

Who is your current waste service provider?	How long have you been with your current provider?	What made you choose your current provider?	Would you describe the service as reliable?	Why/why not?	Would you describe the service as flexible?	Why/why not?	Do you feel the service offers value for money?	Why/why not?	Do you know who to contact in the event of a problem?	Do you feel the resolution of issues or complaints to be satisfactory?	Have you been given advice from your service provider about how/where you should store your bins and the containment of waste?	Have you ever used another service provider?	If yes, who?
Ubico	6+ months	We've always used them.	Yes	I am the Facilities Manager and have few, if any problems - the bins are emptied weekly, I don't see them come and go but the service is done so we are happy.	Yes	If our needs change I just call the Council and they change the bins to whatever is required. We stopped having one bin and for some time have recycled cardboard.	Yes	It's not expensive for a reliable and good service. It is a must but we don't need to worry about it.	Yes	In my experience the limited number of times I have called about any issues they have been dealt with quickly and satisfactorily.	No	No	
Grundons and Biffa	6+ months	Value for money	Yes		Yes		Yes		Yes	n/a	Yes	Yes	Biffa exclusively
Ubico	6+ months	Automatically transferred from CBC	Yes		Yes		Yes		Yes	n/a	No	No	
Ubico	6+ months	Didn't realise the choice available	Yes		n/a		I don't know	I have nothing to compare it to	Yes	n/a	Yes	Yes	Printwaste for recycling
Ubico	6+ months	Automatically transferred from CBC	Yes		n/a		Yes		Yes	n/a	Yes	No	
Ubico	6+ months	Automatically transferred from CBC	Yes		Yes	sometimes I forget to put the bins out and Ubico always come in and get the keys to access the bins	I don't know	I have never shopped around to compare prices	No	n/a	No	No	

Are you using a residual and/or recycling service?	If not both, why not?	Would you be prepared to segregate your waste in return for a cheaper service?	Are you happy with the range of bins provided?	If not, why?	Have you experienced any problems with invoicing?	Do you have any further comments?
Both		Yes	Yes		Not that I am aware of and I would have been advised if there were problems.	
Both		We do this anyway	Yes		No	Haven't considered Ubico as they haven't approached the Regent Aracde for the business
I don't know		Yes	Yes		No	No
Both		Yes	Yes		Yes due to an admin error at Ubico but the issue was resolved satisfactorily	No
I don't know		Yes	Yes		No	No
I don't know		Yes	Yes		No	No