

Public conveniences

We will:

- Clean all Council owned conveniences daily, including weekends, to keep them clean and useable.
- Subject to closure as a result of vandalism or essential repairs, conveniences will be open seven days a week, with opening times controlled by time locks.

We ask that you:

- Report any acts of vandalism, disrepair or poor cleanliness standards as soon as possible.

Environmental health and licensing

We will:

- Publish as much information about the issues we deal with as we can.
- Answer your queries within the timescales set by our performance standards, this includes statutory timescales in some cases.
- Put in place inspection programmes that adhere to national requirements.
- Make information available in languages other than English where this would be helpful to you.
- Always show identification when seeking entry to premises.

We ask that you:

- Treat our officers with respect.
- Have patience; our enquiries are sometimes complex and cannot always be completed quickly.

- Accept that in many circumstances we have a right of entry and that we need to ask questions and seek information to enable us to carry out our duties.
- Keep us up to date with any change relating to the circumstances of your enquiry or service request.
- Tell us if we have done well or how we might improve.

For more information about our customer standards, please contact the Council:

By telephone: 01732 227000

By e-mail: information@sevenoaks.gov.uk

By writing to:

Sevenoaks District Council, Council Offices
Argyle Road, Sevenoaks, Kent TN13 1HG

Through the Council's website:

www.sevenoaks.gov.uk/customerstandards

This publication is available in large print. For a copy call 01732 227414.

If you need help understanding this document, we can arrange for an interpreter to help you. Please call us on 01732 227000 stating your language and telephone number.

April 2006

Printed on recycled paper ♻️

Bexley Council Graphic Studio Production 601569/14166/3.06

Environmental Services

Customer Standards



Sevenoaks District Council's Customer Standards set out in detail the level of service the public can expect from the authority. They include Council-wide standards that apply to the whole organisation and more detailed standards that apply to specific services.

This leaflet outlines the Council's Environmental services customer standards.

Refuse and recycling collection

We will:

- Provide a weekly collection of waste for recycling in the clear sacks provided (paper, cans, plastic bottles, cardboard).
- Provide a weekly collection of waste that cannot be recycled in the black sacks provided.
- Deliver a roll of 25 clear sacks and a roll of 20 black sacks to you, every 20 weeks.
- Provide a fortnightly collection of garden waste (grass cuttings, hedge clippings, leaves etc) for residents using the pre-paid sack or bin/permit method.
- Provide a pre-paid collection of large household/bulky waste items.
- Publish in advance changes to the waste collection arrangements because of national bank holidays.

We ask that you:

- Put your refuse out for collection by 7am at the boundary of your property on the day of collection.

- Use the clear sacks for waste that can be recycled, and black sacks only for waste that cannot be recycled.
- For waste that can be recycled (glass bottles and jars), but cannot be placed in the clear sacks, please recycle by using the facilities, e.g. bottle banks, at your nearest waste recycling centre.
- Do not put refuse out for collection on days other than your collection day, as it is often disturbed by animals, leaving a mess in the area.

Street cleaning

We will:

- Clean all adopted roads and footpaths, at regular frequencies, and remove all litter, leaf fall and detritus.
- At regular frequencies empty all Council litterbins.
- As quickly as possible, remove all fly tipped household waste from Council land and from the highway.

We ask that you:

- Do not drop litter and use the litter bins provided.
- Do not fly tip waste.
- Report any incidents of fly tipping to us, and if you witness this happening, obtain as much information as possible, i.e. date, time, location, description of those responsible, vehicle registration numbers, names of any company on vehicles etc, and report it to us for further investigation.

Abandoned vehicles

We will:

- Investigate any report of an abandoned vehicle.
- If the vehicle is of value, affix a seven-day notice and remove immediately the notice has expired.
- If the vehicle is a wreck, burnt out or considered to be dangerous, affix an immediate removal notice and remove within 24 hours.
- Continue with the Operation Cubit scheme to remove untaxed and abandoned vehicles immediately in conjunction with the DVLA and police.

Cesspool emptying

We will:

- Carry out an emptying within seven working days of it being booked.
- Alternatively, if you wish, you can book an emptying in advance of seven working days.
- Undertake an emergency emptying within 24 hours of a request.

Pest control

We will:

- Undertake effective treatment of rats, mice, wasp nests, fleas, cockroaches, bed bugs and other pests.
- Upon request, other than at peak summer periods for wasp nests, undertake the first treatment within five working days.