

## Post July 3

From Monday 3 September 2018, many households will be affected by the changes to the recycling and waste collection service across Aylesbury Vale. We will be writing directly to every household to explain the collection changes in mid-August. The letter will also be accompanied by a new date collection calendar to help manage the changes. Please note that some properties may not be affected at all.

### **Why are my bin collection days changing?**

As part of ongoing improvements, your recycling, waste, food and garden waste collections are currently being redesigned to improve capacity and operational efficiency. The changes are essential in order to future-proof the service as the number of new homes in the district grow.

This means that from September 2018, the collection vehicles will be following new routes and the majority of properties MAY experience a change in their collection day.

### **When will the change to bin collection days come into effect?**

At this moment in time, we are in the process of finalising the plans for the new routes. The new collection days will start across the Vale from Monday 3 September. To help explain the changes, you will receive a letter along with a calendar with your new collection day in mid-August. Please look out for yours!

### **Will the frequency of my bin collections change?**

No. The frequency to bin collections will not change, with your blue-lidded recycling bin and green-lidded waste bin continuing to be collected on alternate weeks, food recycling collected every week and for customers signed up to our garden waste service, your brown bin will be collected fortnightly.

### **Will my collection day change?**

It's highly likely that your collection day will change. We are redesigning our collection routes to ensure the most efficient routes are taken when collecting your recycling and waste.

We are working on ensuring that all residents have just one collection day for all bins. Therefore, if you are signed up to our garden waste collection service it is likely that you will be able to present your brown bin on the same day as your recycling/waste and food bins.

### **Will my collection time change?**

It's highly likely that your collection time will change. We cannot guarantee a time of day that our collection crews will arrive at your property on collection day to empty your bins. The time of your collection may change every week, as the service settles down, so to make sure we don't miss your bin, please present it by 6am on your collection day.

### **Is everyone affected?**

No. Some customers' collection days will not change, but we will still write to you to confirm your collection day, even if there are no changes.

### **I live in a flat and use communal bin storage. How will this affect me?**

The day we empty communal bins may change. Whilst you may notice a slight build up of waste on the first week that the changes come into effect, the changes will have little, if any, impact on you overall.

### **How will I know what day my NEW collection will be on?**

We'll be writing directly to every household. You will receive a letter, explaining the changes, along with a calendar by mid-August containing your new collection day. Please note: some properties may not be affected at all, but we will still write to you to confirm your collection day.

**Can I look online for my new bin collection day?**

Not until Monday 3 September when the new routes will be available on the AVDC website, through our webchat service, via our app and through the AVDC skill for Amazon Alexa.

**Will I notice any difference in the service I receive?**

We will do all we can to make sure you have all the information you need so that we can make the change happen as smoothly as possible – but please bear with us as the crews become accustomed to the new rounds and we fully get in the swing of things!

We endeavour to always deliver a high quality of service to all of our customers, however changing collection days and teams across a large scale operation is not an easy task and therefore there may be a few teething problems in the first few weeks.

Remember our [webchat service](#) is available 9am -6pm, Monday – Friday should you have any questions.