

Resident Questions for Housing Area Panel

Department	Environment
Date question raised	24-03-2022
Date of Area Panel	18-03-2022
Area in city	West
Star rating applied by residents	2
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Melissa Francis
Title Job role	Head of Operations - Cityclean
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Title of question: Recycling collections at Stonery Close	
Issue raised by residents:	
Failure of recycling service in Stonery Close.	
Background:	
<ul style="list-style-type: none"> • There have only been three recycling collections in Stonery Close since August 2021. • People living outside the Close use these bins, which means they fill up very quickly. • The larger recycling and refuse vans can't get into Stonery Close. • Collections have only happened at all following action by Councillors. • In a recent email to a Councillor, Rachel Chasseaud asked if a return to a weekly collection would be better. 	
Action requested by residents:	
<ol style="list-style-type: none"> a) A return to regular weekly collections at Stonery Close and an improvement in the service. b) Provision of enough small refuse collections vans, so an adequate refuse collection service is provided everywhere. 	
Officer Response:	
Cityclean management will undertake an investigation into the missed collections at Stonery Close and put in measures so that it returns to weekly collections.	
Cityclean recently introduced an additional small calls round to support collections from roads that are difficult to access. We have requested double yellow lines to help manage parking to enable better access. We are purchasing an additional smaller twinpack to support recycling collections.	

Officer contact details:

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Specific Action:

Timeline:

Start date:

End date: