

Petition presented by **Councillor Stranack** on behalf of residents at the Council meeting on 3 December 2018:

*“Council Tax Refund Petition*

*We call on the Council to make Council Tax refunds to residents who have suffered weeks of missed bin collections, ensuring at the very least that all penalties paid by Veolia as a result of missed collections are passed on to the residents affected.”*

**Response from Councillor Simon Hall, Cabinet Member for Finance and Resources**

A major change to the collection arrangements was made in Autumn 2018. This was to provide a much improved service and, most importantly, to increase the recycling rate in this borough, which is good for our environment, both locally and globally. It will also save some Five Million Per Annum, thus freeing up funds for frontline service.

Unfortunately, such a major change inevitably will not have some initial hiccups. However, reported missed bin reports in September were less than 1% and are generally reducing.

The People of Croydon had a choice in May – and rejected the idea of this sort of refund scheme. It is not just the amount paid out, but the administrative burden, including checking claims and processing payments.

We will continue to focus on contract managing Veolia, especially now that their 12 week grace period has expired, to make sure that they get it right. We will use all the contractual powers we have and ensuring that, where they don't, they get penalised, something the Tories never did when they were in administration.