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Household waste collection customer satisfaction survey

Please tell us how you think we are doing.

Please answer 'Not applicable' if the question asked is not relevant to you.

Staff and information

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Friendliness of the crew	☐	☐	☐	☐	☐	☐
How smartly dressed are staff?	☐	☐	☐	☐	☐	☐
Change of day information	☐	☐	☐	☐	☐	☐
Service information supplied on the council website	☐	☐	☐	☐	☐	☐
Service information on the council social media	☐	☐	☐	☐	☐	☐
Service information from customer service centre staff	☐	☐	☐	☐	☐	☐
Ease of reporting issues to the local authority	☐	☐	☐	☐	☐	☐

Household dry recycling (paper/plastics/tins/glass) collection services

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Containers/bins used for collection	☐	☐	☐	☐	☐	☐
Frequency of collection	☐	☐	☐	☐	☐	☐
Overall satisfaction	☐	☐	☐	☐	☐	☐

Household food waste collection services

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Containers/bins used for collection	☐	☐	☐	☐	☐	☐
Frequency of collection	☐	☐	☐	☐	☐	☐
Overall satisfaction	☐	☐	☐	☐	☐	☐

Household garden waste collection services

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Containers/bins used for collection	☐	☐	☐	☐	☐	☐
Frequency of collection	☐	☐	☐	☐	☐	☐
Cost of collection (if any charge is made by the council for this service)	☐	☐	☐	☐	☐	☐
Overall satisfaction	☐	☐	☐	☐	☐	☐

Household rubbish collection for remaining waste (excluding dry recycling, food and garden waste above)

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Containers/bins used for collection	☐	☐	☐	☐	☐	☐
Frequency of collection	☐	☐	☐	☐	☐	☐
Overall satisfaction	☐	☐	☐	☐	☐	☐

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Collections from residential properties in general

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Reliability of collection (not including bank holidays)	☐	☐	☐	☐	☐	☐
Are bins returned neatly after collection?	☐	☐	☐	☐	☐	☐
Is anything that the crew has dropped picked up?	☐	☐	☐	☐	☐	☐
Special assistance for collections where your health or age means that we bring your bins out from your property	☐	☐	☐	☐	☐	☐