

REPORT

To: Environmental Services Committee		Subject: Petition Regarding the Wheeled Bin System
From: Director of Environmental Services		
Date: 17 November 1998	Ref: 163mhlmr	

Introduction

Following the Council's decision to introduce a further phase of the domestic wheeled bin implementation programme in the Cumbernauld area, a petition was received from a number of residents intimating their concerns. A report on the department's proposals in this matter are outlined below.

Background

Members will recall that during the months of April and May of this year wheeled bins were introduced into various parts of Cumbernauld. As has been the experience of all Councils which have introduced wheeled bins, various fears and objections were voiced as to the new procedures to be adopted by the householders and refuse collectors.

Every effort has been made, including evening and weekend visits to householders, to address each problem on a one to one basis and to seek a solution which would prove satisfactory to both parties. However, a petition, dated 18 August 1998, was received from Mrs Helen Burnside, 6 Westray Road, Ravenswood, Cumbernauld bearing 105 signatures and representing 88 houses in her area. A copy of the petition is appended.

Report

It has always been the Department's intention to issue a questionnaire to all the residents involved in the new wheeled bin system to gauge the level of satisfaction with it. It is customary for such questionnaires to be issued some six months after the introduction of the wheeled bins to enable the system to settle in and to allow the residents ample time to conduct a proper assessment of the advantages and disadvantages.

As the time for issuing the standard questionnaire was quickly approaching when Mrs Burnside's petition was received, it was considered appropriate that, instead of responding to each of the points raised therein, each householder be given the opportunity, via the questionnaire, to raise their own particular points of view. Mrs Burnside was notified in writing of the Department's intention to adopt this approach.

The questionnaire will be issued during the month of November and will include a free post return section for the convenience of the householders who are requested to return them within seven days. Upon receipt of the questionnaires the responses to the various questions will be collated into a report for submission to the next Committee.

Recommendations

It is recommended that the Committee notes the content of the report pending the issue of the wheeled bin questionnaire and the submission of a subsequent report to the next Committee.

M'Kenzie L. Hutton

M.L. Hutton
Director of Environmental Services