

28th February 2019



WasteConcern

Proposal

**Mast Homes
3 Residential Units
R/o 97a Lovedean Lane
Waterlooville
Hampshire
PO8 9RN**



Executive Summary

About Waste Concern

Waste Concern, a new privately owned start up company established in 2005, commenced trading in October 2007. Waste Concern's focus is the residential sector of the waste management industry in direct response to local council initiatives to cut the frequency of refuse collections.

Waste Concern provides a front end service to the individual customer with a national network of sub-contractors for the collection of domestic waste

Waste Concern's head office based in Stanmore, Middlesex currently employs 7 members of staff responsible for sales, customer service, billing and customer relations. Waste Concern currently services residential estates with 2,500 monthly collections.

Added Value

Waste Concern's unique advantage is that our customers are not required to pre-sort their rubbish. All sorting is completed off site at the recycling depot and therefore will not impose any recycling fines which other companies will soon be imposing.

Waste Concern, unlike other waste collection companies, is less exposed to the increase in Land Fill taxes. As a result, those other companies will face increased operating costs whilst Waste Concern with its comparatively higher recycling rate (for every 20 tonnes that another company take to land fill, Waste Concern would take 15 tonnes) can achieve more consistent charges in the long term.

Service Excellence

Waste Concern is aware of your company's commitment to deliver outstanding customer service for its residents. Waste Concern shares the same objective by providing a high level of customer service and account management support. We would achieve this through:

- A dedicated account manager who would have overall control over the smooth running of your account.
- A customer service level agreement.
- Pro-active account management.



Why Waste Concern?

We are currently achieving recycling rates in excess of 25% of all waste collected whilst our rate is 100% where our customers are separating their waste at source. However, our recycling rates do vary from area to area dependant on the policy of each of our sub-contractors.

A pro-active Waste Concern customer service team that will work very closely with the relevant sites and sub-contractors to ensure all potential issues are prevented rather than cured, we will know well in advance of any issues relating to collections and where collections are missed the delay will not exceed 24 hours.

We offer bespoke solutions through site visits, allowing us to identify the exact requirements to implement a comprehensive and cost effective waste collection service including materials covered by the WEEE directive.

Waste Concern's key advantage to customers revolves around the fact that we have no requirement that rubbish be pre-sorted. This means that all rubbish can go in the same bin improving convenience for the residents, saves valuable space and eliminates any recycling fines which are likely to be imposed by other companies.

Contractors

Waste Concern has built key relations with the top waste companies in the UK. Contractors were selected on the following criteria:

- Recycling capabilities – our contractors are committed to environmental protection and recognise the importance of Quality Environmental Standards. They reclaim a variety of recyclable materials to reduce the quantity of waste sent to landfill which in turn leads to cost benefits.
- Geographical coverage – most of the major cities, towns and immediate surroundings.
- Reputation – in some cases our contractors have been in the waste management industry for over 60 years.
- Customer service – reliable & prompt which allows us to exceed our customers' expectations.
- Fleet of vehicles – including six & eight wheeler backloaders, skip lorries, tail lift vans and curtainsiders.



To demonstrate our relationships and therefore ability in offering a national coverage please see the table below:

Contractors	Coverage
Cawley's	Bedfordshire, Buckinghamshire and Hertfordshire
Simply Waste	London, Home Counties and Nationwide
ISL	Birmingham & Greater Birmingham
Chambers	Surrey & Hampshire
Biffa	Most of the UK
Bywaters	Within the M25
EH Lee	Peterborough & Greater Peterborough
Rainbow Waste	Derby, Leicester, Tamworth & South Derbyshire

Summary of benefits to your company

- Helping your managed properties carbon footprint profile
- High recycling rates
- No pre-sorting required
- No threat of recycling fines
- Cost includes bin rental
- Free Waste Transfer Notes
- Improved budgetary forecasts from reduced exposure to the 25% increase in Land Fill Tax
- Dedicated account manager with the highest level of service delivery



Site

The site is located at the rear of 97a Lovedean Lane, Waterlooville PO8 9RN

The site is comprised of 3 Residential Units

Through our experience we believe each unit requires regular weekly collections, our suggestions are as follows:

1 x 240L General Waste Bin per unit.

(We will monitor the usage and will increase the number of bins and/or collections to suit the demands of each unit. No action will be taken without your confirmation).

The bins will be housed within the external Bin Store as detailed on the Drawing Numbers 18.065.200G and 18.065.201C

The operatives will take the bins from the external bin store to the refuse vehicle. The bins will be emptied and returned to the bin store.

The cost for this solution will be per bin per collection and will be agreed prior to commencement of service.

We are able to offer you a service contract from 1 year to 10 years.

The current costs are £13.00 + VAT per bin per lift.

All prices are subject to annual EU Landfill Tax applied to collections from April 1st annually.

The quoted prices will include Waste Transfer notes.

Access for our vehicle and operatives will be via shared driveway currently serving two detached properties (97a and 97b Lovedean Lane).

The vehicle will enter in forward gears to the area adjacent to Plot 1.

The vehicle will use reverse gears to a position parallel to Plot 1.

The operatives will carry out the collection duties accordingly.

The vehicle will exit using forward gears.

Due to access restrictions, we would propose the use of a smaller refuse truck in line with the DAF LF 4 x 2 Chassis with Mini-Olympus 8 + Integrated Lifter.

The definitive collection vehicle will be confirmed after a site audit has been completed prior to completion of the development.



Please refer to our website for full terms and conditions. www.wasteconcern.com

How will Waste Concern deal with these challenges?

1. One Waste Concern bin is all that is required to achieve the clients recycling objectives as the waste we collect is not required to be pre-sorted.
2. WEEE collections across their entire portfolio of properties.
3. Being less dependent on land fill sites, Waste Concern is less exposed to the 25% increase in Land Fill taxes.

Proposal

Waste Concern believes that there is an opportunity to develop a bespoke waste management solution for the properties you manage which will help to ease any similar issues outlined above.

With the uncertainty surrounding other waste collection companies future charges and penalties, waste management costs for the properties you manage could potentially increase year on year. Waste Concern offers an alternative service which not only competes on price and frequency of collections but is also a green service.

All recommendations and services contained in this proposal are subject to a full site survey upon completion of works. Any amendments will be in agreement with the developer.

Waste Concern would propose a 12 month rolling contract which would demonstrate our ability and reliability to:

- Collect the required number of bins the required number of times per week
- Provide a high level of service
- Deliver detailed recycling reports for the properties you manage
- Build a clear understanding of the sites you manage
- Work with the management of the site to ensure all issues are covered and resolved

Waste Concern would utilise one of our trusted contractors for your particular site locations and thus can offer:

- Strong reputation
- High quality service
- High recycling rates
- WEEE Directive collections
- More hands on collections as discussed with the sites manager



Service and support

Account Management

Your dedicated Account Manager, will have total overall responsibility for the smooth running of your company account. Your account manager has the authority to make decisions to help ensure that the development requirements are met

Specialist customer service team

The members of our customer service team have a wealth of experience accumulated from various industries and sectors. They are dedicated to providing the highest level of service and pride themselves on being responsive to customer's requests and being pro-active & innovative when problems arise.

Reporting

Waste concern could provide monthly, quarterly and annual recycling certificates for your records which can also be posted at the sites from which we will be making collections.

We will also be happy to supply our quarterly newsletter covering new developments in the waste management business and money-saving recycling tips for your residents which may also raise funds for charity.

If you are interested in taking up this opportunity or to discuss in further detail please contact us:

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