

We will have conducted over 800 customer telephone surveys across Charnwood in 2019.
We believe talking to our customers, listening and taking action will help us improve our services.
This is what you've said and this is what we're doing.

Refuse and recycling improvements

You said...



We have more recycling than we can fit in the bin.

We did...



We provide extra capacity either by providing sacks or an additional recycling bin free of charge.

You said...



Only residents that need assistance with their bins should receive it.

We did...



We have reviewed the assisted collections list to reduce the number of properties on it by over 70%.

You said...



We want to hear about any disruptions to our collection services.

We did...



We have a free text facility for customers informing them of any disruptions. All residents that will have a change in collection over Christmas will be informed with a hanger on their bin.

Street cleansing improvements

You said...



Fly tipping is a problem in certain areas.

We did...



We work closely with Charnwood Borough Councils Environ Crime Team to identify the culprits and get justice.

You said...



We want to report overfull litter bins easily.

We did...



We have developed stickers on litter bins with three easy and quick reporting options including: email, website and phone.

You said...



Dog mess is an issue in your area.

We did...



Our street cleansing teams clear up dog mess every time they see it.