

Terms and Conditions for 'Let's Get It Sorted' Multiple Dwelling recycling trial (MUDs Trial) use of Large Item Collection Service or Resource Recovery Centre (RRC) Voucher Service

Eligibility:

- Residents (customers) of Council prescribed MUDs Trial properties

Conditions:

1. General

- 1.1. These Terms and Conditions (Terms) constitute a legally binding agreement (Agreement) between the user (Customer) of Large Item Collection Service or Resource Recovery Centre (RRC) Voucher Service and Ipswich City Council (Council) and is executed by the Customer booking a collection under the Service.
- 1.2. These Terms are to be read in conjunction with any Terms and Conditions published by Council's Contractor (Contractor) delivering the Service and published on the Contractor's website or provided to the Customer.
- 1.3. Where there is a conflict between Council's Terms and the Contractor's Terms, Council's Terms take precedence.
- 1.4. This Agreement is made and governed in accordance with the State of Queensland Law.
- 1.5. Each Customer has access to order either an on-demand large item collection service FLEXiSKIP OR an RRC voucher for free. Availability of on-demand large item collection service is limited by site suitability, for clarity, some eligible residents will have the option to choose one of the two services, while others will have access to the RRC voucher only.
- 1.6. Limit of one service per household.
- 1.7. Service availability strictly limited to the 'Let's Get It Sorted' MUDs Trial campaign duration, available until 30/10/2025.
- 1.8. The Service is intended for the removal of Domestic waste only with commercial properties and/or commercial waste being excluded from the Service, unless otherwise determined eligible by Council.
- 1.9. The Customer must provide all relevant information as determined by Council, including but not limited to a valid email address and mobile phone number to enable the use of the Service.
- 1.10. Data collection and recording process apply with Council's Information Privacy. All data collected, will not be used for any purpose that is not directly related to complete the Service and cannot be disclosed to other organisations without the consent of Council.

2. FLEXiSKIPS:

- 2.2. Must be placed in the location prescribed by Council or Councils contractor for collection.
- 2.3. Collection request must be submitted within 14 days following FLEXiSKIP delivery date.
- 2.4. The total weight of the bag is not to exceed 165 kilograms (kgs) and the bag straps are to be able to touch when fully loaded.
- 2.5. Only eligible/acceptable items as published by Council and the Contractor are to be placed in the bag for disposal. If ineligible/ nonacceptable items are observed on the collection day, the collection will be rejected and the Customer will be obligated to

remove ineligible/nonacceptable items or obtain a removal service at the Customers cost, and/or a fee may apply as per clause.

Non compliance could result in non-collection and/or the material being determined as illegal dumping, and/or penalties will apply accordingly.

3. RRC Vouchers:

3.1 Vouchers are for the free disposal of waste material to an RRC – 500kg or less of accepted material per existing RRC guidelines (tyres will be charged per RRC fees and charges

3.2 Eligible parties will be charged the excess for loads in excess of 500kg, per standard RRC fees and charges.

3.3 Upon request, eligible parties must provide Council staff with a digital or hardcopy voucher issued by Council contractors to allow redemption of the service.

3.4 Upon request, eligible parties must provide Council staff with evidence of eligibility (e.g. rates notice, driver's license or tenancy agreement indicating a current Ipswich MUDs Trial participant address correlating with the voucher presented).

3.5 Eligible parties must be present in the vehicle delivering material to an RRC – a voucher may not be redeemed on behalf of an eligible party by a non-eligible party.