

Registration

Do I need to register for the hard waste collection service?

Yes. Hard waste items will ONLY be collected from those properties that have registered for the service.

When can I register for the hard waste collection service?

Registration opens on **1 October** each year.

How do I register?

Register Online

You can register on Council's website. Visit www.meander.tas.gov.au and select Waste & Recycling. You will be required to enter a valid email address in order to receive confirmation of your registration.

Register by phone or in person

Phone Council on 6393 5300 or visit the Council offices at 26 Lyall Street, Westbury and a customer service officer will assist you to complete your registration.

Why does Council need to know what kind, size and quantity of items I want collected?

This information is used by Council's contractors to ensure they have the appropriate number of vehicles and personnel available on your specified collection day.

Can I add to, or change my list of items for collection after submitting my registration?

Yes. You must contact Council on 6393 5300 if you wish to make any changes or additions to your registration. Time limits do apply.

Can I cancel my registration?

Yes. You must phone Council on 6393 5300 to process your cancellation.

Will I receive a reminder notice before my collection day?

No. You must take note of the collection date for your area. Hard waste collection dates will be advertised on Council's website, on Council's Facebook page and in local newspapers.

Can I put extra items out for collection that are not listed on my registration?

No. Only items listed on your registration will be collected.

Collection of items

What time do I need to put my items out for collection?

Registered items must be placed out by 6am on your collection day or no earlier than the day before.

Where must I place my hard waste collection items?

Items must be placed on the nature strip at the front of your property. Avoid placing them on footpaths where possible or anywhere that they may cause a hazard for pedestrians.

Items WILL NOT be collected from within a property boundary, inside fences, porches or any location other than the nature strip immediately adjacent to the property.

What if I am unable to move my items out to the nature strip for collection?

If you are unable to get your items to the nature strip due to illness, frailty or disability, special arrangements can be made to have your items collected from within your property. If you require assistance, you must advise Council at the time of registration. This can be done online, in person or by phoning Council on 6393 5300.

Hard Waste Collection

Frequently Asked Questions

How much hard waste can I place out for collection?

The total volume of items must not exceed 3 cubic metres per property (2m wide x 1.5m deep x 1m high). This equates to approximately the space of an average dining table.

Is there a weight limit?

Yes. Each item placed out for collection must not weigh more than 40kg and must be able to be safely lifted by two people.

Is there a size limit?

Yes. Each item placed out for collection must not exceed 1.5m in length.

Do I need to remove doors or wrap items for safe collection?

Yes. All items that have doors must have their doors removed. This includes cupboards, fridges, freezers and washing machines. Once removed, place the doors next to the item for collection. Window panes and any unbroken glass must be wrapped for safe collection. Carpet must be rolled and tied. See the Hard Waste Collection Guidelines for more information.

I am not sure if Council will accept some of my hard waste items. Can I check?

Some items like mattresses, asbestos and green waste cannot be accepted. Check the Hard Waste Collection Guidelines for the full list. If you are still unsure contact Council on 6393 5300 for advice before you register.

What happens if I have registered, but my items are not collected on my specified collection day?

Council will make every effort to ensure your registered hard waste is collected on your specified collection day. If your waste is not collected, contact Council on 6393 5300.

What other ways can I dispose of my hard waste items?

If your items are in good condition, they may be useful to someone else. Charities and opportunity shops (op shops) can be a great place to donate furniture, kitchen items and garden tools. Council operates three waste disposal facilities in Meander Valley. Visit www.meander.tas.gov.au for more details or phone Council on 6393 5300.