

## APPENDIX B

### **Unadopted Roads Policy Implementation Checklist**

- ✓ Complete letter to affected household(s). Follow instructions in red to customise with appropriate local information (regarding changes to collection point or regarding remedial works required, etc).
- ✓ Include map with 'Change Collection' letter and new collection calendar if needed.
- ✓ Include copy of Road End policy with letters.
- ✓ Email operations team of upcoming change and copy in recycling officers and local Ward Members.
- ✓ Hand deliver letter minimum of 2 weeks before new collection starts.
- ✓ Update Collective (waste team back office system).
- ✓ Update spreadsheet.
- ✓ Remind supervisors of change on 1<sup>st</sup> day of new collection.
- ✓ Check with supervisors the day after 1<sup>st</sup> collection to ensure it happened as planned.

#### Notes:

- a. Contact Centre are also aware of the Unadopted Roads Policy and any queries received will be passed to the waste team.
- b. Where remedial works are required, this will be discussed individually with householders and appropriate timescales agreed dependant on what is required. All actions will be confirmed in writing.