



Inorganic Collection Terms and Conditions

Auckland properties paying a waste charge are now entitled to one inorganic collection per year from within their property boundary. Inorganic material is no longer collected from the kerbside.

Leaving items at the kerbside, even on collection day, will be considered illegal dumping and can lead to fines (except where an alternative arrangement has been agreed with Council). This means our collectors will require access to your property, if you want them to collect your inorganic items.

By using the Council's inorganic collection service, you agree to the following terms and conditions:

A. Booking

1. You may have received a flyer with details about the service. This should have arrived in your letterbox (or otherwise) and shows when collections in your area take place. You can then book online at www.aucklandcouncil.govt.nz, phone 09 3010101 or through any Auckland Council service centre.
2. Please ensure that all details provided are correct as otherwise we might not be able to collect your inorganic items.
3. You will be provided with a booking reference number and our collectors will contact you to tell you what day we will collect from your property.
4. Council reserves the right to change the collection schedule/date at any time. Customers will be notified of any change.
5. For all booking cancellations, this must be done no later than at least one calendar day before the notified collection day. To ensure that items are not removed in error (in case cancellation notification does not make it to the collection contractor in time) store items in an alternative location.

B. Inorganic items

6. All items have to be ready for collection from within your property boundary (where possible) on your allocated collection day by 7am. Items are only to come from the rateable property where the collection will occur.
7. Only up to 1 cubic metre of acceptable items will be collected and individual items must not be heavier than 55kg.
8. Any non-complying, prohibited and dangerous items will not be collected. Please see our website at www.aucklandcouncil.govt.nz for more details about what items will and won't be accepted. Collection/non-collection of inorganic material is at the sole discretion of the collectors.

C. Collection day

9. You are responsible for ensuring that our collectors can access and collect your items easily. The business proprietor of a commercial property is to ensure the site is safe for collections. You also must ensure that:

- a. gates are open or unlocked;
- b. dogs are secured;
- c. the collection area is at the front of the property, close to the driveway/entrance;
- d. all items to be collected are outside, i.e. not in a garage, shed or car port;
- e. the collection area is clear of any obstacles, e.g. cars, bikes etc.; and
- f. the collection area is easy to find.

10. Collection will take place in two stages. The first truck collects reusable and recyclable items. The second truck collects other accepted items. If any items are left, you will be advised as to why we have left them.

D. Privacy

11. You agree to allow our collectors access to your property on collection day for the sole purpose of collection of your items from your designated collection area. You also give permission to our collectors to take photos of the collection area / items for collection (before and after the collection) to record the collection and whether any items were not picked up.
12. All information provided by you as part of the booking will be collected, used, stored, disclosed and corrected by Auckland Council, its employees, agents, representatives and contractors in accordance with the Privacy Act 2020 and the council's Privacy Policy. Council's customer privacy policy can be found on our website www.aucklandcouncil.govt.nz.
13. You have the right to access that information anytime, including the photos taken on collection day, and request for any personal information to be corrected. Please note that all photos taken of your inorganic items and the collection area will be automatically deleted after two collection cycles (approximately 24 months) after the date of your collection.

E. Liability

14. Auckland Council, its employees, agents, representatives and contractors will not be liable for any claims for loss, damage or injury suffered as a result of or in connection with the collection of your inorganic items.

Acknowledgment and agreement

By making a booking and using our inorganic collection service you agree that you have read, understood and accepted these terms and conditions.

Auckland Council reserves the right to amend or change these terms and conditions at any time at its sole discretion. Please check our website at www.aucklandcouncil.govt.nz for changes and the latest version of these terms and conditions.