



More answers to your questions

Need further help?

WMRC Recycling Hotline: 9384 6711 (8:30am-4:30pm Mon-Fri)

Verge Valet Collection Team: 6336 7223 (8:30am-4:30pm Mon-Fri)

Your Council

Contents

How do I book a collection?.....	3
What day is collection in my Council/Suburb?	3
Do collections run every week of the year?.....	3
How many collection allocations do I get per financial year?.....	3
What can I do with items that are too good to dispose of?	3
How can I change or cancel my booking?.....	4
Can I book both bulk and green waste collections for the same date?	4
I've made my booking. When can I put my items out for collection?.....	4
I rent the property I live in. Am I eligible to book a collection?	5
Is my booking automatically confirmed when I submit a Booking Request form?	5
What items can I put out for collection?	5
How can I find out how many collection allocations I have remaining for the year?	5
What can I do if I have run out of collection allocations for the financial year, or have more than 3m ³ of waste?.....	5
What types of e-waste are accepted?	5
Why do I need to remove doors from fridges and freezers?.....	5
How many mattresses and mattress bases can I put out? (Excluding Town of Cambridge).....	6
How can I dispose of a mattress in the Town of Cambridge?.....	6
What can I do with items that are not accepted by the Verge Valet™ service?.....	6
How much waste can I put out?	6
Is there a minimum amount that I need to put out?	6
How do I set out my verge items for collection?	6
I have limited access at my property. Where do I put out my items?	7
What time do I need to put my waste out by?	7
What should I do if I forgot to put my items out, or didn't put them out by 7am?	7

Why were my verge items not collected?	7
How does my green waste get recycled?	8
How does my bulk waste get recycled? Will my waste be reused after Verge Valet™?	8
Can I book Verge Valet™ for my residence that isn't in one of the listed Councils?	8
Is Verge Valet™ available to commercial properties?	8
What if I cannot carry my items out to the verge?	8
How do I change my bulk waste collection(s) into a green waste collection?.....	8
Will any unused collection allocations I have roll over to the next financial year?	8
Can I share my Verge Valet™ allocations with my neighbour?	9

How do I book a collection?

To submit a Booking Request Form to organise a Verge Valet™ collection, please click the link below for your Council.

[Town of Mosman Park](#) – Monday collection

[Town of Cottesloe](#) – Monday collection

[Town of Cambridge](#) – Tuesday or Wednesday collection

[Shire of Peppermint Grove](#) - Monday collection

[City of Subiaco](#) – Thursday collection

[City of Vincent](#) – Thursday collection

If you need any help completing the online form, please call your Council, or the WMRC Recycling Hotline on 9384 6711.

What day is collection in my Council/Suburb?

Each Council has a set collection day each week. These are:

- Monday for Mosman Park, Cottesloe and Peppermint Grove
- Tuesday for Cambridge Zone 1 (City Beach, Mt Claremont and Floreat)
- Wednesday for Cambridge Zone 2 (Jolimont, Wembley and West Leederville)
- Thursday for Subiaco and Vincent

*Please note that collections do not take place on Public Holidays.

Do collections run every week of the year?

Collections run 51 weeks of the year. The Verge Valet Collection Team do not work between Christmas and the New Year. Collections also do not run on public holidays.

How many collection allocations do I get per financial year?

Each Council agrees upon the collection allocations that residents will receive each financial year.

- Mosman Park – Up to 2 bulk waste and 1 green waste collection.
- Cottesloe – Up to 2 bulk waste and 1 green waste collection.
- Cambridge – Up to 2 bulk waste and 1 green waste collection.
- Peppermint Grove – Up to 3 bulk waste and 3 green waste collections.
- Subiaco – 2 bulk waste collections.
- Vincent – 1 bulk waste collection.

In most Councils (excluding Subiaco and Vincent), you can change one or all of your bulk waste collections into a green waste collection if you prefer.

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 Marketplace.
- 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. Some charities, like [Clutterbugs](#) and [Paraquod Industries](#), [People Who Care](#), and [Salvos](#) offers a free collection service.

- Take part in the annual [Garage Sale Trail](#) which usually runs in October. This is Australia's biggest national re-use event.
- For more information, click [here](#).

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 during their business hours. If this notice is not given, you will lose your collection allocation. Notice must be given by:

- Friday 4pm for a Monday collection (Mosman Park, Cottesloe and Peppermint Grove)
- Monday 4pm for a Tuesday collection (Cambridge – City Beach, Mt Claremont, Floreat)
- Tuesday 4pm for a Wednesday collection (Cambridge – Jolimont, Wembley, West Leederville)
- Wednesday 4pm for a Thursday collection (Subiaco and Vincent)

In the circumstance of a Bureau of Meteorology (BOM) Severe Weather Warning (rain and/or wind) for the area on the day of or the day before a collection, the resident will not have their allocation docked if they have requested a cancellation by 4pm the business day before and do not put their waste out.

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

Yes. Simply select both the 'Green and Bulk Waste' box on the Verge Valet™ Booking Request Form.

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

Green waste collections are not applicable in the City of Subiaco or City of Vincent.

I've made my booking. When can 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 2/3 days prior to your scheduled collection.

- Friday for a Monday collection (Mosman Park, Cottesloe, Peppermint Grove)
- Saturday for a Tuesday collection (Cambridge Zone 1)
- Sunday for a Wednesday collection (Cambridge Zone 2)
- Tuesday for a Thursday collection (Subiaco). This is the preferred timing, however items may be placed out over the weekend
- Tuesday for a Thursday collection (Vincent).

If you do not receive your Place Out Notification on the relevant day above, please call the Verge Valet Collection Team.

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. 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 15 units (Cambridge only) or 25 units (all other Councils), 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.

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 list](#) for more details.

When completing your 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 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. Enter your contact details and select your query type. If you have any further comments or questions, you can leave them under the 'comments' section.

What can I do if I have run out of collection allocations for the financial year, or have more than 3m³ of waste?

Verge Valet Extra is a service additional to your council allocated collections, where you can pay for extra bulk and/or green waste collections (only bulk waste in Subiaco and Vincent).

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 [here](#) or you can call the WMRC Recycling Hotline on 9384 6711 during business hours.

What types of e-waste are accepted?

Any item with a plug or a cord, or takes a battery, can be accepted as e-waste. This includes (but is not limited to) 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? (Excluding Town of Cambridge)

Usually 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 3m³ limit.

If you do have multiple mattresses that you need to need dispose of, please contact your council to request an exemption for the 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 read more about the service and book [here](#).

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

Items like tyres, glass, asbestos, construction and demolition waste, and household hazardous waste (such as paint, gas bottles, batteries, chemicals, and flammable liquids) CANNOT be collected through Verge Valet™. This is to ensure the safety of the Verge Valet Collection Team and passers-by.

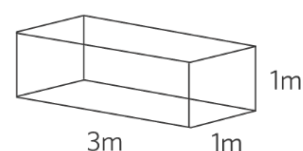
These items can be dropped off at the [West Metro Recycling Centre](#) in Shenton Park. Fees and charges may apply. To find out more, visit the West Metro Recycling Centre online [here](#), or call the WMRC Recycling Hotline on 9384 6711 during business hours.

How much waste can I put out?

Your bulk and/or green waste pile should not exceed three cubic metres (3m³) per waste type booked. If you book both a bulk and green waste collection, you can put out 3m³ of each waste type. For waste that exceeds 3m³, only 3m³ of the waste out will be collected.

For green waste, the piles may seem a little larger than the limit as this material is compacted in the collection process.

Limit of 3m³ 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 (3m³). 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 the collection allocations set by your Council.

Verge Valet Extra is always an option if you have additional waste for disposal.

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 Collection Team to pick up the different sorts of waste into the most appropriate truck. This maximises what can be

recycled and reduces the quantity of waste going to landfill. Use the following as a guide to separate your waste for better recovery.

- Furniture and general junk
- Whitegoods
- E-waste
- Mattresses (not applicable for Cambridge)

- Green waste (not applicable for Subiaco or Vincent)

Please note that the Verge Valet Collection Team sort what they can onsite, but efficiency is important to remain on schedule. All bulk waste items go through a secondary sorting process offsite.

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 location 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.

Waste must never be left on private property for a collection. The Verge Valet Collection Team cannot enter your property to pick up items.

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 as soon as possible 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.

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 or green 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.

Please note that collections may not finish until 4pm. If you would like to speak with someone about a missed collection, please call Verge Valet Collection Team on 6336 7223.

How does my green waste get recycled?

Green waste is taken to the West Metro Recycling Centre after collection, 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 Member and Participating Council 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. If your bulk waste contains items that are still in good or usable condition, try gifting, donating, swapping, selling, or fixing it first! Verge Valet™ should only be used for junk.

Can I book Verge Valet™ for my residence that isn't in one of the listed Councils?

Verge Valet™ is currently only available for Mosman Park, Cottesloe, Cambridge, Peppermint Grove, Subiaco and Vincent 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 or community groups. If you're a business, you can use Verge Valet Extra which is a paid service. The [West Metro Recycling Centre](#) in Shenton Park offers disposal services. For more information about the above, call the WMRC Recycling Hotline on 9384 6711.

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 to find out if they have any services that can assist you.

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, the Verge Valet Collection Team will contact you.

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.