

Terms & Conditions for Trail Waste Vouchers (T&C's)

1. Introduction

Council at its meeting of 14 May 2019 resolved to extend the domestic waste voucher to align with the extension of the waste contract until June 2021. The trial is for the provision of two (2) waste disposal vouchers to properties that pay the Domestic Waste Management Service Charge for use at Council's Waste management facilities and depots for the 2019/2020 financial year.

Each voucher is for the disposal of up to 2m³ of general waste, subject to restrictions on particular wastes, at no charge. The restrictions are contained in the waste voucher T&C's and T&C's are subject to changes without notice and up to date T&C's can be obtained via Council's website or onsite flyers.

Vouchers are not transferrable or redeemable for cash. Vouchers expire on 31 July 2020.

2. Objectives

Waste disposal vouchers are provided to domestic residents to assist with 2 free visits to dispose of up to 2m³ of larger non recyclable bulky household items at Council waste depots at their convenience within the T&C's and abuse of the system could see the system withdrawn.

3. Issuing of Vouchers

3.1 Vouchers are only issued twice a year, 1 is mailed out in July and 1 is mailed out in February to the property that has a Domestic Waste Management Service Charge.

3.2 Vouchers are issued to the property and not the owner as the person living in the property is the intended recipient.

3.3 Vouchers are unique and identifiable by individual property number and barcode.

3.4 Vouchers are singular in nature and designed to prevent copying/fraud and original vouchers only will be accepted.

4. What does a voucher allow?

4.1 Each voucher allows for the disposal of up to 2m³ non recyclable bulky household waste at one of Tamworth Regional Council's Waste Management Facilities

4.2 Waste operational staff onsite have the final say and determination as to the eligibility of loads, materials and volume of waste presented when redeeming waste vouchers. No negotiation or correspondence will be entered into.

4.3 Non compliance with T&C's may render the voucher void and payment will be required at time of disposal

4.4 Vouchers can only be used for domestic household rubbish and not commercial waste or waste from commercial premises and vouchers will not be issued to non domestic properties

4.5 Residents are required to sort their waste into recyclable materials for disposal in appropriate areas (ie metal waste, green waste, e-waste, Community Recycling Centre items) as directed by staff and voucher covers the remaining non recyclable waste.

5. What is NOT allowed?

5.1 Vouchers CANNOT be used for disposal of Asbestos

5.2 Disposal of tyres that are subject to fees and charges

5.3 Vouchers CANNOT be used for disposal of residential waste utilising a Skip bin service.

6. Multiple loads & Use of multiple Vouchers

6.1 Multiple loads will not be accepted with a single voucher.

6.2 Residents may present multiple vouchers in a single visit if they have waste in excess of the allowable 2m³.

6.3 A voucher will be required per 2m³ presented for disposal.

7. Credit and financial matters

7.1 Non compliance with T&C's may render the voucher void and payment will be required at time of disposal.

7.2 No credit is provided for loads presented which do not take full advantage of the dollar value of the voucher.

7.3 Vouchers are not transferrable or redeemable for cash.

7.4 Vouchers expire 31 July the year following date of issue.

8. Record keeping

8.1 Vouchers must be presented at the time of disposal and are retained by the attendant at the Waste Depot at the time of use.

8.2 Use of vouchers is recorded in Council's records management system.

9. Lost/missing or stolen vouchers/New Property

9.1 Lost, missing, stolen or not received vouchers will not be replaced under any circumstances and vouchers cannot be reprinted.

9.2 Vouchers which are returned to sender due to non-delivery by Australia Post may be collected from Council with proof of residence by way of utility bill example.

9.3 New domestic properties or new owners or new tenants will receive their first waste voucher at the next scheduled mail out in either July or February. Vouchers will not be issued before that time.