West Berkshire Council
commitment to a good waste and recycling service

We are committed to providing waste and recycling services which are
good value for money and which meet the needs of our residents.

This means we will:

1. explain clearly what services you can expect to receive;

2. provide regular collections;

3. provide a reliable collection service;

4. consider any special requests that individual households
   may have;

5. design our services and carry out collections in a way that
doesn't produce litter;

6. collect as many materials for recycling as we can and
   explain to you what happens to them;

7. explain clearly what our service rules are and the reasons
   for them;

8. tell you in good time if we have to make changes to your
   services, even temporarily;

9. respond to complaints we receive about our services; and

10. tell all our residents about this commitment to collecting
    waste.

Signed ___________________________ Date 03/11/09

Name  Cllr Hilary Cole

Position  Executive Member - Environment & Public Protection