



Merri-bek
City Council



Our new 4-bin waste service

Frequently asked questions for people living in units, townhouses and apartments

What do I do when my new bins arrive?

Your new bins will have a small sticker on the side with your address printed on it. Shared bins must be stored in a common area where all residents can use them.

Can I choose not to have a bin?

In line with State Government policy, the 4-bin service will become the standard service for households in Merri-bek.

You won't be able to opt-out of having a food and garden organics bin or glass recycling service, just like you can't opt-out of having a mixed recycling or general rubbish bin now.

Will this cost ratepayers more?

There will be an increase in the waste charge paid by ratepayers to cover the costs of the new glass recycling service, expanded food and garden organics service, and the increasing landfill levy.

We know that keeping costs low is important to the community, so we will be working hard to manage the impact of the increase on ratepayers. Where shared bins are used, a lower waste charge will apply.

More information about next year's waste charge will be sent to ratepayers in April/May.

Can we change the number and size of our bins?

If you would like to review how many shared bins you have at your development, your Owners Corporation, or alternative representative, may request a review from August 2023.

If you want to change the size of one of your own bins, and not a shared bin, you can do so from August 2023. This will affect your waste charge. Smaller bins cost less and larger bins cost more.

What if I already have my own food and garden organics bin?

You will keep the bin you have and be charged an individual rate on your waste charge. Shared food and garden organics bins will be delivered for others in your development to use. These will be clearly marked and stored in a common area.

Why can't we change our bins before August 2023?

We are delivering over 130,000 bins across Merri-bek between March and June!

This is a big and complex task. We are working to make it as easy as possible for our community, while balancing costs, environmental outcomes and a streamlined delivery service.

We are encouraging residents to try their bins with the new collection frequencies from July before confirming the number of bins needed at your development.

Can I get a kitchen caddy for my food scraps?

If you already have a food and garden organics bin (or green waste bin) and don't have a kitchen caddy, you can pick one up from one of our Customer Service Centres. Stock is limited.

If you don't already have a food and garden organics bin at your development, a kitchen caddy will be delivered to your home from July 2023 to help you get started using this bin.

What if I'm in the 4-bin waste trial?

Thanks for participating in our trial! You will continue to use the 4-bin trial waste service. We will send you information separately if there are any changes to your service.

**Developments with 20+ households will continue to have mixed recycling bins collected weekly.*

More information

If you can't find the answer to your question in these frequently asked questions, please visit: merri-bek.vic.gov.au/bins, email: wasteprojects@merri-bek.vic.gov.au or call: 9240 1111