

Appendix H2 – Emails between Assistant Director, Waste Services and Cllr Molik  
(redacted to remove third party personal data)

Forwarded by Cllr Michael to Kumi Ariyadasa on 09 November 2021

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**From:** Molik, Bablin (Cllr) <[Bablin.Molik@cardiff.gov.uk](mailto:Bablin.Molik@cardiff.gov.uk)>  
**Sent:** Saturday, March 20, 2021 10:18:45 PM  
**To:** Hopkins, Robert (Cllr) <[Robert.Hopkins2@cardiff.gov.uk](mailto:Robert.Hopkins2@cardiff.gov.uk)>; Wakelam, Matthew <[MWakelam@cardiff.gov.uk](mailto:MWakelam@cardiff.gov.uk)>  
**Cc:** Michael, Michael (Cllr) <[Michael.Michael@cardiff.gov.uk](mailto:Michael.Michael@cardiff.gov.uk)>  
**Subject:** RE: couple of issues

Matthew,

Please I am sure you are aware week after week we get contacted by numerous residents regarding waste collection failures. This was a program that officers in charge were planning for months, why has it gone so catastrophically wrong? Every week we hope the problems would be resolved but no 4 weeks on the issues still persist, why? could you provide some honest reasons why the issues are still not resolved?

Please see various messages we have received:

- 1) The problem of waste collection from Brynhill 1, St Edeyrns Rd CF23 6TB has still not been resolved.

This Friday our Brown bin and Green bags were collected but our mountain of Black bins and bags are still untouched. This has been going on for too long and is presenting a health hazard. A Supervisor visited last week and told a visitor to the Flats that the problem will be resolved. IT HAS NOT. Why tell a visitor and not ring one of the bells and talk to a Resident. This situation has become ridiculous and worst of all we cannot speak to anyone except machines. PLEASE HELP BEFORE SOMEONE GETS HURT OR WE GET INFESTED BY VERMIN.

- 2) Woolaston Avenue: Since February's changes our collection day has changed to Fridays and we have so far never managed to complete this collection on time. Every week there are delays where something is not collected in some cases until the following week, small bins do not allow for such discrepancies. Yesterdays fiasco was that black bins, green bags and brown bins were due to be collected. the brown bins were collected mid morning but that was all. Today (Saturday) we are scheduled for the green bags and black bins to be collected. At time of writing the green bags have been picked up but not the black bins, we wait with anticipation. When announcing these changes to collections the message was one to increase efficiency, how is it efficient to have people working on overtime and be continually playing catch up?
- 3) I reported this one to you last week and again they have not been collected this week: There's 3 black waste bins for 6 flats. This isn't the 1st time this has happened since the change. Post code is Cf23 6rq. our black waste bins and food waste have been missed again so means out waste has not been collected In 4 week
- 4) Clarendon retired home estate still not collected

- 5) Hampton crescent no black bin and no green waste collected yesterday. 🙄 for today
- 6) Cyncoed Road and Rhyd-y-Penau Road black bins not collected.

It seems to be the same roads are late in pick or missed. Could you please look into each and let me know what is happening and how I should response to each?

**Cllr (Dr) Bablin Molik**  
**Liberal Democrats Councillor for Cyncoed & Lakeside**

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@BablinMolik

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**From:** Molik, Bablin (Cllr)  
**Sent:** 15 March 2021 13:40  
**To:** Hopkins, Robert (Cllr) <[Robert.Hopkins2@cardiff.gov.uk](mailto:Robert.Hopkins2@cardiff.gov.uk)>; Wakelam, Matthew <[MWakelam@cardiff.gov.uk](mailto:MWakelam@cardiff.gov.uk)>  
**Subject:** RE: couple of issues

Matthew,

I know you are fed up but I have had few more complaints:

- 1) Beatty Avenue (which you are aware)
- 2) Clarendon, which I emailed you about already
- 3) Hampton Cres black bins still not collected
- 4) Clearwater Way black bins not done, last week bags collected late
- 5) Gwern Rhuddi road black bins not done still
- 6) Wern goch the flats have not had their bins cleared (like Clarendon).

The list is growing. I have told those regarding black bins that it is likely to be cleared this week. But, that would mean 2 weeks too late and if missed again then we could see large number of complaints again.

I hope this week goes well. But, I am not fully confident. I still think it was wrong to change plans during a pandemic and whilst we had issues already.

Thanks  
Bablin

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**From:** Hopkins, Robert (Cllr) <[Robert.Hopkins2@cardiff.gov.uk](mailto:Robert.Hopkins2@cardiff.gov.uk)>

**Sent:** 12 March 2021 11:29

**To:** Wakelam, Matthew <[MWakelam@cardiff.gov.uk](mailto:MWakelam@cardiff.gov.uk)>

**Cc:** Molik, Bablin (Cllr) <[Bablin.Molik@cardiff.gov.uk](mailto:Bablin.Molik@cardiff.gov.uk)>

**Subject:** couple of issues

Hello Matt. I've been contacted by a resident at the block of 10 flats at Brynhill, 1, St Edeyrns, Cyncoed, Cardiff CF23 6TB. The resident is complaining that since the change of collection arrangements there has been no collection of any waste from this location. As a result he is complaining of a mountain of green bags, black bags, and a brown bin full of food waste. He is concerned that this is now a health hazard and points out the residents are all in senior years and they have all faithfully deposited the waste ready for collection in the bin shed there over the last couple of weeks. He has reported the missed collections via C2C and despite a commitment to collect that hasn't happened.

I'd be grateful if you could resolve this.

Also the resident at Glan Y Llyn apartments on Lake Road East has reminded me again that the recycling and general waste bins at that location are yet to be collected and so hopefully that can be resolved today.

It does look as though with new teams operating in the ward that the collections at the flats that were routinely done by the previous teams are being missed in some cases at the moment.

Many thanks Robert