Waste Services Management System: Bulky Waste Collection for a Shared Waste Entitlement

**Note:** Only the strata manager, body corporate or owner’s corporation can request a bulky waste collection service for a Multi-Unit Development (MUD) with a shared waste entitlement. If you are a resident of a MUD with a shared waste entitlement, please contact your strata manager, body corporate or the owner’s corporation about organising a bulky waste collection on behalf of residents in your complex.

If you require a bulky waste collection service for a Single Unit Dwelling (SUD – i.e. a single house on a single block, or a dual occupancy) or if you reside in a MUD with kerbside collection, please use the Bulky Waste Collection New Request form and refer to the related Quick Reference Guide.

Access the Waste Services Management System (WSMS) via the City Services web site.

Select the Bulky Waste Collection Request – Shared Waste Entitlement option. Read the form overview, then select Open Form.

Enter the suburb, section and block details for the MUD.

Select Search.

Select the relevant Unit Plan for the request.

Enter the number of units requiring a bulky waste collection service.

Enter your preferred bulky waste collection date, or select a date using the calendar.

Please note that the selected date is a preferred date – our contractor will contact you to confirm your booking.

Select Next.

The next step is to select the items to be included in your bulky waste collection request.
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Add bulky waste items to be collected free of charge by selecting the plus sign \( + \) next to each item category.

To remove an item, select the minus sign \( - \).

If you have items for collection that don't match a category, enter them in the **Other Items** field.

The **Bulky Waste Booking Summary panel** provides details of your bulky waste collection request – the collection address, the scheduled collection date, the quantity and type of items to be collected, and the price (if applicable – only mattresses incur a disposal fee of $25 per mattress).

The booking summary panel also provides a visual indicator of the estimated size of your bulky waste collection in cubic metres. For MUDs, there is no size limit applied to the bulky waste collection.

As bulky waste collection items are added, the visual indicator stays green, regardless of the number of items for collection.

You can also upload photos of your items or their location within the building, grounds or property boundary of the MUD.
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Select a collection location for the items – basement, courtyard, parking lot, waste enclosure or other. If other is selected, you must add the collection location in the **Collection notes** field.

Add collection notes, such as the exact location of the items or special requirements.

Answer the questions in steps 8, 9 and 10. This will help our contractor.

Read and accept the terms and conditions, then select **Next**.

Add your contact details, including a valid email address or phone number and a postal address.

Select **Next**, then review and **Submit**. We'll provide a reference code for your request.

That's it – you’re done! Your bulky waste collection request will be processed.

To track your request, check your email for details.