

DateReceived	Description	Decision	Formal Number
08/04/2009	Complaining about the irregular collection of rubbish. As reported the problem previously.	Upheld	ENV02
16/04/2009	Complaining about refuse collectors not returning bins to the correct location	Upheld	ENV03
21/04/2009	Complaining about the lack of kerb side recycling - second complain as no action taken since - put on hold.		ENV04
23/04/2009	Unhappy that brown bin was not emptied as it was half full of compost. Has been allegedly told to take to Raynesway but unable to do so because disabled.	Not Upheld	ENV05
06/05/2009	Refuse collectors not presenting bins to presentation point.	Upheld	ENV06
15/05/2009	Unhappy that bins are not being returned to presentation point	Upheld	ENV07

Date Received	Description	Decision	Formal Number
26/05/2009	Crew not emptying bins.	Partially	ENV08
29/06/2009	Unhappy about the presentation site of bin once emptied. Has complained before but problem still occurs.	Upheld	ENV09
08/07/2009	Lack of service regarding the emptying of his household bin and follow up calls	Upheld	ENV10
09/07/2009	Unhappy with collection service even after reporting problem	Upheld	ENV11
10/08/2009	Black bin not being collected regularly despite informing dept.	Not Upheld	ENV14
21/09/2009	Unhappy with the attitude of bin man	Upheld	ENV17

Date Received	Description	Decision	Formal Number
21/10/2009	Unhappy that refuse has not been collected from daughter's house repeatedly		ENV20
04/11/2009	Her black bin is not being collected regularly, although she has made the dept aware of this on at least five occasions.	Not Upheld	ENV21
22/12/2009	Unhappy with the irregular collection of bins	Partially	ENV23
24/12/2009	Wheelie bins have constantly not been emptied - rang dept and was told it is due to lack of access.		ENV24
19/01/2010	Unhappy with bins not being collected since December.	Not Upheld	ENV26
01/02/2010	No bin collection/has called several times but no action taken. Another complaint received 2/2/10 re same thing, this time was a complaint form and the first contact was a telephone call. Complaint form scanned and sent to Mick M in support of other compl		ENV29

Date Received	Description	Decision	Formal Number
02/02/2010	Bins not collected over the Christmas period. Tried contacting the Council.		ENV30
02/02/2010	No bin collection		ENV31
08/02/2010	No bin collection		ENV32
08/02/2010	No bin collections		ENV33
09/02/2010	No bin collections; numerous calls to Council; no action yet taken		ENV37
09/02/2010	No bin collection; several calls made to Council; no action taken as yet		ENV38

Date Received	Description	Decision	Formal Number
11/02/2010	No bin collections; block of flats so amount of waste plenty		ENV40
11/02/2010	No bin collections.		ENV39
12/02/2010	No bin collections; also a traffic issue on Acorn Way		ENV42
12/02/2010	Bins not collected for three weeks/rung numerous occasions but no action taken		ENV43
17/02/2010	No bin collection despite calling to complaint previously		ENV45
18/02/2010	No trade waste collections despite calls to department		ENV46

Date Received	Description	Decision	Formal Number
25/02/2010	No wheelie bin collection/continuous emails and contact with department		ENV47
04/03/2010	Delay in bin collections despite numerous calls to department		ENV48
04/03/2010	Lack of bin collections; elderly people in area struggling with bins/bags; tried to comply with bin bag regulations but still not being collected		ENV49
05/03/2010	Bins not collected		ENV50
09/03/2010	No bin collections		ENV52
09/03/2010	Bins not collected; sporadic collection patterns		ENV53

Date Received	Description	Decision	Formal Number
17/03/2010	No bin collections; irregular collection dates		ENV54