

# REFERENCE QUESTIONNAIRE WASTE CONTRACT



*...Making the Difference...*

Name of Contractor -

Name of Referee Authority -

Services provided -

Please comment on the performance of the Contractor in the execution of the contract works by ticking the appropriate boxes.

<b>Aspect of Contract</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Acceptable</b>	<b>Good</b>	<b>Excellent</b>
1. Adherence to Specification					
2. Adequacy of labour					
3. Adequacy of vehicles/equipment					
4. Adequacy of supervision					
5. Calibre of employees					
6. Calibre of management					
7. Co-operation with Client					
8. Organisation of work					
9. Level of complaints					
10. Response to complaints/defaults					
11. Health and Safety					
a) General attitude					
b) Accident record					
c) Operator training					
d) Use of personal protective equipment					
12. Accuracy of invoicing					

## **Contract Specific Performance – Refuse Collection and Recycling**

How effectively does the contractor deal with the following?

	<b>Very Poor</b>	<b>Poor</b>	<b>Acceptable</b>	<b>Good</b>	<b>Excellent</b>
13. Delays caused by parked vehicle obstructions					
14. Delays caused by own vehicle breakdowns					
15. Split refuse and recyclables					
16. Return of bins and recycling containers to collection point (wheeled bin system only)					
17. Back door collection for exempted properties (curtilage collection system only)					
18. Remedial collections following "misses"					
19. Compliance with designated collection day					
20. Damage to customers bins & containers					
21. Encouragement/promotion of Recycling					
22. Innovation in service delivery					

## **Contract Specific Performance – Environmental Cleaning**

How effectively does the Contractor deal with the following?

	<b>Very Poor</b>	<b>Poor</b>	<b>Acceptable</b>	<b>Good</b>	<b>Excellent</b>
23. Cleaning around parked vehicles					
24. Removal of chewing gum from footways					
25. Removal of drug related litter, including sharps					
26. Allocating sufficient resources for programmed cleans					
27. Allocating sufficient resources for seasonal work					
28. Recycling of materials left around recycling bins at “bring” sites					
29. Autumn leaf fall					
30. Difficult fly-tips (e.g. builders’ rubble)					

## **Overall Performance**

	<b>Often</b>	<b>Seldom</b>	<b>Never</b>
31. How often have you had to issue defaults?			
	<b>Yes</b>	<b>No</b>	
32. Would you re-engage this company?			

If not, please summarise your reasons below.

**Any additional comments which you think may be relevant**