
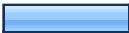












1. Which type of bin did you request? (please tick those that apply)

		Response Percent	Response Count
Green Bin		13.5%	93
Blue Bin		18.7%	129
Brown Bin		24.5%	169
Caddy		59.0%	408
answered question			691
skipped question			5




2. What was your reason for requesting a new bin/caddy?

		Response Percent	Response Count
Damaged		64.9%	444
Missing		28.5%	195
New Property		3.7%	25
Additional Bin		6.7%	46
answered question			684
skipped question			12

3. If your bin/caddy was damaged - what type of damage was it?

		Response Percent	Response Count
Lid missing		4.0%	17
Lid damaged/split		16.6%	70
Bin damaged/split		78.1%	329
Wheels damaged/missing		3.3%	14
answered question			421
skipped question			275

4. Did you feel that the time taken from first contacting the council about your bin/caddy to when the bin/caddy was delivered was:-

		Response Percent	Response Count
Very quick		61.7%	428
About right		32.6%	226
Too slow		5.8%	40
answered question			694
skipped question			2



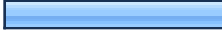

5. How did you contact the council to order your replacement bin/caddy? Please tick those that apply

		Response Percent	Response Count
Email	<input type="checkbox"/>	2.6%	18
Telephone	<input checked="" type="checkbox"/>	93.3%	641
Visit	<input type="checkbox"/>	4.1%	28
Letter	<input type="checkbox"/>	0.1%	1
Fax	<input type="checkbox"/>	0.0%	0
answered question			687
skipped question			9

6. Were our Officers courteous and polite at all times?

		Response Percent	Response Count
Yes	<input checked="" type="checkbox"/>	97.1%	665
No	<input type="checkbox"/>	0.1%	1
Don't know	<input type="checkbox"/>	2.8%	19
answered question			685
skipped question			11

7. How old would you consider your damaged bin/caddy to be?

		Response Percent	Response Count
0 to 1 year old		4.5%	25
1 to 5 years old		55.9%	311
5 to 10 years old		32.7%	182
Over 10 years old		6.8%	38
answered question			556
skipped question			140

8. Do you have any additional comments that you would wish to make to help us improve the service?

	Response Count
	198
answered question	198
skipped question	498

9. Bin Service/Reception - Comments

	Response Count
	148
answered question	148
skipped question	548