



Southern Recycling

ABN 52614 907 023

PO BOX 103

PALMYRA 6957

admin@southernrecycling.com.au

Customer Service - Lee: 0411 154 565

Dear Customers,

Thank you for your continued support. Your contribution to this small business is greatly appreciated. We are working on ways to provide you with a reliable, affordable and friendly service. Satisfaction is our priority.

The cost of disposing of any waste has been ever increasing over the years and we have taken steps to try and keep the pricing down. Disposal cost is generally based on weight and on occasion, volume. We are asking for you to assist by using your bins or bag for green waste only. If you have general waste, we can still collect but if it is placed on top of the bag or next to Alex can separate easily. General Waste or contaminated green waste will only be accepted at Landfill and is extremely expensive to dispose of.

We have a SMS reminder service. If you don't receive a text as yet please contact Lee on 0411 145 565 and provide your contact details. SMS is best. We will add you straight away.

The SMS service is to ensure that you are getting the most value from us however we are not guaranteed that 100% of messages are sent to customers so please set your own reminder on your calendar.

Outlined below is some information about our Bin and Bag Service and the Pricing for 2019.

If you currently have a Garden Bag and would like to change over to bins please contact Lee and we will organise this to occur on your next collection day. We have many people who have swapped over and are very happy as they have the extra weight allowance and can move the bins to where they are gardening.

Key points to take away

- Deferring is not an option for our bin service; we are able to offer that price because it is a monthly fee and it considers the fluctuating costs to service you.

- Contaminating green waste, waste facilities charge Southern Recycling \$175 p/h to remove contamination. Additional charges may apply for mixed waste.
- Please use your Customer Reference Number when making any form of payment
- The fee for Garden bags will be increasing indefinitely, as landfill costs increase, let us know immediately if you would like a deal to keep your price down or request our superior bin service.
- We have allowed Garden Bag clients to defer a collection and will continue to do so. However, if you are on a 4-week cycle and defer it will become an 8 week collection price. If over 8 weeks, it will go to 12 week or On Demand.
- The bag will always be collected on the day if you do not defer.

About Your Service:

Bags

So you can get the best experience from the service it is important to follow our process:

1. You will receive an SMS 2 days prior to collection. There is no need to respond if you are 4 or 8 weekly collections. On Demand clients do need to let us know if they require a collection. If for any reason we can't collect on the day we will endeavour to inform you of the change.
2. We will visit you on your chosen frequency.
4 Weekly, 8 Weekly, or On Demand.
3. We will service your bag(s) as scheduled, if your account has an outstanding balance the bag will be swapped and a new bag will be installed and both collected, if paid, on the next visit.
4. Payment (with reference) must be made on the day of service, unless you have made arrangements.
5. General Waste is accepted with prior arrangement of if separated.
6. Bags are 500L and the safe weight limit on these is 60-70kg
7. Please read Tips and FAQ section

Bins

1. You will receive an SMS 2 days prior to collection. It is best to have your bins placed out on the verge the night before as Alex starts the round early in the morning. If for any reason the collection can't be done on the day, leave your bins out. We will endeavour to inform you of any changes.
2. Bins are collected on a 4 weekly basis.
3. Invoices for bins are sent out 3 monthly and payment covers 3 collections, in advance. There are options to pay 6 or 12 monthly.
4. Bins are strictly Green Waste Only
5. Bins are 240L each and the safe weight limit 50-60kg per bin
6. Please read Tips and FAQ section

Pricing for 2019/20 Effective from Feb 2019. For existing customers only.

Plan	Fee	Note
2 Bins	\$25 per 4 Week Cycle	No Purchase Price
3 Bins	\$30 per 4 week Cycle	No Purchase Price
2 Bins	\$35 8 week cycle	No Purchase Price
1 Garden Bag 4 Weekly	\$35 per collection	
1 Garden Bag 8 Weekly	\$45 per collection	
On Demand	Up to \$60 per collection	
One Off	Assessed on time and volume	

Bag Collection Definition:

- A bag is ready for collection if the weight exceeds 50kg or if the bag is full in volume.
- Please keep in mind that pricing is based on the average bag weighing 50kg.
- Loading only lawn clippings and sandy weeds into the bag means that it may only be half full, but it will already weight 50-60kg. Bags that are full and wet may get to 100-120kg.
- Please don't overfill the bags. It may be light but if material is protruding from the top it will make it difficult to remove safely. The flaps have to be able to be folded over the top of the bag and prevent debris being left behind or injury to Alex.
- We know some customers like to have everything removed and are happy to pay an extra amount on the day. Others will be happy to have some transferred to the new bag. It helps us if you let us know. (See additional information re weight and tips to keep the weight down.)
- We have allowed Garden Bag clients to defer a collection and will continue to do so. However, if you are on a 4-week cycle and defer it will become an 8 week collection price. If over 8 weeks it will go to 12 week or On Demand.
- The bag will always be collected on the day if you do not defer.

Waste- Definitions

- Organic waste only: Plant matter (anything grown by photosynthesis)
- General waste. A mix of organic and other materials, except those listed below.
- We are happy to collect bags that are used for general waste only, so long as the bag can be closed and loaded into the truck without contaminating. You can have 2 bags set up so you can separate organic material from General Waste. These can be set up on different cycles to suit your needs.

What **CANNOT** go into an Organic or General waste bags or bins:

- Rocks
- Turf
- Sand. Shake this off the weeds
- Bricks
- Ceramics
- Concrete
- Liquid waste (i.e. paint or oils)
- Food
- Animal excrement or nappies
- Poisons or chemicals
- Sanitary pads & human waste

Payment Methods:

- Electronic Funds Transfer received on the day of service. Southern Recycling
BSB 032 120
Acc 177 739B
Please use your Reference number in the bank description so it can be matched to your account.
- Bank details are on the invoice
- Cash on Collection. This can be left in a pre determined spot. Envelope with a name pinned to the bag works well.
- Please advise if payment has been made in Branch.
- Cheque- can be left with the bag
- Emailed invoices can be paid via Pay Pal or through Bank details. Please use your reference number.

Breakdowns & Collection Days

To keep costs down we have chosen to only use a single vehicle for our operation, this vehicle has two service days every 4-week period, however, we may have to make your collection if we have an unexpected breakdown.

Although we make over 90% of our collections on time, Collection Days are just a guide.

Tips and FAQ

- How to judge the weight. If you can hold the frame and move the bag around it is light enough for Alex to lift safely. If you defer a collection for 4 weeks it may get too heavy especially if lots of grass clippings are added or it gets wet.
- If you can, place your bag where it can be easily accessed. Alex has to manoeuvre a large trolley and will not remove if there is a chance of damaging vehicles.
- If possible keep it undercover away from reticulation that will wet the contents and make it heavy.

- If your bag is exposed to the elements and reticulation place a few bricks under the bag so water can drain away.
- Shake sand off weeds before placing in the bag.
- If you are embarking on a big clean up, please contact us before your pickup, to request an additional bag/bags to be left. This can be removed on the next collection day.
- Yes we can organise to take larger items of household waste. If it can fit in a 10x6 trailer Alex can organise it for you.
- Yes we can organise to take larger branches and palm fronds. They do need to be cut to 1.5m lengths.
- Bins- grass clippings can become compacted and become lodged in the bin. Place prunings in the bottom of the bin and grass clippings on top to help keep it clear.

Southern Recycling is based out of Stake Hill and all queries can be directed to Lee who will assist with all enquiries.

We would appreciate your feedback on the items listed. Please email admin@sothernrecycling.com.au or call Lee on 0411 154 565