

Customer First

Waste Management/Operations



South Hams
District Council

These are the **service standards** we aim to achieve

If you	We will
Report that your domestic waste has been missed	collect it within the next 2 working days, providing it was out before 07:00 and placed at the boundary of your property.
Are physically unable to get your waste to the boundary of your property	arrange for an assisted collection for your waste services.
Require more recycling sacks	deliver you some additional sacks within 10 working days.
Require more organic waste liners posted to you	put them in the post to you within 1 working days
Require oral information concerning managing your waste	contact you by telephone or email within 24 hours.
Require literature concerning managing your waste.	respond to you within 7 days.
Request a review of the types of containers that you use at your property.	Respond to you within 7 days
Report a recycling bank is overflowing	arrange for the emptying of the banks within 2 working days
Report a litter or dog bin is overflowing	empty the litter/dog bin within 2 working days.
Report fly tipping on the public highway	remove by the next working day.
Report that the street cleaning is not adequate	investigate by the next working day.
Report that there is a dead animal on the highway	remove by the next working day.

If you	We will
Request a collection of bulky household waste	we will collect within 10 working days.
Request a collection of a domestic fridge, freezer, cooker, washing machine or dishwasher.	we will collect within 10 working days.
Request a collection for trade waste.	Will put in place the contractual arrangements within 7 working days.
Report an object or animal on an amenity beach.	We will investigate by the next working day.