



## Waste Removal Services and Recyclers Frequently Asked Questions

### **Can residents choose which service provider they want to remove their residential waste?**

No. Residential waste collection and removal services are provided exclusively by the City or the City's contracted accredited service providers.

### **Surely anyone can collect or remove waste?**

The [Integrated Waste Management By-law](#) regulates all waste removal. Anyone collecting or removing waste must have a contract for the collection and removal of waste with the City or an accredited service provider.

### **Who or what is an accredited service provider?**

[Accredited service providers](#) are persons or entity accredited by the City in accordance with guidelines to provide waste management services. These range from large to small business, and include entrepreneurs, community cooperatives and other legal entities.

### **[Become an accredited waste service provider](#)**

### **How will recycling be organised and regulated?**

Before anyone starts organising recycling, recovery or sorting of waste, an environmental impact assessment must verify that the proposed recycling, re-use or recovery of the waste is less harmful to the environment than its disposal.

All such operators must now also register for accreditation with the City, entitling them to operate legitimately. This includes scrap dealers, buy-back centres and all formalised recycling groups.

They must also submit an [integrated waste management plan](#) to the waste management officer.

Monthly reports are mandatory. All accredited waste reduction entities are obliged to lodge a written report to the waste management officer by the 7th of every month.

### **Do all waste collectors have to register with the City?**

Commercial and industrial undertakings, including scrap dealers requiring a waste collection and removal service that is not provided by the City, must register with the City and prove that they have contracted with an accredited service provider for such service.

### **Who will accredit my waste removal or recycling business?**

The Director of [Solid Waste Management](#) is responsible for accreditation.