



Fair Bin Policy Campaign

Many residents know that I have been fighting for a fair bin policy. Please join me if you agree to the following or have been affected:

- Looked after your bin, but it's got older and has been broken by the contractors on collection or you are concerned that it might break and you won't get it replaced. (Black and Green bins only)
- Requested a replacement bin but this was refused (Black and Green bins only)
- Paid for the garden waste service but service has been missed and you have not received a refund for the missed collection that you have paid for or have been refused a refund.

It's not right that there is no plan in place to replace older Black and Green bins. These were originally provided free of charge and nothing lasts forever. If bins are broken because they are old this is not the fault of the resident.

Help me fight for this fair bin policy. Please contact me below to register your support or sign the below petition.

[Current ePetitions - Winchester City Council](#)

Missed Garden Waste bin refunds

I have been assisting many residents in trying to get refunds or licence extensions in compensation for the missed bins that they have paid for. After discussions with the Strategic Director, it was confirmed after I asked for a formal investigation into this, that WCC have fined Biffa for the poor delivery of service. I therefore find it unbelievable that residents who have paid for a service but not received it have been refused refunds! This is not right or fair on any level. If anyone has been affected by this please contact me and I will happily take this up for you.

How to report missed bins and what to do next -

Ensure you report any missed bin by 12 noon of the following weekday to ensure this gets collected. Otherwise it won't be collected until the next due date.

Report on line via your app, on the website or call. (Regardless esp if its for the Garden waste collection that is an extra payment.)

Make sure you get a reference number or ask for one.

If you are unhappy with the answer to any questions, please do contact me and I will try and help further.

If your bin has been missed on the scheduled day of collection and you contact our Customer Services team **before 12pm** the following working day, collections will be made by crews in the area as soon as possible. Unfortunately if you contact us after 12pm the following day a collection will not be made and you will need to wait until your next scheduled collection unless there are special circumstances. Bins must be presented by 6.30am on the day of collection.

How to report a missed bin:

- Report a missed bin using our [online reporting service](#).

- email customerservice@winchester.gov.uk
- or telephone 0300 300 0013. Our office hours are 08:30-17:00 Monday to Thursday and 08:30-16:30 on Fridays. You have the option have the option to leave us a voicemail on the 0300 300 0013 number when we are closed. If leaving a voicemail, please include your name, contact number, address and the details of which waste type was not collected.

Closure of Lloyds bank - Following the meeting with Steve Brine MP , myself and LINK with regard to access to cash in Alresford, I have submitted the relevant forms to start the review by LINK with regard to access to cash within our Town. This will take approximately 12 weeks to complete.