

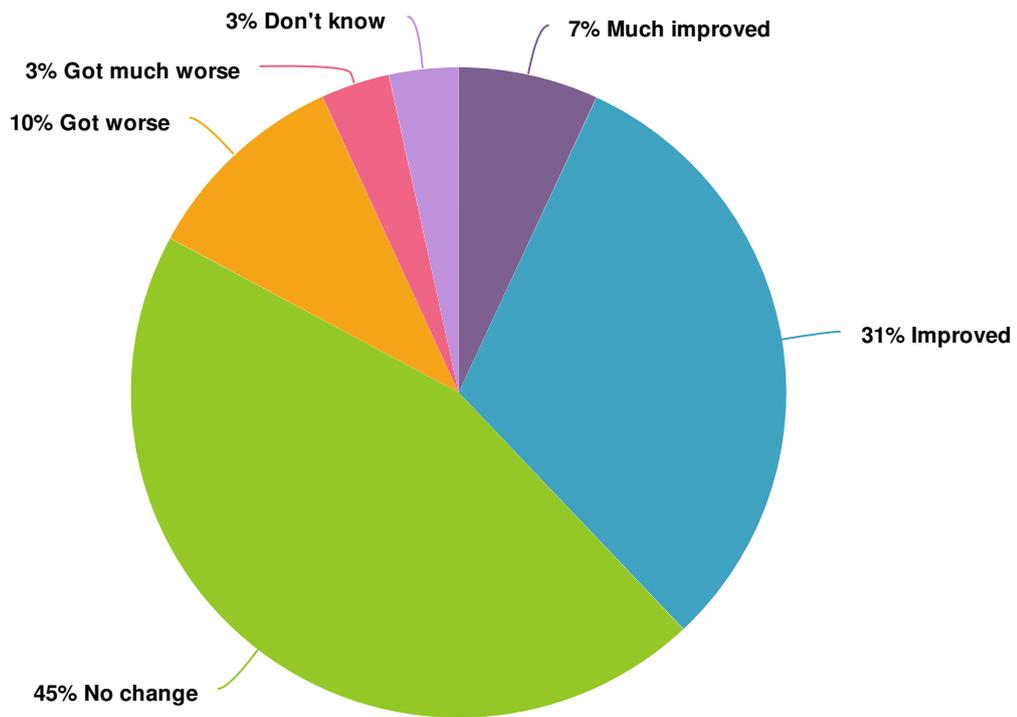
Report for Waste collection in Fitzrovia

Response Counts

Completion Rate:	100%		
	Complete		31

Totals: 31

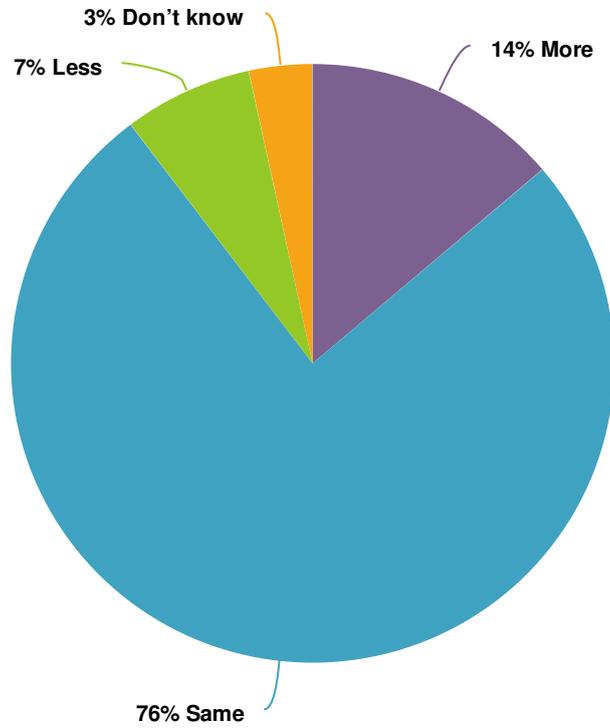
1. On Monday September 4th the collection time bands for rubbish and recyclables in your street were amended with increased refuse and recycling collections frequency. What impact, if any, has the scheme had on dumped waste in your street?



Value	Percent	Responses
Much improved	6.9%	2
Improved	31.0%	9
No change	44.8%	13
Got worse	10.3%	3
Got much worse	3.4%	1
Don't know	3.4%	1

Totals: 29

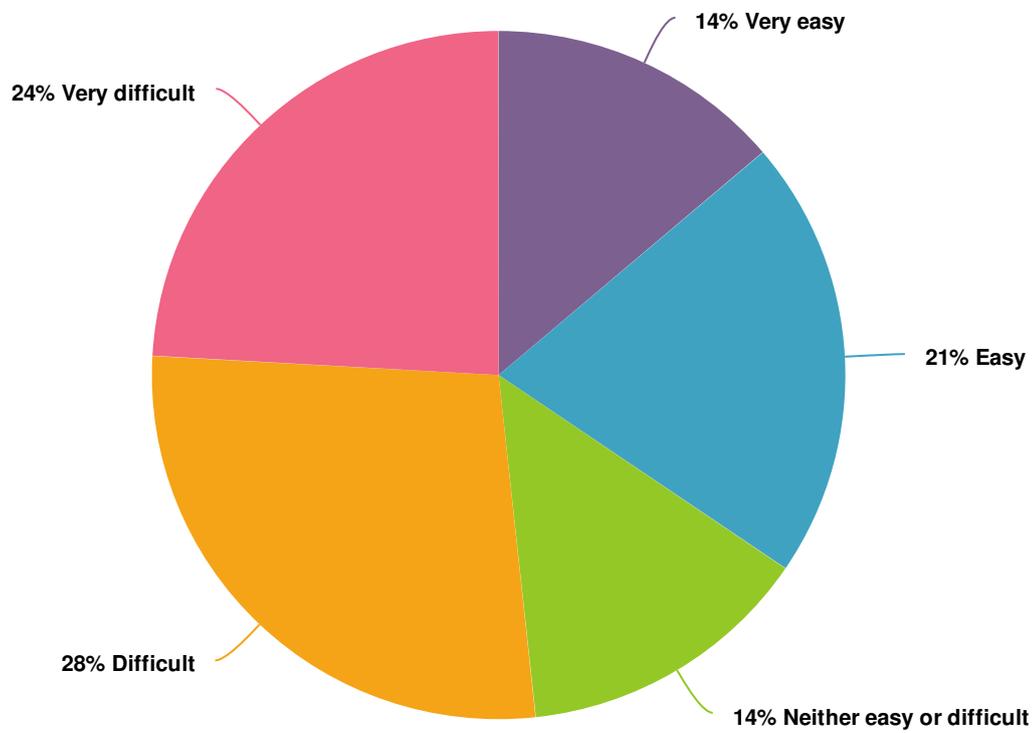
2. Has the scheme changed the amount of waste that you are now recycling?



Value	Percent	Responses
More	13.8%	4
Same	75.9%	22
Less	6.9%	2
Don't know	3.4%	1

Totals: 29

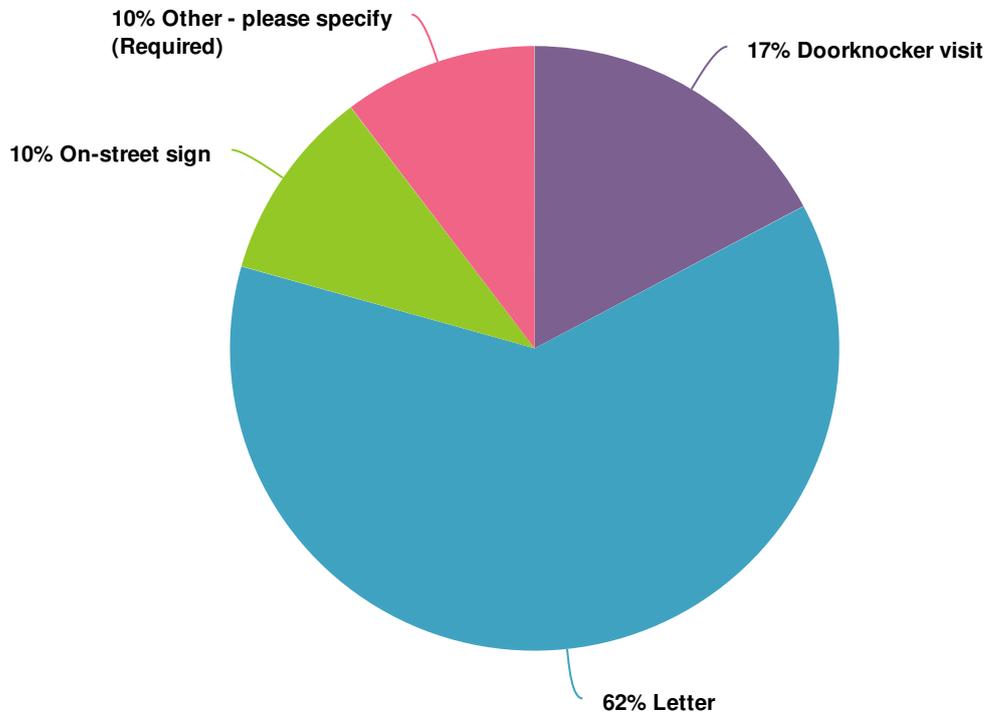
3. How easy or difficult is it for you to comply with the new collection timebands?



Value		Percent	Responses
Very easy		13.8%	4
Easy		20.7%	6
Neither easy or difficult		13.8%	4
Difficult		27.6%	8
Very difficult		24.1%	7

Totals: 29

4. How did you find out about the change to the timebands?



Value	Percent	Responses
Doorknocker visit	17.2%	5
Letter	62.1%	18
On-street sign	10.3%	3
Other - please specify (Required)	10.3%	3

Totals: 29

Other - please specify (Required)	Count
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Twitter	1
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did not	1
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www.fitzwest.org/wordpress	1
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Totals	3
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5. Any other comments you'd like to give concerning the scheme?



ResponseID	Response
2	The times are still rather early. We only use the evening run. I don't know if people have been fined for dumping. It is better, but wrongly timed dumping will creep back if no enforcement.
5	The dumping in Langham Street, Gosfield Street, Foley Street, and many others areas is ongoing and unchanged. People still put bags out at any time - there are rubbish bags everywhere you go, sometimes surrounded by pigeons and gulls. Bins are far healthier and tidier. I don't understand why you've taken them away. I take my recycling and rubbish to one of the few bins left. Collection is perhaps better but people's habits haven't changed. Incidentally, the micro recycling centre information on the website is out of date.
7	It is extremely difficult to get my rubbish out at the allocated time. My work schedules mean that I am very often not awake at that time. I am able to make a rubbish drop by 10am but not before 8am. A longer time frame to drop rubbish would be helpful.
8	Please do something about the trees that smell of vomit on Langham Street. Its awful and seems to encourage even more dumping of rubbish around that area
10	Little Portland Street is disgusting. Rubbish out at wrong time and never collected. Not sure why we pay rates for this.

ResponseID Response

- 11 The recycle collection was changed to every evening but this is not the case. Since the recycle bags are not recycled everyday they pile up outside the flats. Could we please know exactly when the collections will take place so we can put the recycle out accordingly.
- 12 Removing big black bins is really not helping the situation. Please reinstate the big black bin onto Riding House Street. Removing bins (predictably) results in increased flytipping. People dump more rubbish where rubbish is regularly dumped which increases the problem. Also the big black bins really need to differentiate which are recycling and which are for normal rubbish as they look very much alike
- 13 Some neighbours on Riding House Street are blatantly ignoring the new times (despite knowing about them), and for example, putting their rubbish out in the evenings. By the next morning their bags have been ripped-open by vermin and rubbish is blowing along the street. I think the penalties for non-compliance should be MUCH more severe and ENFORCED.
- 14 People still put out bags of rubbish after the times stated. I feel the problem is that some of the dwellings along the street are being rented out for short or holiday lets and the people renting are not aware of the collection times. Also I am concerned that the letting of dwellings are in fact legal. We also have a problem with families living on Hanson Street towards New Cavendish Street end who throw their bags of rubbish from their windows which results in the contents being emptied along the pathway. On a more positive note I do think we are very fortunate to have two waste collections a day and if we all kept to these times the street would be rubbish, mice, rat and fox free.
- 15 I don't really know what time our collection is in Hanson St. It used to be 08:00 - 10:00. Then we were told it was changing to 07:30 - 08.00. And notices to that effect were put on the lamp posts. Rubbish was collect at that time for a while, and it was very difficult to comply with. But now it seems as if the council has gone back to the old times. So what time is it?

ResponseID Response

16 It was very good to start with (Gosfield St). Thank you! But since then, a) dumping round the tree opposite number 9 has restarted. b) The transient population do not all know about the times - at first I couldn't see the signs though I was looking for them. Why don't the signs face both ways on the street? c) The businesses here still often leave piles of rubbish out. d) The street cleaners are very variable - some great, some much less so. e) Passersby are still leaving their food and drink refuse on steps by doors - why aren't there any refuse bins nearby? Why don't even the good street cleaners include this? I'm fed up of picking this street refuse off the step outside my flat almost every day. Please don't decrease the refuse collection! With a few tweaks, it could be even better! I didn't know about the reporting below, and am going to start doing this - hope it's not too onerous!

17 I don't like the threat of a fine for putting out rubbish/recycling overnight. I work irregular hours and it's not always easy to hit the very thin window early morning when we can put out rubbish. There used to be bins at the end of Gosfield Street that I would use so that I wasn't leaving stuff out on the street but you took these away. Please make it easier to be responsible.

18 Letters to landlords advising them to include addressing all their tenants the council's rubbish disposal system. This should be added to landlord and tenant contract. The vast change in occupation in private lets, increases rubbish being left out at all times, because the rules are not being passed on and adhered to.

19 The new time works well as I work, so 9.30-10.00 was impossible for me. The problem I see that causes the continued mess, other than residents just flouting the rules are: 1) There are a number of holiday lets in the area. These residents either won't know the rules, or may not be able to comply due to check-out times. 2) I have seen homeless people rummaging through the rubbish bags on a number of occasions, and ripping them open and making a mess. The system was a lot better when there were large black bins in the area where we could leave our rubbish. The area by the corner of Landham St and Gosfield St (where I think there used to be bins) permanently stinks because of the piles of rubbish dumped there. I was told by a neighbour that the bins were removed because businesses kept dumping rubbish in them. If this is the case, it doesn't make sense to me, as surely they will just put their rubbish on the roads with other people's? Keeping the new times and putting the bins back (this will reduce the rodent risk) seems the best way forward to me.

20 Collection times on weekends should be set at later times as most of us do not wake up early. In my family we have to keep our rubbish all over the weekend until we can take it out on Monday morning. As an alternative bins in rubbish dumping hotspots could be reinstated.

ResponseID Response

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| 21 | In my opinion some people still are not aware of the change as they put their rubbish out during the night. I've seen council place a label on the bags but it doesn't help as they collect the bags next day morning so doesn't give people any chance to read the labels. |
| 22 | Continued dumping of rubbish on corner of Foley Street and ogle street, new penalties do not believe appear to work Rubbish outside 146 new Cavendish Street, entrance ogle street, next to church, improve but still poor Still in general very high level of litter versus nearby areas such as Marylebone, bins regularly overflow on Foley Street |
| 23 | Good to be trying alternatives to help improve the situation. Early morning collections don't suit me as, living centrally and near to work, I don't leave for work before 8:30am. Many people who live here do so because they are near to work, so a slightly later collection time (e.g. 9am) would be easier for people to comply with. |
| 25 | The new times (7.30 - 8 collected up until 10) is confusing and encourages people to leave rubbish out until 10 even if it has been collected earlier. The new times are unsuitable for a lot of people and they have increased the amount of rubbish on the street. |
| 27 | As we are a commercial premises it was not possible for us to coordinate the set times with our opening hours and First Mile. However we put our refuse out in the evening for evening collections and I trust this will still be acceptable. |