



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

REFUSE AND RECYCLING

Web: www.charnwood.gov.uk/environment/recycling.html

Tele: 01509 634563

Email: cleaner.greener@charnwood.gov.uk

We provide an integrated recycling and refuse collection service to every property in the Borough. We provide a range of waste minimisation initiatives such as recycling sites, free bulky waste removal and a chargeable garden waste collection service.

Wheeled bins and recycling bags/box collection service:

We will:

Once a fortnight

- Empty household waste from black wheeled bin (or black sacks where authorised)
- Collect recycling bags and empty recycling box



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- Empty brown wheeled bin (garden waste) if you subscribe to this service (except for a short time over the Christmas period) (CS 196)

All collections are made from the customer's side of their property boundary where it meets the public thoroughfare and must be in place by 7.00am on the specified day (except where the customer/property qualifies for an 'assisted collection' where alternative arrangements are made).

| When you: | We will: | Within: (Timescale) |
|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Report that we have missed your recycling or wheeled bin (during our opening hours: 8am to 8pm Monday to Friday and 8am to 1pm Saturday) | Log your call and make arrangements to collect it (CS 41) | Your refuse or recycling will be collected within 24 hours |
| Request assistance with putting your wheeled bin, recycling bags and box out for collection | Log your request and either arrange a visit or make a decision over the phone (CS 42) | We will get back to you within 24 hours of your call and if you need assistance it will be in place within 1 week |



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| When you: | We will: | Within: (Timescale) |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Request collection of bulky waste | Inform you of your day of collection. Please note: <ul style="list-style-type: none"> • <i>Restrictions apply.</i> • <i>White goods may be removed at a different time to other bulky items.</i> (CS 43) | Collected within a week. |
| Subscribe to the garden waste service | Deliver a brown wheeled bin to you and start collection. (CS 44) | Delivered within 14 working days. |

We will strive to ensure our customers are satisfied with the services we provide.

| WE WILL: | MEASURE |
|----------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Provide a prompt Service | Satisfaction rating where customers rate us positively against this standard. |
| Ensure staff are fully trained and knowledgeable about our services. | Satisfaction rating where customers rate us positively against this standard. |
| Provide a friendly and efficient service to all customers. | Satisfaction rating where customers rate us positively against this standard. |



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| WE WILL: | MEASURE |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Provide useful & relevant information where appropriate. | Satisfaction rating where customers rate us positively against this standard. |
| Where possible and appropriate resolve the problem to your satisfaction. | Satisfaction rating where customers rate us positively against this standard. |

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ भाषिती जुदी जुदी पद्धतिओमां उपलब्ध छे, ते भेणववा भाटे कृपा करी आ नंबर पर सेन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

एह ज्ञातकारी बध-बध षकलं बिच भिल सकली ऐ। एह गरमिल करन लखी भिगरवानी करवे एम नंबर 'उे ह्वेन ववे (01509) 634560

