

ATTACHMENT B

**SUMMARY OF COMMUNITY FEEDBACK
AND RESPONSES SCHEDULE**

SUMMARY OF COMMUNITY FEEDBACK AND RESPONSES SCHEDULE

No.	Issues raised by community	Requests/suggestions by community	CoS response
1	General		Noted.
1.1	<p>Supporting the draft Waste Policy and applauding the Council's desire to maintain Sydney as a clean environment.</p> <p>Commending the excellent waste management of the city and in particular the workers responsible for removing the bins each week.</p>		
1.2	Concern that waste policies remain current and do not lapse.	It is important to ensure that this policy is always up to date as the City has sufficient resources to ensure that it is.	The draft Waste Policy is a Local Approvals Policy and in accordance with the Local Government Act, s165 (4) the policy will be automatically revoked 12 months after the declaration of the poll for the next general election of Council, unless the Council revokes it sooner. The policy will be reviewed following the next Council elections.
2	Bulky waste and illegal dumping		
2.1	Bulky waste collection services	<p>There should be more general clean up days in addition to the scheduled weekly pick up.</p> <p>Many people illegally dump bulky materials on the footpaths because they do not have access to vehicles to transport large items to a waste facility.</p> <p>The City's waste services should provide prompt and cost-effective removal of illegal dumps and maximise recycling of dumped materials.</p>	The City provides free weekly bulky waste collections to all City residents and removes illegal dumps within 24 hours of reporting or as part of regular street cleaning schedules. The City promotes the importance of booking in a bulky waste collection and reporting instances of illegal dumping to the community through the Zero Waste marketing program which includes the annual waste and recycling guide, the City's waste & recycling webpages and other communication materials.

No.	Issues raised by community	Requests/suggestions by community	CoS response
3	Bins		
3.1	Replacement bins	Any bins that are damaged should be replaced free of charge to the resident.	The City repairs and replaces damaged bins at no additional charge to residents. Residents can order a free replacement bin through the City's website or by contacting the Customer Service Centre.
3.2	Communal waste bins	There should be communal or street green bins so that people may use these bins more regularly but not have to have them on their property.	The City proposes to trial an underground communal waste and recycling system (subject to DA approval) in Royston Street, Darlington. Based on the success of this system there may be other locations where similar systems could be utilised, for communal collection of waste, including green waste.
3.3	Bin identification	Bins should all be traceable with some kind of tag that identifies them to the address which they belong to. This way bins that are left in the streets can be identified and their owners reprimanded.	The draft Waste Policy requires all residential bins to be permanently labelled and for the information on the label to be current and contain the name, address, and contact phone number of the occupier of the premises.

No.	Issues raised by community	Requests/suggestions by community	CoS response
4	Permanent placement of bins in a public place		
4.1	Ineligible applicants	Under Ineligible applicants in Appendix 2, this should include “regardless of whether the bin is to be passed through the inside of people's houses”.	This recommendation has been considered for inclusion in Appendix 2 Special approvals - conditions for permanent bin placement in a public place. However, the City does not support including this additional clause given that the circumstances of some residents and/or dwellings may make passing a bin through a dwelling unsafe or unreasonable. The authorised City officer responsible for conducting an assessment of properties' bin storage opportunities and constraints will consider each property and respective occupant's circumstances individually. However, where adequate bin storage space does exist at a property, passing bins through a dwelling would not generally exempt the applicant from the City's policy that their bins be stored on their own property between collections.

No.	Issues raised by community	Requests/suggestions by community	CoS response
4.2	Exemptions to requirement for bins to be stored on private property	<p>The section on 'conditions for bin placement in a public space' under Appendix 2, Special approvals should allow exemptions for requiring the placement [storage] of bins on a property where the following circumstances apply:</p> <ol style="list-style-type: none"> where a health and safety risk is posed. For example, if the only place available on a property to store a rubbish bin requires the bins to be moved up and down a flight of stairs. This is particularly relevant if the resident is elderly, less mobile or in wet weather. where the storage of bins impacts on the wellbeing of a resident. For example, the policy stipulates that commercial bins should not be placed in close proximity to any opening window or window providing ventilation or visual amenity to the premises or a neighbouring premises. Presumably this same logic can be applied to residential waste. That is where the only place for bin storage is immediately adjacent to a window opening (of a habitable room within the dwelling) the bin's odour has the potential to impact on the resident's health and wellbeing. This is particularly relevant in summer when windows are kept open. 	<ol style="list-style-type: none"> The City is committed to minimising risks to public safety. The authorised City officer responsible for conducting an assessment of properties' bin storage opportunities and constraints will consider each premises and respective occupant's circumstances individually. However, where adequate bin storage space does exist at a premises, passing bins up and down stairs would not generally exempt the applicant from the City's policy that their bins be stored on their own property between collections. The City does not support including this additional clause because it is already addressed under 'Conditions of permanent bin placement approval' in Appendix 2 of the draft Waste Policy already stating that: <i>permanently placed bins must not be placed in front of or in close proximity to any opening window or window providing ventilation or visual amenity to the premises or a neighbouring premises. (The authorised City officer conducting the assessment may use their discretion to evaluate the ventilation and amenity properties of a window.)</i>

No.	Issues raised by community	Requests/suggestions by community	CoS response
		<p>3. where the only space available on the property to store bins is being used for communal or community purposes. For example, if the only place available to store bins is being used as a place for neighbours to gather regularly, children to play or for communal (vegetable/herb) gardens to be established for the benefit of the community then an exemption may be relevant.</p> <p>4. where precedent exists and the vast majority of residents residing in the street are in support. That is, where bins have been kept for a number of years in a public place safely and neatly and where there is no evidence to suggest that their storage encourages illegal dumping.</p> <p>5. These case by case exemptions would only be granted if a place to store bins publicly did not pose an access or pest issue or attract illegal dumping.</p>	<p>3. The City is committed to supporting residents' own initiatives to foster and strengthen their spirit of local community.</p> <p>Potential negative impacts from storing bins on private property that is regularly used as a communal space will be considered by the authorised City officer conducting the assessment. However, the City does not support including this additional clause given that such considerations would be reserved for exceptional circumstances and should not be listed as a general exemption.</p> <p>4. The draft Waste Policy provides a process for an owner or occupier of a premise to apply for approval to permanently store their bins in a public place. This involves a detailed assessment by a City officer of the circumstances affecting a premises' bin storage capacity. Approval will only be granted where a strict set of criteria have been met. Where storage is available for bins within a premises it is the City's position that the bins should not be stored on the street.</p> <p>5. Refer to point 4, above.</p>

No.	Issues raised by community	Requests/suggestions by community	CoS response
5	Commercial waste collection times	6. Exemptions could be made on a trial basis or over short periods of time. For example, exemptions made in summer months when windows were more often open may be appropriate in some cases, where the bin storage is up against a bedroom window for example.	6. Trial exemptions may be appropriate in some circumstances and may be issued in accordance with the terms already set out in the 'Conditions of permanent bin placement approval' of Appendix 2 in the draft Waste Policy which states: <i>the terms of an approval may vary between premises according to circumstances unique to their location. The City reserves the right to alter the terms of an approval if circumstances relating to bin placement change.</i>
5.1	Noisy collections	Food premises in the Oxford St. Darlinghurst area regularly receive garbage collections outside of authorised hours, typically around 5am (however sometimes as early as 2.30 am). These early morning collections have negative impacts on residents' sleep and wellbeing.	<p>The draft Waste Policy allows commercial premises on Oxford Street to receive night time collections provided that their bins are placed out for collection along Oxford Street.</p> <p>Some businesses place their bins out for collection in the rear lanes parallel to Oxford Street, adjacent to residential buildings. The draft policy states that collections from these rear lanes should not occur before 6am.</p> <p>The City regularly responds to complaints from residents regarding noisy night time waste collections by investigating the situation and contacting the waste contractors and businesses concerned. Such interventions are typically successful and result in changes to the offending collection practices or the identification of new locations for the bins to be collected.</p>

No.	Issues raised by community	Requests/suggestions by community	CoS response
6	Compliance and enforcement		
6.1	Bins off the street	Council should have effective and quick procedures for dealing with offenders that ignore Council's bins off the street policy.	<p>The City's waste education team has a program called 'Clean Streets' which specifically deals with bin storage issues including bins that are left on the street by proactively engaging residents and businesses to store bins correctly.</p> <p>The current program involves:</p> <ul style="list-style-type: none"> • door-to-door conversations, letters and phone calls with businesses and residents to explain the importance of storing bins on their properties between collections; • removing unclaimed bins, repairing broken bins, and labelling bins with addresses; • identifying opportunities to beautify laneways and illegal dumping hotspots with garden beds.
6.2	Issuing penalty infringement notices for waste-related offences	Council's prioritising information and education approach ahead of enforcement is applauded, however this approach is ineffective on offenders who have no regard for the environment, their fellow citizens or the ethics of a civil society. After two warnings a fine should be imposed.	<p>Waste Officers work closely with City Rangers to follow a four stage approach on waste-related offences; communicate, educate, caution, then enforcement.</p> <p>Witnesses to illegal dumping and littering offences are encouraged to report them to the City's Customer Service Centre. This is referred to the City Rangers to investigate the matter. A Ranger then contacts the person that filed the report. Only if the person agrees to provide an official statement and to testify in court on the matter will action be taken to prosecute an alleged offender.</p>

No.	Issues raised by community	Requests/suggestions by community	CoS response
6.3	Reporting littering and dumping offences	Council should create avenues for the public to identify and report littering offenders and locations of illegal dumps such as a dob-in-a-litterer phone number and a 'Snap Send Solve' phone app.	<p>Residents can report littering and illegal dumping by calling the Customer Service Centre or through the City's report an issue online service. The City is also developing a report an issues app that will be linked to the existing website-based report an issues online service.</p> <p>The Snap Send Solve app can also be used to report a number of issues including dumping, street cleaning, noise, graffiti, parking, animals, pavement, roads, trees and playground equipment.</p>