

Item no 5.2

QUESTION NO 2

**By Councillor Nick Cook for answer
by the Convener of the Transport and
Environment Committee at a meeting
of the Council on 20 August 2015**

Question (1) What is the average wait time for residents making a telephone enquiry regarding waste collection issues?

Answer (1)

Question (2) Why does the Council deem it necessary for residents to provide sensitive personal information, via a MyGovScotland log-on, in order to inform the council of a missed on-street waste collection? How is this information stored and used?

Answer (2)

Question (3) What are the current wait times for residents receiving replacement waste and recycling bins after lodging a replacement request? Please break down by bin type.

Answer (3)

Question (4) Is the current wait time above or below the average for the last twelve months?

Answer (4)