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Our Ref: TWC-56064

## Freedom of Information Act (FOIA) 2000

- The number of missed bin collections in 2018, 2019 and 2020.

**\* In 2019 / 2020 a new weekly food waste service was introduced for all properties resulting in roughly 320,000 extra collections a month compared to previous years.**

**0 - This is managed by Veolia fleet.**

**£0 - This is managed through the Waste Contact as a service failure and therefore costs fall to Veolia.**

**Weekly - £96,000.**  
**Annual - £4.9 million.**

If you are not happy with the information you have received, you have the right to appeal. Please send us the reasons for your appeal to the above address and mark for the attention of Information Governance, Freedom of Information – Appeal on or before 14/12/2020.

Please remember to quote the above reference number in all related correspondence.

Yours sincerely,

**Phoebe Bryan**  
**Information Governance**