

## Landlord Questionnaire

### 1. Responses to the questionnaire

26 responses were received to the questionnaire.

#### 1.1. Question 1: How do you ensure that your tenants make full use of the Gwynedd Waste and Recycling Service?

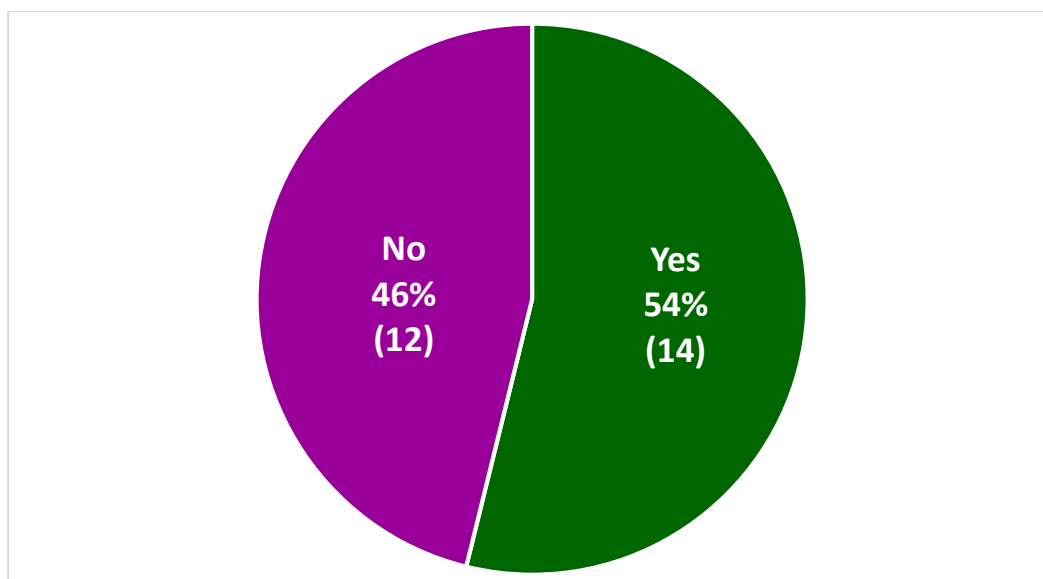
Various responses were received to this question. The answers have been sorted into specific themes below.

26 individuals chose to answer the question (with some comments falling into more than one theme).

	Nifer
Provide the correct bins / waste calendars	11
Meet face to face / give out a welcome pack when they move in	4
This is not the landlords responsibility	3
Tenant has been living in the house for years	3
Encourage recycling / make sure they are aware	3
Remind them through house Facebook Group	1
Housing company responsible for renting	1
Comment not relevant	3
<b>Total</b>	<b>29</b>

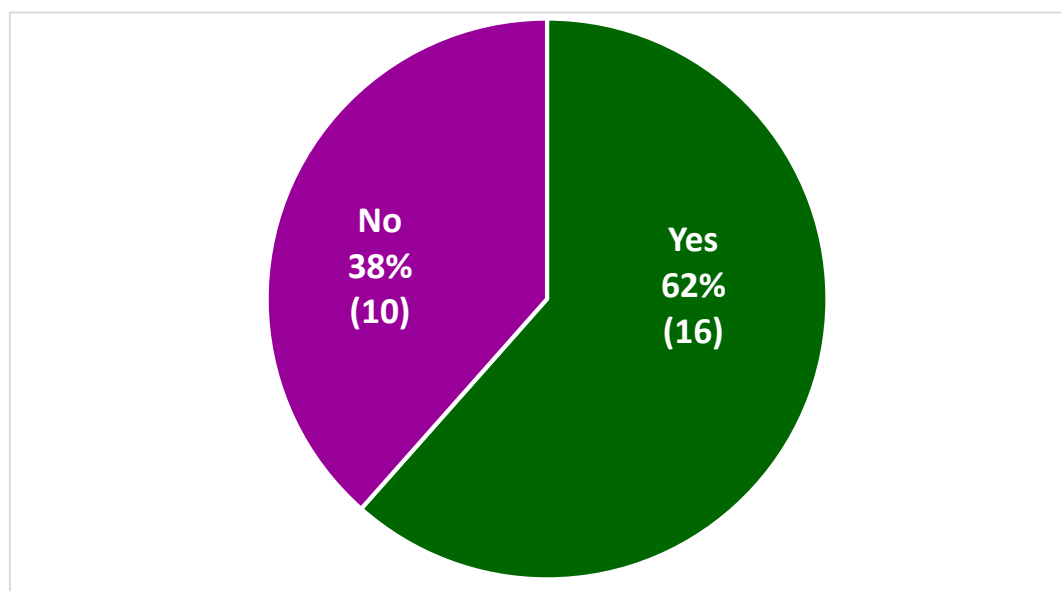
#### 1.2. Question 2: Are you aware that penalties can be imposed for not recycling correctly?

Although the result was close, the majority of the respondents (N=14, 54%) were aware that penalties can be imposed for not recycling correctly.



**1.3. Question 3: Do you give clear instructions to your tenants on the rules for recycling and how important it is the stick to them?**

The majority of the respondents (N=16) noted that they do give clear instructions to their tenants.



Those who answered 'Yes' (N=16) were asked to explain their answer. The answers have been sorted into specific themes below (with some comments falling into more than one theme).

	<b>Nifer</b>
Verbal instruction	9
Written information / leaflet or Gwynedd Council waste calendar	6
Reminder on the house Facebook page	1
Tenant Agreement	1
The council should provide information leaflets	1
<b>Total</b>	<b>18</b>

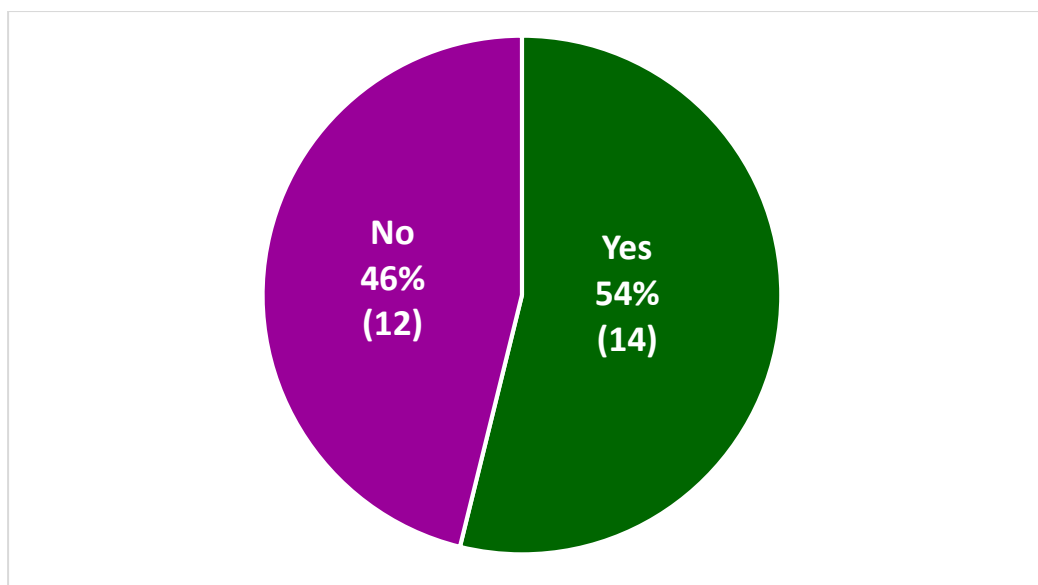
**1.4. Question 4: Where do your tenants store their bins/recycling trolley on days where they are not collected, and does your property have a specific area for keeping bins/trolley?**

Various responses were received to this question. The answers have been sorted into specific themes below (with some comments falling into more than one theme).

	<b>Nifer</b>
Back of the house / back garden	10
Front of the house / front garden	6
Shed / garage / specific place where bins are kept	6
Kitchen / inside the flat	2
There have been problems regarding where bins are kept	1
Comment not relevant	3
<b>Total</b>	<b>28</b>

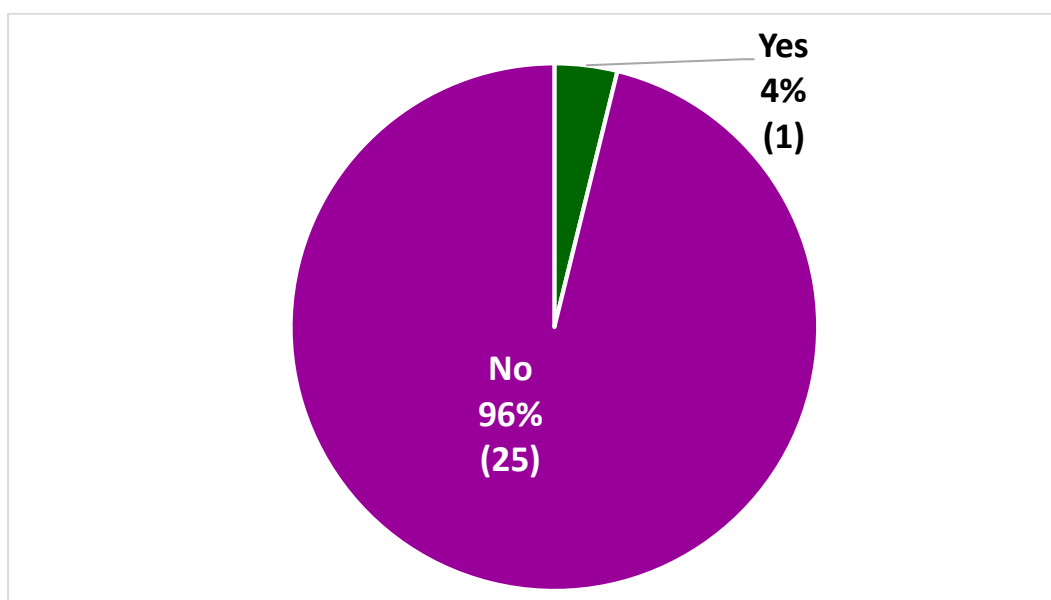
**1.5. Question 5: Are you aware fines can be imposed for leaving bins/trolleys out on the pavement other than on collection day?**

Although the result was close, the majority of the respondents (N=14, 54%) were aware penalties can be imposed for leaving bins/trolleys out on the pavement other than on collection day.



**1.6. Question 6: Do your tenants contact you regarding the waste and recycling service?**

The majority of the respondents (N=25) noted that their tenants do not contact them regarding waste and recycling service.

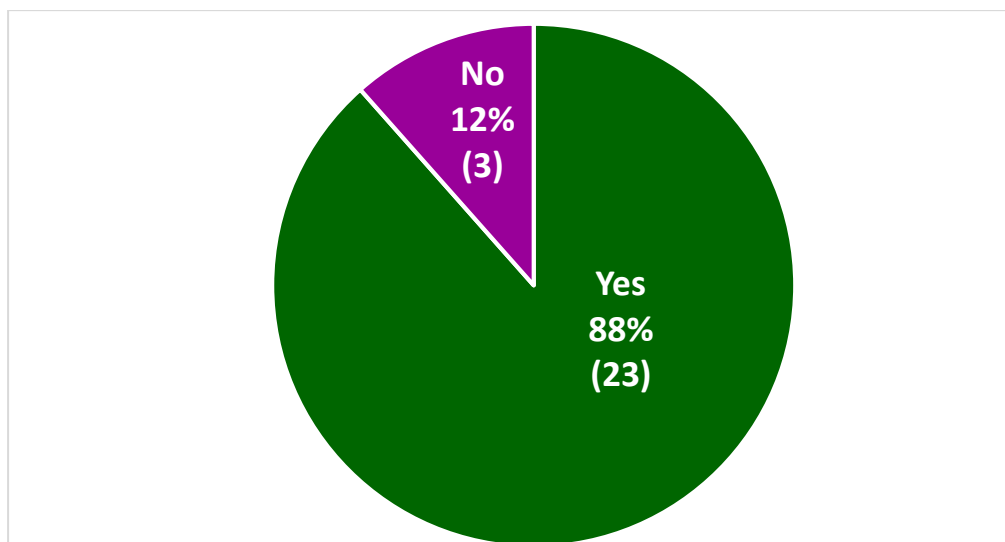


The respondent who answered 'Yes' was asked what type of queries they had received. This was what was said:

"Why do the council only collect household waste only once every three weeks? At which point I tell them that if they recycle everything once every three weeks is adequate"

**1.7. Question 7: As a landlord, are you aware that Gwynedd Council offers a bulky waste collection Service where for a small fee, we will collect large items such as a sofa, freezer?**

The majority of respondents (N=23) were aware that Gwynedd Council offers a bulky waste collection Service.



**1.8. Question 8: Do you have any recommended improvements for the domestic recycling and waste collection services? Please note your comments below.**

14 respondents chose to answer this question.

Their answers have been sorted into specific themes below (with some comments falling into more than one theme).

	Nifer
Staff not emptying the bins / damaging the bins / leaving rubbish and mess after the collections	5
Problems with the bins – standard, need clear labels and quality of the food bin bags.	3
Need a better arrangement regarding recycling plastics	2
Better instructions / leaflets	1
Punish people / implement 'bin checks'	1
Happy with the Service	1

Need a windy day Policy	1
Opening hours of the recycling centres not suitable (10am - 4pm)	1
Problem because the bins are far away from the house (farm)	1
<b>Total</b>	<b>16</b>

**1.9. Question 9: Do you have any further comments to make regarding the waste and recycling service? Please note your comments below.**

10 respondents chose to answer this question.

Their answers have been sorted into specific themes below (with some comments falling into more than one theme).

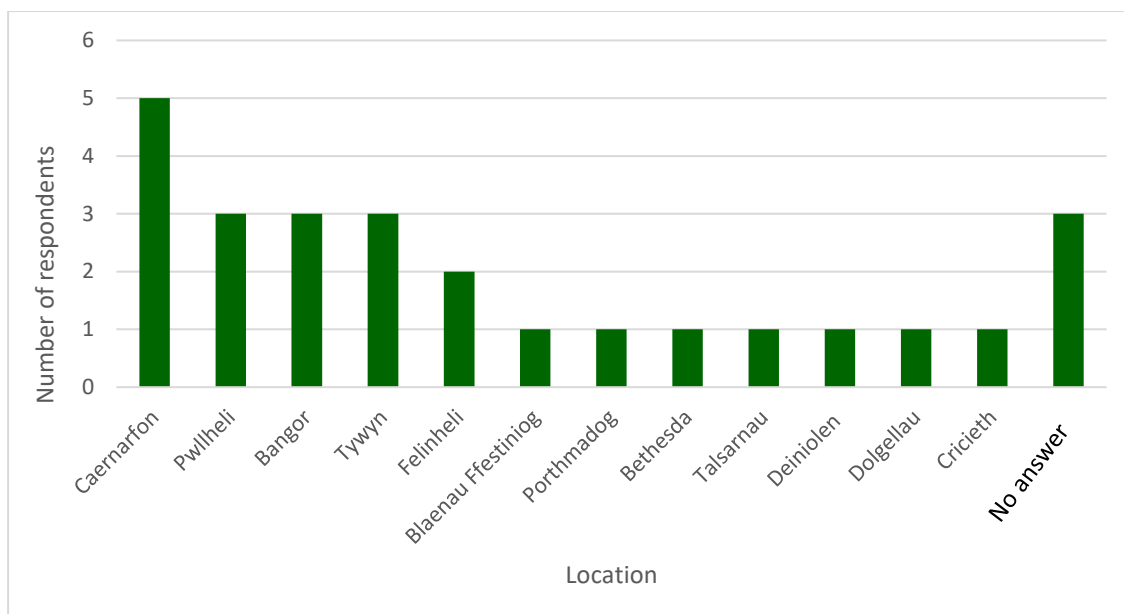
	<b>Nifer</b>
Staff leaving rubbish and mess after the collections	3
It's the tenants responsibility to recycle – not the landlord	3
Good service at Pwllheli recycling centre	2
Disagrees with the Garden waste fee	2
Recycling should be collected less often	1
It's hard to recycle and there's no help from the council	1
<b>Total</b>	<b>12</b>

**2. Location and number of properties owned by the respondent**

**2.1 Location**

A higher number of respondents (N=5) were landlords on properties in the Caernarfon area.

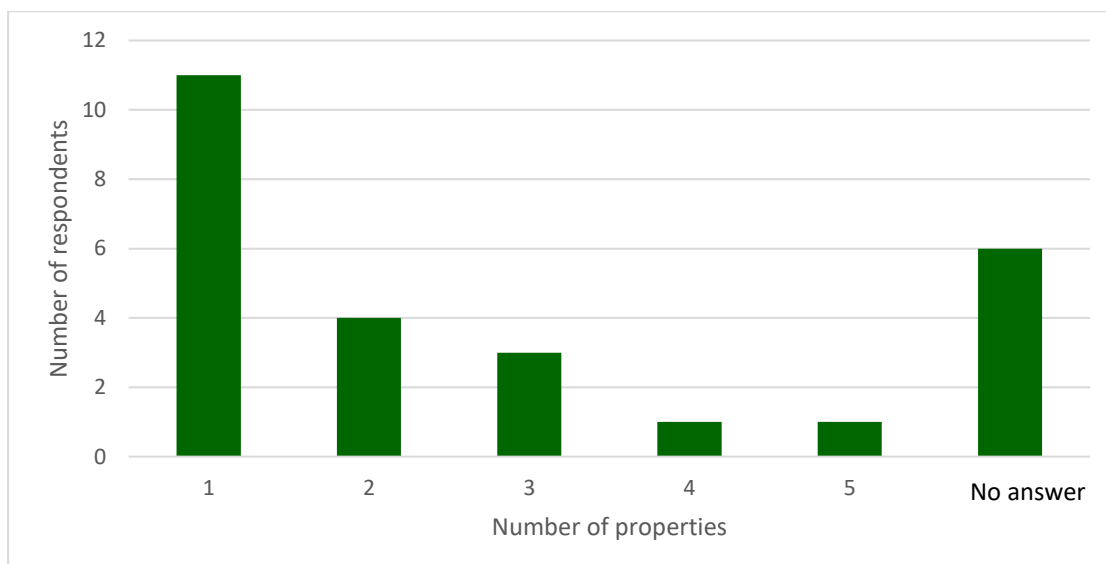
The sample was too small to compare fully but overall there was no significant difference between responses to the questionnaire from different areas.



## 2.2 Number of properties

The answers ranged between 1 and 5 properties. The majority (N=11) noted that they were landlords on 1 property only.

The sample was too small to compare fully but overall there was no significant difference between responses to the questionnaire from different areas.



## The Questionnaire

Gwynedd Council want to encourage more of the people of the County to make full use of the recycling and composting service for three main reasons:

- Mainly, to reduce the negative impact on our environment.
- To reduce costs for the Council as recycling and composting is cheaper than sending refuse to landfill sites.
- To avoid substantial fines and costs from the Government for sending refuse to landfill sites and for failing to meet their national recycling and composting targets

Welsh councils must currently recycle or compost 58% of all refuse collected from our homes. The next target is that 64% of refuse collected must be recycled or composted by 2020.

Gwynedd Council must now encourage many more residents to recycle and compost our waste; otherwise, Gwynedd Council could start facing substantial financial penalties.

Please answer the questions below **as a landlord** with properties in Gwynedd.

1) How do you ensure that your tenants make full use of the Gwynedd Waste and Recycling Service?

2) Are you aware that fines can be imposed for not recycling correctly?

Yes / No

3) Do you give clear instructions to your tenants on the rules for recycling and how important it is the stick to them?

Yes / No

If Yes, how do you do this?

4) Where do your tenants store their bins/recycling trolley on days where they are not collected, and does your property have a specific area for keeping bins/trolley?

5) Are you aware fines can be imposed for leaving bins/trolleys out on the pavement other than on collection day?

Yes / No



6) Do your tenants contact you regarding the waste and recycling service? If so, what kind of queries do they have?"

7) As a landlord, are you aware that Gwynedd Council offers a bulky waste collection Service where for a reasonable fee, we will collect large items such as a sofa, freezer.

Yes / No

8) Do you have any recommended improvements for the domestic recycling and waste collection services? Please note your comments below.

9) Do you have any further comments to make regarding the waste and recycling service? Please note your comments below.

10) Please note the location(s) of your properties, e.g Bangor, Tywyn and the number of properties which you rent out.