



DIRECTOR SHIRE SERVICES REPORT

2 February 2010

DSS4	COMMERCIAL BIN AUDIT RESULT AND PRE-PAYMENT OF SERVICE REQUIREMENTS FILE: T2008-001 OGM {Folio No. *}
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SUMMARY:

Reporting on Council resolution 2009-626 regarding the carrying out of commercial bin audit program.

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DESCRIPTION:

At Council's meeting of the 11 August 2009 it was resolved:

That the Waste Coordinator proceed with the implementation of the bin sticker identification system for all commercial services as a matter of priority.

The commercial bin audit was completed in mid December 2009. The process showed up a large number of hidden or unregistered service requirements by the various business houses of the Shire.

The information collected is being finalised and will be forwarded to Council's Rates section for insertion and confirmation on the Kempsey Shire Council database.

As part of the auditing process, a letter was given to any leaseholder or tenant of a site and this was to be forwarded to the actual owner or landlord of the site, to confirm any request for extra services or increase in bin numbers. A copy of this letter is attached at [Appendix B – Page SS2](#).

A large number of the business operators that are in "leased" premises do not have the authority to ask for or increase the frequency of services to meet their needs, as any service increase cost is forwarded to the "ratepayer or owner"

A meeting with the contractor (J R Richards & Sons Pty Ltd) in November 2009, discussed how best to meet the business operators' various requirements for extra services and also to make sure that Kempsey Shire Council dissects and collects the actual fee for the service as required per business.

Information from the meeting noted that:

- Given the variances of the businesses requiring servicing, that Kempsey Shire Council needs a way to identify and have services paid for
- The additional administration costs to run temporary accounts to Kempsey Shire Council and the risk of non-payment is high
- That a prepayment for service process be investigated
- A self stick coupon numbers book be developed and the attached coupon placed the bin on the extra day of service required
- This coupon would be collected by the contractor at pickup so it cannot be used again.
- The pre-paid service requirement would be forwarded to the contractor giving dates that coupon is active from when the business purchases a book of coupons.
- The business requiring an additional service, by use of a pre-paid coupon, would be responsible to notify / arrange the pickup with the waste collection contractor.
- That owned and current account holders be advised they can pay the full amount for an extra bin service on a per annum basis, i.e. \$250.

RECOMMENDATION IMPLICATIONS:

- **Environmental**

Nil

- **Social**

Nil

- **Economic (Financial)**

The collection of the correct fees for service from the various business operators will increase the income to Council.

- **Policy or Statutory**

Nil

- **Director's Review**

Nil

RECOMMENDATION:

That the process of a coupon book for pre-paid services be investigated further with costs and issues being presented to the Director Shire Services for consideration and implementation.

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Bruce Morris
DIRECTOR SHIRE SERVICES