

## To Waste Services Manager

<b>F.A.O.</b> <b>Ian Stewart</b>	<b>From</b> <b>Weekly Waste Management Contract</b> <b>Supervisors Meeting</b>
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<b>Corrective Action Plan Number</b>	<b>36</b>	
<b>Report from Weekly Contract Performance Meeting</b>	<b>Dated</b>	<b>18 &amp; 26<sup>th</sup> May 2009</b>

The assisted refuse collections on the last two Fridays at 45 Grasmere Avenue, Preston have not been completed properly as described in CAP 36. The resident here has severe difficulties in using her hands and wrists and it was agreed that all collections at this address were suitable for assisted collections. There are laminated photos on the bin lids showing exactly where the bins should be returned to.

On both occasions the bins were left on the pavement at the entrance to the driveway in contravention to the agreed return point. Both occasions were photographed and reported by Tony Martin direct to IS.

Veolia have recently given a £100 M&S voucher to the resident for failing to return the bins as agreed.

<b>Monthly Performance Meeting</b>	<b>L B Brent</b>	<b>Veolia</b>
<b>Signed by</b>	<b>John Rymer</b>	
<b>Date</b>	<b>26<sup>th</sup> May 2009</b>	

<b>Forwarded</b>	<b>Date</b>

<b>Up date requested</b>	<b>YES / NO</b>
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