

Letters to the Manager- Requesting that Manager introduce Customer Charter at the same time as Refuse Collection Charges - 22/11/00

Dear Mr. Brady,

I am writing in connection with the council estimates that are before us at the moment.

From my questions last Wednesday I believe that there is no provision for a customer charter in the proposals. As configured I would find it extremely difficult to vote in favour of the estimates. Some kind of performance commitments such as I have included overleaf would be essential.

I hope you will be able to include this in your proposals.

Proposed Customer Charter for

Refuse Collection Service drafted by Eoin Costello

1. In return for the £150 charge our ambition at Dun Laoghaire Rathdown County Council is to provide you, the citizen, with the best possible service within the constraints of our resources.
2. We aim to collect bins from all houses within our county, be they new or old estates.
3. We aim to provide a weekly service to all our consumers including those weeks that include a bank holiday.
4. If there should be a failure to collect from your house you will be entitled to the following remedies;
 1. To make a written complaint to (X), the person with overall responsibility for the bin collection service in our county.
 2. To receive a full and accurate explanation for the problem within one week.

In addition to this we will distribute leaflets to those houses that have suffered from a problem with their bin collections within 10 working days explaining the cause for the problem.

Information for Councillors

The manager will provide to the members the following information on a quarterly basis;

1. The percentage of bonuses paid to depot crews by crew
2. The number of written complaints Mr. Vesey receives
3. The lift rate achieved for the period covered