

No Time to Waste survey analysis

10 August 2021 – 31 August 2021

As our early engagement for our Waste Management and Minimisation Plan (No Time to Waste / Tiakina a Papa Mimiti te Para), we're looking at how we manage waste in our District, and how we could reduce harmful effects of waste. We conducted an online survey to gauge attitudes towards waste during August 2021. The results of the survey are intended to inform our draft Waste Management and Minimisation Plan (No Time to Waste / Tiakina a Papa Mimiti te Para).

Methodology

The survey was available from 10 August 2021 to 31 August 2021, on our consultation website, We Need to Talk. We posted links to the survey through Facebook, sent out information via e-newsletter, emailed a link directly to stakeholders, and publicized it in local newspapers. We had 77 responses in total. Fields left blank, or unanswered, have not been included in the results analysis unless stated.

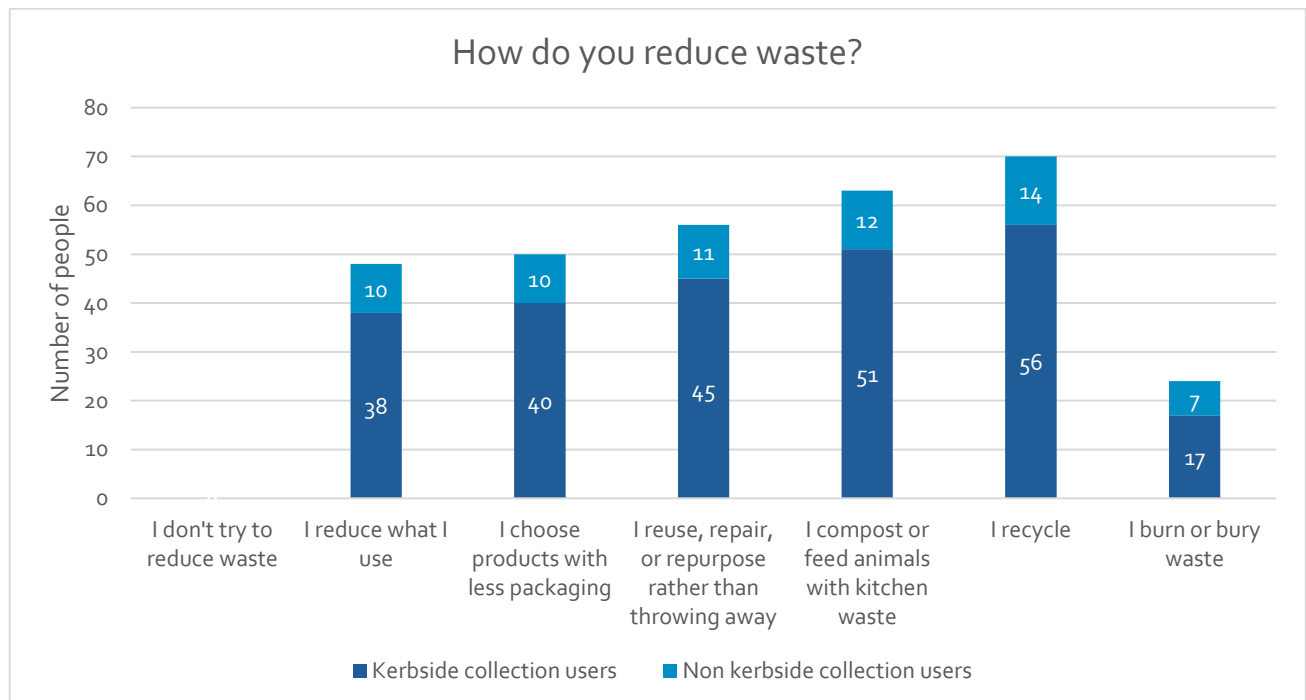
90% (n = 69) of respondents were homeowners in the district, while 9% (n=7) were not.

Objectives

- Gain more of an understanding of community feeling on how our waste services are working (or not working) for them, including what new services might be needed, e.g. extension of kerbside collections.
- Identify where we're doing well in our district and where we could improve.
- Gather suggestions for improvement to our waste minimisation efforts.

Attitudes towards waste reduction

97% (n = 75) of respondents believed that reducing waste was important. This was reinforced by the generally high levels of waste reduction strategies, as shown in the graph below.



Kerbside collection

- 77% (n = 61) of respondents used our kerbside collection, and 19% (n = 15) did not.
- Of those using the collection, 55 (90%) were homeowners in the Hauraki District and 6 (10%) were not.
- Of the 15 people who do not use the kerbside collection, most (87%) said it's not available where they live, and the others said the collection days and times don't work (n = 1), or the bags are too expensive (n = 1).

Good things about our kerbside collection

- Of those who receive the service, a quarter said that the kerbside collection meets their needs (n = 15).
- Positive statements about the kerbside collection included:
 - Not sure you could do much better, Christmas- New Year service is fantastic!
 - It's convenient having a regular rubbish and recycling collection to our door.

How could we improve?

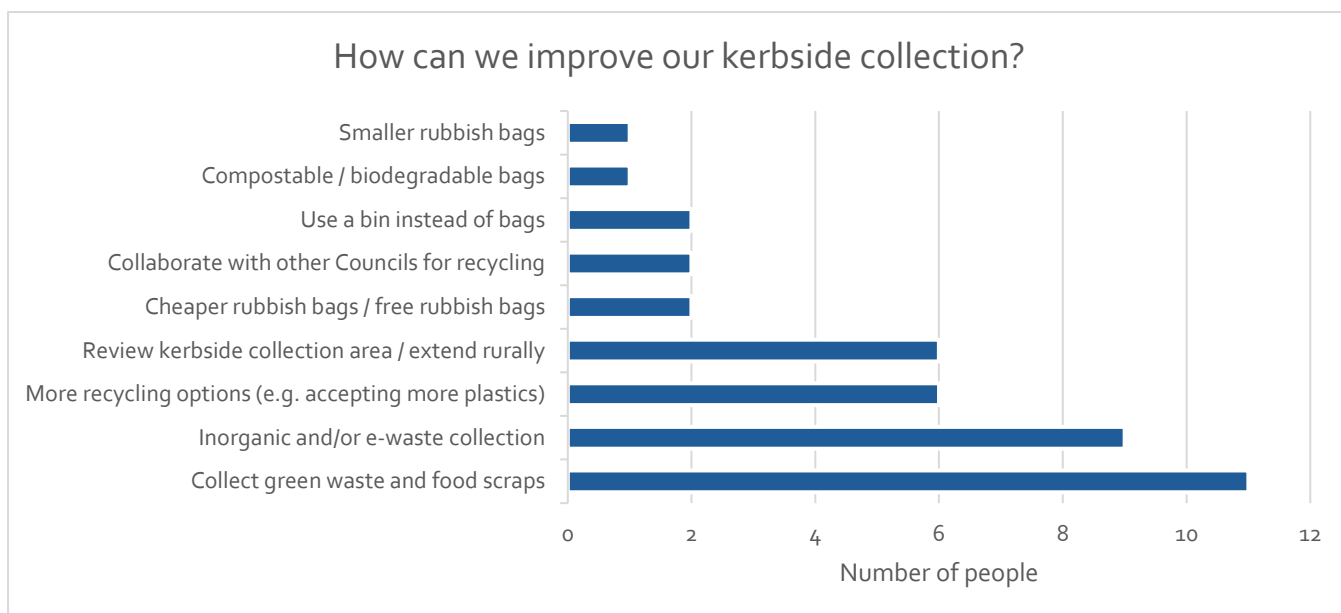
Respondents were asked how we could do better with our kerbside collections, and were able to provide multiple free text responses.

The highest number of suggestions for kerbside collection was that the Council collects green or garden waste, as well as food scraps, and some suggested that the Council implement its own composting/green waste facility and sell compost back to the community.

Respondents also supported inorganic collections, with most suggestions referring to annual or biannual collections, as well as working with local repair/reuse centres.

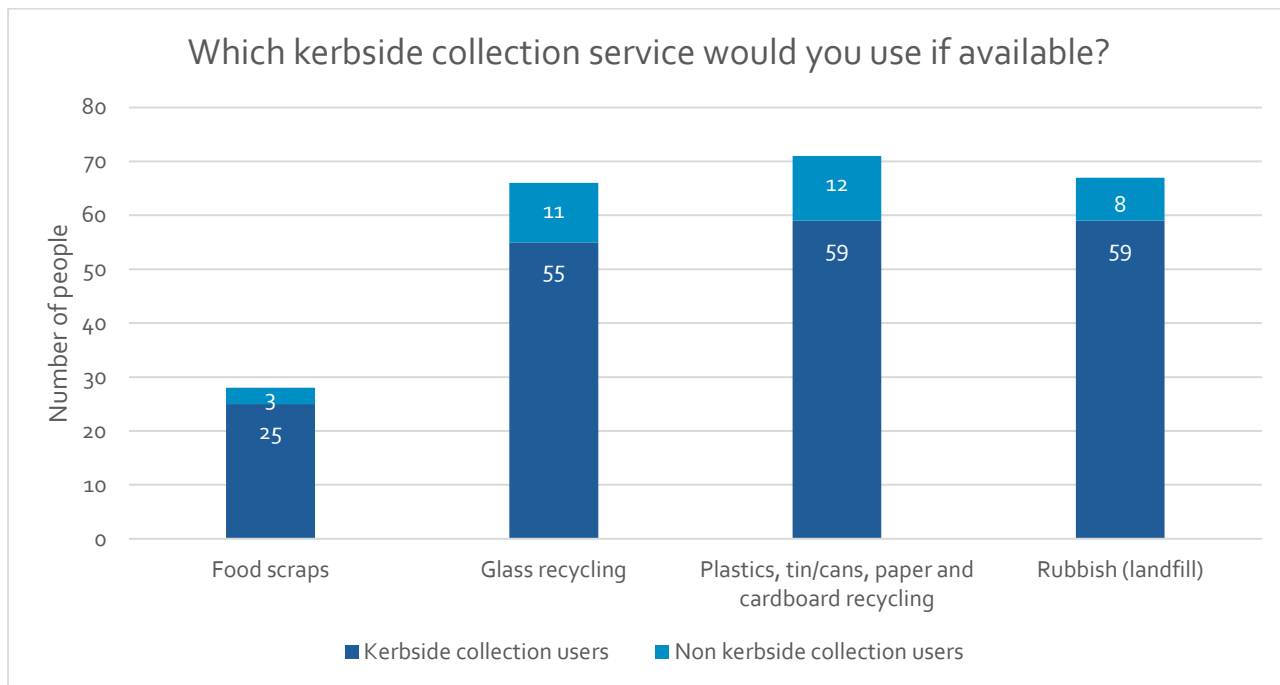
The collection of plastics was mentioned numerous times, particularly regarding the range of plastics accepted. Respondents requested that more plastics be collected, particularly number 5 plastic and soft plastic. Two respondents suggested that the recycling system be redesigned to sense bottle caps so that these could be accepted.

The cost of rubbish bags (pay as you go) was only mentioned by two people, and three people noted that while they may use our recycling service, they use a private operator for rubbish collection rather than using our yellow bags.



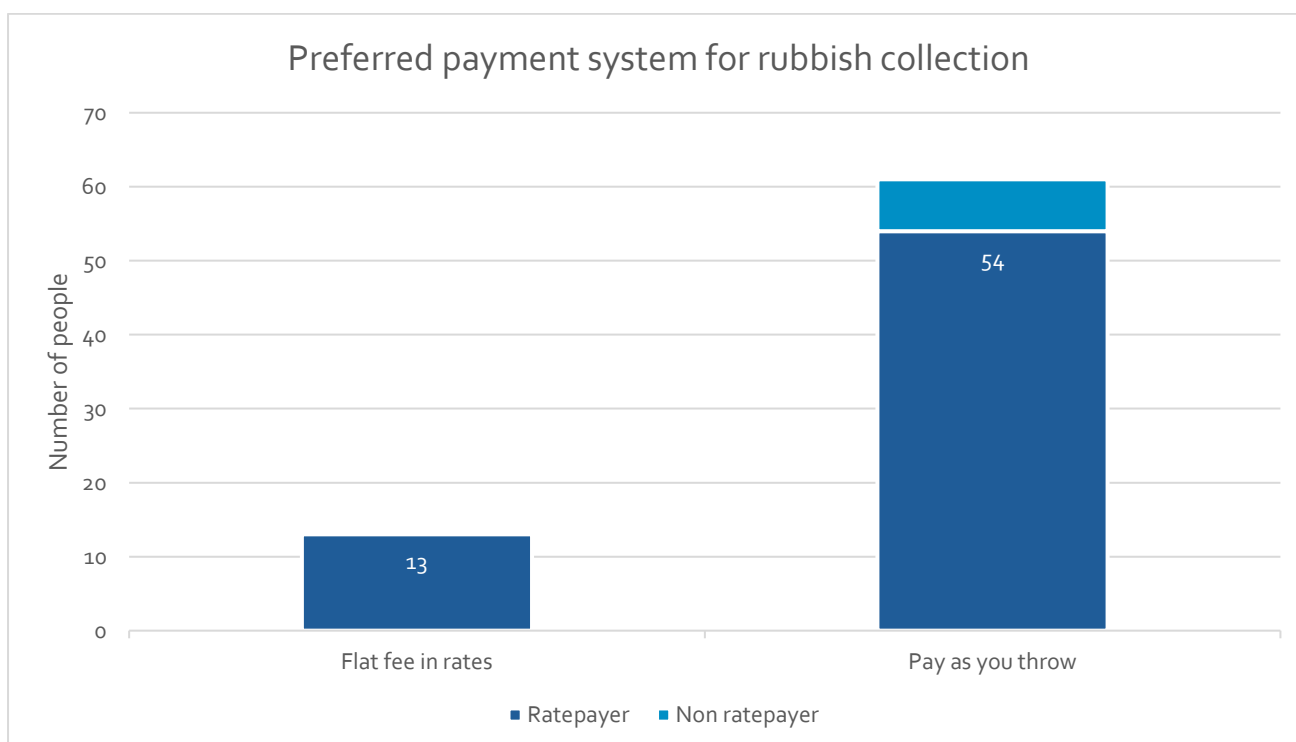
Potential kerbside collection options

Most respondents noted that they would use three bins if available to them, i.e. similar to our current service. Around 38% of respondents said they would use a food scraps collection service if it was available at their kerbside.



Payment system

Respondents were asked if they would rather pay a flat fee in rates or pay as you throw for rubbish collected at the kerbside. The majority (88%, n = 67), which included all non-ratepayers, preferred a pay as you throw system over a flat fee in rates.



Transfer stations

- 68% of respondents (n = 51) were users of our transfer stations, and 31% (n = 24) did not.
- Of those using the transfer stations, 48 (94%) were homeowners in the Hauraki District and 3 (6%) were not.
- Of those not using the transfer stations, the main reason was that kerbside collection was used (n = 8), they didn't need the service (n = 3), or it wasn't close enough to where they live (n = 3). Four people said they use a private operator or go out of the District, and one said the price was too high. One person said they intended to use it when they have gathered enough for a trip, and the other reasons included

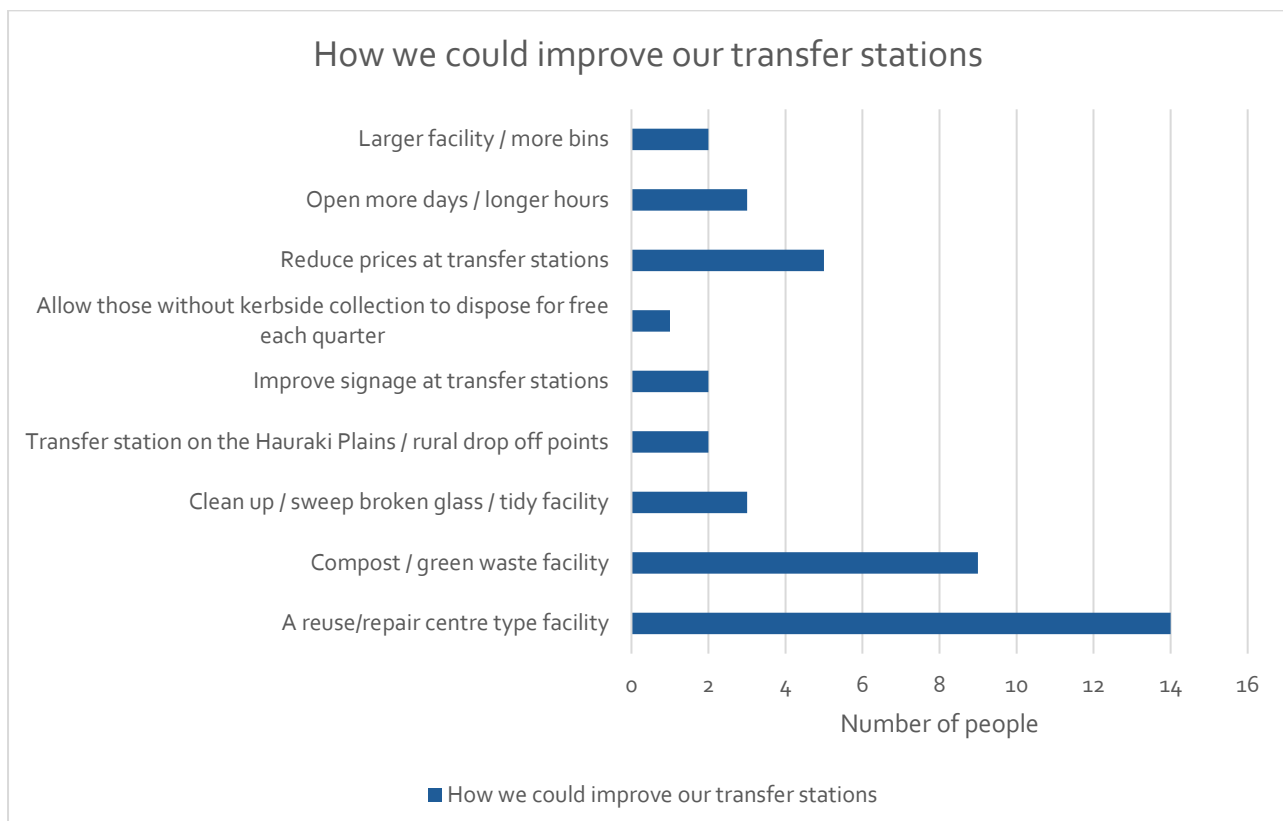
Good things about our transfer stations

- Of those who receive the service, a third said that they meet their needs (n = 15).
- Positive statements about the transfer stations included:
 - Staff are very friendly and helpful with excellent service, staff are amazing.
 - I like that it has clear hours and clear indications of what you need where.
 - The tip prices are reasonable for extras we drop off there.
 - Well set out, well organised and a lot cleaner than it used to be.
 - It's easy enough to drop off extra recycling.
 - I like that you pay by size or weight so only paying for what you throw.

How could we improve?

Respondents were asked how we could do better with our transfer stations.

The highest number of mentions was regarding a reuse/repair centre to divert from landfill. As mentioned above under kerbside collection, respondents also supported a green waste or compost facility run by the Council. Five people considered the prices at the transfer station high, and asked that we reduce them.

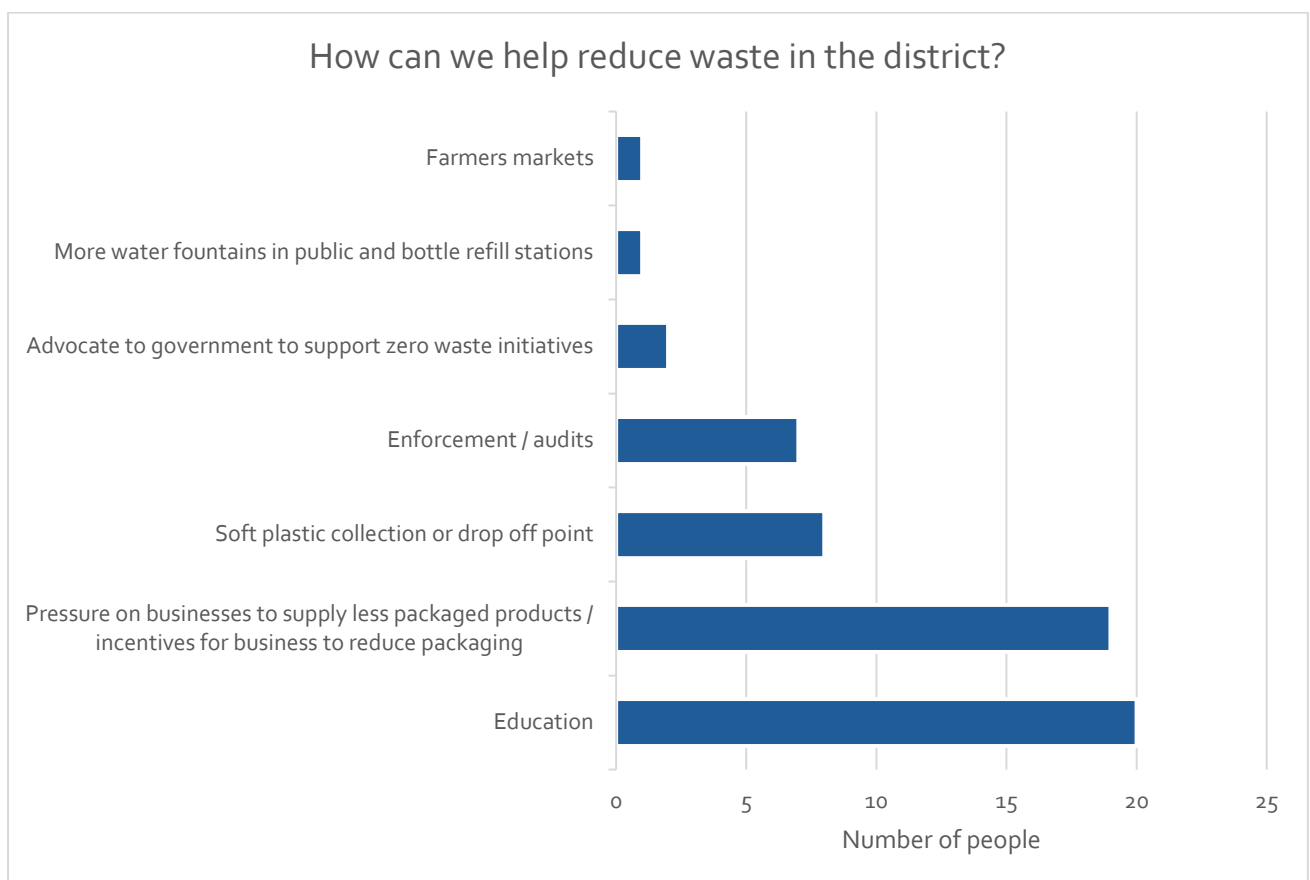


What can we do to help reduce waste?

The highest ranking suggestion for the Council to help reduce waste in the District were to educate the public on what should be recycled, and how they can reduce their own waste. This included suggestions such as funding education workshops, updating brochures, and promoting reuse, repair and repurposing.

The second highest ranking suggestion was to encourage businesses to reduce their packaging. This included suggestions on the friendlier side such as incentive programmes and encouragement, as well as the harder line of banning certain products.

In general, this feedback is not dissimilar to the feedback received during the Community Outcomes identifications engagement as well as the 2021-31 long term plan feedback.



Summary of suggestions for how we can help

Kerbside collection

- Extend kerbside collection, collect rurally
- E-waste collections
- Annual or biannual inorganic collections
- Weekly glass collection
- Bins instead of bags
- Allow any bags at the kerbside instead of producing special bags
- More plastics collected, incl. soft plastics
- Four bin system (e.g. as in WBOP)
- Change machinery to detect plastic lids

Transfer stations

- Have designated areas where you can drop off compostable waste
- Repair and Reuse Centres (in Paeroa, Waihi, Ngatea)
- Repair cafes that move around different towns

Extend services

- Provide home compost bins
- Combine with others to build own plastic treatment plant
- Council owned tyre shredding business, use for roads and footpaths
- Commercial chipper so green waste can be composted
- Combine recycling with other councils to produce a better system through economies of scale

Lead the way

- Incentives / encourage business to change packaging
- Incentives for low waste
- Use recycled plastic in Council facilities
- Lobby central government to regulate non-recyclables
- Certification / merit system with logo in the District

Education

- Educate on reusing, repurposing, recycling
- Fund free or low cost workshops (composting / DIY)
- Sponsor school field trips to waste facilities
- Landfill tour
- Effects of burning plastic
- Promote reuse

Bylaws / enforcement

- Fines for putting items in wrong bins/ contamination
- Ban/fine people who burn rubbish
- Investigate known stockpiling
- Ban use of certain packaging
- Charge fly tippers

Cost / rating system

- Pay as you go
- Nil cost rubbish bags
- 4 rubbish bags for free each year
- Flat fee in rates due to low incomes
- Fixed charge for collection should be separate for each bin, so it can be optional for those who don't use it, e.g. food scraps.
- Opt out system

Appendix A –Verbatim and Graphs

Note: These responses have been slightly (not thoroughly) amended for spelling and grammar.

If you use kerbside collection, does it meet your needs? What's good about it? How could it be better?

- I like that it's regular and to our door. I would like the rubbish plastic bags to get phased out or an alternative found. I would like to know how to support recycling/ repurposing programs better. There is still too much I am just putting in the rubbish or recycling that could be used. It would be good to have a way to find out if any groups of people (kindy/women's institute/craft groups) are needing things like jars for preserving or boxes/bottles for gardening/art/craft.
- It does but i will not put out Recycle Bin when all that is being done with it is ending to waste dump pits. It is a waste of my time and the Councils resources.
- I am happy, some products I am not sure where to take such as old batteries, unwanted paint, used oil etc. Some place we can take these products for recycling?
- Yes it suits us. Shame more plastics cannot be recycled
- It works well, however some weeks I don't put out recycling bottles bin or yellow top bin or yellow bag, I am on my own, and because I drink spirits means less recycling bottles, separate bin for yellow bag which only gets filled say every 2 weeks and sometimes it's minimal for yellow top bin, keep the way it is
- Collections are good, more items especially plastics need to be included in recycling, e.g. No 5.
- Although I compost many do not. We need roadside collection of waste food. It will make up a huge portion of volume, it can be composted and saves CO2 emissions from extra transport and landfill methane. Hamilton City does this HDC should also
- I would like to know if 'recycle' is really recycled.
- Meets my needs
- It is currently meeting our needs. A transfer station or similar at Ngatea could be considered
- Yes
- The ability for Hauraki residents to have free green waste together with separate compost collections
- Would like an inorganic pickup once in a while for items too large to fit in yellow bags
- We could add a compost collection, then we can sell compost back to our residents at a cheaper price
- The collection times varies too much. Sometimes I miss it. Notification of the estimated collection time would be useful, or a regular time even better.
- Nice to have a service for basic household rubbish, but it would be nice to see the range of recycled wasted items expand, e.g. cardboard milk containers.
- They should get rid of plastic packets and rather have small refuse bins that your waist goes straight into and keep the normal glass and recycling bins. Then less plastic in landfills.
- Yes meets my needs just not sure if Smart does actually recycle all the recycle bin items (excluding Covid levels)
- Yes meets our needs.
- Only use recycling which meets the needs of my household is
- More recycling options
- Would be better corrected plastic 5n 6. (I live in Waihi) and soft plastic."
- HDC refuse can't process small items like bottle caps.
- Think we should change to bins for rubbish, not bags, and think about a green waste service
- Meets most of our needs to a degree. What's good about it is having container/bin for the recycling and collection is regular. The tip prices are reasonable for extras we drop off there. How could it be better:

- Rubbish bin for yellow bag main rubbish.
- having permanent people to monitor bin usage and don't pick up if contaminated and charge households
- obviously being able to recycle plastic other than 1 or 2 would help hugely
- having an inorganic drop off without charge would be helpful
- having a place to safely drop off electronics, batteries, chemicals, paint etc. without charge
- Yes I think it is more than adequate. I only put out rubbish and recycling when I have enough and therefore like the user pays system
- Need to take more plastics please.
- The bags are terrible, little wheelie bins would be better. Limitations on recycling now increase the amount going to landfill. A green waste collection would be awesome. Take a look at what the Timaru district council achieved some years ago"
- Council should put some pressure on industry - we cannot recycle soft plastics, and only 1, 2, and maybe 5 are collected in the plastics recycling. Either - we stop producing and importing packaging we can't recycle, or we get on top of our own shortcomings. This debate has been going on for decades, and nothing has changed. If local authorities become leaders.... we will see change.
- I only use the Green wheelie bin and the blue glass bin. I use a red bin from coastal bins as it allows me to dispose of more items. I would like to see wheelie bins used more as a glass bin gets too heavy. It would be good to see a wheelie bin for paper and cardboard and cans and as we do now, wheelie bin for glass, which we don't have, wheelie bin for plastics given that there are many types of plastics. Food scraps (not meat) should be composted by the consumer. So in saying that, where do we put meat leftovers and baby wipes. Meat left overs could be given to the eels in our drains??
- I would like to be able to send food waste for composting. I would also like a local place to take recyclable soft plastics when I can't avoid them, and a good description of what is covered by this."
- BOP provides a kitchen waste bin, presumably for composting in a central spot. They claim impressive tonnage collected since 1 July. I am sure our community would also benefit from such a service, and a green waste composting option.
- I have little idea how to ensure recycling bins are not contaminated, excepting inspection and refusal to uplift over multiple weeks in addition to education."
- It's great and works well. I put out a yellow bag about once every three weeks. I quite often see bags out that are barely half full, so that's a whole rubbish bag over two weeks, when just one would serve. I know we pay for the bags but that doesn't seem to keep people putting bags out that are half full.
- No I don't use the yellow bag I pay for a wheelie bin.
- Yes it meets my needs
- Currently you only recycle plastics with a 1 or a 2 on them. The rest have to go into the rubbish. Being able to recycle more plastics (types 3, 4, 5 would help to reduce the landfill.
- I'm unsure if my recycling efforts make a difference as so many people recycle incorrectly. Even in my own household I struggle with family members 'wish cycling' things like coffee cups and tetra paks. I wonder if signage or stickers on the recycling bins would help.
- It's a great service, but would be better if we could recycle more types of plastic (like 5). Also, would be good to have a food scrap collection
- Yes, generally. Using bins rather than bags would be good though.
- Mostly weekend bach visits at Whiritoa, so (apart from Dec-Jan) usually take home recycling with us because of the 2 week interval and not having anyone living permanently adjacent who would otherwise be able to retrieve empty bin from kerb for us. Likewise for empty bottles in blue bins. But we use yellow bags for rubbish, Monday collections working well for that. (Compostables get buried in the

garden patch). Not sure you could do it much better for weekenders like us. Christmas- New Year service is fantastic!!!"

- Better information about what can and can't be recycled. And what happens to the recycling after being collected.
- Could be better by accepting soft plastic recycling! That's where half the waste is. Most of NZ especially bigger centres offer drop off points but nothing in the smaller centres. So much soft plastic that could be stopped from going to landfill. Hate that we can only recycle plastics with a 1 or 2 as well. Most lids cannot be recycled.
- There needs to be greater emphasis on recycle. However recycling will never be sufficiently workable whilst there remains little or no control over packaging which produces huge of waste. Example is milk bottles and drink bottles - is it time to return to glass reusable bottles. Packaging at Supermarkets, hardware outlets etc. needs to be reduced and totally removed. I purchased an electric tool over the last weekend which came in a huge box which was wrapped in non-recyclable plastic, huge volumes of packing/cardboard, polystyrene etc. Remove packaging and the volume of waste would dramatically decrease by massive amounts.
- There should be a tax on takeaway food the packaging of which is often discarded on the roadside and is not recycled. I receive pills in bottles that are not recyclable!!! Just plain crazy..."
- Offer a biodegradable rubbish bag to use for roadside collection
- The yellow bags cost too much as we pay twice for kerbside pickup. It's a bit tough need to update pamphlet on what goes into the bins as people from different councils have more recycle bins. We try not to put rubbish out
- It meets my needs. More information is required on what can go into the recycle bin. i.e.: can you recycle beer bottle tops or metal glass jar lids and scrap metal other than food tins and beer cans. Practically all my rubbish for landfill is supermarket packaging, this needs to be addressed.
- "Limited plastics are able to be recycled More checks are needed on recycling bins - it's despicable a third of these bins are contaminated thus contents are not recycled! Composting stations should be set up in our towns and composting bins should be available for collection. Or alternatively subsidizing of worm farms which take kitchen waste "
- Yes it meets our needs but so much food packaging can't be recycled. Would be interested to increase items able to be recycled. There are possibilities to have all rubbish and recycled put in one container and sorted later - perhaps recycle more items?
- More grades of plastic accepted would be good.
- It works well for us. We are previously use to rubbish bins. But the bags work!

If you use our transfer stations, do they meet your needs? What's good about it?

How could it be better?

- I like that it has clear hours and clear indications of what you need where. It's annoying that it is closed on Wednesday.
- Waihi has now a very workable Refuse station so long as the recyclables are being recycled.
- Pretty much the Paeroa transfer station meets my needs. I home compost and burn (when it's permitted to do so) any paper/cardboard type waste; and only take to the transfer stations glass, cans and anything that can't be composted or recycled. At the transfer station it would be good if they could regularly blow or sweep any broken glass - sometimes there is broken glass where you drive to park near the glass containers. Also, it is confusing about what plastics are recycled and where e.g. previously there were signs and cages that said milk bottles only and clear plastics only and now there seems to be no differentiation and all plastics are being lumped in together. Perhaps a refresh of signage at the station; also what can't be recycled e.g. tetra paks - I was unsure what to do with those

and emailed council's info email and was advised there is no facility to recycle them so they go in the rubbish bags. There could also be some tidying up done around the perimeter of the transfer station (overgrown, weeds etc.) and some appropriate planting.

- Awesome. Normally come home with a couple of things to fix and use too! OOPS
 - Just some issues with them accepting some of our recyclable items - We were told no plastic 1 & 2 dishwashing detergent container (apparently they don't take plastics from cleaning products), baked bean cans, milo tins, infant formula tins. We were told they'd take glass, plastic 1 & 2 drink bottles & aluminium drink cans only. This was a month or two ago, sorry not entirely sure what day! These things were pulled up when they were visible on the back of the trailer - prior to this we were transporting recycling in the back of the car & using the plastics & aluminium bins. I guess it's possible that some of the bins weren't out, but this wasn't brought to our attention.
 - Very friendly and helpful. Important job and good to see that a reuse centre has been set up. The whole circular economy plays a role in this service.
 - Made available all the time
 - Far too expensive, you have to be realistic with prices ,
 - Only occasionally but is the green waste (plant material) really composted?
 - They are fine but I'd rather an included service
 - We prefer to collect up our bottles and cardboard and take them. Staff are amazing.
 - Often green waste is put in general rubbish bins - not good
 - Excellent service, but I am too old to cope with getting larger or heavy items in and out of the car
 - Excellent
 - The fees act as a disincentive for people to manage their waste. The fees are so high that many people can't afford to take their waste to the tip so it just stacks up around their property or worse they dump in on the side of the road or into our rivers. Putting it bluntly, the transfer stations are way too expensive to be an encouragement for people to do the right thing with their waste routinely.
 - I would like to see more recycling available at the DEPOs
 - Yes, for those things that we can/could choose to collectively recycle because they are poisonous to the environment, like oil and or can be collectively dealt with like fridges/computers etc. PLUS we now have (in Paeroa) a burgeoning recycle Centre, YAY!
 - We use it for Green waste.
 - It is very well organised and a lot cleaner than it used to be
 - Could do with more bottle banks, there's often queue in Waihi.
 - Yes they are pretty good and staffed by helpful people.
 - Mostly meets our needs. What's good about them:
 - The hours that its open
 - reasonable price
- How could it be better?
- having an inorganic drop off without charge would be helpful
 - having a place to safely drop off electronics, batteries, chemicals, paint etc. without charge
- Yes they seem well set out. I like that you pay by size or weight so only paying for what you throw.
 - Some of the "H&S" initiatives are counter intuitive and require a carbon emitting digger to shift the waste into the big skips
 - Yes, but find the cost could be off-putting to some people who may just dump their waste in the countryside.
 - It is painful to see stuff biffed into those bins which could have been repurposed. We need more of a "stuff collection and repurpose and redeploy depot." Two or three jobs refurbishing, and selling

cheaply, would be a much more positive way of treating stuff. Senior school classes could contribute labour and learn skills concurrently.

- It needs to be open longer hours and have a reuse store like Paeroa and Thames
- Use them for recycling but quite often bins are full & overflowing.
- yes they do meet my needs
- It's easy enough to drop off extra recycling
- Yes, they're fine.
- The staff are extremely helpful. We are very lucky. 2. There's A Lot of items that could be reused, refurbished and recycled in the landfill bins. 3. There needs to be 'waste' and landfill information boards at the transfer stations. The 'drop and run' dumping experience is perpetuated by the 'it's not my problem, let Council deal with it, thinking'. The 'I've bought it, now it's mine... the wrapping, end of life and disposal is someone else's' concept persists. 4. Work with a lot more companies that recycle their products so we can include collection stations for their products at the transfer station. 5. There should be a green waste collection and composting site at a suitable location, not necessarily the transfer station. It should have three drop off areas, one with chip-able brown waste and one with 'appropriate for composting' green waste. The other drop off area for vegetation not suitable for composting. Although this area would need to be manned, it would need clear instruction signs to give drop off information, process information, and the benefits of this service. Users would need to feel that they are benefiting themselves and the community by using the service. 6. Make the transfer station look like a productive service not a dump and run outfit. 7. Talk to the staff on the ground, at the transfer stations. Ask them what should be done. No one knows better than the people who are there, on site, every day. 8. Thank You for This Survey."
- Poorly set out, always over flowing, dirty, messy, broken glass everywhere.
- Household battery recycling. More plastics recyclable. Soft plastic bins (this would be massive). Green waste goes in same tip, this just seems a crying shame.
- Yes they do but again what I take to the station could be reduced if packaging was reduced. Whilst I think of it the survey somewhere mentions burning rubbish....burning rubbish of any type including garden waste needs to be banned for health reasons. Waihi is often covered with smoke which makes it hard to breath and uncomfortable. Council needs to get real and ban fires....not only backyard but on farms. Garden waste can be cutup and reused as compost.
- Occasionally

Do you have any ideas for services we could provide to support you to reduce waste?

- Education around best practice and alternatives to throwing things out. I would like to know how to support recycling/ repurposing programs better. There is still too much I am just putting in the rubbish or recycling that could be used. It would be good to have a way to find out if any groups of people (kindy/women's institute/craft groups) are needing things like jars for preserving or boxes/bottles for gardening/art/craft.
- We only put out 1 yellow rubbish bag per fortnight for Rubbish. Now that recycle rubbish is going to landfill, i am burning my paper and cardboard, saving my glass and plastic's for when the recycle is actually recycling.
- At the transfer station it would be good if they could regularly blow or sweep any broken glass - sometimes there is broken glass where you drive to park near the glass containers. Also, it is confusing about what plastics are recycled and where e.g. previously there were signs and cages that said milk bottles only and clear plastics only and now there seems to be no differentiation and all plastics are being lumped in together. Perhaps a refresh of signage at the station; also what can't be recycled e.g.

tetra paks - I was unsure what to do with those and emailed council's info email and was advised there is no facility to recycle them so they go in the rubbish bags.

- I collect compost and food scraps for neighbourhood animals. This would be a great scheme. Maybe if people want to be included they could have a pet bucket to swap with neighbours? Works so well. We are down to a rubbish bag every 3 months!
- To be honest, the waste management plan is only a band aid for the greater issue which is the packaging that we can't avoid at supermarkets and other retailers. Many of the items we purchase are not 1 & 2 plastics. Until this is addressed, we will continue to have huge amounts of waste to deal with
- All's well, why change it?
- Funding, support for home owners in education around waste management at home, cost efficient systems for composting/worm farming, pressure on businesses to supply less packaged products maybe through certification incentives that gives marketing exposure or other benefits.
- I recently attended a Kate mead workshop in Waihi Beach. Now that I understand what happens to the rubbish I make an effort to recycle and reduce. I highly recommend this workshop for Hauraki. It is so important to do your recycling correctly and education is the only way Hauraki can make a difference.
- Look where the new built up areas are and start a rubbish collection there, we don't get curb side but we still have to pay for it in our rates, haven't seen any reduction. And we are only 3 km out of Waihi with several house holds on one road. Start be a bit proactive
- Soft plastic collection - I currently take mine to Auckland for recycling
- Centralised management of compostable waste (food scraps) would be good, just like the green waste process at the moment and turning that into mulch, but you would need to figure out how to stop people from putting the wrong things in the food waste if it was going to be composted - like meat and dairy foods. No different from the issues that exist with people putting the wrong things in with their green waste which make it harder to mulch. Our recycling waste isn't collected every week so you would need to come up with a container that managed the smell between collections. Also, if it is being collected separately at the kerbside then it needs to be collected separately at the tip as well and there are bigger issues with managing that again around the wrong things getting into the food waste.
- Special household waste collection days with the emphasis on recycling
- Smaller bags. Have a designated someone who collects items once off, like old furniture, old washing machines, etc. and if they can be fixed, fix them and only charge a small fee for buying the items. Similar to the Hauraki Refuse centre.
- Campaign to get local supermarkets & other business to use recycle or compostable packaging.
- Work with Hauraki retailers AND take a lead, do not create IT, or support IT in HDC.
- Provide a kerbside collection.
- If you implement waste bins such as Tauranga that has a cost it needs to be separately charged from rates so that it can be optional. Our elderly grandfather based in Tauranga is now charged \$140 in his rates for a rubbish service he doesn't want to use as his rubbish cost is only around 60 a year due to creating such little waste, he can't afford the extra cost but there is no opt out option which is a financial burden to him and unfair, especially the elderly already struggling on the limited funds on a pension
- Annual or bi annual inorganic collections
- Collect rubbish and recycling in rural areas
- Have a commercial size chipper/shredder at the transfer station so green waste can be composted and thus disposed of at less cost. It's ridiculous to pay so much for the disposal of green waste.
- Some sort of recycling for outside of the towns in the rural areas. I'm 2 min out of Turua town but all my recycling goes in landfill
- Inorganic collections and nil cost bags would stop some of the dumping of rubbish on roadsides. Enforcement activity should track down dumpers, charge them and name and shame.

- Food scraps bin
- Can't think of any
- Have a rural recycling collection.
- Initiatives to encourage people to continue less and for manufacturers to improve quality and reduce packaging
- Organise e-waste collections from time to time. Currently we go to South Auckland for those. Provide soft-plastics collection for recycling. 70% of our rubbish bags content is non-recyclable plastic packaging.
- Separate the plastics given that there are many different types of plastics
- The above mentioned including food scraps bin as well as somewhere to take recyclable soft plastics when I can't avoid them, and a good description of what is covered by this.
- See above
- It's a mind-set isn't it - some people, including my brother living in a different district has found it hard to be particular about recycling. He thought he was doing well by putting empty pizza packets in the recycling - so it's got some pizza on it - so what! I care about our environment and the kind of world my little grandchildren will be living in - I wish everyone cared about those things.
- The system that the Western Bay have adopted is great. Not a large amount on the rates as you pay as you go for general rubbish.
- Pay for what you use rather than a flat rate. More incentive to reduce. Supermarkets or suppliers incentivised to sell products. With less or no plastic. Meat does not need trays, vegetables do not go need plastic, and shampoo as an example should only be sold in recycled plastic or glass. Councils purchase recycled plastic equipment such as posts, park benches or playground equipment
- Collect & recycle all plastic 1-7 or encourage businesses to stop using plastic/packaging that can't be recycled.
- Working with the supermarkets to ensure all packaged products are in recyclable containers i.e. many yoghurt containers are non-recyclable would again help to reduce the amounts going into landfill. Having a food scraps bin would be a good idea, this could be processed into compost by council and resold back to the public.
- Support and education for home composting (so easy!) but offering food waste collection for those that can't compost at home. I only recycle glass, cans and plastic because i compost everything else (including paper and cardboard). I prefer a flat fee in rates for rubbish and recycling as I think that this makes it easier for lower income families. I understand the logic behind high landfill charges but it worries me that this only encourages fly tipping which is an increasing problem in our rural areas. I'd like to see council investigate options for how to manage this e.g. free inorganic waste collections on a regular basis (this also seems to encourage reuse if people are encouraged to pick up things they want from the kerbside prior to collection).
- Maybe education on what plastics are recyclable, as well as education on what excessive waste means in particular to people in the district (seems to be a lot of the population unconcerned with worldly impact, unfortunately)
- Provide free or very low cost workshops like Western Bay of Plenty has in the past - worm farming, composting, and zero waste. We have some great people in this District with a lot of knowledge who can teach. People need help with the basics.
- Buy land for the Hauraki Repair Reuse Centre. Extend the Hauraki Repair Reuse Centre services to include Waihi and Ngatea, not just Paeroa.
- Items at the Transfer Station should be reuse and recycled. I see WAY too much stuff going in landfill that should not be, yet the operators will not let you take it out, even if you offer to collect AFTER

paying for your rubbish and it is safe. It is deemed safe enough to put your rubbish on the concrete pad at Paeroa but too dangerous to pick up something right at your feet!!

- Food scraps bin, however I want to know how the council then deals with the waste. Is it composted? Definitely soft plastics recycling.
- Put pressure on businesses or reward businesses that are low waste and have responsible packaging
- Educate people to not burn plastics- we live rurally and I get headaches and feel sick when neighbours burn things. It is so terrible that people think this is a better and cheaper option.
- Have regular e-waste days to make it easy for people - if it is easier to chuck a battery in the bin and not think about it, people won't change their behaviour.
- Pay as you go may encourage illegal dumping. Not sure it's best but would mean people making more waste pay more.
- Other councils are banning some packaging and forcing commercial change.
- Composting workshops and instructions on how to DIY some things at low cost may make it more appealing.
- Something like The Seagull Centre in Thames would be incredible here - create employment, show people how much of what is thrown away is still valuable and useful, encourage a fix it and care for it attitude.
- Repair cafes that move around different towns, this is a district with so many skills - people could meet and build community."
- Why do you mention glass recycling above...this is currently available in Hauraki...if you don't know that then you shouldn't be tasked with this survey
- We have other people from out of our area neighbourhood putting their bags at our gate! More rubbish bins at green waste station
- To reduce rubbish, council operate a reuse station so that items too good to throw are available for the public or an annual inorganic collection so that reusable items are sold on to reduce landfill. Steel and metal can be on sold. This also reduces unsightly dumping of rubbish and properties becoming dumping grounds.
- More sorting of goods placed in rubbish bags to reduce landfill - More items able to be recycled

Any other comments on rubbish, recycling, or waste?

- Thank you for the services you provide and for involving us when reflecting on them.
- RECYCLE
- I live rurally, 8km from the Paeroa town centre and am not included in the kerbside collection area. On my rates bill I am contributing \$20.45 per year for the Netherton Hall, relocated in recent years to the school grounds which I do not have reason to use. Also on the rates is Paeroa Community Facilities \$413.30 which the website states is:
 - Community Facilities
 - An annual charge is set for each ward for activities including: grants and donations, domains, halls, footpaths and street-cleaning, information and visitors' centres, reserves, as well as activities specific to a ward e.g. the Positive Paeroa Co-ordinator, Go Waihi and Waihi urban stormwater.
 - I'm unclear why the Netherton Hall has its own description and code on the rates notice when presumably it should come under the Community Facilities code (appreciate this is not a waste matter however am taking the opportunity!).

It would be good to have an incentive/reward scheme where ratepayers who do not get a kerbside collection could take rubbish to the transfer station at no cost even if it was just 4 times a year. Thank you for the survey!

- Nope
- Advocating to government to support zero waste initiatives, soft plastic recycling, multi-use bottles, education for waste reduction
- More Water fountain in public areas and a couple around pit rim this will encourage people to refill water bottles Promote a system with all our coffee shops to encourage reusable coffee cups. Start a fix it shed with your retirement people in Waihi, Whangamata have one.
- Reduce your prices and you will see less rubbish on sides of the roads make it more affordable to take it to transfer stations. I know prices and transport costs and the charges are bullshit. Tidy up around the transfer station in Waihi make your bottle bins and cardboard bins more excess able.
- I do not have much rubbish or recycling but would like to know what exactly is truly recycled?
- The Council to have a more detailed brochure on the different classes of rubbish for recycling e.g. explain if we put our tins and newspapers and type 1&2 plastics all mixed up then they will be recycled.
- Waikato Regional Council advocates for waste prevention in alignment with the top of the waste hierarchy and is a supportive partner to Hauraki District Council in waste prevention. We are currently supporting the Hauraki Reuse Centre through our Community Enterprise Peer Support Programme – offering mentorship to community based resource recovery organisations. We will soon be releasing two reports which may support HDC work - the Regional Waste Stocktake and Circular Economy and Local Government reports. Please let me know if I can help or provide any additional information that may help the planning process: x@waikatoregion.govt.nz
- Have more Farmer's markets in Paeroa. Have designated areas where you can drop off compostable waist. Ensure factories and supermarkets use more products that can be recycled instead of plastic. E.g. Bread should be sold in brown paper bags.
- Maybe a Council run tyre shredding business that could then use the tyre shredding in place of asphalt (paths, driveways etc.).
- Continue to support the Recycle centre's endeavours.
- As above comments, this really needs to be thought out fairly
- Had my recycling out one day it hot a sticker saying could not collect it had things in it not acceptable. 1 item ticked plastic bag THERE WAS NO PLASTIC BAG. 2. My recycle bin still has original writing on lid yet others have a sticker on top. I put in my recycling bin what my bin says I can. Maybe instead of lying about what was in my bin the staff member should have put a sticker on the bin saying what we can and cannot put in there now. After that event I now burn more rubbish so don't use recycling collection as often.
- The council rubbish bags ought to be compostable. Better yet, what about a paid cardboard tag that can be attached to any bag for the landfill, instead of having to produce special bags? Then we can reuse bags such as chook food bags.
- Should we combine recycling with other councils to produce a better system through economies of scale or is this a dumb idea as transport costs would be too high and eat up any benefits? Can we fix recycling conveyors so we can recycle bottle tops etc.?
- Following some of the initiatives of Auckland City Council regarding separate bins and also including food scraps bin.
- Maybe a bin instead of plastic bags for rubbish but then I don't know how you would do the pay as you throw for that. Also what would happen to food scraps if they are collected separately? Personally I don't have many. Promoting re-using to reduce waste would be good.
- It is a travesty that we do not have capacities to recycle #5 which makes up a large quantity of our plastic stream
- Fines for people who still put glass and other recycling items in the landfill collection (whether bags or bins). Reward businesses in the District for promoting no/low packaging products. Using giant wheelie

bins gives a false illusion that we have some giant capacity to deal with rubbish. It is not an incentive for sorting and reducing. Showcase solutions - do waste audits and publish how much agricultural, residential, commercial waste goes to landfill - highlight anything going to landfill that could have been recycled. Have an overt goal for the district to reach by a set date. Promote solutions for the excess of, especially plastics, used and thrown out. Transfer stations have fostered the out of sight out of mind mentality. Sponsor school trips to waste management facilities - we can't fix what we don't understand. Give each household 4 rubbish bags for free each year. Any additional bags are user-pay. When there is large household item/inorganic kerbside collection - organise a pick-up of anything that looks re-usable first - as soon as items start to appear. In the past month or so, we have seen furniture, mattresses etc. sitting on the in the pouring rain. All of that became instantly useless. There are so many organisations that take second hand items if they are available. Find and promote ways to divert as much as possible from the waste stream. Most of all - LEAD. Have the difficult conversations about an out-of-hand consumer society. Have a quick-response and confidential process for reporting rubbish fires. Fine people who burn rubbish. Check out the growing piles of 'equipment' at industrial sites (e.g. the wharf of the old Quarry on the Wharekawa Coast - it might be useful stuff today, but it is mostly plastic, synthetic bags, and inorganic stuff piled up right on the water's edge - it will be in the Firth and the quarry ponds the next time a storm comes in - and that won't be the first time).

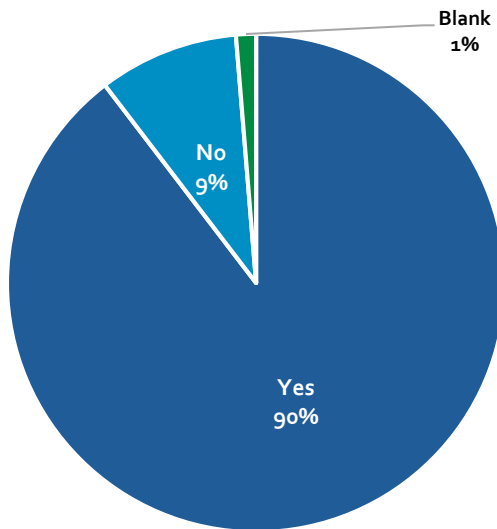
- While staying with my son in Australia, I noticed that they had several wheelie bins for the different things. The bins were not the big wheelie bins. I think that separating the plastics would be a good move. It might even make someone's job easier when it comes to separating. I like the idea of a food scraps bin. Maybe a farmer would like the scraps.
- I am pleased it is provided for and wish other plastics than 1 and 2 would be catered for.
- E waste needs attention.
- I think the supermarkets are starting to be a bit better about reducing packaging, I'm sure that can be built on. Perhaps a home-owner could receive, along with their yellow bin, a compost bin to put in the back yard to put food scraps in; or maybe a pick-up for food scraps (not meat) could be provided - council might be better than the average home owner in making compost that could then be sold. And fines for putting food scraps etc. in yellow bags or recycling bins.
- Reward good behaviour. Incentivise change. Educate public and providers. Support recycling for businesses and discourage dumping of building waste as an example
- Rubbish & recycling collection should be for everyone in district not just town folk.
- As glass recycling is only done once every fortnight, a larger bin would be most helpful (or a weekly collection). I prefer to use/buy items in glass containers where possible because I know they are recyclable rather than the non-recyclable plastic ones, and tend to fill up the glass bin more often than any other bin.
- Please continue to lobby central government hard to regulate the use of non-recyclable packaging etc. Reducing waste is a problem that is really only going to be solved upstream and producers and manufacturers have proven by now that they won't do it voluntarily. It enrages me, for example, that councils and ratepayers have to spend money in clearing blockages in sewers caused by wet wipes and yet government refuses to ban the sale of these completely unnecessary items.
- We should be encouraging people to reduce their waste in the first instance, and educating. I wouldn't use a food scraps bin at kerbside because I compost and worm farm at home, and use the compost for my garden, grow my own veges which reduces waste. Provide people resource to teach people how and empower communities to take action.
- Have tours to the Tirohia Landfill. Not joking. I believe an imperative. Seriously saying, ask people of the HD, 'When Tirohia Dump is full, where do you want the next dump in the HD to be?' Can the HDC have a merit system for HD people, service providers and product manufacturers who provide services that

reduce waste which would otherwise go to landfill. Design an emblem which they can put on their office, car window and use on their letterhead. Have an annual certificate presentation for the recipients. Review their waste reduction strategy annually. (For instance, I know a very small company which will not purchase product from China or USA because of their plastic foam packaging. That is remarkable.) Can we have a How Long Will It Last campaign? (For instance should I buy this \$2 plastic bucket which might last a year or this \$20 metal bucket which will last for 10 years?) Much better education about waste is needed. From the packaging my minced meat was wrapped in to the global impact of waste. About Waste Minimisation's information for the Right to Repair and Circular Economy solutions. This seriously needs to be done by the Council to the Ratepaying public. The wall at the Waihi Library and HDC centre is begging to be a Waste Information board. Buy land for the Hauraki Reuse Centre.

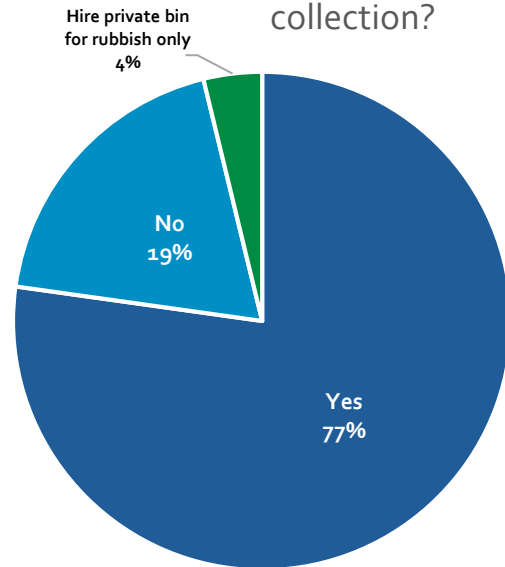
- Re the 'flat fee' versus 'pay as you throw' options in the box above, I suspect the 'pay as you throw' option discourages lazy people from depositing large volumes of recyclables or bottles in yellow rubbish bags with landfill rubbish because of the per bag cost. If you made the bags or their equivalent 'free' (included in rates), this might reverse.
- I personally wouldn't use a kerbside food collection as I compost or the pets eat ours, but think it is an important service for others who don't garden or have pets
- This is very important, I hope you get lots of feedback about how much people want you to invest in this.
- Let's get real with this and tackle the problem at the source. Reduce packaging as a start and get rid of plastic containers and bottles. Look at how Singapore rids itself of rubbish without harming the atmosphere. Solutions already exist which may cost to setup but are surely better than burying our rubbish in landfills.
- We are not to put some recyclable plastics e.g. bottle tops, in the recycling bin as they jam in the sorting machinery. This results in plastic going to landfill, which can be avoided by altering or redesigning the sorting machinery.
- The guys in Waihi refuse station do a great job they try and help recycle rubbish. More dog poo bins near grey waste water station in Victoria Street Waihi.
- It is suggested that councils combine to build a plant to deal with plastic waste. It can be burnt with appropriate scrubbers to eliminate pollution for the generation of electricity.

Graphs

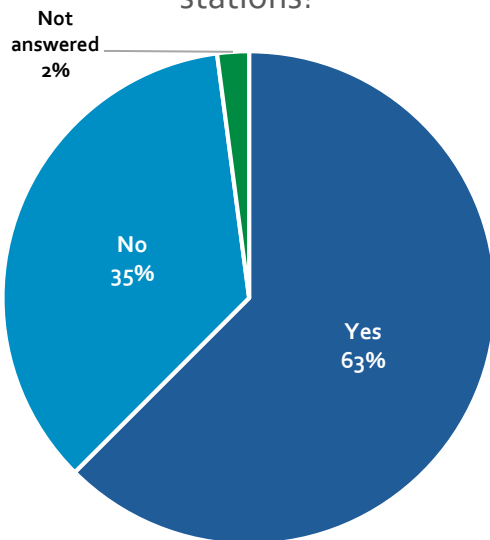
Are you a homeowner in the Hauraki District?



Do you use our kerbside collection?



Do you use our refuse transfer stations?



Do you think reducing waste is important?

