

WHEELIE BIN MANAGEMENT POLICY

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WHEELIE BIN MANAGEMENT DRAFT POLICY

The policy on Wheelie Bin Management will be a guide to Council, Officials, Individuals and Community on the handling of the above.

1. INTERPRETATION/ DEFINITIONS

In this policy, unless the context otherwise indicates –

" Bin"	means approved receptacle with or without wheels, designated solely for the purpose of temporary storage of waste at generation points. The receptacle storage capacity may be of varying sizes such as 85 litre, 120 litre, or 240 litre or any other container prescribed by Kouga Local Municipality;
" Damaged Bin"	means any bin with missing and/ or malfunction parts rendering it difficult to empty quickly with a waste removal truck;
"container"	means large receptacle utilized at Kouga local municipality to store and transport waste;
"RCR"	means round collected waste application to both domestic and business categories;
"CSD"	means Community Services Department;
"Tariff"	means a tariff of charges as determined by the Council as per approved budget;

2. PREAMBLE

The primary responsibility of a Municipality is to deliver services in line with the prescribed legislation and statutory requirements that governs its operations. To achieve this, Kouga Local Municipality (Kouga) has adopted the relevant applicable legal and statutory framework that guides the conduct of its business, including the bylaws stipulated by Kouga to ensure the provision of the municipal services in a manner and form consistent with the constitutional and legislative imperatives imposed on Kouga.

Waste collections and disposal are some of the core services rendered by Kouga to the greater Kouga communities and these services are vital to the health and wellbeing of all people and the conservation of the environment. While waste management services provided are generally of a high standard, there is always a need to strive for continual improvement to ensure that world class service is rendered and maintained through implementation of internal policies and procedures.

Bins as a receptacle used for refuse storage and collection, need to be properly managed to ensure continual uninterrupted world class service delivery to our residents. This policy is meant to address all activities related to bin management processes including its custodian.

3. RELATED LEGISLATION AND DOCUMENTATION

The policy is linked to and derives from:

- National Environmental Management Act (Act no.107 of 1998).
- Environmental Conservation Act (Act no. 73 of 1989).
- National Environmental Management: Waste Act (Act no.59 of 2008).
- Municipal Finance Management Act (MFMA) (Act no.56 of 2003).
- Municipal Systems Act (MSA) (Act No.32 of 2000).

4. POLICY CUSTODIAN

- 4.1 Community Services Department (CSD) should be the custodian of this policy and the Department would ensure that bins are appropriately managed and distributed to residents/customers timeously. CSD will keep records of stock in hand, manage bins re-order level, distribute bins to customers/residents and ensure that bins are timeously ordered from the service provider and delivered to store for distribution. They will also ensure that all necessary documents related to bin management are completed and filed accordingly. CSD, together with Finance will be responsible for managing the stock level on hand (re-order level) and ensure that enough bins are always available in store for routine bin related activities.
- 4.2 CSD together with Finance department will monitor the movement and condition of the bins over a period of time, in which the future economic benefits or future service potential embodied in them is expected. They will play a stewardship role in ensuring that they take care of the bins and manage them accordingly. All information pertaining to the bins which have consequent impact on other department should timeously relayed to the affected department.

5. POLICY PRINCIPLES

- 5.1 This policy embodies the principles enshrined in the MFMA and other relevant legislation which underpins the financial governance of municipalities and all other regulations as outlined above which seeks to achieve a common goal of promoting basic universal access to essential services that are affordable to all. This policy also aims to enable Kouga to move progressively towards the social and economic upliftment of the community.
- 5.2 The principles that have been adopted are to recognise effective management of bins as the key instrument to meet its strategic objectives and community expectations.

6. POLICY OBJECTIVES

- 6.1 This policy sets out statements that will enhance operational and financial efficiencies in the process of employing the resources allocated to acquire, distribute, record and manage the bins. The benefits of such efforts are not limited to ensuring that Kouga is financially viable and that municipal services are provided sustainably, economically and equitably to all communities within its area and in line with MFMA.
- i. To incorporate the policy into the municipal bylaw;
 - ii. Providing guidelines that employees must follow in the management and control of bins, including safeguarding and disposal thereof, and
 - iii. Implementation of internal controls to standardize methods of accounting for bins throughout the Municipality to minimize inconsistencies that have a direct and indirect impact on Kouga's ability to carry out its mandate.

7. APPLICATION AND SCOPE

- 7.1 This policy deals with internal bin management processes to be followed to ensure that enough bins are always in stock to be able to meet residents/customer's demand.
- 7.2 The waste collection process including the guidelines of the collection days, time and frequency of collection should be addressed in the Waste Management Operation manual kept by the CSD.
- 7.3 This policy is applicable to all employees who are directly or indirectly responsible in the bin management process and it should be applied to all customers request.
- 7.4 The principles detailed in this policy also applies to the management of skips.

8. BIN ORDERING PROCESS

- 8.1 CSD shall compile the annual roll-out plans for bin acquisitions to be used as input to inform bin quantity requirements annually. The Waste Management section shall provide CSD with their annual bin plan at the beginning of each financial year. CSD will then ensure that enough bins are ordered for this purpose taking into account the size of the storage facilities. Any additional roll out request should be made at least 90 days before the roll out plan to allow CSD enough time to process the order.
- 8.2 Bin roll-out would only be done once the bins ordered specific for roll-out purpose has been received from the supplier.
- 8.3 CSD shall evaluate and compile the monthly report of the number of bins required for normal routine requests from the customers (queries) and for commercial service requests. This report will also provide guidance in setting

out the bin re-order level. There should always be stock on hand enough to meet a three month customer request at all times.

- 8.4 CSD shall be responsible for ensuring that there are always enough bins in stock for all planned and unplanned customers' requests and responsible for skip (bulk) management. All bins provided and serviced by Kouga Local Municipality shall be appropriately marked. Finance department should also keep informed of all bin related activities.
- 8.5 Stores department shall maintain a system that will ensure that they reconcile bins issued per depot against the bins on hand for reporting purposes

9. COST OF BINS

- 9.1 Municipal tariffs are reviewed annually, and the cost of the bin will be determined by the changes in the tariffs. A customer who wishes to purchase a bin would have to contact CSD for the cost of the bin.

10. RESPONSIBILITY TO KEEP ADEQUATE BINS STOCK LEVELS

- 10.1 It is the responsibility of CSD to ensure that there is adequate supply of bins for service delivery. The Waste Management Section should ensure that roll-out plans are revised regularly to cater for changes that will affect the quantities of bins required. The revised roll-out plans should be provided to CSD 90 days before the date of the actual roll-out.
- 10.2 Stores are responsible for ensuring that all orders from CSD are attended to on time.
- 10.3 Minimum and maximum levels of bins stock shall be monitored by CSD to ensure that bin Stock levels are kept at a satisfactory level and bin replenishments are done regularly and timely (with due consideration to order and delivery time).
- 10.4 Safety stock levels on hand shall be equivalent to three months quantities of required bin supply required, to ensure that there are no service disruptions over a considerable period should there be stock delay or any challenges based on unforeseen circumstances.
- 10.5 CSD shall initiate the order with the service provider immediately once the levels of bins on hand reaches re-order levels established.

11. ACCOUNTING OF BINS

- 11.1 The bins should be accounted for in line with the applicable accounting standard of GRAP (Generally Recognised Accounting Practice).

12. QUANTITY OF BIN ISSUED TO CUSTOMERS

- 12.1 In line with tariff policy of Kouga, only one bin would be issued to a customer at each given period. This requirement does not apply to commercial services. Paragraph 15 below deals with the replacement process to be followed once the bin delivered is damaged.
- 12.2 For customers who might require additional bins, CSD might provide for such additional bin at a cost to the customer. A bin can only be provided for free to a customer once during a bin useful life (8 years), except in cases as noted in paragraph 15 below. The current useful life of a bin is 8 years.

13. RECONCILIATION AND REPORTING

- 13.1 CSD official shall compile bin reconciliation reports to indicate the number of bins issued to customers and the balance on hand. Reconciliations should be reviewed and used for future planning. Regular stock taking should be performed for bin quantity on hand and reconciled against the records.
- 13.2 Information relating to lost or replaced bins shall be forwarded to the risk management department.

14. BIN MANAGEMENT BUSINESS RULES

- 14.1 Residential property owners will be issued with one bin per household for waste disposal. Sectional title properties will be provided bins equal to the lower of the number of units in the complex or the space available to store those bins in the area.
- 14.2 Only the property owner or the managing agent may apply for a bin. Tenants require a letter of authority from the owner or managing agent when applying for a bin.
- 14.3 Bin should not leave the boundary of the property and must only be taken out on days of refuse collection.
- 14.4 Kouga Local Municipality reserves the right to determine the type of service, the minimum number of bins and the frequency of services.
- 14.5 Only Kouga may service or remove bins/containers owned by the municipality.
- 14.6 Only containers provided by the municipality and marked as such shall be serviced by the municipality.

15. DAMAGED, STOLEN AND ADDITIONAL BIN APPLICATION

- 15.1 Businesses and residential households with a high occupancy level that require extra capacity for waste storage shall apply for additional bins at an additional cost. The additional cost for domestic customers would be the cost of the bin and for business customers, the cost will be determined in line with the principles of commercial services.
- 15.2 Inspection would be performed for all lost bins by CSD official. Replaced and damaged bins should be returned to the store and details of such bin should be documented on the form. The replaced or damaged bin must be scrapped from the system.
- 15.3 Stolen bins must be reported to the nearest police station and a case number supplied to the Call Centre when reporting a stolen bin and requesting a replacement. The customer will be charged for replacement of the stolen bin unless it can be proved that it was not the doing of the customer.
- 15.4 Damaged bins will be replaced at cost to customer, provided the customer can prove that it was damaged by CSD and lost or stolen bins will only be replaced for free once a bin's useful life span (8 years) as per paragraph 8 above.

16. OWNERSHIP OF THE BIN

- 16.1 The bin will always be an asset of Kouga municipality, this will be managed in terms of the municipal asset policy and register. When a customer sells or move out of the property the bins must remain with the address it was allocated to.

17. BIN DISPOSALS

- 17.1 All damaged bins shall be recorded in the stores register of damaged bins and must be stored separately from normal bins stock and be identified as such.
- 17.2 Stores Policy shall be applied in ensuring that damaged bins booked in and returned to its facility are disposed of and accounted for accordingly.
- 17.3 All files and documents relating to bin disposals and acquisition must be filed and maintained by Stores to ensure transparency and efficient management on the overall management of information to aide decision making processes.

18. MONITORING AND EVALUATION

- 18.1 Monitoring and evaluation of this policy shall be performed throughout the period and shall entail assessment of the extent to which objectives of the policy was achieved, compared to the state of affairs before the policy was implemented. This policy shall be reviewed annually
- 18.2 Any limitations and hindrances to implementing the policy shall be identified and solutions shall be solicited to address those challenges. Any new changes shall be incorporated into the policy and the amended policy shall be appropriately approved and implemented.

19. ACCOUNTABLE DEPARTMENT

19.1 CSD is responsible for the contents, update and amendment to this policy. The Municipal Manager is accountable for overall policy implementation and reserves the right to intervene and take necessary steps when the policy is not adhered to. The accountability may be delegated to CSD.

20. RESPONSIBILITY FOR POLICY IMPLEMENTATION

20.1 All departments in the bin value chain are responsible for effective implementation of this policy.

20.2 It is the responsibility of CSD to ensure that:

- Orientation and training to departments (managers on all levels) on the bin policy; and
- Monitoring and managing the Bin Policy implementation plan of Kouga.

21. POLICY EFFECTIVE IMPLEMENTATION DATE

21.1 Unless specifically expressed in the document, all policies shall be deemed to take effect on the day of the Council approval.

22. VALIDITY OF THE POLICY DOCUMENT

22.1 In an event of any doubt about the authenticity of a policy document, the document signed by the Mayor shall be considered as the only document with validity, authority and a force of law.



C DU PLESSIS
MUNICIPAL MANAGER

30 April 2019

DATE