

## Resident Feedback

**Neighbourhood area:** South Team

**Date:** 11<sup>th</sup> November 2014

**Communities & neighbourhood manager:** Debra Harris

**Walkabout area:** Unthank Road area

In October, councillors together with council staff and representatives from Home Run Lettings, a private sector letting agency managed by the Union of UEA Students (University of East Anglia) were out in Bury Street, Onley Street, Cambridge Street, Essex, Gloucester, Leicester, Lincoln, Newmarket Street, Portland Street, Rutland Street, Trinity Street and York Street.

We specifically door knocked properties where students were known to live but who may not have been aware of the changes to the waste and recycling services introduced on 1<sup>st</sup> October as well as making sure that they put out (and returned) their bin to the boundary of their property after collections.

A total of eighty student households were spoken to during the afternoon and all were interested in the service Norwich City Council provided; they were provided with information about the changes to waste and recycling introduced in October this year, reminded when bins could be put out/brought back in and what they needed to do to ensure their bins were emptied.

Since the event the streets have been monitored and found to have considerably less bins left out on the street compared to this time last year.

There will be a total of 48 walkabouts across the city every year. These are decided locally every three months.

To see the programme of when and where we will be for the next three months visit [www.norwich.gov.uk](http://www.norwich.gov.uk) and go to the Walkabouts page of the A to Z.

All residents are welcome to attend – we look forward to seeing you there.

**If you would like more information or have any queries, please contact:**

**Neighbourhood team – south**

**e: [neighs@norwich.gov.uk](mailto:neighs@norwich.gov.uk)**

**t: 0344 980 3333**

**In addition to these contacts you can also tell us about any concerns, queries and requests you may have about services provided by the council by going to Do It Online on the council's home page on the website:**

[www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit)