

COMMITMENT TO A GOOD TRADE WASTE SERVICE

We are committed to providing a waste service which is both good value for money and which meets the needs of our customers.

This means we will:

- 1 explain clearly the service that you can expect to receive
- 2 provide regular collections
- 3 provide a reliable collection service
- 4 consider any special requests from individual businesses
- 5 design our service and carry out collections in a way that doesn't produce litter
- 6 collect as many materials for recycling as we can and explain to you what happens to them
- 7 explain clearly what our service rules are and the reasons for them
- 8 tell you in good time if we have to make changes to your service, even temporarily
- 9 respond to complaints we receive about our service; and
- 10 tell our customers about this commitment to collecting their waste.

Signed: *KWinstanley*

Name: Kathy Winstanley

Position: Waste and Fleet Services Manager

Date: 1st September 2012