

## Kerbside Glass Recycling Service – Frequently Asked Questions (FAQ)



### 1. What is the kerbside glass recycling service?

This is a service introduced to help households recycle glass more efficiently and reduce the need to go to the transfer station. A dedicated glass crate will be provided to each household, and glass will be collected separately from other recycling.

### 2. Why has the Council introduced this service?

From 1 February 2024 the government standardised what can go into council kerbside recycling, so that is the same across New Zealand. Standardising the materials collected across the country aims to improve the clarity and effectiveness of kerbside collections.

Along with Hurunui and Clutha District Councils, Westland District Council was given until 1 January 2027 to establish infrastructure or services to implement glass recycling. We have now implemented a new Waste Collection contract that includes kerbside glass collection services.

### 3. When will my glass be collected?

Glass will be collected **on your usual recycling day**, but **at a different time** from your regular recycling bin. A separate truck specifically for glass collection will come around **on the same day**.

### 4. What do I do if my crate doesn't get collected?

If your crate is at the kerbside by 8 am on recycling day and is not collected, please contact Smart Environmental Customer Service on:

- [CustomerService@smartenvironmental.co.nz](mailto:CustomerService@smartenvironmental.co.nz) ,
- phone 0800 424990 or 06 261 1880.

### 5. What types of glass can I put in the crate?

You can place the following clean, unbroken glass items in your crate:

- Glass bottles (clear, green, brown)
- Glass jars
- Please remove all lids and rinse the glass items before placing them in the crate.

### 6. What if I have too much glass to fit in the crate?

Please don't pile up your glass any higher than the crate's rim, otherwise it can become dangerous for our collection team.

If you have more glass than the crate can contain, you can still drop off glass at the transfer station.

### 7. What glass items are NOT accepted?

Do **not** place the following in your glass crate:

- Window glass or mirrors
- Pyrex or ovenware
- Drinking glasses
- Ceramics or crockery
- Light bulbs

These items can contaminate the recycling stream and should be disposed of through appropriate methods at your local transfer station.

#### 8. I haven't received my glass crate. What should I do?

Please contact the **Smart Environmental Customer Service Team** and provide your **name and address**:

- Phone: **0800 424 990** or **(06) 261 1880**
- Email: [CustomerService@smartenvironmental.co.nz](mailto:CustomerService@smartenvironmental.co.nz)

#### 9. What should I do if I don't want to participate in the glass collection service?

If you do not want to receive the glass collection service, contact the Hokitika Transfer Station on 03 755 7594 to arrange for the crate to be removed from your property.

#### 10. My crate has the wrong address or doesn't belong to me. What should I do?

Please **check that the address label on your crate is correct**. If it appears you've received the wrong one or taken someone else's by mistake, contact the Smart Environmental Customer Service Team to resolve the issue.

- Phone: **0800 424 990** or **(06) 261 1880**
- Email: [CustomerService@smartenvironmental.co.nz](mailto:CustomerService@smartenvironmental.co.nz)

#### 11. Where should I place my glass crate on collection day?

Place your crate **at the kerbside** by **8.00 am** on your regular recycling day, as close to the kerbside as possible with **your recycling bin**.

#### 12. Do I still need to use my regular recycling bin?

Yes. Continue to use your standard recycling bin for all other recyclable materials (plastics, paper, cardboard, cans). Only glass should go in the new glass crate.

#### 13. What happens to the glass once it is collected?

The collected glass is sorted and sent for recycling into new glass containers or other useful products, reducing landfill waste and supporting sustainable practices.

#### 14. Can I get additional crates?

No, there is only one crate allocated per property. If you have more glass than the crate can contain, you can still drop off glass at the transfer station.

**15. My glass crate has broken, can I get another one?**

Contact the Smart Environmental Customer Service Team to receive a new crate. If the cause is wear and tear it will be replaced for free. Crates intentionally damaged will incur a replacement fee.

- Phone: **0800 424 990** or **(06) 261 1880**
- Email: [CustomerService@smartenvironmental.co.nz](mailto:CustomerService@smartenvironmental.co.nz)

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If you have any further questions or need assistance, don't hesitate to contact Smart Environmental or the Hokitika Transfer Station.