

My bin wasn't emptied this week

If your bin wasn't emptied on its normal collection day, please contact Solo Resource Recovery on 8295 5077 and they will contact the driver and organise for them to come back and empty your bin.

Note – Bin collection can take place anywhere between 6am and 5pm on the day of collection.

Who do I call if my bin has been stolen/lost?

Solo requires a police report number before a replacement bin can be issued/delivered. Once you have reported your stolen/lost bin to SAPOL, contact Solo and provide the report number. They will then organise for a replacement bin to be delivered to your property.

To report a stolen/lost bin online, please visit: <https://www.police.sa.gov.au/online-services/online-lost-property-reporting/online-lost-property-reporting-submission-agreement>

Who do I call if my bin is damaged?

If your bin has been damaged, please ring Solo on 8295 5077. They will determine if the bin can be repaired or if a replacement is required.

What time should I put my bin out?

Place your bin(s) at its appropriate location the night prior, or by 6am the day of collection to ensure that it is picked up.

Note – Solo will not return and collect bins that are not placed out on time for collection. This is considered a missed collection and will be picked up as per normal the following week.

What day does my bin get collected?

The general waste bin (red lid) is collected weekly while the recycling bin (yellow lid or green lid with yellow sticker) is collected fortnightly on the same day as your general waste collection service.

Monday: Palmer, Tungkillo, Keyneton, Truro, Dutton, Sedan, Cambrai, Morgan & Barton

Tuesday: Purnong, Greenways and Nildottie

Wednesday: Mannum

Thursday: Cadell & Blanchetown

Friday: Swan Reach

Where does my recycling go?

Once recycling has been collected it is sent to a materials recovery facility in Adelaide where it is sorted by a combination of high tech machines and manual labor. It is important that you follow the recycling guidelines to help reduce contamination and ensure the safety of those working on the sorting line.

Note - It is the right of the contractor to refuse collection of recycling bins that contain contaminated or unsafe materials.

