](#). Key factors included:

- 10% of properties in the district don't have kerbside rubbish collection
- Rotorua's kerbside collection contains a lot of material that could be recycled
- High demand for kerbside recycling
- Reduced income from landfill operations created a shortfall in funding required to provide waste management services

Councillors approved a change from paper rubbish bags to wheelie bins and kerbside recycling and approved a proposal to explore shared management of the landfill.

Formal consultation on the draft strategy was conducted as part of the Long-term Plan process and submissions from that, and from feedback received during other community consultation, was incorporated in the final design of the proposed new rubbish collection, kerbside recycling and landfill services.

Timeline for introduction of new rubbish and recycling services

1 July 2016

- New contractor Smart Environmental takes over transfer stations
- Smart Environmental takes over operation of in-town recycling centre

July to October

- Two wheelie bins and a crate – wheelie bins tagged to properties and bar-coded – to be delivered to 26,403 properties throughout the district (with educational/information packs attached)

31 October

- First kerbside wheelie and recycling collection

About Smart Environmental

- Third largest waste and recycling company in New Zealand
- Largest New Zealand-owned waste and recycling company
- Employs directly within the communities in which it works
- Has been servicing councils around New Zealand for 20 years
- Uses local service providers to support its operations as part of a philosophy of working with local communities in which it operates
- Privately owned
- Committed to investing in the communities in which it operates by spending locally, employing local staff, spending profits locally, supporting local companies and using local sub-contractors.

For more information go to the [website](#)

Did you know?

- 40% of Rotorua's household rubbish is compostable
- 49% of Rotorua's household rubbish is recyclable - 10% of that is glass.

What bins will I be getting and when will I get these?

Your new bins will be delivered ahead of the first collection date – 31 October 2016 – and they will come with an information pack which will tell you about the new collection services, provide guidance on what you can and can't put in them and other information.

You'll get three Bins

- 140 litre bin with a red lid for your general rubbish which will be collected weekly
- 240 litre bin with a yellow lid for paper, plastic and tin recyclables (not glass) which will be collected once a fortnight
- A 45 litre blue crate for glass which will be collected once a fortnight

Residents in lakeside communities which will retain kerbside collection will have 2 options:

Two bins plus one crate:

140L red lidded bin for rubbish, collected weekly

240L Yellow lidded bin for recycling (paper,plastic,tins), collected fortnightly

45 litre blue crate for glass, collected fortnightly and alternating with the 240 litre recycling bin

OR

Bags

52 red 60 litre bags for rubbish, collected kerbside on a weekly basis (additional bags can be purchased)

Recycling to be taken to a rural transfer station or collection point

What's proposed for our rural areas?

Operation of existing rural transfer stations will continue and the villages within some rural areas currently receiving kerbside collection will continue to receive kerbside services.

However, some parts of our district currently have no rubbish or recycling collection services at all (including Waikite Valley and Ngakuru and parts of Reporoa and Rerewhakaaitu). We want everyone in the district to have access to rubbish and recycling collection services and we will be working with those communities with a view to introducing services there. Consultation about that is expected to occur next year.

What's happening with transfer stations?

There are four transfer stations across our district – in Mamaku, Okere Falls, Reporoa and Tarawera. These are open two half days per week and a fee is charged for the disposal of rubbish and green waste.

New opening days and times are proposed, along with other changes. There is no charge for recycling

Residents of Mamaku, Okere Falls, Reporoa and Tarawera will continue to receive kerbside collection services Use of rural transfer stations will continue to incur a fee. Residents of these communities who live outside the kerbside collection areas will be provided with bags for the disposal of rubbish at collection points. Drop-offs for rubbish in these bags will be free of charge and

there will be special access points for this. Some collection points will be co-located at rural transfer stations.

Fees will apply for additional rubbish which is not in the council-provided bags.

All residents will be able to drop off recycling, free of charge and at any time.

Changes in opening days and times for the transfer stations are necessary as part of efficiency improvements we propose to provide additional collection points at the transfer stations and in our lakes and rural communities

Will the fees charged at transfer station change?

There will be no change in fees for 2016.

What can I drop off at the transfer station?

You are able to drop off all rubbish – apart from anything that contains flammable gases or similar and you will be able to drop off recycling.

Green waste will not be separated at the transfer station so you will need to visit the district landfill to get rid of green waste.

Current opening days and times

Mamaku Transfer Station	Opens	Closes
Wednesday	1.00pm	4.30pm
Sunday	1.00pm	4.30pm
Reporoa Transfer Station	Opens	Closes
Wednesday	1.00pm	4.30pm
Sunday	1.00pm	4.30pm
Okere Falls Transfer Station	Opens	Closes
Wednesday	1.00pm	4.30pm
Sunday	1.00pm	4.30pm
Tarawera Transfer Station	Opens	Closes
Wednesday	1.00pm	4.30pm
Sunday	1.00pm	4.30pm

Proposed new days and times

Mamaku Transfer Station	Opens	Closes
Wednesday	8.30am	12.00pm
Saturday	8.30am	12.00pm
Reporoa Transfer Station		
Wednesday	1pm	4.30pm
Saturday	1pm	4.30pm

Okere Transfer Station		
Thursday	8.30am	12.00pm
Sunday	8.30am	12.00pm
Tarawera Transfer Station		
Thursday	1pm	4.30pm
Sunday	1pm	4.30pm

What's happening in the inner city (CBD)?

Inner city properties will be provided with wheelie bins which will be larger than those for residential properties.

There will be a change to the service for the inner city.

Businesses which use council services currently have two collections per week. This will change to once a week but the capacity will increase so they will be able to get rid of the same amount of rubbish per week as they do now.

They will also receive recycling wheelie bins and crates for fortnightly collection.

What about people with long or steep driveways who are currently able to drive their rubbish to the roadside for collection?

Council is aware of this issue, which has also been experienced in other areas nationally. This has been resolved elsewhere by residents in a couple of ways:

- Leaving bins near the end of the driveway and dropping waste off as required, reducing the distance the bin has to be transported on collection day
- Fitting wheelie bin tow hooks onto tow bars.

What about extra or bigger recycling I have?

You'll be able to take additional or bulk recycling to the in-town recycling centre, just as you do now, or use your local transfer station.

What about E-waste?

This will continue to be taken at the in-town recycling centre and there will be a charge incurred for some items – including televisions and some office equipment like computers – which will come into effect on 1 July 2016.

A charge is being introduced because collecting dismantling and recovering E-waste cost is not sustainable. The fee will be similar to that charged in other districts for E-waste recycling.

Council currently pays \$140,000 a year to collect, dismantle and recover about 220 tonnes of e-waste.

What about elderly people who are worried about whether they can handle wheelie bins?

Where no other alternative options are available (eg assistance from neighbours and/or family), residents will be able to apply for a special service (known as Infirm Collection Service or 'back door' collection). If criteria for the special service is met, the contractor will collect the resident's wheellie bins, empty them and return them to their original location.

Council says it followed “a robust and objective evaluation process” – what did that involve?

Two separate Requests for Proposals which were facilitated by an independent consultant. Applicants were scored and selected against predetermined criteria.

Council says it was “looking for innovation as well as efficiency and cost-effectiveness”. What innovations are included in the new contracts? What was the successful contractor, Smart Environmental, able to offer that others were not?

The successful contractor through well thought out solutions was able to provide additional services and improve existing services for the same cost. Examples: Rural transfer stations will operate at significantly less expense while retaining the current level of service and rural households which currently do not have household waste collection may be provided with a service.

How many tenders were received?

Three contractors applied for each of the two contracts – rubbish and recycling collections and landfill operation.

Was the impact on local contractors considered in deciding who would get the contract?

The local economic impact for the district was considered for all tenders and this was scored as part of the tender assessment criteria.

What's the process in deciding who will provide a service and what factors are taken into consideration?

Council developed Request for Proposal documents which identified the scope of services required for each contract. Tender applicants developed bid documentation which provided a solution against the scope of services. Each bid was assessed against set criteria and scored. The consolidated scores identified the successful applicants.

Why did council decide to go with two contracts rather than just one – what are the benefits of doing it that way?

Contractors had the option to submit a combined tender to cover both collections and landfill contracts.

While the aim was to simplify processes and make additional cost savings, the tender evaluation process identified that two contractors were more cost effective in this instance.

What is the collection contract worth?

Approximately \$4m per year.