

13th October 2023



WasteConcern

Proposal

**Townsend Yard
Highgate
N6 5JF**



Executive Summary

About Waste Concern

Waste Concern, a new privately owned start up company established in 2005, commenced trading in October 2007. Waste Concern's focus is the residential sector of the waste management industry in direct response to local council initiatives to cut the frequency of refuse collections.

Waste Concern provides a front end service to the individual customer with a national network of sub-contractors for the collection of domestic waste

Waste Concern's head office based in Watford currently employs members of staff responsible for sales, customer service, billing and customer relations. Waste Concern currently services residential estates with 2,500 monthly collections.

Added Value

Waste Concern's unique advantage is that our customers are not required to pre-sort their rubbish. All sorting is completed off site at the recycling depot and therefore will not impose any recycling fines which other companies will soon be imposing.

Waste Concern, unlike other waste collection companies, is less exposed to the increase in Land Fill taxes. As a result, those other companies will face increased operating costs whilst Waste Concern with its comparatively higher recycling rate (for every 20 tonnes that another company take to land fill, Waste Concern would take 15 tonnes) can achieve more consistent charges in the long term.

Service Excellence

Waste Concern is aware of your company's commitment to deliver outstanding customer service for its residents. Waste Concern shares the same objective by providing a high level of customer service and account management support. We would achieve this through:

- A dedicated account manager who would have overall control over the smooth running of your account.
- A customer service level agreement.
- Pro-active account management.



Why Waste Concern?

We are currently achieving recycling rates in excess of 25% of all waste collected whilst our rate is 100% where our customers are separating their waste at source. However, our recycling rates do vary from area to area dependant on the policy of each of our sub- contractors.

A pro-active Waste Concern customer service team that will work very closely with the relevant sites and sub-contractors to ensure all potential issues are prevented rather than cured, we will know well in advance of any issues relating to collections and where collections are missed the delay will not exceed 24 hours.

We offer bespoke solutions through site visits, allowing us to identify the exact requirements to implement a comprehensive and cost effective waste collection service including materials covered by the WEEE directive.

Waste Concern's key advantage to customers revolves around the fact that we have no requirement that rubbish be pre-sorted. This means that all rubbish can go in the same bin improving convenience for the residents, saves valuable space and eliminates any recycling fines which are likely to be imposed by other companies.



Contractors

Waste Concern has built key relations with the top waste companies in the UK. Contractors were selected on the following criteria:

- Recycling capabilities – our contractors are committed to environmental protection and recognise the importance of Quality Environmental Standards. They reclaim a variety of recyclable materials to reduce the quantity of waste sent to landfill which in turn leads to cost benefits.
- Geographical coverage – most of the major cities, towns and immediate surroundings.
- Reputation – in some cases our contractors have been in the waste management industry for over 60 years.
- Customer service – reliable & prompt which allows us to exceed our customers' expectations.
- Fleet of vehicles – including six & eight wheeler backloaders, skip lorries, tail lift vans and curtainsiders.

Summary of benefits to your company

- Helping your managed properties carbon footprint profile
- High recycling rates
- No pre-sorting required
- No threat of recycling fines
- Cost includes bin rental
- Free Waste Transfer Notes
- Improved budgetary forecasts from reduced exposure to the 25% increase in Land Fill Tax
- Dedicated account manager with the highest level of service delivery



Site

The site is located at Townsend Yard, Highgate, N6 5JF

The site is comprised of residential premises (4 x 3 Bed & 2 x 2 Bed & 1 x 1 Bed – Total 7 x Units)

Through our experience we believe the site requires regular weekly collections, our suggestions are as follows:

1 x 240L General Waste Bin per unit

(We will monitor the usage and will increase the number of bins and/or collections to suit the demands of the site. No action will be taken without your confirmation).

The bins will be housed outside each property on Townsend Yard.



Service Solution and Recommendation

The collection vehicle will stop adjacent to Townsend Yard on Highgate High Street.

1. The operative will walk into site approx. 30 metres (64metres to the furthest property).
- 2: The operatives will take the bins from each property to the refuse vehicle.
3. The bins will then be emptied and returned.
4. The collection vehicle will exit in forward gears once collections have been completed continuing on Highgate High Street.

Based on the site plans and information supplied, we would propose using the following collection vehicle or similar;

FUSO Canter 7c15 EcoHybrid 7.5t
Gross vehicle weight 7.50 tonnes
Vehicle Height 2.48 metres
Vehicle length 6.60 metres
Vehicle width 1.99 metres

Please note that the definitive vehicle and service can only be confirmed following the site visit and audit at the completion of works.



Collections will be monitored to ensure the correct service is in place. The number of bins and/or frequency of collections can be increased/decreased to accommodate each units' requirements.

Please refer to our website for full terms and conditions. www.wasteconcern.com.

How will Waste Concern deal with these challenges?

1. One Waste Concern bin is all that is required to achieve the clients recycling objectives as the waste we collect is not required to be pre-sorted.
2. WEEE collections across their entire portfolio of properties.
3. Being less dependent on land fill sites, Waste Concern is less exposed to the 25% increase in Land Fill taxes.



Proposal

Waste Concern believes that there is an opportunity to develop a bespoke waste management solution for the properties you manage which will help to ease any similar issues outlined above.

With the uncertainty surrounding other waste collection companies future charges and penalties, waste management costs for the properties you manage could potentially increase year on year. Waste Concern offers an alternative service which not only competes on price and frequency of collections but is also a green service.

All recommendations and services contained in this proposal are subject to a full site survey upon completion of works. Any amendments will be in agreement with the developer.

Waste Concern would propose a 12 month rolling contract which would demonstrate our ability and reliability to:

- Collect the required number of bins the required number of times per week
- Provide a high level of service
- Deliver detailed recycling reports for the properties you manage
- Build a clear understanding of the sites you manage
- Work with the management of the site to ensure all issues are covered and resolved

Waste Concern would utilise one of our trusted contractors for your particular site locations and thus can offer:

- Strong reputation
- High quality service
- High recycling rates
- WEEE Directive collections
- More hands on collections as discussed with the sites manager



Service and support

Account Management

Your dedicated Account Manager, will have total overall responsibility for the smooth running of your company account. Your account manager has the authority to make decisions to help ensure that the development requirements are met

Specialist customer service team

The members of our customer service team have a wealth of experience accumulated from various industries and sectors. They are dedicated to providing the highest level of service and pride themselves on being responsive to customer's requests and being pro-active & innovative when problems arise.

Reporting

Waste concern could provide monthly, quarterly and annual recycling certificates for your records which can also be posted at the sites from which we will be making collections.

We will also be happy to supply our quarterly newsletter covering new developments in the waste management business and money-saving recycling tips for your residents which may also raise funds for charity.

If you are interested in taking up this opportunity or to discuss in further detail please contact us:

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