

Response to Request for Information

Reference EIR 000033
Date 29 April 2016

Garden Waste

Request:

1. Do you charge for garden waste collections? - [No](#)
2. If yes:
 - a. How much do you charge?
 - b. Do you have an online offer?
 - c. What payment mechanisms do you offer to your customers? Please also confirm which payment providers you use and/or IT systems to facilitate payments.
 - d. When does your scheme run from and to?
 - e. How many customers use your scheme? If possible, please break this down across each channel
 - f. On average, how many garden waste bins does each property have
 - g. Is there a maximum number of bins permitted per property, and if so, how many.
3. If no, are you planning to charge in future years and if so when?
[There are currently no plans to charge for this service.](#)
4. Which back office IT waste system(s) do you use to manage your waste collection services?
[Amey are the appointed contractor that manage the service on behalf of City of Wolverhampton Council – and so the Council does not operate a back office IT system for this service.](#)
5. Which CRM solution do you use?
[Microsoft Dynamics](#)