

Delivery of Wheelie Bins and Sacks



31 May 2023

Useful information

Wheelie bin deliveries

Start from Monday 5 June – Friday 25 August. There are 6 teams delivering wheelie bins and they will deliver in the new round order.

Round Day	Delivery timeframe
Monday	5 – 22 June
Tuesday	22 June -10 July
Wednesday	7 July – 26 July
Thursday	25 July – 14 August
Friday	10 August – 25 August

Week commencing 5 June deliveries will start in:

Great Linford

Stantonbury

Oakridge Park

Bradwell

Bradville

New Bradwell

Heelands

Bradwell Common

Ahead of each week a list of delivery areas for the week ahead will be shared with you.

The delivery crews are focussed on delivering the bins, and have MKCC customer contact cards to give to residents if they have any queries.

The waste engagement team are available to work with you in areas where more support might be needed. Please contact yourwaste@milton-keynes.gov.uk

Sack deliveries

Will take place during August.

Customer Services

Should any bin deliveries be missed, or unfortunately a bin becomes damaged, please direct the resident to contact Customer Services on 01908 252570 or email at customerservices@milton-keynes.gov.uk

Customer Services will log the issue. If reported by 12 noon on Thursday, the aim is to address the issue on Friday of the same week. If the issue is reported after 12 noon on Thursday it will be addressed on Friday of the following week.

Communications

Radio adverts started on MKFM early in May and will continue until the first week of September. They will be adapted as we move closer to the go-live date of the new service from 4 September.

There will be regular social media posts confirming which areas are being delivered to. There is a helpful information video clip which we hope you will also share on websites and across social networks. This will be by Monday at the latest.

As the wheelie bins and sacks are delivered, they will arrive with a full service leaflet and handy calendar.

Additional hard copy leaflets and calendars are available on request.

Postcode checker review queries and outcomes

Reviews are being processed rapidly and approximately 40% are now complete. 900 assessments have been completed and the results will begin to be updated on the system from 1 June.

As of 31 May 153 properties that have been assessed will change from sacks to wheelie bins after the resident requested a review.

48 properties will change from wheelie bins to sacks.

To minimise inconvenience to residents we will aim to make any agreed changes within two weeks of wheelie bins/sacks being delivered.