



@Date@

**IMPORTANT INFORMATION ABOUT
YOUR RECYCLING AND WASTE SERVICE
- PLEASE OPEN**

<<Addr1>>

<<Addr2>>

<<Addr3>>

Please let us know if you still require assisted waste collections

Dear Resident,

We are writing to you to check whether you still require assisted collections for your recycling and waste. We are updating our records and they show this property is currently registered for an assisted waste collection.

As part of our commitment to a first-class customer service, we offer help with recycling and waste collections in the form of an assisted collection. This means that your sacks and containers do not need to be presented for collection at the boundary of your property.

Our collection crews will instead collect them from inside the boundary of your property on your collection day. **To be eligible for an assisted collection:**

- **You or the home occupier must have an illness or disability which limits their ability to move their sacks and containers**
- **There must be no-one living at the property or visiting the property on a daily basis who can move the sacks and containers to be presented for collection**

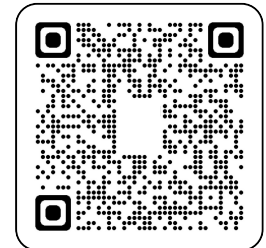
It is important that we make sure the right households receive this service. Providing large numbers of assisted collections has an impact on the effectiveness of services, so we need to keep our records updated.

More information overleaf 

What you need to do now:

If you need to continue receiving an assisted collection, then please get in touch by following ONE of the steps below:

- Fill in our response form by scanning the QR code or following the link:
[Link to the online form](#)
- Fill out the form overleaf and post it back to us using the pre-paid envelope
- Call us at 020 3567 6955



If you do not need to continue receiving an assisted collection, you do not need to do anything. From the 19 August 2024, you will just need to ensure your recycling and waste is presented at the boundary of your property by 7am on your collection day.

If we do not hear from you by Friday 16 August 2024 we will assume that you do not require this service and you will be removed from the assisted collection service. If you require this service in the future please register online. For more information visit: southend.gov.uk/assisted-collections

Best wishes,
The Recycling and Waste team,
Veolia, working in partnership with Southend-on-Sea City Council



RETURN FORM

Please fill in the form in BLOCK capitals and post to the below address.

Veolia Southend,
Central Depot,
Eastern Avenue,
SS2 5QX
Southend-on-Sea

Name		
Full Address		
Email address (optional)		
Do you or the home occupier have a permanent illness or disability which limits their ability to move their recycling and waste?	Yes	No
Is there anybody living at the property, or visiting the property on a daily basis who can move the sacks and containers for them to be presented for collection?	Yes	No