

Additional Responses

To Residents Questions 2 Star (★★) Items

WEST

Woods House: unrecognised recycling bin

Woods House has had an on-going problem with recycling collections. They have one recycling bin for glass. This is emptied reasonably regularly. They also have two recycling bins for tins and paper. These have not been emptied for nine months.

Attempts over the last nine months to get regular collections have always stalled on City Clean's belief that the tins and paper bins do not actually exist.

Residents are extremely frustrated by this and have tried every avenue they can think of to get this problem resolved. They are asking for a meeting with City Clean and the Woods House Resident Association Chair, so City Clean can be shown the bins, their existence established, and regular collections installed.

The Community Engagement Team have passed on the resident's details on to City Clean who will contact them directly.

Response:

We are really sorry to hear about this issue at Woods House and would be more than happy to arrange a site visit to discuss residents concerns. We will in the meantime looking into why this collection has been regularly missed and seek to improve the situation asap'

