

Most of the letter below is correct and entirely appropriate to the comments that you have signed up to. However the part referring to a deadline to order slimline wheeled bins and bin shares is incorrect. As you are not on the second (current) phase of wheeled bins **this deadline is not relevant to the residents of Kynaston Road.**

Before the new service comes to your road, your front garden will be surveyed by a member of the waste team to see if it is appropriate for 3 or 2 wheeled bins or the sacks service. Six to eight weeks before the new service comes to your road you will receive a booklet informing you of which service you will receive. At this point you will also be set a lengthy deadline allowing you time to submit any relevant requests.

I apologise for the confusion caused by this and hope that this is now clear.

Consultation with residents -

The decision to roll-out wheeled bins has been based on evidence gathered from an extensive 10 month pilot in Enfield. This covered 14,000 households over a very varied geographical area and with varied housing stock.

Data from the pilot shows that:

- Wheeled bins have led to a 60% decrease in street litter in the pilot areas
- Recycling rates could reach as much as 47% of household waste if the service was rolled out Borough-wide
- The Council and residents could save as much as £1m a year when the wheeled bins are rolled out Boroughwide

All residents on the pilot were asked to contribute to the survey as they had experienced first hand the advantages and disadvantages of the bins.

Key findings from the residents survey show:

- 88% of all respondents are satisfied with the new refuse and recycling service.
- 87% agree that 'The wheeled bins help me store my waste and recycling more easily.'

Bins in terraced houses -

A survey was also conducted specifically focused on over 2000 small fronted properties across the pilot zones. Many of these properties were also terraced. These small fronted property results were overwhelmingly in favour of the bins, with 83% satisfaction.

You may be interested to know that many residents, who were originally opposed to the pilot, changed their minds once they had personally experienced it.

Bin Capacity not needed-

Many residents have found that the option to have slimline bins and share bins with their neighbours has been very helpful. This is a flexible system which allows residents to review their own waste production and request bins and capacity accordingly. In the case of bin shares this means that fewer bins need be stored by each household. If for example a household feels that their dry recycling is such that they require their own blue bin they can still opt to share a green and grey bin with others. The one restriction on this flexibility is that we will under no circumstances provide more refuse capacity than dry recycling capacity.

Please be aware that the deadline for ordering slimline bins and making bin share requests is the 29th May 2011. However we are mindful of the imminence of the deadline and could therefore extend this until Friday 3rd June 2011.

Visual appearance of the bins-

The impact of the bins on the street scene needs to be balanced against the advantages of the wheeled bin service, particularly the improved capacity for recycling, the ability to collect food waste for the first time and the reduced litter from torn bags and wind blown material.

It may interest you to know that Britain in Bloom has stated that the presence of wheeled bins in gardens will not impact upon their judging.

Difficulty moving bins -

We offer a free assisted collection to any household where all residents have difficulty moving bins due to ill health or frailness. This means that our collection crews will move the bins from an agreed spot in the garden, empty them and then return them to the same spot. Hence the resident will not need to move the bins at all. It is easy to apply for this service by calling 0208 379 1000 or on the internet at http://www.enfield.gov.uk/info/200028/recycling_and_waste.

Cleaning bins –

The need to clean bins should be minimal. Below I have taken each bin in turn and explained why it should require minimal washing.

You can put any kind of plastic bag / sack into the refuse bins

The recycling that you put into the blue bins should be rinsed and therefore clean before you put it in the bin.

Following residents feedback, the Council now offers a free kitchen caddy to help residents to transfer their food waste from their kitchen to their bin. In

addition to this the residents receive a sample set of compostable liners that can be used to contain their food. You can continue to purchase liners if you wish. This will help to keep your garden and food waste bin clean and odour free.

A free kitchen caddy and a sample set of compostable liners can be collected from the following libraries, Central – Enfield town, Enfield highway, Ordinance Road, Southgate Circus, Edmonton Green, Oakwood, Palmers Green, Winchmore Hill. The set can also be collected from Environment Direct at the Civic Centre