

Press Releases - County Manager's lack of Customer Charter - 04/08/00

Costello will vote against charge this year unless Charter is introduced

Dear Mr. Brady,

I am writing in connection with the Council's service charge.

At the time of last year's estimates the Council gave a commitment to introduce a Customer Charter in conjunction with the charges.

This charter would give the public some rights in conjunction with the new £150 charge.



June 2000 Woodbrook Glen, Bray

Recently I went to visit Woodbrook Glen in north Bray where our Council are responsible for bin collections. The bins had not been collected in three weeks (see above). This is unacceptable when we are asking residents to pay £150 for this service. The residents contacted the Council and did not receive an adequate explanation for the above. Please find the residents formal complaint (signed by 46 of the residents) attached.

At the time of the estimates I wrote to you informing you that I could not vote for this year's estimates unless the rights of residents to a proper complaints procedure and a certain level of service were acknowledged through a Customer Charter. While it may be argued that labour disputes prevent you giving a commitment to a high level of service there is no reason why you have not implemented the other leg of the Charter, a proper complaints procedure for residents (the outline of which I drew up

for last year's estimates meeting and I now enclose again for your information).

At the May Council meeting you said that the Council was setting up a group to look at a customer charter across the whole spectrum of Council services. This is an

unacceptable prevarication! The Customer Charter for the refuse Collection service was specifically identified at the estimates and commitments were given to introduce it. We all know that a group you may establish to review the whole Council will not put charters in place before this year's estimates.

As I feel that my first duty as a Councillor is to the people I represent I am writing to inform you that I will not be voting in favour of this year's estimates, as you have not introduced any element of the customer charter you promised for the refuse collection service. I will also be actively encouraging my fellow Councillors to vote against the estimates unless this Charter is introduced before the estimates vote.

Yours Sincerely,