

# Verge Valet

## More answers to your questions

### How do I book a collection?

To submit a Booking Request Form, click the link below for your Council.

[Town of Mosman Park](#)

[Town of Cottesloe](#)

[Town of Cambridge](#)

[Shire of Peppermint Grove](#)

When booking a bulk waste collection, please give us an idea of the bulk waste items you will be putting out. This is to ensure we send the right truck to collect, recycle or safely dispose of your items.

If you need any help completing the online form, please call the Verge Valet and Recycling Hotline on 9384 6711.

### Can I book both bulk and green waste collections for the same date?

Yes. Simply select both the bulk waste and green waste boxes on the Verge Valet Booking Request Form.

Please note, booking both a bulk and green waste collections for the same date will use up both a bulk waste and green waste allocation.

### I've made my booking. When do I put my items out for collection?

Before putting anything out, wait for your Place Out Notification email and text message confirming the date your items will be collected. This will arrive this 3 days prior to your scheduled collection. Only place items on the verge 1-3 days before your scheduled collection date. Make sure it's all ready by 7am on the day of your scheduled collection.

Collections are scheduled for Mondays in the Shire of Peppermint Grove and Towns of Mosman Park and Cottesloe, and Tuesday or Wednesday in the Town of Cambridge. Hot tip: only place items on the verge the day before your collection day if you can.

If you put items out too early, you may be asked to remove them. You also run the risk of not having your items collected and being fined for illegal dumping.

### **I rent the property I live in. Am I eligible to book a collection?**

Yes, the service is available to all eligible residences in participating Councils. You can book for your property unless you live in a complex with more than 25 units, in which case ask the building's caretaker or managing agent to organise the collection for you.

For the Town of Cambridge, you can book for your property unless you live in a complex with more than 15 units, in which case ask the building's caretaker or managing agent to organise the collection for you.

Allocations are given to the overall complex for the financial year.

### **Is my booking automatically confirmed when I submit a Booking Request form?**

You won't receive your Place Out Notification text message and email booking confirmation until 3 days before your requested collection date.

If there are any issues with your booking request, you will be contacted by the Verge Valet Collection Team as soon as possible.

### **When will I receive my Place Out Notification?**

3 days before the collection date, you will receive an email and text message confirmation.

- **Monday collection (Mosman Park, Cottesloe and Peppermint Grove)** – you will receive a Place Out Notification on the Friday prior to the scheduled collection date. If you do not receive this by Friday afternoon, please call the Verge Valet Collection Team on 6336 7223.
- **Tuesday collection (Cambridge – Zone 1)** – you will receive a Place Out Notification on the Saturday morning prior to the scheduled collection date. If you do not receive this by Saturday afternoon, please call the Verge Valet Collection Team on 6336 7223 on the next business day.
- **Wednesday collection (Cambridge – Zone 2)** – you will receive a Place Out Notification on the Sunday morning prior to the scheduled collection date. If you do not receive this by Sunday afternoon, please call the Verge Valet Collection Team on 6336 7223 on the next business day.

### **How can I change or cancel my booking?**

You can change, cancel, or postpone your booking up to 1 business day before your collection date by completing a [Change, Cancel or Contact form](#)

specific to your Council. You can also phone the Verge Valet Collection Team on 6336 7223.

Please give at least one business day's notice or you will lose your collection. For Mosman Park, Cottesloe and Peppermint Grove, this is by end of day Thursday. For Cambridge, this is by end of day Monday or Tuesday (depending on zone).

### **What items can I put out for collection?**

This depends on the type of collection you have booked (bulk waste or green waste). Please see the [Accepted Items](#) for more details.

When completing a Booking Request Form, please remember to select the items that you will be placing on the verge, as this allows us to send the correct collection truck according to the waste type.

### **How many collection allocations do I get per financial year?**

Allocations for Towns of Mosman Park and Cottesloe residents (Up to 1 bulk waste collection and 2 green waste collection). You can change one or both of your bulk waste collections into an extra green waste collection if you prefer.

**Up to 2  
Bulk Waste  
collections**

**1  
Green Waste  
collection**

You can change one or both of your bulk waste collections into green waste collections if you prefer.

Allocations for Town of Cambridge residents (Up to 1 bulk waste collection and 1 green waste collection). You can change your bulk waste collection into an extra green waste collection if you prefer.

**1  
Bulk Waste  
collection**

**1  
Green Waste  
collection**

You can change your bulk waste collection into a green waste collection if you prefer.

Allocations for Shire of Peppermint Grove residents (Up to 3 bulk waste collections and 3 green waste collections). You can change one or all your bulk waste collections into an extra green waste collection if you prefer.

**Up to 3  
Bulk Waste  
collections**

**Up to 3  
Green Waste  
collections**

You can change any of your bulk waste collections into a green waste collections if you prefer.

### **How can I find out how many collection allocations I have remaining for the year?**

Please contact us through the [Change, Cancel or Contact form](#) specific to your Council. Input your contact details and select your query type. If you have any further comments or questions, you can leave this under the 'comments' section.

### **What can I do if I have run out of collection allocations for the financial year, or have more than 3m<sup>3</sup> of waste?**

We will have a Verge Valet Extra facility where you can pay for extra collections available soon (**now available in Mosman Park, Cottesloe and Peppermint Grove!**). Alternatively, you can drop most\* bulk waste and green waste items at the West Metro Recycling Centre – fees may apply. You can find all information on our website under [Fees & Charges](#) or you can call the Verge Valet and Recycling Hotline on 9384 6711.

### **What types of e-waste are accepted?**

TVs, computers, printers, small electrical goods and accessories (mouse, keyboard etc.)

### **Why do I need to remove doors from fridges and freezers?**

To ensure the safety of others, please remove the doors from fridges and freezers, and place them adjacent to the appliance for collection.

## How many mattresses and mattress bases can I put out? (Mosman Park, Cottesloe and Peppermint Grove only)

Only 1 mattress is accepted per booked bulk waste collection.

You can put out multiple mattress bases, but please ensure the total bulk waste put out is within the 3m<sup>3</sup> limit.

## How can I dispose of a mattress in the Town of Cambridge?

The Town of Cambridge offers its own booked mattress collection service. This allows residents more space on their verges for other bulk waste items.

You can book this service [here](#).

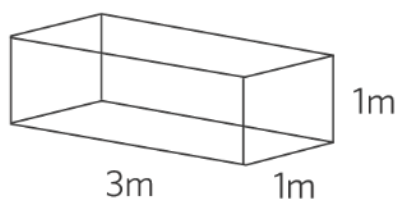
## What can I do with items that are not accepted by the Verge Valet service?

Items like tyres, glass, asbestos and household hazardous waste (such as paint, gas bottles, batteries, chemicals, and flammable liquids) CANNOT be accepted through Verge Valet. These items can be dropped off at the [West Metro Recycling Centre](#), located on the corner of Brockway Road and Lemnos Street Shenton Park. Fees and charges may apply. To find out more, please call the Verge Valet Recycling Hotline on 9384 6711 or read the West Metro Recycling Centre [Accepted Items](#) list.

## How much waste can I put out?

Your bulk and/or green waste pile should not exceed three cubic metres (3m<sup>3</sup>) per waste type booked. If you book both a bulk and green waste collection, you can put out 3m<sup>3</sup> of bulk waste, and 3m<sup>3</sup> of green waste. A pile that is larger than 3m<sup>3</sup> will NOT be collected.

### Limit of 3m<sup>3</sup> per collection.



## Is there a minimum amount that I need to put out?

No. Whether you have one item or lots, Verge Valet can cater to your requirements. Just ensure that the items are within the list of acceptable items and don't exceed 3 cubic metres (3m<sup>3</sup>).

Please note that there are set allocations per property per financial year. If you put out less than 3 cubic metres, you are still only entitled to:

- 2 bulk waste collections and 1 green waste collection in Mosman Park and Cottesloe.
- 1 bulk waste collection and 1 green waste collection in Cambridge.
- 3 bulk waste collections and 3 green waste collections in Peppermint Grove.

Verge Valet Extra is now available in Mosman Park, Cottesloe and Peppermint Grove, and coming soon to Cambridge!

### How do I set out my verge items for collection?

Please place your items neatly on your verge. Depending on the service you have booked, it is important to sort your waste into separate piles. This assists our Verge Valet collectors, who use different trucks, to pick up the different sorts of waste. This maximises what can be recycled and reduces the quantity of waste going to landfill.

Set out instruction for Town of Cambridge (Please note, mattresses are not accepted for Town of Cambridge Verge Valet collections).



## Set out instructions for Town of Mosman Park and Town of Cottesloe



## Set out instructions for Shire of Peppermint Grove.



### I have limited access at my property. Where do I put out my items?

If you don't have a verge, or have limited access at your property, select the appropriate response in the "My waste will be put on the:" section on the Booking Request Form. Then, provide specific details in the "Anything else we need to know about your collection?" section of the booking form to specify where have put your items. You can also call the Verge Valet Collection Team on 6336 7223 to discuss an alternative pick up point.

### What time do I need to put my waste out by?

By 7am on the day of your scheduled collection.

## **What should I do if I forgot to put my items out, or didn't put them out by 7am?**

If you didn't put your items out by 7am, call the Verge Valet Collection Team on 6336 7223 to see if they can still be collected that day.

If the items are not put out or put out too late to be collected, then your allocations for the collection types you booked will be used.

## **What can I do with items that are too good to dispose of?**

Keep items in circulation by giving them a new home. If you think your item(s) may be of use to someone else, then consider the following alternatives:

- Sell or advertise your item on local websites such as Gumtree, eBay and Facebook.
- Join social media groups such as your local Buy Nothing, Share or Barter group to buy, sell or pay it forward.
- Contact your local charity by visiting [giv.org.au](http://giv.org.au). Some charities, like Clutterbugs and Paraquad Industries offers a free collection service.
- Take part in the annual [Garage Sale Trail](#) which runs in October. This is Australia's biggest national re-use event.

## **Why were my verge items not collected?**

There are several reasons why your items may have not been collected: Did you book a collection? Was the pile placed on your verge too big? Was the pile accessible? Did you place the items where you said you would when you booked? Did you put your bulk waste out too early / too late? Was your bulk waste pile contaminated with non-acceptable items?

If any of these reasons apply, you will receive a notice in your letterbox outlining:

- why your waste wasn't collected
- instructions on what to do next
- details of who you can contact, and
- a timeline for return collection.

For more information, call the Verge Valet Collection Team on 6336 7223. Please note that collections may not finish until 4pm.

## **How does my green waste get recycled?**

Green waste is taken to the West Metro Recycling Centre and from there sent to recyclers in the southern suburbs, where they:

1. Shred it.
2. Put it on a hard stand (concrete) for 12 weeks – it is not heated, the mulch creates its own internal heat.



3. Shred it again, before sending it back to the West Metro Recycling Centre for residents to collect for free – BYO gloves, shovel/fork & bags/container/trailer to put it in.

### **How does my bulk waste get recycled? Will my waste be reused after Verge Valet?**

Your waste will get broken down and recycled as much as current conditions allow. Some materials are easier to recycle than others, many recycled materials are hard to sell for reuse.

### **I don't live in the Towns of Mosman Park, Cottesloe or Cambridge, or the Shire of Peppermint Grove. Can I book Verge Valet for my residence?**

Verge Valet is currently only available for Mosman Park, Cottesloe, Cambridge and Peppermint Grove residents. To be notified if Verge Valet becomes available in your Council area, please click [here](#) to enter your details.

### **Is Verge Valet available to commercial properties?**

Verge Valet is not available to businesses. If you're a business, the [West Metro Recycling Centre](#) in Shenton Park offers disposal services. For more information, call the Recycling Centre on 9384 2544.

### **What if I cannot carry my items out to the verge?**

If you are unable to lift heavy items by yourself, try to arrange for a friend, neighbour or family member to assist with placing items onto the verge prior to your scheduled collection.

If this is not possible, please contact your Council or the Verge Valet and Recycling Hotline on 9384 6711 to find out if we can assist you in finding a solution.

### **How do I change my bulk waste collection(s) into a green waste collection?**

Easy, just select green waste on the Booking Request Form. In the "Anything else we need to know about your collection?" section please explain that you would like to change your bulk waste collection into a green waste collection. If you have already used all your collection allocations for the financial year, we will let you know.

### **Will any unused collection allocations I have roll over to the next financial year?**

Unused collection allocations do not roll over. Allocations reset at the beginning of each financial year.

## **Can I share my Verge Valet allocations with my neighbour?**

Any arrangements you make with your neighbours are up to you. The collection will be allocated according to whoever makes the booking. Please make sure we know where to pick up the waste.