

Dear customer,

## **Update on your commercial waste collections**

You may be aware that we are making some changes to collection days for residential properties, which now take place between Tuesdays and Fridays.

As some of these properties were previously collected by one of our commercial crews, you may have some temporary disruption over the next few weeks as a result.

If your bin(s) isn't collected on your usual day, please bear with us and we will return to empty it as soon as possible.

We appreciate your patience and understanding as we make these changes to our waste and recycling service.

### **Future improvements**

During the coming months, we will also be reviewing our commercial waste and recycling rounds to ensure they are as efficient as possible while still delivering the quality service you rely on.

This may mean that some customers will have a change of collection day. If this affects you, we will contact you directly with more information.

If you have any questions, please don't hesitate to [get in touch with our team](#).

Thank you for your continued business.

**John Slater**

Strategic Trade Waste Manager