

Winchester City Council Report
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Residents still raising issues over the Garden waste bins collections

I am still being contacted by residents who are experiencing ongoing issues with their brown garden waste collections. This refers to the issues of payments by Direct Debit but no new issues of bin stiller. Biffa are not collection them when they should. When residents have called to raise these issues, they have been told that it may take up to 3 weeks to get a new sticker sent to them. I have been assisting in ensuring that no more bins are missed but this is just another example of the issues with this service sadly.

Elderly and vulnerable still at risk over Issues with out of hours help

Recently I was asked to assist a resident by concerned relatives and neighbours of a vulnerable resident. As it was a weekend, this highlighted that housing was outsourced to a company in Blackpool who could not assist with the issue and the other Housing out of hours number also could not help as they didn't cover this issue and in fact there was no cover for this issue at a weekend. Whilst they are trying to assist with something this highlights the fact that the out of hours service is not fit for purpose and is very concerning.

Damaged bins and replacement policy issues raised by residents. Winchester City Council

Again, residents are still contacting me with ongoing issues. This is just another example of the lack of fare wear and tear policy for the bins. This is something I have been highlighting and will continue to do so. It's unfair that residents who have looked after their bins for 20 years should be expected to buy new ones. Nothing lasts for ever and this should be factored into the policy.

Please continue to report problems of potholes and drainage issues

I am delighted to see more residents reporting more potholes. As Hampshire County Council have received more funding to help with these issues it important that we report as many as we can. The more we report the more that will get fixed. Drainage issues have also been an issue and I am please to see these being addressed as well. (www.hampshirecountycouncil.com)