

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

From: Michael, Michael (Cllr) <Michael.Michael@cardiff.gov.uk>
Sent: 09 November 2021 17:07
To: Ariyadasa, Kumi <KAriyadasa@cardiff.gov.uk>
Subject: Fwd: couple of issues

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From: Molik, Bablin (Cllr) <Bablin.Molik@cardiff.gov.uk>
Sent: Tuesday, March 23, 2021 3:57:53 PM
To: Wakelam, Matthew <MWakelam@cardiff.gov.uk>; Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>
Cc: Michael, Michael (Cllr) <Michael.Michael@cardiff.gov.uk>
Subject: RE: couple of issues

Matt,

I think I spoke too soon.

The flats on Wern Goch Road have still not had their hygiene waste collected (it will be 5 weeks this week). The bins are to the back of flat building and so perhaps the new men doing these rounds are not aware where they are and so missing them.

Could you please look into this urgently? Because they are blocks of flats mainly occupied by elderly people some receiving care, as you will appreciate it is very important such levels of hygiene waste do not accumulate.

Thank you
Bablin

From: Wakelam, Matthew <MWakelam@cardiff.gov.uk>
Sent: 22 March 2021 11:01
To: Molik, Bablin (Cllr) <Bablin.Molik@cardiff.gov.uk>; Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>
Cc: Michael, Michael (Cllr) <Michael.Michael@cardiff.gov.uk>
Subject: RE: couple of issues

Bablin,

The cost are being managed within budget – the previous arrangement was inefficient and we are trying to get to an optimal position. I recognise we are having to follow up the collections but we need to the rounds balanced for the legacy of the service. We want to ensure all collections take place on the day of collection (even if

in the afternoon /evening) and this will be the aim for this week. We are managing pressures such as it being the end of the annual leave period so people are looking to take a break as some officers have worked solidly through since last April.

Thanks

Matt

Matt Wakelam

Cyfarwyddwr Cynorthwyol Strydlun / Assistant Director Street Scene
Cynllunio, Trafnidiaeth a'r Amgylchedd / Planning, Transport and Environment
Cyngor Caerdydd / Cardiff Council

E-bost/Email: mwakelam@caerdydd.gov.uk / mwakelam@cardiff.gov.uk

Ffôn/Tel: 02922 330106

Ystafell 305, Neuadd y Sir, Glanfa'r Iwerydd CAERDYDD CF10 4UW

Room 305, County Hall, Atlantic Wharf CARDIFF CF10 4UW



Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn yr iaith o'ch dewis, boed yn Saesneg, yn Gymraeg neu'n ddwyieithog cyhyd â'n bod yn ymwybodol o'ch dewis. Cysylltwch â 029 22 330106 / mwakelam@caerdydd.gov.uk i nodi dewis iaith. Os na fyddwn yn derbyn eich dewis iaith, byddwn yn parhau i gyfathrebu â chi yn unol â'r weithdrefn bresennol. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Council welcomes correspondence in English or Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or in Bilingual format as long as we know which you prefer. Please contact 029 22 330106 / mwakelam@caerdydd.gov.uk to register your language choice. If we do not receive your language choice, we will continue to correspond with you in accordance with current procedure. Corresponding in Welsh will not lead to any delay.

From: Molik, Bablin (Cllr) <Bablin.Molik@cardiff.gov.uk>
Sent: 22 March 2021 10:35
To: Wakelam, Matthew <MWakelam@cardiff.gov.uk>; Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>
Cc: Michael, Michael (Cllr) <Michael.Michael@cardiff.gov.uk>
Subject: RE: couple of issues

Thanks Matt.

I did notice as I walked around on Sunday to check the points and they were being cleared.

Will this week be ok? I did notice an email about extra resource to help catch up. These delayed catch up programs must be costing quite a bit too (Sunday pick-ups will be costing etc).
Thanks for auctioning these promptly over the week-end.

Bablin

From: Wakelam, Matthew <MWakelam@cardiff.gov.uk>
Sent: 22 March 2021 07:04
To: Molik, Bablin (Cllr) <Bablin.Molik@cardiff.gov.uk>; Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>
Cc: Michael, Michael (Cllr) <Michael.Michael@cardiff.gov.uk>
Subject: RE: couple of issues

Bablin,

All of the below was cleared. There was nothing out at Hampton Crescent and only a few aspects out on Cyncoed Road and Rhyd-y-Penau so assume this must be late presentation but was cleared.

Thanks

Matt

Matt Wakelam

Cyfarwyddwr Cynorthwyol Strydlun / Assistant Director Street Scene
Cynllunio, Trafnidiaeth a'r Amgylchedd / Planning, Transport and Environment
Cyngor Caerdydd / Cardiff Council
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From: Wakelam, Matthew
Sent: 21 March 2021 10:04
To: Molik, Bablin (Cllr) <Bablin.Molik@cardiff.gov.uk>; Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>
Cc: Michael, Michael (Cllr) <Michael.Michael@cardiff.gov.uk>
Subject: FW: couple of issues

Bablin,

Please see below – the areas missed will be cleared. Please note some items were presented late but we will clear.

Thanks

Matt

Matt Wakelam

Cyfarwyddwr Cynorthwyol Strydlun / Assistant Director Street Scene

Cynllunio, Trafnidiaeth a'r Amgylchedd / Planning, Transport and Environment
Cyngor Caerdydd / Cardiff Council
E-bost/Email: mwakelam@caerdydd.gov.uk / mwakelam@cardiff.gov.uk
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From: [REDACTED]
Sent: 21 March 2021 09:46
To: Wakelam, Matthew <MWakelam@cardiff.gov.uk>
Cc: [REDACTED] <>; [REDACTED] <>
Subject: RE: couple of issues

Hi Matt,

This morning going well.

Brynhill 1, St Edeyrns Rd CF23 6TB – I just made a site visit and this has clearly been missed, the road has been done but yet another communal missed – Crew 3 have roughly an hours work left, once complete I will get this cleared.

Woolaston Avenue – **This is work that has already been scheduled for collection today.**

Hampton crescent – **I will get crew 3 on his also.**

Cyncoed Road and Rhyd-y-Penau – **I drove Cyncoed road and what is out appears to be late? – I will ask Crew 3 to pass through and clear what's out on way to St Ederyns road.**

Carendon retirement home, Cyncoed Ave – **I will get crew 3 to clear today, on way to St Ederyns road.**

Diolch,

■■■■

T/Ffon: ■■■■

E/E Bost ■■■■



From: Wakelam, Matthew <MWakelam@cardiff.gov.uk>

Sent: 21 March 2021 08:54

To: ■■■■ >

Subject: Fwd: couple of issues

■■■■,

Can you review below. How is it going today?

Thanks

Matt

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From: Molik, Bablin (Cllr) <Bablin.Molik@cardiff.gov.uk>

Sent: Saturday, March 20, 2021 10:18:45 PM

To: Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>; Wakelam, Matthew <MWakelam@cardiff.gov.uk>

Cc: Michael, Michael (Cllr) <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

07779975394

Bablin.Molik@cardiff.gov.uk



@BablinMolik

From: Molik, Bablin (Cllr)
Sent: 15 March 2021 13:40
To: Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>; Wakelam, Matthew <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

From: Hopkins, Robert (Cllr) <Robert.Hopkins2@cardiff.gov.uk>
Sent: 12 March 2021 11:29
To: Wakelam, Matthew <MWakelam@cardiff.gov.uk>
Cc: Molik, Bablin (Cllr) <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