I am writing on behalf of Chris Daniels to respond to your information request.

1. Do you require the use of wheelie bins for all or part of the household waste that you are responsible for collecting? If the answer to the above is yes, please could you also answer the following questions:
   Yes
2. Do you supply the bins to householders free of charge (including any mandatory delivery charge), or do you require householders to pay for them (either from yourselves or from a third party supplier)? No, wheelie bins are provided free of charge to householders. Monies for wheelie bins are included in s106 developer contributions for new developments.
3. If you require householders to pay for them, how much do you charge for a bin (including any mandatory delivery charge)?
   N/A
4. How many different bins and/or other containers are households required to use (eg, in order to separate recyclable from non-recyclable material)?
   Low rise households are issued with 1 x 180 litre black wheelie bin for residual waste, 1 x 240 litre blue wheelie bin for co-mingled recycling. Residents have the option to subscribed to a fortnightly green garden waste service that is based on collections from a 240 litre green wheelie bins (subscriptions are charged at £30 per annum).
5. If more than one, how are these colour-coded or otherwise visually differentiated?
   As above
6. What is the standard size of bin that you supply (or require householders to purchase) for non-recyclable waste?
   180 litres
7. What is the largest size bin that you supply (or require householders to purchase) for non-recyclable waste?
   240 litres
8. If the answers to (6) and (7) are different, do you require householders to justify the use of a larger bin before agreeing either to supply a bin or collect waste from it?
   Yes
9. If so, what are the criteria on which you would agree to supply (or permit the use of) a larger bin?
   Households that have six or more permanent residents or have extenuating circumstances that result in increased waste generation.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form
ER65613

1) How would you rate our performance in relation to processing your request:

Excellent       Good       Fair       Poor

If you have answered Fair or Poor please suggest how we can improve:


2) Did you receive the response to your request within the advised timescale? Yes/No
3) Did the response meet your needs? Yes/No
   If No, why was that?

4) Prior to submitting your request did you search RBWM’s website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   - Information required not found
   - Information found out of date
   - Information not in required format
   - Information insufficient to meet need
   - Other please specify:

   If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.