



Derry City & Strabane
District Council

Comhairle
**Chathair Dhoire &
Cheantar an tSraitha Báin**

Derry Cittie & Stràbane
Destrict Cooncil

Ref: EIR / 507

04 May 2016

Ms
Assistant Producer
ITV Current Affairs
Email: @itv.com

Dear Ms

**Environmental Information Regulations 2004 Request Complaints regarding
Waste Collection**

I refer to your EIR request as above and respond as follows:

i) The total number of complaints received by the Council regarding waste collection annually over the past 5 years. I would therefore request the number of complaints annually in 2011; 2012, 2013; 2014 and 2015.

Response: Council do not currently collate this information.

ii) a break down of the complaints indicated in i) : how many of them in each year relate to failed collection of household rubbish? What do the other complaints relate to?

Response: The majority of complaints relate to: bins not left out for collection, blocked access, Health & Safety issues re over loaded bins/damaged bins.

iii) How often are household bins collected by the Council?

Response: Residual/recyclable waste bins emptied on alternate weeks. Green waste bins emptied fortnightly. Food waste caddies emptied weekly

Derry

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98 Strand Road
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iv) How many different categories of household bin does the Council collect? What are they?

Response: As above. Black = Residual waste; Blue = recyclable waste; Brown = green waste; Brown 23litre caddies = food waste

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie
Chief Executive
Derry City and Strabane District Council
98 Strand Road
Derry BT48 7NN
Tel 028 71253253 or email john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
CHESHIRE SK9 5AF
Tel: 0303 123 1113 (local rate) or email: casework@ico.org.uk

Yours sincerely

Head of Environment