

Appendix B**2013 DAREBIN HARD WASTE SURVEY**

In 2013, Darebin City Council provided two options for residents to dispose of their hard waste. The two methods were:

- **Booked 'spring cleaning' collection** - available once a year per household from 23 September to 20 December, booked by the resident. This collection method was introduced in 2013.
- **Area collection** - involves the removal of hard waste from an entire neighbourhood at the same time after notifications are provided to households in their mailbox. This occurs in May and June and was first introduced in 2012.

1. Were you *aware* that Darebin City Council in 2013 now provided a booked 'spring cleaning' collection and an area based collection?

Choose One:

- I was aware of the area-based collection only
- I was aware of the booked 'spring cleaning' collection only
- I was aware of both the area-based collection and booked 'spring cleaning' collection
- I was not aware of either the area-based hard waste collection or the booked 'spring cleaning' collection

2. Which of the following Hard Waste collection services have you *used*?

Choose One:

- I have used the area-based collection only
- I have used the booked 'spring cleaning' collection only
- I have used both the area-based collection and the booked 'spring cleaning' collection service
- I have used none of the hard waste collection services offered by Darebin City Council in 2013

3. How did you find out about Darebin City Council's Hard Waste collection services?

Choose all that apply:

- Notice in the mailbox
- Advertisement in the local paper
- Darebin Council Website
- Word of mouth
- Other

Please only answer question 4 or 5 if you have used either/both the area-based collection and booked 'spring cleaning' collection. If you have used none of these services, please skip question 4 and 5 and go to Question 6.

4. If you have **used** the area-based collection on a scale from 1 to 5, where 1 is Very Dissatisfied and 5 is Very Satisfied, please indicate your level of satisfaction with the **area-based collection service**:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
The clarity of the information provided around the new service.	<input type="radio"/>				
The amount of notice you were given to place your hard waste out for collection	<input type="radio"/>				
The type of waste that can be collected	<input type="radio"/>				
The amount of waste that can be collected (1 cubic metre)	<input type="radio"/>				
The cleanliness of your street after the hard waste collection	<input type="radio"/>				
The quality of the service overall	<input type="radio"/>				

5. If you have **used** the booked 'spring cleaning' collection, on a scale from 1 to 5, where 1 is Very Dissatisfied and 5 is Very Satisfied, please indicate your level of satisfaction with the **booked 'spring cleaning' collection**:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
The clarity of the information provided around the new service.	<input type="radio"/>				
The amount of notice you were given to place your hard waste out for collection	<input type="radio"/>				
The type of waste that can be collected	<input type="radio"/>				
The amount of waste that can be collected (1 cubic metre)	<input type="radio"/>				
The cleanliness of your street after the hard waste collection	<input type="radio"/>				
The quality of the service overall	<input type="radio"/>				

6. Darebin City Council would like to know what type of Hard Waste collection residents prefer, please indicate your preference with the following collections:

I prefer area-based collections only

I prefer booked hard waste collections only

I prefer both area-based and booked collection services

I have no preference for either method of hard-waste collection

7. Council has other options for recycling of waste. This include residents taking their recycling to the transfer station where batteries, oil, computers and computer accessories and other free recycling options are available. White goods can be recycled and picked up for free.

Did you use this option instead of putting hard waste out for pick up?

Choose One:

No Yes I was not aware of these other recycling options

8. Do you have any issues accessing or using the hard waste collection service?

Choose One:

Yes No

9. If you answered yes to the above question, what are those issues?

Write your answer in the space provided below:

10. How did you FIRST find out about this survey?

Choose One:

- Letter from Council
- Council Website
- Newspaper
- Advertisement
- Poster
- Other

11. What is your postcode?

Choose One:

- 3070 Northcote
- 3071 Thornbury
- 3072 Preston
- 3073 Reservoir
- 3083 Bundoora
- 3078 Alphington/Fairfield
- 3085 Macleod
- 3083 Kingsbury
- Other

12. What type of building is your home?

Choose One:

- Separate house Flat, unit or apartment
 Semi-detached row or terrace Other (specify)

13. Are you...

Choose One:

- Male Other
 Female

14. What is your age?

Choose One:

- 18-24 years 55-64 years
 25-34 years 65- 74 years
 35-44 years 75- 84 years
 45-54 years 85 years and over

15. Do you speak a language other than English at home?

- English only Other language (please specify):

16. Do you have a disability?

- Yes No

For more information about this survey, please contact Chris LoPiccolo on 8470 8740

Please return this survey by mail or in person to Ginny at Darebin City Council, 274 Gower Street, Preston VIC 3072.