



Waste Management Services

Feedback from our Customers



You said

You wanted your blue bin collected more than once every four weeks

You were unhappy with the inflexible times of the free bulky/ community uplift scheme

You wanted us to provide you with more communication

You wanted to see less spillage/litter on your street

You wanted a brown bin collection through the winter

That you lived in a flat and that you would like to be included in the recycling scheme

We did

The blue bin is now collected on alternate weeks to the grey bin

You can now request three free bulky uplifts at any time, each year

We now provide information on the side of our Waste vehicles, keep our Internet site up to date and provide up to date information via Bulletin, Media and your Recycling Calendars also introduced new bin tags at Christmas

We have put this question in our customers survey, and recently introduced new vehicles to improve on this

We ran an additional brown bin collection over a 4 week period in January

Approx one third - 1600 households now have the opportunity to participate in kerbside recycling



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You said

You asked for increased hours for our Community Recycling Centres to be open

You would like to see additional recycling facilities

That you would like to be able to recycle more products e.g. tetra paks

You rated highly the professional conduct of the Waste Management Employees

We did

We extended our opening hours

We recently opened a new Community Recycling Site at Oakbank and also have additional bring sites

Textiles and tetra paks can now be recycled in your blue bin and the extension of our electrical and electronic recycling .

This was passed on to our staff and operatives. Thank you