

Frequently Asked Questions Transfer of Fingal County Council Waste Collection Service

1 Why is Fingal County Council no longer providing a waste collection service?

The combination of customer loss, reduced revenue and increasing operating costs are the background factors.

2 I am an existing customer. Who will be taking over my waste collection service?

The Council has signed an agreement with Panda who will now provide the waste collection service to all existing Fingal County Council customers.

3 Who decided that the Council would stop collecting the bins?

The decision was made by the County Manager following an independent review of the service which clearly showed that the Council could not continue to subsidise the losses incurred on the service to the detriment of other important Council services.

4 How did you decide on Panda?

Once the decision was made to withdraw from the Waste Collection service, a competitive process involving a number of companies in the waste collection business was held. Taking all factors into account, including best value for money for the Council, agreement was reached with Panda for the transfer of the service.

5 When will Panda take over Fingal County Council's waste collection service?

Panda will take over collection of the black and brown bins from Fingal County Council Waste customers from the 1st November 2011.

The green bin will continue to be collected from Fingal customers who transfer to Panda until the 1st January 2012, by Greyhound Recycling on the days and times outlined in the 2011 Green Bin calendar.

Panda will collect green, black and brown bins from former Fingal County Council customers from 1st January 2012.

6 Will my waste collection day change now that Panda are providing the service.

Your collection day will stay the same for the moment. There may be gradual changes introduced to routes over time and Panda will notify customers in good time of any intended change to the collection day or collection time for black or brown bins. Unless customers are notified otherwise bins will be collected on the day indicated on the current Fingal County Council Black and Brown Bin collection calendar. There should be no change to the Greyhound Green Bin collection calendar for the rest of 2011

7 What will happen to my bins/will I be getting new bins?

There is no need to change your bin. Panda will arrange to re-label your Fingal County Council bin over the coming months.

8 Will the new service cost me more?

The Council worked hard to ensure that Panda has guaranteed to freeze the annual charge and tag/lift charge at the current price for all existing Fingal County Council customers for 2012.

9 Do I still need to use a bin tag each time I put the bin out?

Yes. The only change planned between now and the end of 2011 is the replacement of Fingal County Council bin tags with Panda bin tags. Panda bin tags will be available in the shops in November 2011.

10 I still have Council bin tags – can I continue to use them?

Yes. Council or Panda bin tags will be accepted on the bins until the end of 2011. No new Council bin tags will be available from November 2011.

11 Will my green and brown bin collection service still be collected at no extra charge

Yes.

12 I am a Fingal County Council customer but have a waiver for my charge. What does this mean for me?

Panda will continue the waiver scheme for 12 months from the date of transfer of the service for existing waste customers who qualified under the Councils waiver scheme.

13 Can I still apply for a waiver? Can I apply for a waiver next year?

No new waiver applications have been accepted by Fingal County Council since we decided to withdraw from the waste collection service. Panda will not accept any waiver applications.

14 I have a Fingal County Council waiver and I'm moving house - who should I notify?

If you are moving address within Fingal between now and the end of October contact the Council at 01 8906708 and we will update your account. If you move house within Fingal after 1st November you must contact Panda at **1850 62 62 62**

15 What happens to Fingal County Council staff working on the waste service?

Council staff who work on the waste collection service will be redeployed to provide other services within Fingal County Council.

16 Will there be any changes to Council recycling centres?

Fingal County Council recycling centres are provided for any member of the public to use and are not included in the service being provided by Panda. The recycling centres will continue to be operated in the same way by Fingal County Council.