

Customer Services Standards - Waste Collection Services

Service Overview

The Waste Management Team are responsible for the collection of household waste (general rubbish & recycling) for all our domestic dwellings. We also promote recycling

We provide two paid for services:

- The Garden Waste Collection Service
- The Bulky / POP Collection Service

Our Customers Promise

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our customer groups are mainly residents of the borough, including home owners, council tenants and private tenants.

Our Partners

We work in close partnership with Leicestershire County Council to dispose of our waste.

Access

Customers can access our service in the following ways:

Online

Customer can use our online forms to:

- Sign up / renew Garden Waste
- Apply for Assisted Collections
- Arrange a Clinical Waste Collection

Phone

Our telephone service can also be accessed by calling our Customer Service line on 0116 2888 961 (see our website for opening hours)

Our Standards

When you	We will	Timescale/Target
Live in our borough	Collect and dispose of your general waste and recycling	Fortnightly collection
Report your bin has not been collected (missed collection)	Investigate this instantly and see if there is a reason why. If the bin has genuinely been missed we will arrange for it to be picked up	Re-collection within 5 working days Missed collection to be less than 0.7%
Sign up for our Garden Waste Service	Process your application quickly, provide you with a bin and start collecting your garden waste	Fortnightly collection throughout the year (excluding Dec, Jan & Feb)
Are elderly and/or disabled and have difficulties presenting your bin	Encourage you to apply for an assisted collection	Applications assessed and processed within 20 days