

Quarter 1 2021-2022

Appendix 1: Service requests

April 2021

Request Type	Number of Requests
Holiday let Waste Collection and Disposal request	2
Empty Bring Bank	1
Quotable Bulky Collection	166
Re-use Bulky Collection	63
Request to Join Collection Plus Service	22
Property Damage	2
Vehicle Damage	1
Collect & Deliver Replacement Container	77
Deliver Replacement Container	264
Replace Stolen Container	366
Swap Damaged Container	602
Emergency Hit Squad	1
Renew Garden Service	2
Request to Join Garden Service	4
Garden Service Change of Address	1
HWRC Amend	78
HWRC Booking	14198
HWRC Cancel	871
Request for Asbestos Permit	25
Request for Charity Permit	21
Request for Commercial Waste Permit	211
Request for Plasterboard Permit	120
Remove Container	66
Request for Trade Waste Service	13
Assessment of Property	41
Grand Total	17218

May 2021

Request Type	May-21
Request to Join Assisted Service	31
HL Waste Collection and Disposal request	2
Empty Bring Bank	1
Quotable Bulky Collection	200
Re-use Bulky Collection	32
Request to Join Collection Plus Service	31
Property Damage	0
Vehicle Damage	1
Collect & Deliver Replacement Container	80
Deliver Replacement Container	197
Replace Stolen Container	392
Swap Damaged Container	520
Emergency Hit Squad	5
Renew Garden Service	144
Request to Join Garden Service	61
Garden Service Change of Address	4
HWRC Amend	71
HWRC Booking	16920
HWRC Cancel	569
Request for Asbestos Permit	32
Request for Charity Permit	20
Request for Commercial Waste Permit	249
Request for Plasterboard Permit	119
Remove Container	57
Request for Trade Waste Service	9
Assessment of Property	23
Grand Total	19770

June 2021

Request Type	Jun-21
Request to Join Assisted Service	1
Request to Leave Assisted Service	22
HL Waste Collection and Disposal request	4
Empty Bring Bank	0
Quotable Bulky Collection	178
Re-use Bulky Collection	44
Request to Join Collection Plus Service	25
Request to Leave Collection Plus Service	8
Property Damage	0
Vehicle Damage	0
Collect & Deliver Replacement Container	79
Deliver Replacement Container	243
Replace Stolen Container	354
Swap Damaged Container	498
Emergency Hit Squad	1
Renew Garden Service	28
Request to Join Garden Service	88
Garden Service Change of Address	1
HWRC Amend	97
HWRC Booking	19922
HWRC Cancel	1011
Request for Asbestos Permit	17
Request for Charity Permit	19
Request for Commercial Waste Permit	244
Request for Plasterboard Permit	142
Remove Container	66
Request for Trade Waste Service	18
Assessment of Property	41
Grand Total	23133

Quarter 2 2021-2022

Appendix 1: Service requests

July 2021

Request Type	Jul-21
Request to Join Assisted Service	34
Request to Leave Assisted Service	0
HL Waste Collection and Disposal request	1
Empty Bring Bank	1
Quotable Bulky Collection	183
Re-use Bulky Collection	24
Request to Join Collection Plus Service	43
Request to Leave Collection Plus Service	0
Property Damage	0
Vehicle Damage	0
Collect & Deliver Replacement Container	71
Deliver Replacement Container	248
Replace Stolen Container	401
Swap Damaged Container	500
Emergency Hit Squad	4
Renew Garden Service	0
Request to Join Garden Service	3
Garden Service Change of Address	0
HWRC Amend	120
HWRC Booking	21756
HWRC Cancel	963
Request for Asbestos Permit	25
Request for Charity Permit	28
Request for Commercial Waste Permit	261
Request for Plasterboard Permit	108
Remove Container	67
Request for Trade Waste Service	13
Assessment of Property	34
Grand Total	24888

August 2021

Request Type	Aug-21
Request to Join Assisted Service	30
Request to Leave Assisted Service	1
HL Waste Collection and Disposal request	1
Empty Bring Bank	1
Quotable Bulky Collection	188
Re-use Bulky Collection	22
Request to Join Collection Plus Service	31
Request to Leave Collection Plus Service	0
Property Damage	2
Vehicle Damage	0
Collect & Deliver Replacement Container	80
Deliver Replacement Container	237
Replace Stolen Container	379
Swap Damaged Container	467
Emergency Hit Squad	3
Renew Garden Service	0
Request to Join Garden Service	0
Garden Service Change of Address	0
HWRC Amend	123
HWRC Booking	23015
HWRC Cancel	987
Request for Asbestos Permit	20
Request for Charity Permit	22
Request for Commercial Waste Permit	257
Request for Plasterboard Permit	116
Remove Container	47
Request for Trade Waste Service	12
Assessment of Property	43
Grand Total	26084