



Information Governance Team

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16 December 2024

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI669384861**

Thank you for your request for information relating to Garden waste.

You have requested the following information:

Please supply the following information under the Freedom of Information Act or EIR (whichever you consider most suitable) in relation to refuse/garden waste collection services .

1. For each of the past five years, (1st Jan 2020 - 31st December 2020, 1st Jan 2021 - 31st Dec 2021, 1st Jan 2022 - 31st Dec 2022, 1st Jan 2023 - 31st Dec 2023, 1st Jan 2024 - 6th Dec 2024), What did your council charge owners/tenants of residential properties to take away their garden waste/empty their garden waste bin?

01 Jan 2020 - 31 Dec 2020 - Free Service

01 Jan 2021 - 31 Dec 2021 - Free Service

01 Jan 2022 – 31 Dec 2022 - Free Service

01 Jan 2023 - 31 Dec 2023 - Free Service

01 Jan 2024 - 06 Dec 2024 - Subscription introduced from 01 June 2024, which is a total fee of £40 for a 12-month period.

2. For each of the past five years, (1st Jan 2020 - 31st December 2020, 1st Jan 2021 - 31st Dec 2021, 1st Jan 2022 - 31st Dec 2022, 1st Jan 2023 - 31st Dec 2023, 1st Jan 2024 - 6th Dec 2024), how much did your council charge homeowners/tenants for replacement bins?

For each of the past five years, we confirm that we had provided replacement bins to homeowners and tenants as a free service.

3. What does your council plan to charge owners/tenants of residential properties to take away their garden waste/empty their garden waste bin in 2025?

We plan to charge £40 for a 12-month period.

4. For each of the past five years, (1st Jan 2020 - 31st December 2020, 1st Jan 2021 - 31st Dec 2021, 1st Jan 2022 - 31st Dec 2022, 1st Jan 2023 - 31st Dec 2023, 1st Jan 2024 - 6th Dec 2024), how many complaints did your council receive from residential homeowners/tenants about domestic waste collection?

01 Jan 2020 - 31 Dec 2020 – 541 complaints

01 Jan 2021 - 31 Dec 2021 – 1351 complaints

01 Jan 2022 - 31 Dec 2022 – 779 complaints

01 Jan 2023 – 31 Dec 2023 – 469 complaints

01 Jan 2024 - 6 Dec 2024 – 173 complaints

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance