

## **FOI 228 2016**

### **REQUEST**

1. Do you charge for garden waste collections?
2. If yes:
  - a. How much do you charge?
    - b. Do you have an online offer?
    - c. What payment mechanisms do you offer to your customers? Please also confirm which payment providers you use and/or IT systems to facilitate payments.
    - d. When does your scheme run from and to?
    - e. How many customers use your scheme? If possible, please break this down across each channel
    - f. On average, how many garden waste bins does each property have
    - g. Is there a maximum number of bins permitted per property, and if so, how many.
3. If no, are you planning to charge in future years and if so when?
4. Which back office IT waste system(s) do you use to manage your waste collection services?
5. Which CRM solution do you use?

### **RESPONSE**

- 1) Tendring District Council does offer a chargeable service for garden waste collections.
- 2)
  - a) The service costs are a £50 annual subscription fee and a £25 one-off joining fee in the first year.
  - b) Residents can subscribe to the service online however there are no online offers or concessions.
  - c) Customers can pay via various methods – by direct debit, cheques by post, debit or credit cards via telephone or online, bank transfer or by the counter with cash, cheque or card. For these methods we use the Capita Paye.net system and Agresso Business World.
  - d) The service runs yearly from the first scheduled collection date.

e) We have currently roughly 4000 customers around the district.

f) On average our customers only have the one bin.

g) There is no maximum number of bins permitted per property it is dependent on the number of subscriptions the customer wishes to purchase.

3) N/A as we already charge for the service.

4/5) We do not hold this data, it is held by our contractor.