



Overview Scrutiny Committee

Waste & Recycling in HMOs and Flats Topic Review

Report – November 2017

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Foreword

Following the changes to the waste and recycling service within Gravesham over recent years, the Overview Scrutiny Committee felt that it would be beneficial to explore how the service is delivered within Houses in Multiple Occupation (HMOs) and Flats. The focus for the new service has been in respect of houses within the borough, but Gravesham has a large number of HMOs and flats and it is recognised that providing a waste and recycling service in these areas can be complex.

This topic review has identified further potential improvements that can be made to the way in which the service is delivered within HMOs and Flats, building on the improvements that have already been made in service provision by officers.

We would like to take this opportunity to thank the officers involved in the review for their time and assistance in providing comprehensive information which has enabled Members to discuss, debate and identify potential improvements for consideration.

Cllr Lee Croxton
Chair of the Sub-group

Introduction and Summary of Recommendations

- 1.1 In July 2017, the Overview Scrutiny Committee selected the subject of *Waste and Recycling in HMOs and Flats* for a topic review. The terms of reference for the review focused on:
- Review the way in which the waste and recycling service is provided to those living in flats within the borough.
 - Review the way in which the waste and recycling service is provided to those living in houses in multiple occupation (HMOs) within the borough
 - Review the feedback from residents on the waste and recycling service, both in terms of positive and negative feedback.
- 1.2 The team working on the roll-out of the waste and recycling service in HMOs and flats consists of the Assistant Director (Environment), supported by three operations Managers. In addition, the Director (Environment & Operations) is involved as necessary to ensure changes to the service are implemented as required.
- 1.3 Throughout the review, Members of the sub-group have been provided with a significant amount of information to review and analyse, which has prompted in-depth discussion about the way in which the waste and recycling service is provided to HMOs and flats within the borough.

Summary of Recommendations

- 1.4 In summary, the Scrutiny Topic review of Waste & Recycling in flats and HMOs has identified four recommendations for Cabinet consideration

	RECOMMENDATION	Report page
1.	<p>Continue to explore alternative options to allow residents in flats to recycle their food waste (this is also to be considered for those residents in HMOS not already provided with a food waste service).</p> <p><i>Timeframe for actions:</i></p> <ul style="list-style-type: none"> • <i>Progress update report</i> - 6 months 	Page 7
2.	<p>Explore the provision of a reusable recycling receptacle for residents in flats</p> <p><i>Timeframe for actions:</i></p> <ul style="list-style-type: none"> • <i>Financial analysis and decision on roll-out of receptacle</i> - 6 months 	Page 7

RECOMMENDATION	Report page
<p>3. Ward Members are to be encouraged to notify officers of specific HMO waste-related issues they identify within their ward areas.</p> <p><i>Timeframe for actions:</i></p> <ul style="list-style-type: none"> • <i>Notification of process to Members and monitoring</i> - <i>Immediate notification and then ongoing</i> 	Page 8
<p>4. Expand the work undertaken with one letting agency to other letting agencies in the borough.</p> <p><i>Timeframe for actions:</i></p> <ul style="list-style-type: none"> • <i>Development of a process for identifying and working with other letting agents in the borough</i> - <i>6 months</i> 	Page 8

1.5 Further information to support these recommendations is contained within the body of the report.

2. Review Findings

Workstream One – Waste and Recycling Provision in flats

- 2.1 There are a significant number of flatted developments within the borough, all of which require different solutions in terms of the way in which the waste and recycling service is delivered to residents.
- 2.2 Since the completion of the roll-out of the first phase of the new waste and recycling service, work has been underway to review the way in which the service is being delivered in these developments. The focus has initially been on those properties that are within the Gravesham Borough Council housing stock, and the intention is to continue this work over the coming years into other flatted developments within the borough.
- 2.3 Appendix one to this report, provides the detailed information that was provided to Members of the topic review sub-group, setting out the work that has already been undertaken by GBC officers to date. Specifically the council has:
- Worked with Caretakers and Scheme Managers in sheltered accommodation sites to develop a solution to suit the needs of the residents. The needs of residents in sheltered accommodation were different to those in other flats and as such, a more tailored solution was developed.
 - Rolled-out large bins for dry recycling to flatted developments in the borough, such as Carl Ekman House, to allow residents in the blocks to recycle more easily. Initially, one large bin has been provided to such developments to determine the level of take-up of the scheme and the intention is to keep this under review and increase the number of bins if/when required.
 - Ensured that guidance is provided as a matter of course to housing developers regarding the provision of bins for both general waste and recycling in all new developments, including flats.
- 2.4 Members of the topic review sub-group were keen to explore the provision of food waste recycling within flats. Food waste, particularly during the warmer weather, can present real issues for residents in flats. Whilst food waste is collected weekly from houses, if there is no food waste scheme the waste is simply placed in the black sacks and sent for disposal. Whilst this is something that has been considered within schemes for flats, it has proved difficult to implement. Whilst communal food waste bins can be provided for people to decant all of the food in, food is heavier and therefore there are some concerns about the loaders being able to physically move the bins to the freighter for collection. This is something that is being actively explored by the team in order to develop a solution that can be rolled-out.

RECOMMENDATION 1

Continue to explore alternative options to allow residents in flats to recycle their food waste (this is also to be considered for those residents in HMOS not already provided with a food waste service – see below).

Food waste does present its own unique issues in that, with a fortnightly recycling service, food waste can become smelly and present hygiene issues for residents. Officers should actively look at ways in which this issue can be addressed so that residents do not experience any hygiene issues and the benefit of recycling food waste can be realised.

- 2.5 Members recognised that the work that has been undertaken so far in increasing recycling in flats has been good, but it was felt that consideration needed to be given to the way in which residents transport their recycling from their flat to the recycling receptacles. Many residents will use plastic bags to take their recycling to the bins, which are not recyclable. It was felt that it would be useful to provide some type of reusable receptacle to residents to make this easier and to reduce the potential contamination. This is something that the officers have started to consider and Members were supportive of this work continuing.

RECOMMENDATION 2

Explore the provision of a reusable recycling receptacle for residents in flats.

Officers to give consideration to the provision of a reusable receptacle, such as hessian bags, for residents to enable them to transport their recycling to the respective receptacle, without the use of non-recyclable plastic bags.

Workstream Two – Waste and Recycling Provision in Houses in Multiple Occupation (HMOs)

- 2.6 For the purpose of the waste and recycling service, the council defined an HMO as a house with at least 3 or 4 rooms in that each are rented out to a different individual. HMOs are identified through a number of different mechanisms:
- Notification by residents/tenants of the HMO that there is a potential issue with waste and recycling.
 - Notification by neighbours of the HMO that there is a potential issue with waste and recycling.
 - Notification by council Members of areas within their ward areas that they have identified as a problem.
 - Identification of potential issues by crew members when they are on their waste and recycling collection rounds.

Working with ward Members in specific areas has been very helpful in identifying HMOs that appear to have issues with using the waste and recycling service. Ward Members have a much greater knowledge of their ward areas and as such, working with them can help to address issues which may not ordinarily come to light.

RECOMMENDATION 3

Ward Members are to be encouraged to notify officers of specific HMO waste-related issues they identify within their ward areas.

Ward Members can provide valuable information and knowledge about their specific ward areas in order to address potential waste and recycling issues at an early stage. This is something that should be widely promoted to Members, in order to encourage them to raise issues as they are identified.

2.7 Appendix two to this report, provides the detailed information that was provided to Members of the topic review sub-group, setting out the work that has already been undertaken by GBC officers to date. Specifically the council has:

- Already identified, worked with ward Members (particularly in the Pelham ward) to work with property owners, landlords etc. to determine a solution to waste and recycling issues.
- Worked with a letting agency within the borough to provide information to residents about the waste and recycling service prior to them taking up their tenancy in order to try and educate residents about the waste and recycling service at an early stage.
- Actively work with landlords in order to address issues as/when they are identified but to also educate landlords to try and avoid the waste and recycling becoming an issue in the first place.
- Ensuring current tenants in properties are educated about the waste and recycling service. New tenants tend to copy the practices of current tenants so by ensuring the current tenants understand the waste and recycling service, it is more likely that new tenants will follow their example. This has also involved posters/notices being put up where it is suitable to do so.

RECOMMENDATION 4

Expand the work undertaken with one letting agency to other letting agencies in the borough.

It is recognised that the council has developed a good approach with the one letting agency they have worked with and it is felt that this should be rolled-out to other agencies across the borough in order to ensure the letting agencies are working with the council is trying to prevent waste and recycling issues in HMOs becoming an issue at the very outset.

2.8 Concerns were raised about the food waste recycling service in HMOs, in a similar way to the provision in flats, and the issues are very similar as previously detailed within the report. It was felt that this is something that should be explored alongside the provision of the food waste service in flats, however it was clearly recognised that where officers and Members had worked with specific HMOs, food waste solutions had been found.

Workstream Three – feedback from residents on the waste and recycling service

2.9 Resident feedback is being received and used in two distinct ways:

- Firstly, where residents raise issues in an area, the feedback is being used to identify the issue and address this to ensure that a resolution for either flats or HMOs is put in place. It is very much used as a source of information to inform the work of the team moving forward.
- Secondly, the residents are providing feedback after the changes have been made and to date, positive feedback has been received from neighbours of properties that have been visited as the streets and gardens are cleaner etc.

2.10 It was accepted that it is difficult to quantify the increase in recycling as a result of the services that have been introduced in flats and HMOs as the waste and recycling is collected as part of the normal collection rounds. There has however, been a general increase in recycling since the introduction of the new waste and recycling service, a proportion of which is attributable to flatted developments and HMOs.

2.11 In general terms, the work that has been undertaken by officers in both the provision of the service for flats and HMOs is commended by Members; they are very supportive of the work that has been undertaken in this area and are keen for it to continue.

Appendices

Flats - Waste and Recycling Service Provision

Flatted developments where action has been taken

Property Reference	Mike Spring Court
Original Collection Method	No recycling at block of flats
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Cheviot House
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	8 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Mendip House
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	8 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Forder House
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	St Gregory's Court
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	12 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Longferry Court
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	16 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Johnson House
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	16 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Kennedy House
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	16 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	310 – 340 Valley Drive
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	4 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	270 – 308 Valley Drive
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Chichester Rise
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	6 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Wimborne House
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	41 – 43 Pelham Road
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	19 - 36 Warwick Place
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	6 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	1 – 6 Warwick Place
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	1 x 1100 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Rayners Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Kingston Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 3 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Fishermans Hill
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 4 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Ebbsfleet Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Orchard Road Flats
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Cleveland House
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Springvale Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Malvern House
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	2 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Bennett House
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	15 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Lawrance Square
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	8 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	St Gregory's Court
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	12 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Lister Drive Flats
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	4 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	York Road Flats
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Carl Ekman House
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Shears Green Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Acadia Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Medhurst Gardens
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Broadwater House
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Park Place
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 4 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Pickering House
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Cyrill Hall Flats
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Blenheim Grove
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Chantry Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	St Andrews Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Bradbury Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Pickwick House
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 2 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Pegasus Court
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Portreeve Court
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	4 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Huntsman House
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	4 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Claremont Place
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	4 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Dickens Court
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	4 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	54 – 62 Hermitage Lane
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	2 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Merston Court
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	2 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	61 – 75 Landseer Avenue
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	6 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	77 -91 Landseer Avenue
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	6 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	37 – 65 Deneholm Road Flats
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	6 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Romney Road Flats
Original Collection Method	There were only 1100 litre bins for refuse
Action taken to date	Installation of 1 x 1100 bins specifically for recycling fitted with specialist lid.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	Rembrandt Drive Flats
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	4 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Property Reference	41- 54 Clarence Row Flats
Original Collection Method	No recycling at block of flats, collection with sacks
Action taken to date	6 x 240 litre bins have been provided and placed in the bin store for residents to use.
Outcomes realised	Has allowed recycling to be undertaken in this particular block of flats
Potential way forward	Action completed. Ongoing monitoring of the service delivery will take place. Consideration will be given to using this model of service delivery in other similar flatted developments.

Flatted developments where action is still required

<p>Dover Road (Bridge House) Rochester Road - Parkwood Estates Ellerslie House, Copper Beech Close Admirals Court (5 locations) Monmouth Court (3 locations) Spencer Court (3 locations) Thalia Court (1 location) Canal Road - Venture Court Fisgard Court (2 locations) Amazon Court (2 locations) Meduza Court (3 locations) Raven Court (2 locations) Fairfield Square Iceland Melbourne Quay, West Street Homemead Gravesham Court 5 Southfields Green 8 & 9 Hitherfields - Rear via St James's Place Clay Quay Fairways Court Presentation House/Ektar Ghar Gateways Flats Lower Higham Road – Vicarage Court Maurice Lewis Place Heritage Quay Edmeades Court Scratton Fields Thompson House Vancouver House Mallory Close Landor Court Hawkins Avenue Flats Palmer Avenue flats Wallis Park Heritage Park Russell Quay Marriotts Wharf The Pavillion Basi House Nelson Court Lewis Court Flats Hillview House Thanet House The Old Coachworks</p>	<p>Baltic Wharf Westwood House Paddock House, Nursery Grove Tutton House, Nursery Grove Shears Green Court Bonham Way (4 locations) FB2 Key Springhead Parkway (4 locations via Fielden Terrace) Fleming Court (3 locations) Wellesley Corner (2 locations) Darwin Rise (rear via Wells Court) Springhead Parkway (rear via Tourtel Yard 128-152) Ebbsfleet Walk - Flats The Hive - Flats Spectrum House, 1-2 London Road Laburnum Grove - 1-6 James Court (near Mendip House) Fountain Walk - Flats - In 3 Places Salem Place Shepherd Street - Flats (evens) Shepherd Street - Flats (odds) York Road N/F – Flats White Hart Yard Elizabeth Court Pioneer Court, The Overcliffe - Rear Via St James's Street Crawley Court The Poppies 6 Old Road East Wycliffe House Echo Court Lancaster Court St Patrick's Gardens Union House Blenheim Grove Alpha House Amber Court St James Place Quarry Close Fats Grange House Wrotham Court Church Court South Street Mews The Hive - flats Berkeley House</p>
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Houses in Multiple Occupation (HMOs) - Waste and Recycling Service Provision

Areas in the borough where actions has been taken

Property Reference	155 – 157 Windmill Street
Original situation/ feedback from residents or landlords	Contact by the landlord as the rubbish from the property was not being collected. There was side waste and the wrong waste was being put in the wrong bin.
Action taken to date	All the rubbish was collected from the front garden and new bin were supplied so each property had one of each type of bin. New information packs provided to each tenant.
Outcomes realised	The tenants are using the correct bins and the bins have been collected as they should have been.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	65 Burch Road
Original situation/ feedback from residents or landlords	Issues with sacks being left on the street on collection day and between collections as the tenants did not have bins to store bags
Action taken to date	Officer met with landlords of properties and agreed to supply sufficient bins for both refuse and recycling. Landlords have spoken to tenants and will educate them on what to put in which bin and when to put bins out.
Outcomes realised	Bins are being put out on the correct weeks, increased recycling. Reduced incidents of bags being left on the street between collections.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	110 - 119 London Road
Current situation	Issues with sacks being left on the street on collection day and between collections as the tenants did not have bins to store bags
Action taken to date	Officer met with landlords of properties and agreed to supply sufficient bins for both refuse and recycling. Landlords have spoken to tenants and will educate them on what to put in which bin and when to put bins out.
Outcomes realised	Bins are being put out on the correct weeks, increased recycling. Reduced incidents of bags being left on the street between collections.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	1 – 12 Pier Road
Current situation (History)	Issues with sacks being left on the street on collection day and between collections as the tenants did not have bins to store bags
Action taken to date	Officer met with landlords of properties and agreed to supply sufficient bins for both refuse and recycling. Landlords have spoken to tenants and will educate them on what to put in which bin and when to put bins out.
Outcomes realised	Bins are being put out on the correct weeks, increased recycling. Reduced incidents of bags being left on the street between collections.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	52 Parrock Road
Current situation	There was a build of rubbish in the front garden which led to customer complaint.
Action taken to date	Cllr Ridgers and Nick Brown attended the property with Orange estate agencies (letting agent). It was agreed that the council would supply a full set bins per flat which would be kept in the front garden. Orange estate agents would take responsibility for educating the tenants on which to use and when to put them out.
Outcomes realised	Good working relationship built with a local letting agency who wanted to help to solve the problem. The waste problem will be managed at this property so helping the tenants and reducing the impact on local residents.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	63 Windmill Street
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	44 Milton Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	97 Wrotham Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	Glanfield House – 59 High Street, N/F
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	82 Pier Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	58/59 Burch Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	66 Burch Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	8 Burch Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	27 Pelham Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

roperty Reference	22 Wrotham Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	55 Darnley Street
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	29 Darnley Road
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.

Property Reference	Parrock House, Parrock Street
Current situation	There was a build of sacks on the front forecourt of the property which was leading to complaints and litter spilling onto the pavement
Action taken to date	Officer went to inspect the property and spoke to a number of the tenants. It was agreed that a set of bins would be provided to each flat, stored on the forecourt of the property and information leaflet delivered.
Outcomes realised	The tenants are using the bins and there are no bags on the forecourt so the change has stopped the litter problem.
Potential way forward	Action completed. Ongoing monitoring will take place. Consider this approach for use in similar situations.