



Comhairle Baile Thrá Lí Tralee Town Council

Refuse Collection Service Changeover

Frequently Asked Questions

1. Why is Tralee Town Council withdrawing from the waste collection service?

The decision to sell was taken after a long and thorough review of the options available to the Council in relation to its Waste Management Business. Unfortunately, our waste collection business has been losing customers and money for some time, and we know that there are further costs coming along in the future to meet higher waste disposal standards. In the circumstances, it would not be viable to stay in the waste collection business.

Following a competitive bidding process, Kerry company **KWD Recycling** were chosen as the successful bidder.

2. I am an existing customer. Who will be taking over my waste collection service?

We have signed an agreement with Kerry firm, **KWD Recycling** in relation to the waste collection service to our existing customers.

3. When will KWD Recycling take over Tralee Town Council's Refuse Collection Service?

KWD Recycling will take over the collection service of all Tralee Town Council's Domestic and Commercial customers on the week beginning 5th December 2011.

4. Is there anything I need to do at this stage?

No. KWD Recycling will continue to provide the waste collection service on the normal collection day in your area and they will contact you in due course.

5. Will my bin collection day change?

No. Your collection day will stay the same for the moment. There may be a gradual rationalisation of routes over time and KWD Recycling will notify you in good time of any intended changes.

6. Will the new service cost me more?

No. KWD Recycling will maintain the existing charges and payment methods. All existing bin tags will be honoured by KWD Recycling.



7. Will I need new bins?

No. KWD Recycling will arrange to rebrand your existing bins in due course to reflect the new service provider.

8. Can I still pay for my collection as normal?

Yes. All existing Tralee Town Council Refuse Tags and Dry Recyclable Bags will be honoured by KWD Recycling. In the future KWD Recycling Refuse Tags will replace Tralee Town Council Refuse Tags and will be available for sale in usual retail outlets.

9. Will I still put out my Dry Recyclable Bags?

Yes. KWD Recycling will continue to collect Dry Recyclable Bags. Eventually there will be a roll-out of Dry Recyclable Bins to replace the bags. KWD Recycling representatives will contact you in due course.

10. If I am a commercial customer, what will my new waste collection charges be under KWD Recycling?

Current charges will remain unchanged.

11. Who should I contact for further information on the changeover?

For further details please contact:

Tralee Town Council **(066) 719 1326** before 5th December 2011.

From December 5th 2011, all queries will be handled by **KWD Recycling, Aughacureen, Killarney.**

Tel: 066 7128850. E-mail: changeover@kwd.ie

Tralee Town Council would like to thank all of our customers for their continued support of our Refuse Collection Service over the years.