

## Waste Service – Big Bin Clear Out Service

**April 2024 to March 2025**

60 surveys completed for the service.

1 star	0
2 stars	0
3 stars	3
4 stars	7
5 stars	50

4 stars and 5 stars = satisfied or very satisfied.

Overall satisfaction for the service = 95%.

### What could have been improved?

Deliver the bin to the correct address
False information on web site, misleading ref what can be disposed of in the bin.
I was disappointed i thought small electricals were included

### What did we do well?

Bin arrived and collected on time
bin was delivered and collected at times stated
Communication excellent
Informed by telephone so knew delivery and pickup times
Delivery and collection
Just as it said delivered. Removed on time
Efficient service. Well managed. Great communication
Fantastic Service Delivered and collected on correct dates
The booking, delivery and collection process was very easy.
Communication
Delivery and collection
Delivered on time
Delivered at driveway on time
Prompt delivery nice clean bin
Online system easy to use and bin dropped off and collected when due, liked the email reminders and job done ones too
The customer service provided by your driver was exemplary. He was friendly, happy & very helpful. Put the bin exactly where I wanted. He was equally helpful when it was collected.
Arrived on time to drop and pick up
Easy to arrange and prompt service
Delivered early and placed in right area
Delivery collection

Easy to book. Delivery on time.
Excellent
Delivered and collected the bin when you said you would.
Very quick drop off and pick up the
Prompt delivery prompt collection and value for money
Everything
arrived on time as expected and collected as expected no hassle
Clear information as to when it would be delivered and collected
Everything
Delivered on time, collected on time
Came on time was pleased with size
You communicated well with me and I knew exactly when and where you would provide the service. The guys who delivered the bins were really friendly efficient and courteous. Real credit to the council and I hope the positive feedback gets passed on to them. They were brilliant.
I had no issues using the service
Kept us informed
From booking to retrieval all communications excellent
Perfect
Great communication, lovely staff!
Fast response
Delivery and pick up were perfect
Excellent service
All contact and prices
I ordered the wrong size and the person who brought it up was very good at sorting it out to get me a smaller one and my refund was quick all in the same day
Delivery and collection
Big bin service was really useful.
Delivery was early in the morning picked up early in morning
Service exactly as described
Delivery date as promised, good communication and easy to organise
Delivered on time, picked up on time
Very well
Delivery, availability. Price
Easy to order, prompt delivery and collection, good sized bin and good value for money.