

3 Bin Trial Frequently Asked Questions

What does FOGO mean?

- FOGO stands for Food Organics Garden Organics and refers to the weekly collection of food scraps, as well as natural material from your garden.
- A handy way to think about FOGO is 'If it didn't grow, it's not FOGO'.

What's happening to my bin service?

- Your household will now have three separate bins: one for general rubbish, an organics bin for compost and a recycling bin.
- You will receive a brand new 240 litre **lime green-lidded FOGO bin**, for all your food scraps and garden clippings, which will be turned into high-quality compost and collected weekly.
- You will keep your **yellow-lidded recycling bin**; however, it will now be collected fortnightly instead of weekly. A larger 360L yellow-topped **recycling bin** can be made available if required.
- You will receive a new 140 litre **red-topped rubbish bin** for general rubbish items that can't be recycled or turned into compost, which will be sent to landfill and collected on the alternative fortnight to your yellow-topped recycling bin.
- Your old **General Waste Bin** will be taken away and reused or recycled into a new bin.

Will there be an additional cost for my household?

- There will be no additional costs for residents participating in the trial.

When will the bin changeover happen?

- A changeover of bins is expected to commence from **9 October 2017** and run for a number of weeks.
- You will need to put your bins out as normal on bin day by 6.00am as your collection times on the day will vary.
- After your bins have been emptied a contractor will take away your **general waste bin** and replace it with two new bins, one lime green-lidded **FOGO bin** and one red-lidded **rubbish bin**.
- You will also be provided with a **kitchen caddy** that will be taped to your lime green-topped FOGO bin along with two rolls of special compostable liners which will help you separate your food scraps in the kitchen. Inside the **kitchen caddy** will be all the information you need to help figure out how to use your new bins as well as the compostable liners.

IMPORTANT: If you do not receive your new bins during the first week, they will be delivered the following week on your normal collection day.

What can I put in each bin?

- Lime-green lidded FOGO bin: All food organics including meat and bones and garden organics. This bin will be composted so it's important to keep plastic and

glass out of this bin. You can also place pet droppings and kitty litter into this bin either straight into the bin or in a compostable liner, however biodegradable liners are not to go into your FOGO bin.

- Yellow lidded recycling bin: Recyclable materials such as paper, cardboard, aluminum and steel cans, glass and plastic containers.
- Red lidded rubbish bin: General rubbish items that cannot be composted or recycled, such as nappies and plastic bags.
- Refer to the 3-bin Guide delivered with your bins, as well as your collection calendar.
- Also visit www.recycleright.wa.gov.au or www.melvillecity.com.au/fogo for more information.

We already compost at home, do we still need the FOGO bin?

- We encourage you to continue to compost at home, however you can use your lime green-topped FOGO bin for things you can't put in your home compost bin, like bones, meat and seafood!
- As this is a trial please keep the bin until your new service has settled. If you are still not using the bin after a period of time please contact the City on 1300 635 845 or email melinfo@melville.wa.gov.au and a Waste Education Officer will look into a solution for you.

What should I do if I don't receive my new bins?

- The rollout will occur over a number of weeks so please place your bins out on your verge again on your next collection day and they will be changed over then.
- The timing of the trucks collecting your waste and recycling has been changed for the rollout. Please ensure your bins are out by 6am on your collection day and the contractors changing the bins over will be working until 6pm.
- If you still haven't received your bins after the two-week period, please contact the City on 1300 635 845 and we will arrange delivery of your new bins.

Can I opt out of the trial and remain with just the two bin system?

- Participants won't have the option to opt out of the trial and we are encouraging all in the trial to participate to the best of their ability. It is envisaged, dependent on the result of the trial, that moving forward the three-bin service will become the standard service for City of Melville residents.
- Residents are welcome to contact the City and discuss any concerns or restrictions that might inhibit you from fully participating in the three-bin system.

Are there any variations available to the standard bin sizes/collection schedules?

- While the alternating fortnightly collection of the yellow-lidded recycling and the red-lidded general waste bin will not be able to be changed, residents participating in the trial who feel they may need more capacity for their recycling are able to upgrade to a 360L yellow-lidded recycling bin by contacting 1300 635 845.
- Please contact 1300 635 845 and we will put you in touch with a Waste Education Officer who can look into your problem.

My circumstances make it difficult to separate my waste properly. Can alternative services be made available?

- We understand that in some circumstances, residents may require special services. Please call 1300 635 845 to discuss what solutions can be provided.

I'm already paying for an additional recycling/waste bin how will the trial affect my current service?

- The changes may provide you with an opportunity to have a look at your household's needs. The City can supply an equivalent service or contact the City on 1300 635 845 or email melinfo@melville.wa.gov.au to discuss options.

What is the small bin (kitchen caddy) delivered with my two new bins for?

- Each trial participant will receive a free kitchen caddy to be utilized in your kitchen to help you separate your waste and place all your food scraps into.
- Your kitchen caddy will come with compostable liners which are suitable in your green-lidded (FOGO) bin. Alternatively, you can also line your bin with old newspaper or place the food scraps in loosely.
- If you do not receive your kitchen caddy with your new bins please contact 1300 635 845 and we will put you in touch with a Waste Education Officer who can assist you.

Will the odour from my red-lidded general waste bin get worse with it now being collected fortnightly?

- Always ensure that the lids on your bins are properly closed. If you are having issues closing your bin lids, contact the City on 1300 635 845 to get your lid repaired.
- Research has shown that odours peak after one day and don't get noticeably better or worse. Washing your bin out with detergent and a broom can help to alleviate odours.

How will the trial work for people living in a unit or apartment complex?

- For people living in a unit or apartment complex where bins are shared, the City will determine how many of each of the three bins are required for your unit complex based on the size of the units and current bin usage.
- For people living in a unit or apartment complex with individual bins, your unit numbers will be stencilled on your new 240 litre lime green-lidded FOGO bin and new 140 litre red-lidded rubbish bin and these bins will be delivered to where your old bins are usually collected from.
- Kitchen caddies will be delivered to your doorstep for those living in shared bin scenarios and will be attached to your new bins for those with individual bins.
- We encourage you to discuss the change with anyone you may know in the complex if they are unsure about the service, and report any issues to the Waste Education Officer who can assist with education.
- If you find the number of bins is not enough to manage the FOGO, rubbish and/or recycling, please contact the City on 1300 635 845 and we will deliver more bins.

Is the FOGO system being rolled out to businesses?

- Unfortunately, the trial is for residential properties only. However, the City will investigate including commercial properties once the trial is finished.

I'm not in the trial area, when will I get new bins?

- The trial is anticipated to take 9-12 months. Following this period, the City of Melville will decide whether to roll the service out to all residents, dependent on the results of the trial.
- We understand you may be excited about the trial, however we have to test the service to make sure it's right for everyone.

Why are officers conducting inspections of my bin?

- A bin tagging program will be conducted to monitor contamination and to record how people are using their new bins
- Bin tagging works by someone having a visual inspection of your bin, before placing a tag on the handle of the bin which provides feedback about how well you are using the bins or what you can improve on.

What happens to my waste once it's collected?

- The contents of your bins are processed at the Regional Resource Recovery Centre (RRRC) in Canning Vale.
- The contents of your lime green-topped FOGO Bin are composted at the Waste Composting Facility.
- The contents of your yellow-topped Recycling Bin are separated and sorted at the Materials Recovery Facility.
- At the moment, the contents of your red-topped Rubbish Bin are processed at the Waste Composting Facility, in the future, however, this bin will go straight to landfill.
- Free tours of the RRRC are available and you can also view virtual tours of the facilities online. To find out more visit www.recycleright.wa.gov.au

How can I find out more information?

- You can find out more information by heading to recycleright.wa.gov.au where you will find more handy hints and tips on how to reduce, reuse and recycle.
- We have also created a space on the City's online engagement platform *Melville Talks* for all trial residents to come together and discuss their experience and learn from one another during the length of the trial. To get involved visit www.melvilletalks.com.au/3bintrial.