

Verge Valet Service

a Pre-Booked Verge Waste Collection and Recycling/Disposal Service Package

Memorandum of Understanding Between Parties

2020 - 2022

1. Parties

The Parties to the Memorandum of Understanding (MOU) are:

- Town of Cottesloe (the Participating Council);
- Western Metropolitan Regional Council (WMRC).

2. Background

At the suggestion of a number of officers of WMRC Member Councils in late 2018, WMRC commenced the research and development of a Pre-Booked Verge Waste Collection and Recycling/Disposal Service Package (known as the Package), not utilising skip bins, which could be available to Local Governments, particularly all WMRC Member Councils.

WMRC has gone through a tender process to find a suitable collection service contractor and in late 2019, let a contract for a term of 3 years, with the option of extending the term by up to two 12-month periods. WMRC has existing bulk and green waste recycling/disposal contracts. As well as managing the collection and recycling/disposal contracts for Local Governments who choose to utilise the service, the WMRC will provide additional promotion, education and communications services relating to the Package. The WMRC is using the name Verge Valet to communicate the Package to residents.

Local Governments will have the option of opting into the Package on a voluntary basis. The collection and recycling/disposal service contracts will be managed by the WMRC, to provide services to the Local Governments that choose to opt into the service.

Benefits of the Package include the following:

- Residents can schedule collections to better suit their own timeframes;
- Concerns with existing vergeside collections, including aesthetics and risk management addressed;
- Eliminated tendering and decreased contract management for individual Local Governments;
- Opportunities for economies of scale;
- Likelihood of reduced waste leading to lower costs;
- Optimised recycling rates through bulk waste sorting and processing; and
- Alignment with the objectives of the WA Waste Avoidance and Resource Recovery Strategy 2030.

All parties will work in good faith to promote and support the success of the Package.

WMRC Member Councils

Town of Claremont | Town of Cottesloe | Town of Mosman Park | City of Subiaco | Shire of Peppermint Grove

This Memorandum of Understanding encapsulates a range of commitments by which the parties will abide.

3. Purpose and Scope of the MOU

The purpose of this MOU is to outline the roles and responsibilities of the Parties in relation to their involvement in the Package, to enhance cooperation between the Parties and other Local Governments utilising the Package and facilitate the successful operation of the service.

The MOU cannot restrict either of the Parties in the performance of their functions or exercise of their legal powers and it has no authority in law. Notwithstanding this, the WMRC and the Participating Council agree that identifying the roles of the Parties through the MOU will benefit both parties, as well as Local Government residents who participate in the Package.

4. Term, Extensions and Termination

A minimum commitment of 3,000 eligible residences from any Local Government is required to trigger the commencement of the Package.

This MOU will be in place from the date of and for the period of an Opt-in Notice from the Participating Council.

That Opt-in Notice will include an initial period of collection services provision of at least 12 months.

The period of services provision can be extended at the sole discretion of the Participating Council by giving at least three months' notice of its intention to extend the service period.

If the service period is not extended, this MOU will come to an end.

Education and communications surrounding the initial transition to a pre-booked verge collection system will be provided by the WMRC in conjunction with the Participating Council prior to the services period. This is anticipated to be provided in the period immediately following the receipt by the WMRC of an Opt-in Notice.

5. Services to be provided by WMRC to the Participating Council

- a) The WMRC will be responsible for ongoing management of the Package and liaison with the collection and recycling/disposal service contractors in relation to operational matters that do not need to be addressed by an individual Local Government.
- b) This includes but is not limited to:
 - i. overseeing the development of the Booking Portal, including the option for residents to book additional collections;
 - ii. managing costs under the services contract;
 - iii. measuring and reporting contractor performance;
 - iv. Provision of bi-annual reports to the Local Government detailing tonnages collected and types of waste
 - v. complaints and dispute management and resolution;
 - vi. verifying and paying contractor invoices for services provided; and
 - vii. issuing invoices monthly to the Local Governments utilising the Package.
- c) WMRC will manage and provide the waste education and promotion materials necessary to support the successful operation of the service;

WMRC Member Councils

Town of Claremont | Town of Cottesloe | Town of Mosman Park | City of Subiaco | Shire of Peppermint Grove

- d) The WMRC will be responsible for curating items included on the Acceptable Bulk Household Waste and the Bulk Green Waste collection lists. This will be in consultation with the Local Governments utilising the Package and the contractor/s (current list provided as Attachment 1);

6. Responsibilities of the Participating Council

- a) Once the Participating Council has issued an Opt-in Notice, they commit to utilising the Package for a minimum 12-month term.
- b) Communicating with their residents utilising the material designed by the WMRC.
- c) Advising WMRC as to:
- Collection Allowances for single unit dwellings and multi unit dwellings
 - Arrangements for large multi-unit complexes via caretaker / property manager or equivalent
 - Any non-conformances including repair requirements; and
 - Any other relevant information.
- d) Dealing with simple resident queries regarding the Package – Simple queries can include, how to make a booking, what is accepted in a collection etc.
- e) Any notification or enforcement actions deemed necessary if the system is misused (eg materials put out at the wrong time, exceedance of the 3m³ limit).
- f) The Participating Council may not create other collection types without prior liaison with and agreement by the WMRC.

7. Joint Responsibilities

- a) The Participating Council will provide input to the education and communications program, with the understanding that this is a very different service from the traditional scheduled bulk pickups. Education and promotion of the Verge Valet concept is a key component to the success of the service and requires Participating Council input from the beginning.
- b) Participation in Project Control Group meetings held on a regular basis to discuss performance and any operational matters concerning the service. The frequency of these meetings will adapt over time.

8. Opt in

The Participating Council will provide the WMRC with an Opt-In Notice requesting that Services be provided in that Local Government area.

The Opt-In Notice will include:

- The name of the Local Government;
- The date from which services are required (to be at least one month after the date of the Opt-In Notice);
- The initial period for which services are required (to be a minimum 12-month term);
- A list of eligible Residences in the Local Government area;
- The Collection Allowance applicable in the Local Government Area, anticipated to be one greenwaste collection and up to two bulk general household waste collections per year per residence;
- Specific arrangements for collections at MUDs. These may have different Collection Allowances and arrangements than SUDs;

WMRC Member Councils

Town of Claremont | Town of Cottesloe | Town of Mosman Park | City of Subiaco | Shire of Peppermint Grove

- Arrangements for collections at non-ratable properties (e.g. schools, places of worship, club premises);
- A list of roadways where collection services are to be conducted outside certain hours, e.g. main roads during peak periods, schools;
- Contact name and number for Council Officers (e.g. Compliance, Ranger Services, Customer Services) who will be helping with coordination, notification/enforcement actions and resident communications.

9. Pricing/invoicing details

- The WMRC will provide a monthly invoice to the Participating Council to account for their participation in the Package.
 - The Participating Council will be charged at cost for Package services utilised in each month. These will be charged according to the WMRC Fees and Charges.
 - An additional charge will be applied for the other services comprising the package. These will be charged according to the WMRC Fees and Charges but will be 7% of the cost for collection services utilised.
 - Appropriate documentation will be provided with each invoice.
- The WMRC will continue to provide separate invoices to the Participating Council to account for other services it provides.

Acknowledgement of acceptance of the terms of this Memorandum of Understanding

Participating Council

Signed  _____

Position ACEO Date 17.07.20

Western Metropolitan Regional Council

Signed  _____

Position CEO Date 17 July 2020

WMRC Member Councils

Town of Claremont | Town of Cottesloe | Town of Mosman Park | City of Subiaco | Shire of Peppermint Grove

Attachment 1 – Verge Valet™ Roles 2021-2022

Western Metropolitan Regional Council and Town of Mosman Park Service Extension

Verge Valet™

Roles and Responsibilities

1. Purpose and Scope of this document

The purpose of this document is to outline the roles and responsibilities of the Western Metropolitan Regional Council (WMRC) and Town of Cottesloe (ToC) in relation to extending Verge Valet™ beyond its initial period and facilitate the successful operation of the service. This document has no authority in law. The legal relationship between the WMRC and ToC is described in the WMRC Establishment Agreement 2003.

2. Term and Extensions

ToC has sole discretion to extend the initial period of operation of the Verge Valet™ service for at least a further 12-month period. The number of such extensions is unlimited.

3. Responsibilities of WMRC

1. WMRC will be responsible for ongoing management of the Verge Valet™ service and liaison with the collection and recycling/disposal service contractors in relation to operational matters that do not need to be addressed by an individual Local Government.
2. This includes but is not limited to:
 - overseeing the Booking Portal;
 - managing costs under the services contract;
 - measuring and reporting contractor performance;
 - complaints and dispute management and resolution;
 - verifying and paying contractor invoices for services provided; and
 - issuing invoices to ToC.
3. WMRC will manage and provide the education and promotion materials necessary to support the successful operation of the service;
4. WMRC will be responsible for curating items included on the Acceptable Bulk Household Waste and the Bulk Green Waste collection lists. This will be in consultation with ToC and contractor/s

4. Responsibilities of ToC

1. ToC commits to using the package for the term of the extension.
2. ToC is responsible for communicating with their residents utilising the material designed by the WMRC.
3. ToC is responsible for contacting strata/caretaker/building manager of large MUDs.
4. ToC will advise WMRC as to:
 - Collection allowances for single unit dwellings and multi-unit dwellings;

WMRC Member Councils

Town of Claremont | Town of Cottesloe | Town of Mosman Park | City of Subiaco | Shire of Peppermint Grove
with Town of Cambridge

- Arrangements for large multi-unit complexes;
 - Any non-conformances including repair requirements; and
 - Any other relevant information.
5. ToC will deal with simple resident queries regarding Verge Valet™ – Simple queries can include: how to make a booking, what is accepted in a collection etc.
 6. Any notification or enforcement actions deemed necessary if the system is misused (e.g. materials put out at the wrong time, exceedance of the 3m³ limit).

5. Joint Responsibilities

1. Both ToC and WMRC are responsible for participation in Project Control Group meetings held on a regular basis to discuss performance and any operational matters concerning the service. The frequency of these meetings will adapt over time.

6. Service details

Unless otherwise notified, the service details applying to the initial period of Verge Valet™ service will roll over to the extension period. The service details include:

- A list of eligible Residences updated as necessary;
- The Collection Allowance applicable in the Local Government Area, anticipated to be one greenwaste collection and two bulk general household waste (one mattress per property) collections per year per residence;
- Specific arrangements for collections at larger MUDs.
- Arrangements for collections, if any, at non-rateable properties (e.g. schools, places of worship, club premises);
- A list of roadways where collection services are to be conducted outside certain hours, e.g. main roads during peak periods, schools;
- Use of Verge Valet™ collections for illegal dumping collections
- Contact names and numbers for officers who will be helping with communication, coordination, and notification/enforcement actions.

7. Pricing/invoicing details

1. WMRC will provide a monthly invoice to ToC according to the WMRC Fees and Charges. Appropriate documentation will be provided with each invoice.
2. WMRC will continue to provide separate invoices to ToC to account for other services it provides.

{ToC letterhead}

Date

Western Metropolitan Regional Council
Suite 2/317 Churchill Avenue
Subiaco WA 6008

Dear Stefan and Libby,

RE: VERGE VALET – xxx 2022 OCM RECOMMENDATION

We are pleased to report that Council approved the following recommendation at the xxx 2022 Ordinary Council Meeting:

1. Authorises the Chief Executive Officer to enter into a 12/18/24 month extension of the existing Memorandum of Understanding with the Western Metropolitan Regional Council (WMRC) for the Verge Valet Collection Service (starting 1 July 2022).
2. Agrees to maintain the current level of vergeside collection service that entitles residents to:
 - a. Two annual bulk waste collections (includes 1 x mattress).
 - b. One annual green waste collection (residents have the option to swap bulk waste collections into green waste collections if they prefer).

The attachment 'Verge Valet - Roles and Responsibilities', outlines the roles and responsibilities of the Western Metropolitan Regional Council and Town of Cottesloe in relation to extending Verge Valet beyond its initial trial period and to facilitate ongoing operation of the service.

If you have any queries, please liaise with xxx, the Town's xxxxxxxxxx on 9285 5000 or via email to town@cottesloe.wa.gov.au.

Yours sincerely

Matthew Scott
Chief Executive Officer

Row ID	Services Used	Booking Rating	Booking Comments	Collection Rating	Collection Comments	Overall Rating	Prefer VV	Other Comments	Further Help	Created
273	["Green Waste", "General Waste"]	5	Booking process was very good	4	More free pickups	5	Yes	No	John Ibbs 0467528144	09/03/21 9:34 AM
272	["Green Waste"]	5	Convince	4	Efficient	5	Yes	No		09/03/21 9:22 AM
271	["Green Waste"]	5		5		5	Yes	I love how orderly it is. Helps keep the streets nice and tidy.		09/03/21 9:19 AM
270	["Green Waste"]	5		5		5	Yes			09/03/21 8:59 AM
269	["General Waste"]	5	It's all prefect!	4		3	No			09/03/21 8:58 AM
268	["General Waste"]	5	Easy and efficient	4	All good, no changes needed	5	Yes	No		09/03/21 8:57 AM
267	["General Waste"]	3	It's very efficient and instructions are clearly laid out	5	The verge was left spotless	5	Indifferent			21/02/21 9:45 AM
266	["Green Waste"]	5	all good	5	easy	4	Yes	easy and efficient		19/02/21 10:44 AM
265	["Green Waste"]	5		5	Damaged the verge tree roots and did not clean up.	5	No		Brad wynlko	17/02/21 2:00 PM
264	["General Waste"]	5		5		5	Yes			17/02/21 1:16 PM
263	["General Waste"]	5	Simple and easy. Was collected when I expected.	5		5	Yes			17/02/21 12:33 PM
262	["Green Waste"]	5	No problems	5	Nothing	5	Yes	No		17/02/21 12:29 PM
261	["Green Waste"]	5	3m3 is a bit small	5	Easy booking m	5	Yes	Probably need more than one booking		17/02/21 11:41 AM
260	["General Waste"]	5	Picked up on the day	5		5	Yes			17/02/21 11:32 AM
258	["Green Waste"]	5		5	Spend a few minutes and pick up the loose stuff	5	Indifferent			17/11/20 12:06 PM
257	["General Waste"]	5		5		5	Yes			17/11/20 11:35 AM
256	["General Waste"]	5		4	2/3 of my volume of put out was taken by locals because I put it on buy nothing Cott nth	5	No	2/3 of my put out was taken by locals after I put it on our local buy nothing facebook page Saturday avo. This brought me down to my 3 cu m. I wonder what the penalty would have been for 7 cu m	Pete kapelaw@yahoo.com.au	14/11/20 3:34 PM
255	["General Waste"]	5	All good	5		5	Yes			14/11/20 3:29 PM
254	["Green Waste"]	5	Uncomplicated and simple process.	5	No additional comments as no issues	5	Yes			14/11/20 11:10 AM
253	["General Waste"]	5	No problem with the process	5	Everything taken	5	Yes			30/10/20 9:00 PM
252	["Green Waste"]	5	It was very good	5	It was great that the green waste was collected early on Monday morning which avoided any blowing around or other people adding to the pile. The verge was left clean and tidy, thank you.	5	Indifferent	My worry is that this service may be much more expensive than the previous collection process - it will be interesting to see how it works out. My main concern however is the bulk waste allowed for a large percentage of goods to be re-used. This is far more important than the feel good recycling we all do. I found that many items from my verge and my neighbours verges were regularly picked up by others - this was great and preferred to all the gods ending up in land fill, as I presume will be the case now.		30/10/20 4:16 PM
251	["Green Waste"]	5	I found it straight forward.	5		5	Yes	Possibly could increase size of pick up.	Steve Coward 0404 299 096	30/10/20 3:22 PM
250	["General Waste"]	4	Was excellent	5	Was fabulous	5	No			30/10/20 3:20 PM
249	["General Waste"]	4	an approximate time of pick up	5		5	Yes			30/10/20 2:18 PM
248	["Green Waste"]	5		5		5	Yes			30/10/20 11:33 AM
247	["General Waste"]	5		5	Very prompt	5	Yes			17/10/20 1:17 PM
246	["Green Waste"]	5	Your new service gave us to plan ahead and get the job done properly.	4	I was worried that surrounding neighbours would throw waste onto our neat pile so I made sure that I took a photo.	4	Yes	Good idea. Worth trying.		17/10/20 6:39 AM

245	["Green Waste"]	5	Better pictures of What the 3m x 1m x 1 m size of green waste branches and cuttings actually looks like - not just silly little cartoon like pictures showing two Council bags with a smile on them. I put out heaps of cuttings, keeping a separate pile for rose bush cuttings with prickles. I'm elderly and I can't lift cuttings onto one pile.	5	A neighbour's car was parked alongside my verge for hours. I couldn't put my pile of rubbish on my verge. I had to put it on my driveway. Perhaps you could sell little signs on two steel prongs stating "Please keep this area free - don't park here - the verge valet needs to pick up this green waste/ general recycling"	5	No	A service for the elderly to shift green waste or other waste to the verge. I found it disrespectful and thoughtless when I read one Councillor's comment. "Get someone to help you". Guess what! Not many people want to help the elderly. If the Verge Valet could have a team who can help the less able members of the community that would be great. I would be happy to pay for a team member to help spend 1/2 an hour to an hour collecting green waste cuttings from my yard. No gardening service will come for such a small time. I'm sure Verge Valet could advertise for 'paid helpers' to be on a roster - there are probably plenty of able bodied people who could help and would like the extra cash. By having a 'team' available verge Valet could check the name and address of each team member so it would be safer for senior citizens to 'employ' them instead of finding someone in the POST newspaper who only gives a name and mobile number. They could be a robber ☹️☹️☹️ Or an axe murderer ☹️☹️☹️☹️	Heather Goodwin 0408156206 goodwinhm@gmail.com	16/10/20 2:43 PM
244	["Green Waste"]	5	It was easy to book and receive a confirmation	5	The pickup was on time and early in the morning. Thank you. Unfortunately a small section of my verge lawn was damaged during the pickup.	4	Yes	Yes because it can be done when it is suits me and the whole suburb does not look like a mess for so long. Much prefer it		16/10/20 1:54 PM
243	["General Waste"]	5	A quick and efficient service	4	Nothing needs to be improved	4	Yes	Does any of the collection get recycled or does it just get dumped in landfill. If forklift puts it in a truck does it get broken?	ljenson5@bigpond.com. (Lyn)	16/10/20 12:34 PM
242	["General Waste"]	5	Nothing, every part of the system worked perfectly. Team arrived removed rubbish & were a delight to deal with.	5	Cannot think of a thing to improve, excellent service.	4	Yes	No		16/10/20 12:33 PM
241	["General Waste"]	5		5		4	Yes			16/10/20 12:29 PM
240	["Green Waste"]	5	Easy to book and more convenient than waiting for the annual verge collection.	5		5	Yes	How to monitor other houses adding green waste/ general waste onto your verge and going over your allowed collection amount		16/10/20 5:31 AM
239	["Green Waste"]	5	Overall a very good service, lead time from booking to available date was longer than I had expected therefore green waste sat in my yard longer than I would have preferred before I could finally put out on the verge.	5	see answer to question 3	5	Yes			15/10/20 1:25 PM
238	["Green Waste"]	5	I found it excellent and straight forward.	5	My next door neighbour had workmen who had parked across my driveway so it was difficult for the contractors to access but they did a good job.	5	Yes	Maybe don't tell people you will be there at 7am because I believed and was waiting outside at that time!!		11/10/20 2:18 PM
237	["Green Waste"]	5		4		5	Indifferent	I received another email prompting me to put out my goods a week after they were collected	Murray Willis	07/10/20 4:30 PM
236	["Green Waste"]	5	Only problem was the confirmation SMS, which didn't arrive until I sent an email on the Sat before the Tues collection. Then the SMS was sent again a week after the collection for some reason.	5		5	Yes			03/10/20 3:53 PM

235	["General Waste"]	5	We were pleasantly surprised about how quickly they completed the task. Slightly rough on the lawn and a bit noisy. We are glad they came at 10 a.m not 7 a.m. because I don't think the neighbours would have appreciated that.	5	As about be.	5	No	If we could have verge valet service more than twice a year it would be truly useful. However two times a year is not practical.	Jane Thomson. Mobile 0439640265	03/10/20 7:42 AM
234	["Green Waste"]	5	Very easy and efficient process	5	No complaints at all!	5	Yes		Jeremy DOYLE	23/09/20 9:03 AM
233	["Green Waste"]	5		5		5	Yes			16/09/20 9:02 PM
232	["General Waste"]	5		5		5	Yes			16/09/20 9:02 PM
231	["Green Waste"]	5	Quick pick up option and picked up when agreed	5		5	Yes			16/09/20 7:26 PM
230	["General Waste"]	5	Certainty! Easy to book.	4	Very efficient.	5	Yes			16/09/20 2:54 PM
229	["General Waste", "Green Waste"]	5	Super easy, no issue at all.	5		5	Indifferent	Normal verge service makes one street look trash twice a year. Verge valet means there is "some" trash on every street pretty much permanently. Convenience comes at the price of some permanent visual clutter. Don't know whether it is really an improvement.		16/09/20 2:16 PM
228	["General Waste"]	5	Can't think of anything. Easy to book and quick service	5	Can't think of anything very quick service	5				16/09/20 2:06 PM
227	["Green Waste"]	5	Worked perfectly	5	All good	5	Yes	Very convenient		05/09/20 11:40 AM
226	["General Waste"]	5	Seemed fine.	4		5	Yes			01/09/20 3:48 PM
225	["Green Waste"]	5	It went without any issue. All straightforward.	5	It seems sensible to offer the service on a need basis and also stops the mess of bulk verge days with lots of cars driving up and down looking for goods.	5	Yes		Ingrid 0424956950	01/09/20 8:35 AM
224	["General Waste"]	5	It's quite simple and clear overall made life easier after having moved house!	5		5	Yes	My only suggestion would be to understand more about whether you are able to recycle or is it all just going to landfill.	Tom Henderson 0404039322	31/08/20 4:54 PM
223	["Green Waste"]	5	Convenient- picks up waste when we need	4	It was on time - ideal	5	Yes	Very supportive		31/08/20 3:33 PM
222	["Green Waste"]	5	It was easy	5	The ease and promptness	5	Yes	No		31/08/20 3:27 PM
221	["General Waste"]	5	It is super easy and I love it. Don't see a need for improvements. Only thing can suggest is maybe in future if there is an app then that would be helpful. Or if you text message all residents to notify them they can Book online then people will be more aware of it.	5	It's amazing, super convenient and I love it.	5	Yes	It is super easy and I love it. Don't see a need for improvements. Only thing can suggest is maybe in future if there is an app then that would be helpful. Or if you text message all residents to notify them they can Book online then people will be more aware of it. I have highly recommended it to a number of people I know in the area.	Michela Ashton 0414072809	31/08/20 1:54 PM
220	["General Waste"]	4	Easy and quick	5	Easy system. Great to receive a text message saying waste can be put out. Great to see it collected on time.	5	Yes	This system is brilliant, so much better than traditional bulk collection. Less rubbish on verges for less amount of time. Stops people from driving around the neighbourhood for 2-3 weeks taking from verge collections.		12/08/20 10:20 PM
219	["Green Waste"]	5		5	Need more time to put things on the verge. Sunday to Tuesday morning is only 2 days. Need at least 4 days	5	No	Re above question- prefer valet green collection but ordinary people can't take items from the bulk waste collection if they don't know when it is on		12/08/20 3:09 PM
218	["Green Waste"]	5	Very easy to book the service	5	Very happy with the efficient service	4	Yes	Please keep the service going!		12/08/20 3:05 PM
217	["General Waste"]	5	nothing to add. excellent service and innovation	5	the ease and convenience of booking waste collection at a time when we needed it. Fantastic!	5	Yes			12/08/20 12:04 PM
216	["Green Waste"]	5		1	YOU LEFT MY BIN OF GREEN WASTE FULL !	2	No		JOHN 0428246846	12/08/20 11:28 AM
215	["Green Waste"]	5	ease of use	4	liked the neatness of the removal.	4	Yes	Bulk verge collections are messy and invite crime. Verge valet is the perfect answer to an outdated system.		05/08/20 8:12 AM

214	["General Waste"]	5	I had a few questions, all answered by a very efficient person.	5	They did everything promised - advised me that booking had been accepted, told me the date and came to collect it, leaving no trace afterwards.	5	Yes	Perhaps you could consider a recycling pickup - textiles, clothing, shoes, boxes etc.		04/08/20 3:04 PM
213	["Green Waste"]	5		5		5	Yes			04/08/20 12:05 PM
212	["Green Waste"]	5	Very helpful and polite staff.	5	Very efficient quick and tidy removal.	5	Yes	I would like to be able to swap one of my bulk waste verge valet services to another green waste because managing the garden on such big blocks in Cottesloe generates a lot of green waste. Thank you	Elise Mengler 0419041489	04/08/20 10:47 AM
274	["Green Waste"]	4		5	A quick rake up to get leftovers would be perfect. The sea breeze chucks them around.	5	Yes	Thanks for taking the biggest branch, it was a bit over 1.5metres.	Ruth 0431 384 408	09/03/21 11:38 AM
275	["General Waste"]	5	Simple and convenient	5	Verge left very clean	5	Indifferent	It's very efficient but I also enjoy the neighbourliness of everyone doing it at the same time.		09/03/21 12:19 PM
276	["Green Waste"]	5		5		5	Yes	Booking was a simple process, and it was good to have flexibility on the date.	benjamin fischer	09/03/21 9:58 PM
277	["General Waste"]	5		5		5	Indifferent			10/03/21 12:35 PM
278	["General Waste"]	4	It did seem to have a few too many steps ie. Confirming that we understood the requirements and what we would be putting out	5	No issues at all it disappeared promptly 😊	5	Yes	Not really - I guess there is not much you can do about people adding items to our pile or making a mess as they go through it all!		19/03/21 8:54 PM
279	["Green Waste","General Waste"]	5		5		5	Yes			04/05/21 9:08 AM
280	["General Waste"]	5	Great service very prompt and informative regarding dates and times, very easy to use.	5	Maybe put the word out again, some of my neighbours assumed it was the old verge service and put stuff out on their verge, but very pleased to see that the guys used their initiative and picked up their stuff too!!!! Fantastic	5	Yes	Put the word out again so my neighbours know	Leah Wickett 0414033340	04/05/21 9:13 AM
281	["Green Waste"]	5	It is easy	5		5	Yes			04/05/21 9:30 AM
282	["Green Waste"]	5		5		4	Indifferent	Green waste as valet Bulk waste as date pick upbetter for curb crawlers to find and recycle things they see		04/05/21 10:09 AM
283	["General Waste"]	5	Clear alternatives and confirmation	5	All good!	5	Indifferent			05/05/21 1:11 PM
284	["Green Waste"]	4	Prompt collection. As it was a windy day I had to chase some of the bags.	4	Householder could leave an object out to hold bags in place.	5	Indifferent	Non	Kelcey Kovacs 0401863085	06/05/21 11:21 AM
285	["General Waste"]	5		3		4	Yes			07/05/21 8:29 AM
286	["General Waste"]	5	Nothing. All good!	5	It was excellent!	5	No	Ability to use the service more frequently.	Jeanie Andreas 0419923322	07/05/21 9:07 AM
287	["Green Waste"]	5	The booking service was professional, efficient and informative. Very happy.	5	The pickup went very smoothly and efficiently. Could not be happier with the service.	5	Yes	We personally would prefer more green pickups than general waste ones.	Martin and Judy Toovey toovey@wn.com.au	26/05/21 6:46 AM
288	["General Waste"]	5	Completely happy with the booking process	5		5	Yes			01/06/21 12:45 PM
289	["Green Waste"]	5	All good Very easy	5	Easy to book and the verge was cleared on the allocated day.	5	Yes			01/06/21 1:17 PM
290	["Green Waste"]	5		5	No	4	No	No		01/06/21 1:17 PM
291	["Green Waste"]	5		5		4	Yes		Atlanta Keys, 28 Perth st, Cottesloe	01/06/21 1:41 PM
292	["Green Waste"]	5	Nothing It was perfect	5	It was clean and very efficient	5	Yes		Joanna donaldson	01/06/21 2:13 PM
293	["Green Waste"]	5		5		5	No	Old system was better as we could plan ahead and work in with neighbours...ie help each other knowing that date is fixed	Derek 0407196380	01/06/21 2:48 PM
294	["General Waste"]	5	Fabulous I was fitted in although had missed the online booking. Thank you! Pick up was prompt and efficient.	5	Excellent service	5	No			01/06/21 2:56 PM
295	["General Waste"]	5		5		5	Indifferent			01/06/21 4:30 PM
296	["General Waste"]	5	Perfect as it is	5	Nothing	5	Yes	Nil		15/06/21 10:21 AM

297	["Green Waste"]	5	All good	5	Works well	5	Yes	Would be good if once a year we could dispose of small amounts of building materials, oils etc. No asbestos!!		15/06/21 11:10 AM
298	["General Waste"]	5	A confirmation email that the requested date has been accepted. Rather than just waiting for the message to put stuff out.	5		5	Yes			15/06/21 11:11 AM
299	["General Waste"]	2	I had to phone for help as didn't know how to go further on the page to make the booking. I had to click on the house but it didn't seem that obvious so I thought it was saying I had used my passes for the year although I hadn't entered my address yet, until the lady stepped me through what to press next. So the online booking system needs to be clearer.	5	I wasn't home at the time but all the rubbish has gone and they left no mess so I am impressed with the service. As I have a tiny verge I nominated to pickup from driveway and they did that so I cannot fault them.	5	Yes	Have tried to use it once in Mosman Park Shire in June and was unable to as all spaces were booked but I think as the passes expire 30/6 there should be more spaces available to book because when people realise they're going to loose the passes if they don't use them by 30/6 it leads to more demand so for the month of June i think there should be more availability (especially in a suburb where there is so much housing cos of all the flats which would create .ore demand for bookings) in comparison to a suburb with more single houses. But I am so glad I was able to make a booking in my new suburb as I had to clear out the previous owners mess.	Charlotte Cox 0409843406	15/06/21 11:16 AM
300	["General Waste"]	5	Easy to use	5	Came on the right day. Nothing left behind.	5	Yes			15/06/21 11:26 AM
301	["General Waste"]	5		5		5	Yes			15/06/21 11:33 AM
302	["Green Waste"]	5	Love the flexibility to change bulk household collections to Green Waste collection. Easy online booking process.	5	All good ✓	5	Yes			15/06/21 11:37 AM
303	["General Waste"]	5		3		4	Yes			15/06/21 11:39 AM
304	["Green Waste"]	5	The booking process was not clear in enabling us to request a pickup other than verge side, although the hotline did help us negotiate that.	1	Having booked our collection for June 14th,the green waste was NOT picked up. We called the hotline and waited over 2 hrs for a solution to our problem. The hotline admitted there was indeed a booking and couldn't explain why it had not been picked up As we speak we are awaiting the pick up now 5 hrs since our complaint.	1	No	Verge collections "old style" (especially white goods and general goods) enabled members of our community to recycle goods or to obtain goods they could put to use. The new method for GREEN WASTE (WHEN IT WORKS) is useful	Katharine Wilson 0407 193 723 traffle@hotmail.com	15/06/21 2:18 PM
305	["General Waste","Green Waste"]	5	The service is efficient and easy to arrange and book.	5	It was left clean and tidy	5	Yes		Martin Visser	15/06/21 4:36 PM
306	["Green Waste"]	5	The only thing to improve it would be to reduce wait time but not so worried about that.	5		4	Yes			15/06/21 6:17 PM
307	["Green Waste"]	5	Excellent process. Well done.	5	Excellent Very reliable smooth process	5	Yes			16/06/21 9:42 AM
308	["General Waste","Green Waste"]	5	Easy to pick a date	5	A few small scraps of plastic left behind, nothing major	5	Indifferent	.		22/06/21 11:24 AM
309	["General Waste"]	5	Nothing	5	Very clean and taken on the day	5	Yes			22/06/21 9:40 PM
310	["General Waste","Green Waste"]	5	All good	5		5	Indifferent			25/06/21 11:26 PM
311	["General Waste"]	5	very user friendly	5	on time and left everything clean	5	Yes	you get the service when it suits you	Tina Arthur	29/06/21 12:33 PM
312	["Green Waste"]	4	Up to 5 cubic metres more realistic allowance	4		4	Yes			29/06/21 1:17 PM
313	["Green Waste"]	5	Perfectly easy to organise the verge collection	5		5	Yes			29/06/21 1:22 PM
314	["General Waste"]	5	The booking process works very well for us.	5		5	Yes			29/06/21 2:51 PM
315	["General Waste"]	5		5		5	Yes			29/06/21 10:56 PM

316	["General Waste"]	5		5		5	No	Many other people places their rubbish out with mine, I'm not sure if anyone else booked verge valley, it was a lot more than 3m2.		30/06/21 2:48 PM
317	["General Waste"]	5	As it was stormy I waited in until the evening prior before placing the rubbish but if I had been given a time I would have placed it out on the day. To prevent anything blowing down the street.	4	Hour of pick up only applicable in stormy weather	5	Yes		Wagreenshields@gmail.com	06/07/21 2:58 PM
318	["General Waste"]	5	I found it easy to do	5	I liked that you advised me when to put the rubbish out on the verge.	4	Yes	no		06/07/21 5:31 PM
319	["General Waste","Green Waste"]	5	Most efficient	5	They cleaned all the dead leaves up and left my verge spotlessly	5	Indifferent			06/07/21 5:42 PM
320	["Green Waste"]	3	Asked to many questions	5	All taken away as would expect	5	Yes	Once a year is insufficient as I booked last days of June,pick up July does that mean I am done for this financial year?	john j hawkins 0439 610 669	06/07/21 9:22 PM
321	["General Waste","Green Waste"]	5	Nothing to add. It was fine. No worries	5	The workmen were fabulous especially the green waste guys. There were lots of smiles and waves as I greeted them and thanked them for their help in recycling my mound of tree loppings.	5	Indifferent	A service for the elderly - payment of a small fee to have something Like a medium to small TV set carried out to the verge. I have a TV set to be recycled but I can't carry it myself.		08/07/21 4:20 PM
322	["Green Waste"]	5	Worked very well	5	I made the effort to arrange the waste the way i was instructed - 3 * 1 * 1. The team did me the courtesy of removing it perfectly - not a twig or leaf left behind! Thanks	5	Yes			13/07/21 10:16 AM
323	["Green Waste"]	5		5		5	Indifferent			13/07/21 3:26 PM
324	["General Waste"]	5		5		5	Indifferent			13/07/21 5:37 PM
325	["General Waste","Green Waste"]	5	Everything was good	5	It's fine	5	Yes	No	Beverly ockerby	15/07/21 9:13 AM
326	["General Waste"]	5		5	super quick pick up, thanks	5	Indifferent			20/07/21 12:34 PM
327	["General Waste"]	5		5		5	Yes			20/07/21 12:35 PM
328	["General Waste"]	5	It was excellent	5	It was entirely satisfactory	5	Yes		Roland Skevington, 122 Eric St Cottesloe	20/07/21 12:57 PM
329	["General Waste"]	5		4	Tyre marks left on front verge grass and pieces of foam.	4	Yes			20/07/21 1:06 PM
330	["General Waste"]	5		5		5	Yes			20/07/21 1:15 PM
331	["Green Waste"]	5		5	Great effort	5	Yes			20/07/21 3:20 PM
332	["Green Waste"]	1	Our booking didn't go through, for some reason. We rang you and then it remained on our drive for 2 weeks.	1	They didn't clean it up properly, left a mess and I had to go our and clean the driveway all up.	1	No	unhappy and a poor job when it happened	Michael Cusack. 043 705 4403	20/07/21 4:14 PM
333	["Green Waste"]	5	Tidy	5		5	Yes			20/07/21 7:22 PM
334	["General Waste"]	5	All good.	5	All good.	5	Yes	No.		27/07/21 11:29 AM
335	["General Waste"]	5	Service was prompt and the cleanup was excellent	5	Perfect	5	Yes	Nope	Ken kavanagh	27/07/21 7:00 PM
336	["General Waste","Green Waste"]	5	It would help if approx time of collection was phoned ahead	5	Very good	5	Yes			03/08/21 10:44 AM
337	["Green Waste"]	5	Very efficient	5	All good	5	Yes	No	richardfaustin@hotmail.com	03/08/21 10:47 AM
338	["General Waste"]	5	Ability to book a pick up which suites us rather than being locked into set pickups.	5		5	Yes			10/08/21 10:55 AM

339	["General Waste"]	5	It was straight forward and user-friendly. No complaints	5		5	Yes	This service works better because it prevents others (either from suburb or passing through) from dumping their trash on top of ours. Tired of seeing one random discarded bed or fridge becoming an entire house lot of furniture by week's end. We put our stuff out the night before, and only a few extra items were added in the middle of the night.		10/08/21 11:00 AM
340	["General Waste"]	5	There was a date available this time before I had booked one but had to wait weeks	5	I prefer the old service as I think 1 st stage of recycling is sharing . It was a system that worked . I think this is a less efficient and probably more expensive	4	No	overall I am not sure if it is cost efficient and I think it's less environmentally friendly	Claire Cowdell 50 Hawkstone st	10/08/21 11:08 AM
341	["General Waste"]	5	Nothing. Seamless and excellent.	5	Nothing. Arrived on given date, in the morning. Nothing left uncollect.	5	Yes			10/08/21 3:11 PM
342	["Green Waste"]	5	They were on time and did a top notch job, my husband was wrapped that they raked up all the leaves could not be happier.	5	Nothing such a friendly bunch too	5	Yes	no rated it 100% brilliant	Sallyann Bailey 0402386473	11/08/21 3:31 PM
343	["Green Waste"]	5		3	I think it would be a good idea if the collection men wore appropriate clothing to deal with picking up garden waste with thorns i.e a pair of gloves and long pants!	3	Indifferent	I do wonder how efficient it is collecting waste on a individual basis when using two vehicles and three men time ?	Gillian Vines 0416386691	16/08/21 4:28 PM
344	["Green Waste"]	5		5		5	Yes			17/08/21 12:18 PM
345	["General Waste"]	5		5		5	Yes			17/08/21 2:02 PM
346	["Green Waste"]	5		5		5	Yes			17/08/21 3:32 PM
347	["General Waste"]	5	Easy to do	5	Quick and prompt.	5	Yes			24/08/21 2:14 PM
348	["Green Waste"]	5	Not a problem	5	Arrived on time, were efficient and quietly went about their business.	5	Indifferent			24/08/21 3:57 PM
349	["Green Waste"]	5	It was my first time using the service. The person I spoke to was patient, helpful and friendly.The per	5	Wasn't aware that it had happened!! Waste was there and then it wasn't. No mess left behind. Great.	5	Yes	No		25/08/21 10:47 AM
350	["General Waste"]	5		4		5	No			27/08/21 6:01 PM
351	["Green Waste"]	5	Super easy system, quick and easy to get a collection date (less than a week away). No improvement required.	5	Pickup was prompt and the verge left clean. No improvement required.	5	Yes	The service is excellent, no improvement required.		31/08/21 1:45 PM
352	["Green Waste"]	5	Easy to book.	5	Timeliness.	5	No			31/08/21 6:07 PM
353	["General Waste", "Green Waste"]	1	Bring back the old system please!!! zoned regular mass verge collections were brilliant!	1	Bring back the old system please :) - 1. better for the environment (people used to come from far and wide to 'pick over' the collective take out your rubbish 2. better for community feel (nice to chat with neighbors out the front during take out your rubbish) 3. old system was available to rate payers free two or three times a year; instead of a piddly once a year (anything in excess rate payers get charged!) 4. 3 metres by 3 metres is too little 5. Can no longer assist aged members of the community with rubbish collection	1	No	Just because you give something a french name does not make it better! hehe	Jane Kent 0448818133 - thanks to any human being reading this - just not keen on the new system - Cheers :)	01/09/21 10:22 AM
354	["General Waste", "Green Waste"]	5	No need to change anything	5		5	No			10/09/21 3:46 PM
355	["General Waste"]	5	Very easy to book and could book a day that suited me.	5	Hassle free. Collected rubbish on the day that was booked.	5	Yes			14/09/21 1:09 PM
356	["Green Waste"]	5		4		5	Yes			14/09/21 2:27 PM
357	["General Waste"]	4	Mine was fine	3	They left a few bits of plastic	4	Yes			14/09/21 5:02 PM
358	["General Waste"]	5	it was easy	5	they arrived and cleared everything early on the announced day. all very efficient.	5	Yes	It is an advantage to have all the items cleared on the nominated day, rather than having all the junk on the verge for a week or so with the bulk verge pickup.		14/09/21 11:03 PM
359	["General Waste"]	5		5		5	Yes			15/09/21 10:10 AM
360	["Green Waste"]	5	Works really well	5		5	Yes	No	No thanks	15/09/21 11:58 AM

361	["General Waste","Green Waste"]	5	Nil	5	A little more volume would be good for green waste and a second collection as I have a large native garden.	5	No	Limited volume is my issue.		15/09/21 7:33 PM
362	["Green Waste"]	5		5	efficient	5	Yes			16/09/21 9:04 AM
363	["Green Waste"]	3	enable communication thru Council and not have to wait for verification	4	Maybe contact residents to let them know you are present	4	No			21/09/21 12:20 PM
364	["Green Waste"]	5	That you came earlier than booked when my neighbour complained	4	It worked well	5	Yes			21/09/21 12:37 PM
365	["General Waste"]	5		5		5	Yes			21/09/21 12:52 PM
366	["Green Waste"]	3	Online booking is difficult for some senior rate - payers.	2	Prompt collection service. However care needs to be taken to avoid any damage to verge grass.	4	No	Communicating the conformation of due date for collection should be done for the benefit of the ratepayer (as no emails were sent the Friday before the Valet service was due on two separate occasions)		21/09/21 1:03 PM
367	["General Waste"]	5	Easy and prompt.	5	Very good.	5	No	No but i threw out a few things that someone could have sold at the markets but didnt have the opportunity to look at it.	No thank you.	21/09/21 1:29 PM
368	["General Waste"]	5	All good thanks	5	Can't improve -- everything went	5	Yes			21/09/21 7:45 PM
369	["Green Waste"]	5	Flexibility to have a collection on a Monday or Thursday/Friday. My gardener can only come on a Tuesday, so I had to leave my green waste on the verge for 6 days.	4	Left large gouges in the verge grass when scooping up the green waste. This happened last time as well, and a gave the feedback. It now takes work and some months for the grass to grow over	4	Yes		Claire Poll clairepoll@icloud.com	22/09/21 4:09 PM
370	["General Waste","Green Waste"]	5		5		5	Yes			06/10/21 12:37 PM
371	["General Waste"]	4	I didnt get confirmation to place waste out.	5		4	Yes			06/10/21 12:53 PM
372	["General Waste"]	5		4	Let customer know why items left behind. Eg a file/folder which by all accounts fit the criteria for removal. Just a small thing.	5	Yes			06/10/21 1:14 PM
373	["General Waste"]	5		5		5	Indifferent	Traditional collection allows for others to access the things I dont want. I dont wish to use the internet to advertise give aways items. Some of the things I put in the valet verge collection would have been picked up by others. However I am really happy with the service.		06/10/21 1:25 PM
374	["Green Waste"]	3	The on-line booking system is slow and laborious. It needs to be streamlined.	5	It was excellent. Our green waste was collected at 7 am on the Monday morning and it was left very clean. Couldn't ask for anymore.	4	Yes			06/10/21 1:54 PM
375	["Green Waste"]	5	Very efficient	5	All excellent	5	Yes	Mo		06/10/21 2:10 PM
376	["Green Waste"]	5	It did take a little longer this time and so it delayed our work. Not being fussy but would be better if was maybe only a week max to pick up this time it was nearly 3 weeks	5	It did take a little longer this time and so it delayed our work. Not being fussy but would be better if was maybe only a week max to pick up this time it was nearly 3 weeks	5	Yes		Sallyann 0402386473	06/10/21 2:11 PM
377	["General Waste"]	5	easy and efficient	5	spotless verge	5	Yes			06/10/21 7:14 PM
378	["Green Waste"]	5		4	Currently Lawn get dug up bey equipment - recovery shouldn't be too much of an issue	5	Yes			07/10/21 4:11 PM
379	["General Waste"]	4	Easy to use	3	Lawn area carried debri of items that were smashed during collection	1	No	Would love to bring back traditional service so items can be repurposed!!!! I had many items that could have been utilised by others.... It isn't sustainable.		10/10/21 7:23 AM
380	["General Waste"]	5	Wasn't able to book the weekend I wanted 4 weeks in advance	5		5	Yes			13/10/21 3:06 PM
381	["General Waste"]	5	All good	5	Took the lot with minimal disturbance	5	No	no	peter woods 0412345947	13/10/21 3:14 PM
382	["General Waste"]	5		5		5	No	Verge valet means that there is rubbish on verges throughout the year as opposed to 2 times a year		13/10/21 4:16 PM

383	["General Waste"]	5	Actually, nothing. It was simple to use, directions were easy to follow, I made the booking, had a response in 24 hours and the dead white goods disappeared from the verge as advertised. Another happy customer. Thank you.	5	See 3 above, essentially I liked everything.	5	Indifferent	Both Verge Valet and the traditional bulk collection have their advantages. Perhaps you could consider continuing with verge valet and doing one targeted bulk collection a year - say household goods. If nothing else it would give the curb crawling scavengers a bit of light entertainment.	David PLUMMER. Tel: 0417877600, Email: dsplum1@gmail.com	15/10/21 3:08 PM
384	["Green Waste"]	5	Easy to make the booking.	4		4	Yes	I need more sacks for the green waste. How many sacks will fill the 3m3 allowance? We are considering an extra green waste bin to keep up with the volume of green waste generated by our garden (890m2 block).	Brad Jones - bradj12w@gmail.com - 0418 914 442	20/10/21 12:24 PM
385	["General Waste"]	5		5		5	Yes			20/10/21 12:27 PM
386	["General Waste"]	5		5		5	Yes			20/10/21 1:12 PM
387	["General Waste"]	4	The post-booking email is good but should include a statement indicating a text message will be sent when the waste can be put out. Some residents are putting out their waste way too soon.	2	We were instructed to segregate our waste depending on what it was, which we did. It was then scooped up in one bulk lot and put in one truck. That does not give confidence that the waste will be properly sorted and recycled where appropriate. It also wastes our time putting the waste into separate heaps.	3	No	Much preferred the bulk verge collection where people come and scrounge and stuff gets reused.		20/10/21 7:08 PM
388	["General Waste"]	5		5		5	Yes			20/10/21 9:21 PM
389	["Green Waste", "General Waste"]	5	I made the change and received a call to confirm my change and address. Very helpful.	5	Thanks for the very good and professional service	5	Yes	Well done	Wen yux8186@hotmail.com	22/10/21 10:16 AM
390	["General Waste"]	5	I found it easy to use	4	The mattress was collected the day after the other items	5	Yes	No		27/10/21 2:46 PM
391	["Green Waste"]	5	A simple process	5	Quick and tidy	5	No	The bulk rubbish service enabled others to recycle some of the throwout goods		27/10/21 2:53 PM
392	["General Waste"]	5		5		5	Indifferent			27/10/21 4:07 PM
393	["Green Waste"]	5	Very straight forward website	4	Very seamless process	4	Yes	No	Russell Hall	27/10/21 7:40 PM
394	["Green Waste"]	4		4		5	Yes			28/10/21 5:32 AM
395	["General Waste"]	1	The online process was arduous, ridiculously wordy and requires far too much Information and box ticking for a simple rubbish collection! The limit of amount was also way too small for all the effort involved in filling out the form and all the trucks and machinery involved in the process. What a waste of resources, time and effort. Our pile of rubbish was perhaps slightly over the limit so the one single mattress wasn't collected and therefore I've had to store it at the front of my house and will have to wait till I arrange another verge valet which I'm not particularly interested in doing....especially for one mattress!	1	See comments above. Additionally our lawn was damaged by some equipment perhaps a bobcat?	1	No	See comments above. Also, the lady at the Cott council I spoke to said it was great because you could choose the day you had the collection. This is not correct as you can only choose a Monday and when I filled out the online form I couldn't select the actual Monday I wanted....then it rained on the day of my collection and everything got wet. The old system allowed for you to delay putting out your rubbish in case of rain. Things didn't get damaged and other people came and took away items they could recycle. You had a whole week to put out items for collection.	Shanelle Oliver 0417118717	31/10/21 7:12 AM
396	["General Waste"]	3	It seems to be booked up way in advance of date required	2	Some of the verge lawn which we installed has been dug up. I have pictures if you would like to see so, you can get someone to fix and improve collection next time	3	No			02/11/21 9:13 AM

397	["General Waste"]	5	No it was very easy and straightforward to use !	5	It would be good if there could be more information about what white goods can be collected. I have a few washing machines that need to be collected but wasn't sure if they were included in white goods as the website only refers to fridges/freezers. I'm aware I could have called but I didn't get a chance to do so.	5	Yes		03/11/21 9:42 AM	
398	["General Waste"]	4	Mattress was left on the verge. I was told it would be picked up next day. Its still there. Please remove it	4	Please remove mattress	4	No	tony king. king40@optusnet.com.au	03/11/21 10:03 AM	
399	["General Waste"]	4	The mattress was left on the verge. The man said it would be picked up. Please do this	3		4	No	Tony king. 0438983576. king40@optusnet.com.au	03/11/21 10:55 AM	
400	["General Waste"]	5		5		5	Yes		04/11/21 5:33 AM	
401	["Green Waste"]	5	All good, no complaints.	5		5	Indifferent		04/11/21 9:25 AM	
402	["Green Waste"]	5	Good to be able to book on line.	4	I liked it that I was notified that the collection would take place the day after it was scheduled.	4	No	An extra green collection would be nice.	08/11/21 9:24 AM	
403	["General Waste"]	4	Easy to book - although I wasn't totally sure that the email sent through after booking was a confirmation of the booking being made or that I had requested one.	5	Prompt and tidy	5	Yes	Unknown neighbours added to our pile but I guess that's to be expected. The quick turnaround would have helped limit this.	John Douglass - 0417983989	09/11/21 1:52 PM
404	["Green Waste"]	5		5	Collected promptly	5	Yes		09/11/21 1:59 PM	
405	["General Waste"]	5		5		5	Yes		09/11/21 2:08 PM	
406	["Green Waste"]	4	Be firm on the date	1	Bags not put back over fence, verge not raked up properly. Young verge tree flattened by tractor picking up green.	1	Indifferent	Take a bit of care and pride in the job	09/11/21 8:10 PM	
407	["General Waste"]	5		5		5	Yes		17/11/21 4:24 PM	
408	["Green Waste"]	5	I was only able to book by using the Admin Staff at the Town of Cottesloe. She also had difficulty. This did not happen previously.	3	I spent an hour cleaning up my neighbours verge and swept the road. I believe all my Council Bags were put on his verge. He kindly placed them in my garage.	4	Yes	I think if Council Bags are used perhaps this could be placed by the entrance of a property or in the garage. Each time I have had to clean up and this didn't happen previously. The bags were put under my gate and there was no mess on the verge or the road.	Gay Arkley 992845810	18/11/21 4:28 PM
409	["General Waste"]	5	Nothing	5	Nothing	5	Yes		25/11/21 1:14 PM	
410	["General Waste"]	5	Easy to book and clear on what could be collected	5	Collection service was extremely good	5	Indifferent		25/11/21 3:50 PM	
411	["General Waste"]	3	You didn't remove a mattress so now it's lying on the verge	1	Remove all waste put out for collection	1	No	Remove the waste put out for collection, it was within the 3 x 3 specification	Debra 0403842697	25/11/21 5:40 PM
412	["General Waste"]	4	Would be good to get the info on what and how much can be taken earlier in the process. Otherwise very easy	5		5	Yes		30/11/21 3:09 PM	
413	["Green Waste"]	4	Very easy and efficient. 3 cubic metres is insufficient especially if you have branches. Otherwise great service.	5	Very very good.	4	No	More cubic metres. At least 6. That's why previous system was better. But for convenience in terms of date you choose, this is far better.	Philip Allen 0423695089	01/12/21 10:31 AM
414	["General Waste"]	5	It was fine.	5	No problem	5	No	No	Denyse Patricia Leila Rodriguez	01/12/21 12:02 PM
415	["Green Waste"]	5		5		5	Yes		01/12/21 4:01 PM	
416	["General Waste"]	5	Nothing, it was excellent	5	The service was excellent. It's be great to see less waste going into landfill, so more specific sorting of items e.g. e-waste; cardboard; polystyrene; etc. maybe in separate sections? I took ours to the tip, but not everyone has the time to do this	4	Yes	Separate waste to increase recycling and reuse of items	Anita Hoey 0404596546	08/12/21 11:14 AM
417	["General Waste"]	5	Very easy to use	5	Avoid the reticulation sprinkler heads on the verge	4	Yes		Carol Timms 0417976566	08/12/21 11:24 AM
418	["General Waste"]	4		3	Small broken pieces of crockery and some small articles left on the verge. Someone should have picked them up. Sharp pieces were an injury risk.	3	Yes			08/12/21 11:55 AM

419	["General Waste"]	4	Collection prompt and easy to book	1	There was dangerous broken items left - I needed to sweep myself and someone could have been injured	5	Yes	Rachel Latham 0411489846	08/12/21 12:01 PM
420	["General Waste","Green Waste"]	5	Easy to book for us and removal from the rear lane of our property is even better!	5	Every thing taken and no complaints!	5	Yes		08/12/21 12:44 PM
421	["General Waste"]	5	Very easy	4	Well done	4	No		08/12/21 12:56 PM
422	["Green Waste"]	5	I have been sent this but the green waste wasn't collected on Monday. I saw the truck come past on the day and I gave directions online that the waste was at the rear of the property but nothing was done!	1	The green waste has not been removed	1	No		08/12/21 4:50 PM
423	["General Waste"]	5	Loved the efficiency	5	Very clean pick up	5	Yes		08/12/21 9:32 PM
424	["General Waste"]	5	awesome	5		5	Yes		09/12/21 8:58 AM
425	["General Waste"]	5	Loved the efficiency and convenience	5	Excellent service!	5	Yes		09/12/21 10:39 AM
426	["Green Waste"]	5	Phone operator answered without delay and was very helpful, polite and friendly.	5	I was very pleased.	5	Yes		14/12/21 12:12 PM
427	["Green Waste"]	5		5		5	No	Greg Marusic. 0401211471	14/12/21 12:47 PM
428	["Green Waste"]	5	The guys were accomodating and friendly	5		5	No		14/12/21 1:05 PM
429	["General Waste"]	5	Nothing ... excellent service	5	Very thorough	4	No		14/12/21 5:47 PM
430	["General Waste"]	5	Very efficient	5	It all went according to plan. As explained	5	Yes		15/12/21 9:17 AM
431	["Green Waste"]	5		5		5	Indifferent	Rebecca 0407087010	15/12/21 11:07 AM
432	["General Waste"]	5		3	The waste was picked up a day after and this meant it was all over the verge. I would have preferred a pickup on the day stated	4	No		21/12/21 2:10 PM
433	["General Waste"]	5		5		5	Indifferent		21/12/21 6:14 PM
434	["General Waste"]	5	Everything good	5	Everything is good	5	Yes		22/12/21 6:27 AM
435	["General Waste"]	5		5		5	Yes		23/12/21 8:22 AM
436	["General Waste"]	5	-	5	-	5	Yes		12/01/22 10:52 AM
437	["Green Waste"]	5	I think the 3 mtr2 rule is a bit silly, when branches are 99% air.	5		5	Indifferent		12/01/22 10:59 AM
438	["Green Waste"]	4	Booking confirmation of day time should be part of the booking process given the process is digital. The secondary email contact confirming collection is surplus to requirements.	5		4	Indifferent		12/01/22 12:25 PM
439	["General Waste"]	5	Simple to deal with - no problems	5	Works really well	5	Yes	Margaret Halcombe	12/01/22 12:40 PM
440	["General Waste"]	5		4		4	No		12/01/22 7:29 PM
441	["General Waste"]	5	I am so impressed with the service which works so efficiently	5	I honestly can't think of how it could be improved. My only concern is that there was 2 trucks and a front end loader and I felt embarrassed as I didn't have a huge amount and I hope it was cost effective for you	5	Yes		12/01/22 8:12 PM

442	["General Waste"]	3	I didn't hear back after online booking and had to call up myself to figure out if it was confirmed/if payment was required.	5	Relatively easy & fuss free	4	No			13/01/22 5:39 AM
443	["Green Waste"]	5		5		5	Yes			13/01/22 6:55 AM
444	["General Waste"]	5		5	Prompt, early morning pick-up on a Monday by the people doing the collection.	5	No			13/01/22 7:34 AM
445	["General Waste"]	5		5		4	No	We were concerned when a large amount of junk was added to our pile by unknown people before it was collected, unsure what happens if we exceed the limit. Also, neighbours put out their junk, mistakenly thinking there was a bill rubbish collection(via traditional method)		14/01/22 7:13 PM
446	["Green Waste","General Waste"]	5	Actually good	5	Cleaned up totally	5	Yes	Regular 6mth bookings		18/01/22 12:57 PM
447	["General Waste"]	5	Was good to use when I needed it - clearing a deceased estate.	5	Very efficient workers. Prompt and reliable.	5	Yes	Beats paying for a skip .		18/01/22 2:29 PM
448	["General Waste"]	5	Great opportunity being able to put out waste when manageable/convenient. Very efficient service 🍷	5	Very happy 😊	5	Yes	No thank you.	Not necessary. Totally happy.	18/01/22 5:52 PM
449	["Green Waste"]	3		4		4	No			18/01/22 6:26 PM
450	["General Waste"]	5		5		5	Yes			25/01/22 1:54 PM
451	["General Waste"]	5	Was fantastic	5	Super service. Loved it!	5	Yes		Lisa clegg	25/01/22 2:32 PM
452	["General Waste"]	4		1	Bean bag was secured when we put it on the verge. When the truck came they burst the bag and the white plastic beans went everywhere. They then proceeded to blow the beans all over all the gardens in the street. They are everywhere and impossible to try and clean up.	2	No	Be careful what items are crushed on pick up.		25/01/22 8:28 PM
453	["General Waste"]	4	An option to leave more than 3 cubic metres of waste at the cost of using both of your annual verge valley valet services	5		4	Indifferent			26/01/22 10:58 AM
454	["General Waste","Green Waste"]	5		4		5	Yes			26/01/22 12:39 PM
455	["Green Waste"]	4	ease of carrying out	5	everything	5	Yes			02/02/22 10:41 AM
456	["General Waste"]	5	loved the precise pick up info -	5	Clean and tidy collection..also didn't have to put stuff out early and have people randomly adding to the pile - or rifling through the stuff and scattering it around the verge	5				02/02/22 11:25 AM
457	["General Waste"]	3		1	It has not been collected	2	No		Wendy Pettingill 0438469289	02/02/22 8:35 PM
458	["General Waste"]	5		5	This is an amazing service and we were so grateful to use it	5	Yes			08/02/22 11:25 AM
459	["Green Waste"]	5	Difficult for elderly users of this system to comply with 'putting out' waste the day before	5	Older Residents need time to get a pile of green waste together for collection	4	No	More time required to arrange assistance in collecting pile of waste together	Bev Jefferies. Broome St Cottesloe	08/02/22 11:28 AM
460	["General Waste"]	4		4		4	Yes			08/02/22 12:53 PM
461	["General Waste"]	5	Great service	5	Garden bags to make it easier to pick for both the owner and the workers.	5	Yes	No	Abbey Keown 0473930770	08/02/22 12:56 PM
462	["Green Waste"]	5		5		5	Yes			08/02/22 3:20 PM
463	["General Waste"]	5	Easy to book and collected on time	5	Nothing All good	5	No	No		13/02/22 4:04 PM
464	["General Waste","Green Waste"]	5		5		5	No			15/02/22 2:49 PM
465	["General Waste"]	5	Very easy to use, clear process I didn't have any issues and will continue to use verge valet!	5	No issues, everything was nearly collected.	5	Yes			15/02/22 4:12 PM

466	["Green Waste"]	5	About two weeks before the end of last year I couldn't use any of my allocation because of the public holidays so some flexibility with this please	3		3	No		15/02/22 4:33 PM
467	["General Waste"]	5		5		5	Yes		15/02/22 5:59 PM
468	["General Waste"]	1	I could not book online - I tried twice but the link did not work. I had to call and do it over the phone	5	I am led to believe that verge valet tries to recycle as much as possible however I have seen a couple of occasions where perfectly good items were simply crushed by the pick up team. I vote for bringing back the old system to reduce items going to landfill.	2	No	Under the old system people from far and wide would come to the suburb and repurpose many items that would otherwise end up in landfill. This does not happen any more with verge valet. Verge valet advertises that they make an effort to recycle items where possible however there have been witnesses to the fact that this simply does not happen. If Cottesloe is serious about reducing landfill it should bring back the old system.	Belinda.dodds@gmail.com 15/02/22 6:58 PM
469	["General Waste"]	5	It was easy to use, and the response was quick and informative.	5	No need for improvement. It's a great service. Thanks.	5	Yes		16/02/22 9:02 PM
470	["General Waste"]	5	Absolutely nothing. You guys are the greatest.	5		5	Yes		16/02/22 9:25 PM
471	["General Waste"]	4	This work was previously undertaken by Town of Cottesloe. They have outsourced it to Ratepayers at no cost to them but at an inconvenience to Ratepayers	5	Well done	4	No		23/02/22 3:31 PM
472	["General Waste"]	5		5		5	Yes		23/02/22 3:43 PM
473	["General Waste"]	5		5	Really liked the updates regarding time of pickup. Much improved on previous experience.	5	Yes		23/02/22 3:48 PM
474	["General Waste"]	3	Difficult to access on computer. Arranged it by phone	5	It can be difficult to store unwanted items for several days e.g. dead fridge that needs to be removed to be replaced. Better if it could be arranged to be picked up to suit resident.	4	No	Prefer the old system and that people could pick up and re-use some of the unwanted items. Traditional pickup was left too long after advertised time causing non-residents to dump their rubbish and leave sites untidy. This could be easily remedied.	23/02/22 5:07 PM
475	["General Waste"]	5	Simple ,easy to do	5	Great service. Liked the text messages updating me at each step	5	Yes		23/02/22 8:10 PM
476	["General Waste"]	5	It was fab.	5		5	Yes	Great service	23/02/22 9:33 PM
477	["General Waste","Green Waste"]	5		5	Excellent attention to detail and very thorough	5	Yes	You should start a TikTok with videos of the collections it's very engaging	24/02/22 4:03 PM
478	["General Waste"]	5		5		5	Yes		24/02/22 9:51 PM
479	["General Waste"]	5	Nothing to improve . It was simple and it was quick .	5	I wasn't home .	5	Indifferent		01/03/22 3:40 PM
480	["Green Waste"]	5	Great service	5	On time rapid response	5	Yes	No	01/03/22 3:41 PM
481	["General Waste"]	5		5		5	Yes		01/03/22 3:53 PM
482	["General Waste","Green Waste"]	5	Very easy. Correspondence brilliant	5	It was excellent	5	Yes		01/03/22 4:20 PM
483	["General Waste"]	5		4		5	No		01/03/22 6:54 PM
484	["General Waste","Green Waste"]	5		4		5	Yes		15/03/22 2:38 PM
485	["General Waste"]	5		5	Super helpful team	5	Yes		15/03/22 3:01 PM
486	["General Waste"]	5	Excellent service. I was very impressed.	5	Perhaps not putting out first thing Monday morning if you live up the road from the hotel. We hot up at 5am to make sure it wouldn't be spread everywhere!	5	Yes	Trish.oreilly@optusnet.com.au	15/03/22 3:40 PM
487	["Green Waste"]	4	all good, would be helpful to be able to place things out a bit earlier	4		5	Yes		15/03/22 8:17 PM
488	["General Waste"]	5		5		5	Yes		16/03/22 11:13 AM

489	["General Waste"]	5	The entire booking process was very simple and the collection process also went very smoothly.	5	It went very well.	5	Yes	Excellent system. Cannot improve it any further.	Sue Ho	16/03/22 11:49 AM
490	["General Waste"]	5		5		5	Yes			22/03/22 12:52 PM
491	["General Waste"]	5	Confirmatory message	5		4	Indifferent			22/03/22 2:19 PM
492	["Green Waste"]	5		5		5	Indifferent			22/03/22 7:51 PM
493	["General Waste"]	5	Efficient - did as you said Tracking service so I knew what to expect Thank you I was thrilled	5	Everything	5	Yes			23/03/22 5:34 PM
494	["General Waste"]	5	Simple booking system with instant confirmation	5	I am astounded at how good this service is. After receiving confirmation, I received a reminder on the day we could take stuff out. On the day of collection I received an email confirming verge collection was that day, followed by an email to confirm the Verge Valet was on the way (complete with a tracking app and an estimated arrival time). After completion, I received an email confirming the job had been done. Verge was left spotless.	5	Yes	For a service that traditionally just happens, this feels like luxury. A true valet service.		29/03/22 4:52 PM
495	["Green Waste"]	5		5		5	Yes			29/03/22 5:11 PM
496	["Green Waste"]	5	It would be good to have a way to select two verge valet trucks to attend to pick up a large volume of green waste. I had to ring the help line to arrange this. The assistant was very helpful- and stated 'we've never done this before'. I had three tree loppers come around to lop some tall stralizea palms and the loppings took up almost the whole of my front verge. - Just thought your booking process might take a 'double load' into account. However arranging it by phone was relatively hassle free and staff were polite and extremely efficient in sorting this out by phone	5	All the palm loppings were removed from the front verge and the verge was left very tidy and faked.	5	No	I liked the traditional bulk verge collection because I have a large block - 827 sq metres - with a small timber cottage. My back yard is treed with mainly Australian native trees which I planted 21 years ago bthey don't need watering - there is no lawn - the area provides a wonderful treed canopy in Cottesloe and some concessions should apply to encourage others to get away from lawns and plant native trees. Concessions - for example - a discount for the second truck ordered - not the full payment of \$65. Also a concession for aged pensioners when ordering a second pickup at the same time. In fact only one truck attended - not two. The truck was larger than normal but only the same number of workers as a normal Verge Valet and time in travel and petrol saved could allow a small discount. Such changes would assist people with large tree canopies and aged pensioners who find \$65 onerous out of their weekly pension of \$450.	Heather Goodwin 0456648377	29/03/22 7:32 PM
497	["Green Waste"]	5		5		5	Yes			29/03/22 7:38 PM
498	["Green Waste"]	4	All good	4	Make it twice per year. Especially for blocks with large gardens.	4	Indifferent			30/03/22 8:22 AM
499	["Green Waste"]	5	All ok	5		3	No			31/03/22 8:03 AM
500	["General Waste", "Green Waste"]	5		5		5	Yes		Ros Davies 0410543006	03/04/22 12:24 PM
501	["Green Waste"]	5	Timing updates, efficient and tidy pickup	5		5	Yes			07/04/22 11:27 AM
502	["General Waste"]	5		5	there was no mention of cardboard boxes	5	Yes			07/04/22 11:27 AM
503	["Green Waste"]	4	Would be good to be able to track what services you had left without needing a separate enquiry	5		4	Yes	The 3 cubic metre rule is a bit restrictive/unrealistic for a big yard however it appears to be being interpreted sensibly.		07/04/22 11:39 AM
504	["Green Waste"]	5	Picked up a lot of branches, quite neatly. Great service! Thanks	5		5	Yes			07/04/22 11:41 AM
505	["Green Waste"]	5	It is fine as it is	5	I was satisfied with the outcome	5	Yes	Not really. I used it for the first time		07/04/22 11:51 AM

506	["General Waste"]	5	We were moving house and the house was going to empty for a week prior to the new owners moving in, so the 3 day verge could have been a problem, not sure how you get round that. We were lucky as they arranged to move in early so we were able to do the 3 day put out on the verge. Other than that, excellent!	5	As above, however I did kind of like that with the old verge collection out of Towner s could come and forage, like the re-use aspect of that. Not sure other Cottesloe residents were so keen mind!!	5	No	Thank you 🙏		07/04/22 1:38 PM
507	["General Waste"]	5	I liked the reminder and the tracking and the punctuality. All great. Thank you	5	Great! Even removed stuff illegally dumped!!	5	Yes	I dislike the en masse rubbish with the old system. Prompt verge valet is much better. I dislike that someone/s piggybacked on my collection and left building material and paint - which we have been explicitly asked to not put out! Not sure how to get around that though....?!		07/04/22 1:48 PM
508	["General Waste"]	4	Sometimes I find it hard to guess what type of waste I'm going to have when I'm booking.	5		5	Indifferent	At first I preferred old verge collection, but now I'm quite happy with verge valet		12/04/22 4:53 PM
509	["Green Waste"]	5	Easy and efficient	4	The only criticism would be that the green waste bags were left near the road in the driveway- ideally bags could be put over the fence inside the property.	5	No			12/04/22 5:20 PM
510	["General Waste","Green Waste"]	5	Nothing	5	Nothing	5	Yes	I called verge valet and they were extremely helpful so it worked wonderfully	Anne casson 0421798712	12/04/22 7:12 PM
511	["General Waste"]	5		5		4	Indifferent	I use indifferent as I have mixed feelings about the service. es, the system worked very well from initial booking thru to collection. Yes it is good to be able to more or less choose the time you can use the service. Yes, the verges are cleared earlier, sometimes bulk collection took more than a week. But I do feel the ability for others to scavenge and re-use many items is a big loss both in environment and useful to others.		12/04/22 7:18 PM
512	["General Waste"]	5		1	Our lawn was dug up quite significantly - there is a reasonably large piece that has died and left a hole in our lawn.	3	Indifferent		Jemma Baston 0431561199	27/04/22 6:28 PM
513	["General Waste"]	5	No issues at all.	5	There was nothing to fault.	5	Indifferent	No	Terry Robinson - phone 0438 121 358	27/04/22 7:59 PM
514	["General Waste"]	5		5		5	No			27/04/22 8:08 PM
515	["Green Waste"]	5	Booking online very easy; the final step in the process of receiving a reminder to put items on verge was the let down in the process.	3	The booking service was easy and confirmed but I didn't receive the reminder promised three days before collection so phoned to ask if I could legitimately put my green waste out; this was then okayed by word of mouth! The collection was right on target and cleanup great.	4	No	The name of 'verge valet' is so elitist when it is a waste pickup service; maybe 'recycling greens' would be more realistic and less pretentious title.	A Pickersgill 0417997874	27/04/22 9:09 PM
516	["Green Waste"]	5		5		5	Yes		Rhys Bradley 0417002438	28/04/22 9:04 AM