

# APPENDIX 3

---

## RESIDENTS' COMMENTS

### Q3. And which of the following would you like to replace it with? - Other

*"A fairer focus on Rubery."*

*"Auditing and streamlining council activities to cut waste and mismanagement - invest to save."*

*"Better recreational facilities and road repairs in areas such as Wythal, which seems to be totally ignored."*

*"Better waste disposal/recycling collection, including green collection all year."*

*"Bromsgrove Centre has had enough, Hollywood hasn't even got a park."*

*"Condition of streets."*

*"Congestion and roadworks sharing."*

*"Consideration for outlying areas who seem to be neglected areas on boundary."*

*"Council should be more cost effective and listen to Bromsgrove resident needs."*

*"Decrease car park charges."*

*"Developing Hagley."*

*"Developing social/sporting venues."*

*"Don't want to replace it, current one is good."*

*"Double efforts on town regeneration."*

*"Encouraging business and employment opportunity."*

*"Encouraging business back into Bromsgrove."*

*"Encouraging shopping and parking/market town."*

*"Focus more on regenerating town centre and transport links."*

*"Free green waste bin (garden)."*

*"Getting some new shops in High Street (its nearly dead)."*

*"Greater evidence of council activity in my area."*

*"Highway maintenance."*

*"Improve on the other four, especially bin collections, clean streets."*

*"Improve public transport, including parking at train station."*

*"Improved Birmingham transport links."*

*"Improved public transport from Alvechurch to Bromsgrove and sack the manager in charge of car parking charges."*

*"Improving common areas, e.g. cut grass before it gets too long. Bromsgrove would never get a 'best kept town' award."*

*"Improving infrastructure, congestion, etc., then can increase housing."*

*"Improving road surfaces."*

*"Improving roads in rural areas."*

*"Improving the quality of life of younger people."*

*"Increase bus service, i.e., evenings during week."*

*"Increasing access for young people to sports/leisure facilities."*

*"Increasing availability of places at Fristall First School."*

*"Making recycling more user friendly and more bin collections."*

*"More accommodation ready for homeless people."*

*"More attention to upkeep of highways."*

*"More facilities for youths."*

*"More green space areas."*

*"No good shops left, rent is too high, nothing appeals to bring in visitors."*

*"None."*

*"Opening more subjects to discussion, before action."*

*"Parking issues."*

*"Pride in the town."*

*"Problem people in nice areas."*

*"Providing activities/supervision centres, etc for local youths."*

*"Providing better value for money."*

*"Recycling very limited."*

*"Reducing bureaucracy and expenditure."*

*"Remove car parking fees."*

*"Repairing roads and pavements."*

*"Return Bromsgrove to be a quality town that it used to be."*

*"Road maintenance."*

*"Roads (quality/layout) and parking (costs)."*

*"Roads/footpath maintenance."*

*"Separate sense of community into two categories, tackling crime and ASB, and improving facilities for children and young people."*

*"Something for children and young people."*

*"Sorting out crime. Dealing with young drivers zooming around town."*

*"Staff that offer excellent performance for less money, starting at the top."*

*"State of the roads, i.e. Holes."*

*"Tidy up green areas, i.e. decent grass cutting."*

*"Vastly improve road surfaces, remove litter from rural lanes. These lanes flood too easily due to blocked ditches and drains."*

*"We want better amenities."*

**Q6. What was the main reason that you last contacted the Council?**

*"About Council Tax."*

*"Because my new bus pass, hadn't arrived."*

*"Bin collection."*

*"Bus pass, upset no longer have car pass; 2008 stopped."*

*"Bus pass."*

*"Bus pass."*

*"Bus pass."*

*"Change of address."*

*"Chase up bus pass."*

*"Condition of roads in Hagley."*

*"Council Tax enquiry."*

*"Enquire about garage door."*

*"Enquire why rubbish not collected."*

*"For bus pass beginning March. They lost my photo, I have sent another and am still waiting."*

*"Get travel pass."*

*"Highways regarding overgrown embankment."*

*"House move, Council Tax."*

*"I wrote to ask why all the tenants in Beacon Close had tarmac drives and I had not."*

*"Inform of change of tenancy in flat."*

*"Light repair."*

*"Local tip, could not get access."*

*"Locked out."*

*"My bin was missed being emptied."*

*"My recycle boxes were stolen from the curb side, I needed replacements."*

*"New bus pass for 60 plus."*

*"No reply to letter."*

*"Pest control."*

*"Re: Council Tax."*

*"Recycling collections."*

*"Regarding accommodation for myself as I am recently in Hamilton House, which has closed down."*

*"Removal of white goods."*

*"Renew car park permit."*

*"Repair request."*

*"Repair work to drains."*

*"Repairs."*

*"Replacement bus pass."*

*"Replacement of recycling bin."*

*"Report broken road furniture."*

*"Report road defect."*

*"Request for repairs."*

*"Request grey bin collection, which had been forgotten!"*

*"Request of wheelie bin."*

*"Request replacement and recycling box."*

*"Request replacement grey bins as ours was broken."*

*"Rubbish lying in verges, dog dirt on pavements, needle in verge and manhole still broken."*

*"Terminate allotment lease."*

*"To advise of a plague of rats in a nearby field."*

*"To apply for bus pass."*

*"To ask about the Council Tax on my father's house after he died."*

*"To ask for a new green bin lid."*

*"To ask when I would get my bus pass (May 2008)."*

*"To collect a new household waste permit."*

*"To consult a tree officer."*

*"To draw attention to consistent dangerous parking on New Road."*

*"To enquire about rubbish removed from back of my house."*

*"To get new bus pass which had not arrived when my husband's did."*

*"To have our green bin removed, we do not wish to pay."*

*"To inform you that my mother had passed away."*

*"To make a payment and order recycling boxes."*

*"To make a payment and septic tank emptying."*

*"To obtain O.A.P. £30/year parking pass."*

*"To obtain refund of council tax."*

*"To pay the 12 month car park."*

*"To provide information required."*

*"To query council tax bill."*

*"To register a complaint and report pot holes in road."*

*"To renew the blue badge."*

*"To repair the road, Bromsgrove Road, Romsley."*

*"To report change of circumstances."*

*"To request additional recycling bins."*

*"To request information & I phoned the environment dept., re: a gypsy development in Billesley Lane."*

*"To request new recycling boxes."*

*"To request new wheelie bin."*

*"To resist an unjust parking charge (accepted)."*

*"To sort out a change in Council Tax."*

*"To speak to allotment officer."*

*"To try to re-new my £30 parking concession expired on 5th March 08 - not allowed."*

**Q8. How would you prefer to contact the Council**

*"Any way that is convenient for me, so any of the above."*

*"Depends on circumstances."*

*"Depends on reason for contacting. Could be any of 5."*

*"Free phone."*

*"No preference as long as there is a speedy response."*

*"Not bother at all, waste of time."*

*"Not bothered."*

*"Wouldn't really."*

**Q15 Can you remember experiencing any of the following problems when contacting or being contacted by the council? - Other**

*"Answering telephone within 6 rings isn't satisfactory, when get a recorded message saying ""all our operators are busy"" for a further 5 mins."*

*"Assessed as eligible for small grey wheelie bin, but never received one despite repeat requests."*

*"Being as we only have a phone (have no website or email) the few times of contact has been satisfactory."*

*"Being hung up on three times."*

*"Being passed around until getting the right contact."*

*"Blind, problems all around, especially when needing to go to office although staff good. (See questionnaire)."*

*"Can't comment."*

*"Complaint was registered, but no feedback."*

*"Council representative couldn't give a damn about my query."*

*"Dispute over hedgerow."*

*"Getting a good response from various officers in the Council."*

*"Getting through to the correct member of staff."*

*"Had no problems."*

*"Have had no need to contact the Council."*

*"Have not contacted the Council and therefore, do not know."*

*"Having spoken to the correct person and action agreed nothing happens, so had to call again and again."*

*"I have no problems in dealing with the Council."*

*"Insurance claims against Council for damage caused, not dealt with in proper manner."*

*"It took the Council Revenues Dept. eight weeks to deal with the letter."*

*"Lack of information and very poor excuses."*

*"Never contact the Council."*

*"No problem."*

*"No problems whatsoever."*

*"No problems."*

*"No reason for contact."*

*"No response to complaint."*

*"Not being able to speak to person to deal with my complaint."*

*"Not being able to speak to the department I want."*

*"Not contacted the Council."*

*"Not even letting me know they had lost my photo for my bus pass."*

*"Not having phone calls returned, having spoken to someone who is supposed to pass a message on to relevant person."*

*"Not helpful at all."*

*"Not replying to letter I sent."*

*"Not sending me my travel permit."*

*"Not used."*

*"Our grey bin went missing. Rang the Council and was told we would have one the next day, four phone calls and three weeks later it arrived."*

*"People to speak clearly on phone, I have a hearing problem."*

*"Person never called back when said they would."*

*"Promised a response to a complaint by a manager, still waiting after three months."*

*"Promises of a response not being followed."*

*"Too many Customer Service staff on leave in Easter holidays week, resulting in long wait at Customer Service Centre."*

*"Two application forms (both different) lost in system."*

*"Unsatisfactory response."*

*"Very rarely contact the Council."*

*"We live fifteen miles away, no bus service."*

*"Website never seems to have the information I require, or it is there but I don't know where to look?"*

*"When changing address filled out an electoral form, even an idiot would have understood. Still missed voting, could vote in my old address."*

**Q17 If you have visited the Council's website in the last year, what prompted you to use it? - Other**

*"Check progress of planning application."*

*"Check recycling dates."*

*"Checking right of way and requesting action and job search."*

*"Jobs available and advice on bonfires."*

*"Jobs."*

*"Jobs."*

*"Pay 12 month car park fee."*

*"Planning issues and the Council's meeting minutes."*

*"Planning, local bonfire restrictions."*

*"Response to council survey on recycling."*

*"To view jobs."*

**Q31. If you are dissatisfied with the refuse collection service, please indicate whether you have ever experienced any of the following issues with your refuse collections – Other**

*"7 a.m. on Saturdays!"*

*"Appalling service for both grey and green bin collection."*

*"Bin collections can be a day or more late."*

*"Bins and boxes left blocking pavement and driveways."*

*"Bins are always left haphazardly on footpaths causing extreme life threatening situations for the elderly, disabled and young children."*

*"Bins are not left outside my property, always left further up the road and not even left tidily or with consideration for other path users."*

*"Bins are not left outside your house."*

*"Bins collected after 4 p.m. and not always on the correct day. You never know why or when."*

*"Bins left all over the place. White marks painted on bins and I do not know why."*



*"Bins left because not exactly in right place. We are not encouraged to recycle by charging us and give small boxes, emptied fortnightly."*

*"Bins left far away from property or blocking driveways."*

*"Bins missed on more than 15 occasions - we give up! My husband takes waste to commercial bins himself. Any chance of reduction in Council Tax?"*

*"Bins routinely left obstructing the pavement, hazard for motorized buggy users and mothers with small children. If a car is parked on the pavement, I understand it is an offence. What about bins?"*

*"Blocked pavements, having to walk in road but advised that the Council have insurances in case we are injured."*

*"Boxes are no good on windy days, have to keep putting boxes back, they blow over. When at work all day this causes recycling to be blown around."*

*"Boxes are not big enough."*

*"Boxes frequently broken and scattered around the street by the bin men."*

*"Boxes not big enough (consider small bins)."*

*"Boxes not big enough, need more boxes."*

*"Broken boxes (council damage) are not replaced."*

*"Completely unreliable, kerbside bins and boxes obstruct pavement."*

*"Difficulty putting out heavy bins when ill or infirm."*

*"Grey bins and boxes STINK in warm weather."*

*"Have not been issued with a wheelie bin, birds frequently getting into black bin bags."*

*"I am not offered any recycling service, refuse only permitted to be 'household' waste. No definition given. Refuse left without explanation at the time."*

*"I do not appreciate walking up and down the length of our road looking for our bin."*

*"I have two people in this house using incontinence pads, so the bins smell awful at the end of two weeks, even if wrapped up."*

*"I live next to bin cupboards, we have flies and it smells."*

*"I take all my own waste to the tip - we live too far from the end of the lane where the collection takes place. Bins are now making all areas look scruffy."*

*"If bin is a little overfilled, not emptied at all, so yet another two weeks to wait."*

*"If windy, empty boxes and bins being blown I road could cause an accident."*

*"Insufficient recycling, no cardboard, metal, etc."*

*"Introduction of green bin fee is disgraceful."*

*"Lorries block the road and don't pull over so you can pass."*

*"Losing the green bin collection within Council Tax payment."*

*"Need back door collection, bins on pavement are a hazard for wheelchairs, pushchairs, blind people, etc."*

*"Neighbours putting out waste the day before collection and local children spreading it around the area. Also, some neighbours not collecting their bins/boxes for anything from a few days to a week."*

*"No chance to recycle as there is no collection."*

*"No consistency with collections."*

*"No opportunity to recycle."*

*"Often away meaning bin left out drawing attention to an empty house."*

*"Operatives sometimes do not return bin. I am registered for assistance."*

*"Other people's wheelie bins left in my drive."*

*"Papers left in bottom of red box."*

*"Recycle bins for paper, tins and plastic, etc., are not big enough. Also, our driveway is on a slope so when it's windy the bins are blown down the driveway to the road."*

*"Recycle capable items being left behind!"*

*"Recycling boxes not big enough."*

*"Recycling should be weekly."*

*"Selective operators who decide what to collect and what not to collect."*

*"The bins advertise that they take textiles, but textiles left behind."*

*"The recycle bins are inadequate & unwieldy. Our drive is over 50 metres long & because we are conscientious at recycling, we have 8 boxes to manoeuvre. This is ergonomically unsafe, need wheelie bin."*

*"They leave stuff behind."*

*"This service is generally very poor, it needs dynamic improvement."*

*"Too fussy about what is recycled and don't take enough."*

*"When my bins were not collected I was unable to speak to anyone about it, my phone calls were not returned and rubbish was not collected, which meant 1 month before collection. This is not acceptable."*