

FOGO WASTE COLLECTION SERVICE: NEW BIN ROLL OUT

Dear residents and ratepayers,

The new Food Organics and Garden Organics (FOGO) waste collection service is coming to the City of Parramatta. FOGO will provide a convenient and environmentally friendly way to dispose of your organic waste. It will help to reduce the amount of waste that goes into your red lid garbage bin and will provide you with additional capacity across your three bins.

WHO WILL RECEIVE THIS SERVICE?

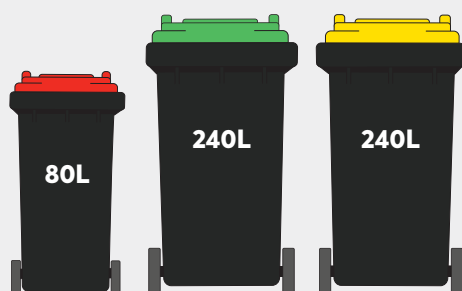
All residents living in the City of Parramatta will receive FOGO.

- Stage 1 - will start 11 November 2024. This will apply to all residents who have their waste serviced by City of Parramatta living in houses, townhouses and unit buildings with 30 dwellings or less.
- Stage 2 - Council will start working with unit buildings with more than 30 dwellings to introduce FOGO from 2025 onwards.

WHAT BINS WILL I RECEIVE?

Council will replace all bins before the new FOGO service starts. This is to ensure bins are the right size, have the correct signage and to minimise repair costs. The existing (old) bins will be recycled. All residents will receive a kitchen caddy in addition to the following.

If you live in a dwelling with 7 units or less (e.g. houses, villas, townhouses, or small units)



You will receive:

- 1 x new red lid garbage bin (80L) - which will be **collected weekly**
- 1 x new green lid FOGO bin (240L) - which will be **collected weekly from 11 November**
- 1 x new yellow lid recycling bin (240L) - which will be **collected fortnightly**

Don't forget, if you are a property owner, you can change from the standard 80L red bin by contacting fogo@cityofparramatta.nsw.gov.au. Refer to FOGO webpage for red bin fees and charges.

If you are a renter and receive an 80L red bin and would like a larger bin please discuss with your property owner or authorised real estate agent.



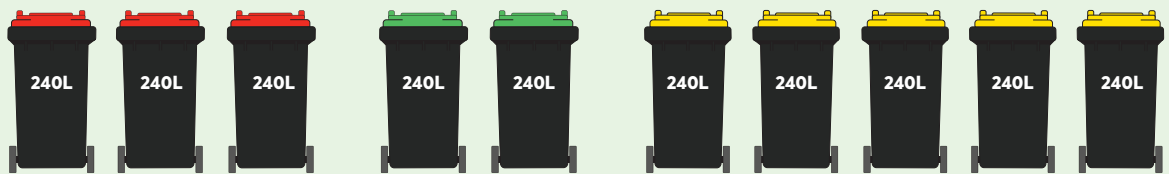
If you live in a dwelling between 8 and 30 units (e.g. townhouses, villas, or apartments)

You will receive:

- 1 x new red lid garbage bin to **share* between three households** (240L) - which will be collected weekly
- 1 x new green lid FOGO bin to **share* between five households** (240L) - which will be collected weekly from 11 November
- 1 x new yellow lid recycling bin to **share* between two households** (240L) - which will be collected fortnightly

This ratio is aimed at meeting the waste generation needs for unit complexes while considering the bin storage constraints.

Example of bin set for a unit of nine households.

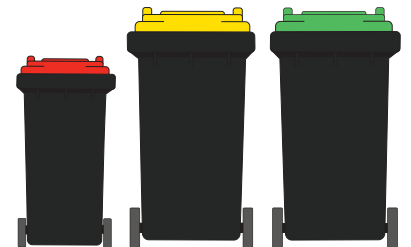


**If you do not think the shared garbage bin arrangement or bin number will work for your unit complex due to storage constraints, Council can assess and review the shared bin arrangement. The authorised strata manager or owners corporation will need to put the request in writing to Council at fogo@cityofparramatta.nsw.gov.au on behalf of all the owners and residents in the block.*

WHAT WILL HAPPEN DURING BIN REPLACEMENT?

LATE JULY – OCT 2024

- Your new red, yellow and green bins are delivered.
- Do not use your new bins until your old bins have been collected.
- Existing yellow and green bins will be collected in the weeks following delivery of your new bins. Once they have been removed you can start to use your new bins.
- Green lid bin will remain on a fortnightly schedule until 11 November when FOGO commences.
- Don't put food scraps in your green lid bin until 11 November.



SEPT – NOV 2024

- Your new kitchen caddy and compostable liners will be delivered.



11 NOV 2024

- FOGO weekly waste collection commences.
- Start to separate food waste using the FOGO kitchen caddy and then emptying it into the green lid FOGO bin.
- Present your FOGO and red lid garbage bin weekly for collection.

11 NOV 2024 ONWARDS

- Old red lid garbage bins collected for recycling. Once it has been removed you can start to use your new red lid garbage bin.

WHAT WILL HAPPEN DURING BIN REPLACEMENT?

Do not use your new bins until your old bins have been collected. Continue to place your old bins out as per your collection schedule. From July – October, the green and yellow bins will be removed in their respective collection weeks. Once your old bins have been collected, you can start to use your new bins. Your red lid garbage bin will be removed after 11 November. Once it has been removed you can start to use your new red lid garbage bin.

WHEN DO I START USING MY NEW BINS?

You can use your new bins once your old bins have been collected. Remember, don't put food scraps into your green lid FOGO bin until FOGO commences from 11 November.

WHAT HAPPENS IF MY NEW BINS ARE DELIVERED AND MY CURRENT BINS HAVEN'T BEEN TAKEN AWAY?

The replacement process will take place from late July until end of November 2024, utilising the existing bin collection schedule. Given the size of the Parramatta Council area, you may have your existing (old) and new bins onsite temporarily as we work through the deliveries and collections. We understand this may present storage challenges especially for unit complexes where space is limited. We will be working to remove these as soon as possible, however if they are becoming a problem, please contact us and we can prioritise the bin removal.

We understand that this is a big change for our community and are working hard to minimise any disruptions. We appreciate your patience and understanding.

For any enquiries, please email fogo@cityofparramatta.nsw.gov.au or call **(02) 9806 5050**.

Please visit cityofparramatta.nsw.gov.au/fogo for more information.

Kind regards,
City of Parramatta Waste and Cleansing team

Council will be developing FOGO educational material for unit complexes such as bin bay signs and posters, please register your interest by scanning the QR code and we will drop them off to you when they become available.

