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Email: chief.executive@tmbc.gov.uk

Mr Javier Peiro
Managing Director, Urbaser Ltd
80-86 Bath Road
Cheltenham
Gloucestershire
GL53 7JT

7 January 2020

Cc: Chris Minnis, UK Operations Manager

Dear Javier,

I am writing on behalf of Tonbridge & Malling and Tunbridge Wells Borough Councils to express our deep frustration with the poor waste collection service Urbaser is providing for our residents.

We always appreciated that the new waste partnership scheme would take some time to bed in and that some teething problems were to be expected. However, we are now three months into the new arrangements and neither council has seen the necessary improvements, despite numerous assurances at the many meetings that have been held. Our residents expect regular and reliable waste collection and are justifiably frustrated that they are not getting it.

With the New Year not offering any improvement in the service, the time for excuses and apologies is over. Neither council can allow the situation to continue. I am therefore providing notice that having already issued a number of default notices, both councils intend to trigger financial penalty clauses in the contract in the hope that this focuses minds on this very serious problem. We will not hesitate to continue to impose additional penalties should the situation not improve.

I should stress that we want to work constructively with Urbaser to deliver a first-class service. I have issued instructions to my teams to add further staff to the teams already dealing with residents' reports of missed bins and deployed more inspectors to monitor collection rounds.

I would be grateful if you could respond to this letter as a matter of urgency detailing how you intend to meet your company's contractual obligations. Given the public and media interest in this issue, I am making this letter public.

Yours sincerely,



CHIEF EXECUTIVE

Chief Executive
Julie Beilby BSc (Hons) MBA

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