

Call in requests from Councillor Plenty

Bin Collections – Customer Experience

Purpose of call in: Overall, we appear to generally provide a good bin collection service, but this could still be improved if we focus on areas below.

Areas for scrutiny:

- Return of bins to position collected from; and checks Council/contractor carry out to be satisfied that bins are returned to the correct place.
- Number and nature of general complaints made e.g. telephone calls to report bins not being collected rather than formal complaints made under the council's complaints procedure.
- Percentage of missed bin collections and reasons for this.
- Known problem areas for collections and actions being considered regarding these.

Water metering in council let properties

Purpose of call in: Exploration of the possibility that a significant number of tenants may be able to reduce their water bills by metering. General guidance indicates that, as a rule of thumb, residents with fewer occupiers than bedrooms are the most likely to benefit, and this has the potential to benefit many suffering hardship from the bedroom tax.

There will be significant environmental benefits if it is feasible to consider a policy that facilitates water metering. "Metered customers use 12% less water on average as people tend to value what they pay for, so are less likely to waste water if they have a meter."

www.thameswater.co.uk

Areas for scrutiny:

- What percentage of let properties are currently metered?
- Can we identify which tenants are likely to benefit monetarily from metering? If we can, how can we encourage/facilitate them to have meters installed?
- Have we identified any difficult to meter areas, which would be subject to the assessed household charge, including the single occupier tariff?
- Is it possible to meter accommodation that was previously designated?
- What are the considerations to take into account in the event of an introduction of compulsory smart water metering?