

Logan City Council

Waste Vouchers Procedure

Logan City Council

Document Control

File No:	1212002-1	Document Id:	14221592
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Amendment History

Version Number	Description of Change	Author/Branch	Date
1	Original version	Health, Environment & Waste Branch	29 January 2021

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1 Distribution

- a) Four (4) vouchers will be distributed to domestic ratepayers once annually as an insert with the July rates notice and distributed electronically to customers that receive electronic e-rates (BPAY View) rates notices.
- b) Domestic non-owner occupiers (i.e. residents who rent) will not receive any vouchers directly from Council and will need to contact their landlord to request the vouchers that have been issued to the ratepayer of the property in which they reside. Additional vouchers will not be issued to the property ratepayer in the event of a non-owner occupier tenancy change.
- c) Ratepayers of non-strata titled, domestic/residential multi-dwelling properties will be invited via a statement on their voucher to claim an entitlement of additional waste vouchers of up to an equivalent of the number of individual living units contained on that property by contacting Council.
- d) Persons who become domestic ratepayers part-way through a financial year and did not receive vouchers distributed in the July rates notice may contact and request vouchers from Council. Council will issue four (4) new vouchers to the new ratepayer and cancel unused vouchers issued to the previous ratepayer.
- e) Vouchers will be issued upon request to ratepayers of domestic properties constructed part-way through a financial year, conditional upon a waste and recycling collection service commencing at the property.
- f) In the event that a ratepayer contacts Council claiming that they lost or did not receive their vouchers, a check will be made on Council systems to confirm no vouchers from that property have been redeemed. Vouchers previously issued to the property will be cancelled and no longer accepted at Council waste and recycling facilities. The ratepayer (or their representative duly authorised in writing) will be required to verify proof of property ownership and will then be offered the option of receiving replacement vouchers. A record will be made that the property has received replacement vouchers.
- g) Ratepayers eligible for new or replacement vouchers will have the option of receiving their vouchers via:
 - i) Collection from a Council customer service centre; or
 - ii) Mail out of vouchers; or
 - iii) A digital medium.
- h) No vouchers will be issued to community organisations or charities. These organisations, if eligible, can access free waste disposal via the Community Services Branch policy titled "Remissions to Community Organisations and Community Service Obligations".

2 Terms and Conditions of Use

- a) Each waste voucher will entitle the Logan resident or ratepayer to dispose of one load of domestic waste at any of Council's waste and recycling facilities up to a maximum Waste Large in size or value, as defined in Council's Register of Fees and Charges when presenting in a vehicle with a registered gross mass of less than 4.5 tonnes (ie. an average car, station wagon, utility or 4WD with or without a trailer).
- b) Vouchers have an expiry date of 31 July of the year following issue.
- c) Waste vouchers cannot be used for commercial waste.
- d) Vouchers must be presented at time of proposal.
- e) Waste Large means up to 2 cubic metres. For example, a load up to an overfull trailer, overfull utility tray, full commercial van, full utility with full trailer.

- f) Vouchers cannot be redeemed or used for payment of any other Council account.
- g) Vouchers are not for resale.
- h) Disposal of dead animals, asbestos, tyres and other hazardous waste is excluded.
- i) Vouchers are not transferable. Commercial operators cannot use a voucher on behalf of a Logan resident or ratepayer.

3 Definitions

Definitions for terms used within the procedure can be found in the Waste Voucher Policy (DM: 14221444).

4 References

Register of Fees and Charges (Doc Id 13571710)
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