

Waste services

Waste Services have recently introduced a waste management system which links to a tablet in the vehicle and advises our crews of which properties to collect from and of any special characteristics of the property.

One of the characteristics which we have included is an 'assisted collection'. This is added to a property when the resident indicates that they are not physically or easily able to move their waste to the kerbside for collection.

The need for additional assistance is then highlighted to the crew on the collection day and a team member will then help the resident by collecting the waste from an agreed location which may be closer to the house.

It was bought into place proactively in consideration of residents which are not able to move their own waste.

Residents can either request to be added to this service, or we will advise them that they have been added if deemed appropriate following a missed bin / service complaint.