



**Neighbourhood Area:** East

**Community & Neighbourhood Manager:** Carol Jones

**Walkabout Area:** Cowgate, Willis Street, Peacock St, St Pauls Square

## Resident feedback

On Wednesday 26<sup>th</sup> February council officers carried out a door knocking and letter drop session to talk to residents about the current refuse/recycling arrangements in your area and the general poor condition of the rear alleyways. We would like to thank everyone who took the time to talk to us.

Whether you were able to speak to us or not, we think it is important to give you some feedback about the issue, as well as what we are doing to try and resolve it. Below is a summary of the current situation and proposed action.

### Summary

Following my initial visit and letter on 26th February 2014, regarding the current refuse collection arrangements in your rear alleyway, many residents have expressed a wish for the provision of refuse and recycling wheelie bins as opposed to the current black sack/white-re-usable bag collections currently in place.

Having discussed this at length with our contractor they have agreed this would be an acceptable arrangement provided that residents agree to pull their wheelie bins to the nearest end of the alleyway for collection day. If bins are not pulled to either end of the alleyway they will not be collected. Glass boxes and food caddies will be collected from the rear of your property and will not need to be taken to the ends of the alleyway.

Norwich City Council would also be agreeable to this proposal however all wheelie bins must be stored in your gardens between collections and not left in the alleyway. The same applies to your green boxes and food caddies.

If this proposal goes ahead each household will be provided with a black wheelie bin for general refuse to replace the black sacks and a blue wheelie bin for recycling to replace your white-re-usable bag, you should also have green boxes for glass and food caddies. Biffa will mark the wheelie bins with your house number prior to delivery and your black tuff tubs will be removed at the same time.

# Walkabouts for your neighbourhood



**NORWICH**  
City Council

Residents will be given a choice of either slim line 140 litre capacity wheelie bins or standard 240 litre wheelie bins. A letter and form has been sent to all residents in order for you to let us know which ones you would prefer. If residents do not respond they will be provided with slim line 140 litre bins. The form should also be used to let us know if you require a green box for glass and food caddy for food waste.

I would like to confirm your scheduled collection day will not change and will remain on a Tuesday.

The closing date for this consultation is Tuesday 15<sup>th</sup> April. If you have any objections to this proposal please let me know by Tuesday 15th April. A final decision will be made based on a majority decision expressed by residents. If I do not hear from you I will assume you are happy for the new proposal to go ahead.

Once the consultation closes I will collate the feedback and write to all residents with the final decision and a timescale for implementing the new arrangements, should they go ahead.

Thank you in advance for your cooperation in this matter, I hope that by working together we can help maintain a cleaner, greener, safer environment for all residents to enjoy.