

# Customer First

## Waste Management/Operations



South Hams  
District Council

These are the **service standards** we aim to achieve during 2007/08

If you	We will
Report that your domestic waste has been missed (after 1500)	collect it within 24 hours providing it was out before 0700 and placed at the boundary of your property.
Are aged or infirm	arrange for an assisted collection for your waste services.
Require recycling or corn starch sacks	deliver you some additional sacks within 7 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 24 hours.
Report a litter or dog bin is overflowing	empty the litter/dog bin within 24 hours
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
Request a collection of bulky household waste	we will collect within 10 working days

<b>If you</b>	<b>We will</b>
Request a collection of a domestic fridge, freezer, cooker, washing machine or dishwasher.	we will collect within 5 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.