

Annex D - Email communication analysis

Property type	Overall sentiment	Main concerns raised	Typical questions / requests	Key risks identified
Terraced – no front storage space	Predominantly negative	<ul style="list-style-type: none"> • No storage space for 2 additional bins • Bins left permanently in alleys • Fire risk and arson concerns • Obstruction of escape routes and pavements • Visual clutter 	<ul style="list-style-type: none"> • Can boxes be retained? • Can smaller bins be offered? • Are communal or shared hubs possible? • How will fire risks be managed? 	<ul style="list-style-type: none"> • Fire hazard in alleys • Enforcement challenges • Reduced participation in recycling • Increased street clutter
Terraced – with forecourt or front garden	Mostly negative to mixed	<ul style="list-style-type: none"> • Limited space despite forecourt • Difficulty moving multiple bins • Noise (glass) • Hygiene and contamination 	<ul style="list-style-type: none"> • Option for smaller bins? • Can boxes remain alongside bins? • Help for older residents? 	<ul style="list-style-type: none"> • Obstruction on collection days • Increased contamination • Accessibility issues
Semi-detached houses	Mixed	<ul style="list-style-type: none"> • Bins too large for low recyclers • Storage space still limited for some • Bins blocking driveways/pavements 	<ul style="list-style-type: none"> • Choice of bin size? • Can low-waste households opt out? • What happens if a collection is missed? 	<ul style="list-style-type: none"> • Under-used capacity • Resident dissatisfaction rather than operational failure
Detached houses	Generally neutral to supportive	<ul style="list-style-type: none"> • Capacity vs frequency confusion • Aesthetics of large bins • Missed collections 	<ul style="list-style-type: none"> • Could larger bins be offered for large households? • Why not food waste? 	<ul style="list-style-type: none"> • Lower risk overall • Risk mainly reputational if concerns ignored

Assisted collection households	Cautious to negative	<ul style="list-style-type: none"> • Difficulty manoeuvring bins • Fear of changed collection points • Do not generate enough recycling to justify bins 	<ul style="list-style-type: none"> • Will assisted collections remain unchanged? • Can smaller containers be used? 	<ul style="list-style-type: none"> • Reduced independence • Increased service complaints
Across all property types	Widespread concern	<ul style="list-style-type: none"> • Lack of free-text comment boxes • Perception of a predetermined decision • Confusion over legislation vs council choice • Cost and value for money 	<ul style="list-style-type: none"> • Why no open comments in survey? • What evidence supports bins over boxes? • Can education be prioritised over container changes? 	<ul style="list-style-type: none"> • Loss of trust in consultation • Reduced public buy-in

Table 11 – Analysis of email communication by household type.