



Waves Redcliffe CTS 42638
17 Marine Parade
Redcliffe Qld 4020
Email: bcwaves17@gmail.com
Date: 5-August 2026

Scott Waters,
Chief Executive Officer,
City of Moreton Bay

Dear CEO,

Unjust Over Charging By Council for Waste Collection

Upon carefully reviewing our Rate notices our Lot Owners see the assessment;-
Waste Charge - Residential (Bulk Bin (240L equivalent))

This assessment has been appearing on our quarterly Rate notices since 11/April/2023 and we are currently charged at \$472 p.a. Single residential properties are charged the same annual rate of \$472.00.

As we have 60 Lots in our building, we are being assessed and charged for the general waste collection of 14,400L per week (240L * 60 Lots). We have three 1100L general waste bins which are serviced three times a week. That totals a volume serviced at 9900L (1100 * 3 bins * 3 timesAweek).

Thus Council has been charging our Owners for 14,400L while providing general waste servicing of only 9,900L, a 45.45% overcharge.

If we focus on the commingled recyclables, we are assessed at 240L per fortnight. This totals an assessment of 7,200L of per week. We have three 1100L commingled recycle bins which are serviced once each week. That totals a servicing of 3300L per week (1100 * 3 bins * 1 timesAweek).

Thus for commingled recyclables, Council has been charging our Owners for 7,200L while providing servicing for only 3,300L, a 118.18% overcharge.

Considering both General Waste and Commingled Recyclables together, our Owners are being charged for the collection of 21,600L each week but being provided servicing of only 13,200L, an **overcharge of 63.64%**.

When we review the City's Planning Policies, we see that new multi dwelling developments with 1, 2 or 3 bedrooms are anticipated to generate 120 L/week general waste per dwelling and produce 60 L/week per dwelling for recyclable waste. For many years we have been assessed at 240L per week general waste and 120L per week of commingled recyclables.



It is most inconsistent then for Council to assess and charge the 60 Lots in our building at 240L per week for general waste and 120L recyclable waste when their Planning Policy anticipates half those volumes. Based on the servicing levels being provided it is totally unacceptable and inequitable for Council to have been overcharging our Owners by **63.64%** for over 10 years.

We predict many other properties are affected in the similar manner. Council should give careful consideration to announcing and establishing a full review of all residential properties within the City where bulk refuse servicing is provided, and to then make financial adjustments for all overcharging that has occurred within the past 10 years.

Many of our Owners have this week lodged Governance complaints with Council in connection with this issue. Should Council announce a full review of the issues then we will encourage those Owners to withdraw those complaints pending the outcome of any review.

Yours faithfully,

A handwritten signature in black ink, appearing to read "John Griffiths", with a long horizontal flourish extending to the right.

John Griffiths, Treasurer,
Waves, Redcliffe Body Corporate CTS 42638
Email: bcwaves17@gmail.com