

Hard Waste FAQ for Renters

What is hard waste?

Hard waste includes items that won't fit into regular rubbish bin or are unsuitable for regular waste management. This includes household furniture, toys, tree branches, electronics & more.

Why can't it go in the normal bins?

Hard waste is too large for regular council bins or communal bins. It can also cause issues for the council when trying to sort the waste, as the facilities used may not be equipped to deal with certain items.

Can hard waste go on the nature strip?

In most WHL properties, the local council won't offer a regular curbside waste disposal service. WHL encourage renters of standalone properties to contact their local council to confirm this, as individual councils may differ. WHL properties that use a private waste collection service are ineligible for council curbside waste pickups.

Inappropriate disposal of waste can result in the inability to empty bins, safety issues and sanctions from local Councils. If waste is illegally placed on the nature strip, the Council can take action against individual renters. If WHL are aware of renters doing this, this issue will be referred to the local Council Compliance Officer and a fine may result.

How do renters dispose of hard waste?

WHL will arrange a pickup of hard waste on a yearly basis for multi-level dwellings with common spaces. Renters will be given lots of notice and instruction to arrange any goods for disposal.

At all other times, it is the renter's responsibility to engage a removal service or attend a local refuse center to dispose of hard waste.

What happens if renters do not comply?

It is against the terms of the Rental Agreement for renters to inappropriately dispose of waste. This includes leaving goods in common areas or on the nature strip. It also includes placing hard waste into the general waste bins and leaving goods in the bin room. Renters must leave the premises in a clean condition. Contraventions of this will result in a Breach of Duty Notice being issued to renters, with extreme circumstances warranting a Compliance Order from VCAT. If the inappropriate disposal of waste results in damage to the premises, WHL will issue the renter a Repair Notice requiring the renter to rectify the damage or pay the cost to do so.

What if I am struggling with hard waste?

If you are having difficulties with accumulating too much waste, speak to your local council for information about sustainable waste management tips and tricks. They will be able to provide advice that helps you to minimise your waste production and learn to dispose of goods effectively.

If you have any further questions, please contact your Tenancy Officer.