
From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 11:47

To: Community Engagement <CommunityEngagement@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

Hi [REDACTED]

Unless [REDACTED] suggested she should sign it off, I suggest you should go ahead - I can see you have used the feedback she supplied.

Was there something else that concerned you ?

[REDACTED] (she/her) | [REDACTED] | Strategic Communications
and Engagement
Telephone [REDACTED]

From: Community Engagement <CommunityEngagement@brighton-hove.gov.uk>

Sent: 07 October 2025 11:10

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: Auckland drive

What are your thoughts on below?

Kind regards

[REDACTED] | [REDACTED] | Communication &
Engagement | [Brighton & Hove City Council](#)

2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JE

Phone: [REDACTED]

#Mypronounsare: he/him/his

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Check out [Your Voice](#) to Have Your Say!

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 10:56

To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>

Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

Hi Team

I see that [REDACTED] is on leave and has given your generic email as a contact. Is this something you can approve or would you prefer I wait until [REDACTED] is back?

Kind regards

[REDACTED]

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED]
Sent: 07 October 2025 10:35
To: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Cc: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Subject: RE: Auckland drive

Hi [REDACTED] and [REDACTED]

I have looked at [REDACTED] feedback to the letters I did for the residents in Auckland Drive and gone with the second version she came up with, feeling it more appropriate (email below).

██████ is on leave until 15th October, do you want me to wait until she has returned and for her to sign this off or can one of you do that for me?

Thanks

114

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 02 October 2025 08:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland drive

Hi [REDACTED]

I hope you've had a good break by the time you read this.

We've had some feedback on the documents from our community engagement team who work closely with those living on council housing estates.

Please see below, and are you able to update the documents to incorporate their feedback?

Thanks.

Kind regards,

Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
brighton-hove.gov.uk

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will understand and get things done

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 26 September 2025 15:46

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

On the options one I'd go with something more like this with the pictures

New Bin Plan – Auckland Drive

We're planning to change how rubbish and recycling is collected on Auckland Drive. Instead of each home having its own bins, we'll have shared bins in two spots on the street.

Who's included?

About 92 homes on both sides of Auckland Drive.

Where will the bins go?

- Spot 1: Near houses [REDACTED] & [REDACTED]
- Spot 2: Near houses [REDACTED] & [REDACTED]

The bins will go in parking spaces — each spot will use about 1½ spaces.

What bins will be there?

- Rubbish: 2 big bins (emptied every day)
 - Recycling: 2 big bins (emptied daily or a few times a week)
 - Glass: 1 or 2 small bins (emptied a few times a week)
 - Food waste: 1 small bin (starting March 2026, emptied weekly)
- All bins will be locked and easy to use.
-

Why are we doing this?

- It's safer and easier for the bin crews
- Less noise and fewer injuries
- We can change the number of bins if needed
-

Things to think about

- A few parking spaces will be used for bins
- People living near the bins might notice more noise or rubbish
- We'll keep an eye out for fly-tipping and clean up if needed

What happens next?

You'll get a letter soon with more info and how to share your thoughts. It'll also explain how to use the new bins properly.

And for the letter maybe a warmer tone with less council speak something more like this

Changes to Bin Collections on Auckland Drive

Dear Resident,

We're always looking for ways to make things easier and better for our residents. After listening to your feedback and looking at how bins are currently collected on Auckland Drive, we're suggesting a new way of doing things that we hope will work better for everyone.

Instead of each home having its own bins, we're proposing shared bins in two spots on the street. This would help make collections safer, quicker, and more reliable.

Here's what we're planning:

- Two shared bin areas:
 - Near houses [REDACTED]
 - Near houses [REDACTED]
- Each area would have:
 - 2 large bins for rubbish (emptied daily)
 - 2 large bins for recycling (emptied daily)
 - 1 or 2 small bins for glass (emptied every two weeks)
 - 1 small bin for food waste (starting March 2026, emptied weekly)
- To fit the bins, just over one parking space would be used at each location.

This change would affect homes on both sides of Auckland Drive, from:

- Numbers 52 to 148
- Numbers 42 to 131

If you currently receive help with your bin collections, this will continue as usual.

If the plan goes ahead, we'll install the new bins during the week starting [insert date]. Your current bins would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the time to read this.

Warm regards,

[REDACTED] | Community Engagement Team |
Strategic Communications and Engagement |

Tel. [REDACTED]
[#MyPronounsAre:](#) she/her/hers

Our Values : **Respect** **Collaboration** **Efficiency** **Openness** **Creativity** **Customer Focus**

To find out more, follow us on [Instagram](#) and [Facebook](#)

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 22 September 2025 15:35

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: auckland drive

Hi both,

I'm reaching out following a previous offer for reviewing information going out to council housing residents to ensure it is reader friendly.

We have a couple of documents to send out to residents in Auckland Drive in Beavendean as part of some changes we're making to their waste collections and wondering whether you or one of the team can review to provide some feedback on any changes we need to make please?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
[brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will

[REDACTED]

From: [REDACTED]
Sent: 21 October 2025 09:51
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive
Attachments: Auckland Drive - Ward Councillors 9.10.25.docx; Letter to residents V6 8.10.25 Approved & Final.docx

Hi [REDACTED]

Are you able to update the ward councillor document to reflect what's happening with the food waste service in this area please?

Once that's done, we'll be in a position to get these out and start retrieving the outdoor caddies.

Thank you.

Kind regards,
[REDACTED]

[REDACTED] | [REDACTED] | Environmental Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]

brighton-hove.gov.uk

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will understand and get things done

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 21 October 2025 09:38
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

fyi

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 21 October 2025 09:30
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Letter for residents attached and the brief for cllrs. [REDACTED] is making an amendment to the letter to incorporate the error of delivering the food waste bins and said he will circulate that later. Nothing has been added to the my ward cllr brief attached about it though as again, I think [REDACTED] is putting something together for that too.

Kind regards

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Apologies - crossed wires – are you able to send them to me and I will end out now.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]
The letter has been approved by you and [REDACTED] and my understanding was that you will be letting cllrs know.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 16:40
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi
I thought [REDACTED] was approving the letter and then it was being sent out?

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 12:27
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

Please can you confirm that the ward councillors have been informed as I would like to send the residents letters out on Monday at the latest and install the new communal bins on the 19th November.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 09 October 2025 15:32
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Are the attached of use for the ward councillors? I was trying to cover off any questions they may have but may not be a case of 'less is more' in this instance.

Please let me know if there is anything further you would like me to on this one.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 13:38
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

If you can draft something for me that includes the H&S reasons, I am happy to then email the councillors.

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 12:00
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Great and can I confirm we were ok with the dates in the timeline so I can add them into the letter. Will it be you letting ward councillors know?

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 11: [REDACTED]
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Re: Residents' letter // FW: Auckland drive

Approved

Thank you

Services
Brighton & Hove City Council
mobile
Brighton-hove.gov.uk

Hi [REDACTED]

11

Helpful to see – I think the following need some attention – its not new its communal and perhaps say widely used across the city.

Two shared bin areas:

- Near houses [REDACTED] can we find another way to describe these locations – if I was at [REDACTED] and told it was coming near my house I would worry
- Near houses [REDACTED] ditto

- 2 large bins for rubbish (several times a week)
- 2 large bins for recycling (several times a week)
- 1 or 2 small bins for glass (emptied every two weeks)
- 1 food waste bin (starting March 2026, emptied regularly and at least weekly)

114

131

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Residents' letter // FW: Auckland drive

Good evening

Please see the Auckland drive timetable. Just a refresher that this is an H&S issue in terms of the steep hills that our operatives have to climb, descend and climb and descend.

- Letters need posting on Post letters Monday, 27th and Tuesday, 28th October
- Councillors – [REDACTED] and the ward councillors have not been communicated with. @ [REDACTED]
How would you like this managed, please?

Thank you, [REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 16: [REDACTED]
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi

I have reattached the spreadsheet and check / amended the dates below.

Apologies / too many spreadsheets open!

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 15:32
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Sorry. Please can you update with the October dates? I want to share with [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- **Post letters Monday 27th and Tuesday 28th October**
- Allow just over two weeks for feedback & responses Wednesday 29th October to Friday 14th November
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

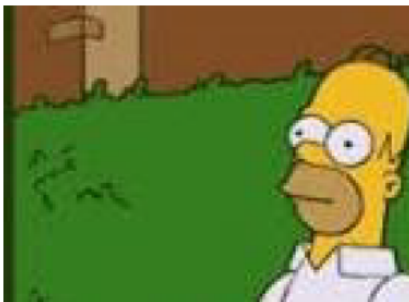
If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:40
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Doh

By Friday 17th October – end of next week



From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:37
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Just checking 20 Nov

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:36
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- Post letters Monday 20th Nov.
- Allow just over two weeks for feedback & responses
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

Thanks

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:09
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Thank you, [REDACTED]
Loads of excellent questions

Happy for you to speak to [REDACTED] directly

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it? – Will let [REDACTED] decide.
- Do you know who the contact for printing posting is? Sorry No – [REDACTED] may know?
- Have you got a cost code please? [REDACTED]
- Who should sign the letter? Will let [REDACTED] decide
- I need to put some dates of when we want a response by – is two weeks from the letter date ok? Do we have longer?

I will email [REDACTED] now. What timescales do we have, please?

Thank you
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:02
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Seems like comms are happy so if you are I'll arrange print and post.

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it?
- Do you know who the contact for printing posting is?
- Have you got a cost code please?
- Who should sign the letter?

- I need to put some dates of when we want a response by – is two weeks from the letter date ok?
- I need a date for when the bins will be installed and their bins removed which will need to come from [REDACTED] team – is that something you can speak to him about or shall I?

I have copied [REDACTED] in as we will be providing the ES email as a point of contact and suggest any emails are then forwarded to me by CC team to pick through.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 11:47

To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

Hi [REDACTED]

Unless [REDACTED] suggested she should sign it off, I suggest you should go ahead - I can see you have used the feedback she supplied.

Was there something else that concerned you ?

[REDACTED] (she/her) | [REDACTED] | Strategic Communications
and Engagement
Telephone [REDACTED]

From: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>

Sent: 07 October 2025 11:10

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: Auckland drive

What are your thoughts on below?

Kind regards

[REDACTED] | [REDACTED] | Communication &
Engagement | [Brighton & Hove City Council](#)
2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JE
Phone: [REDACTED]

#Mypronounsare: [he/him/his](#)

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Check out [Your Voice](#) to Have Your Say!

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From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 10:56

To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>
Cc: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Subject: RE: Auckland drive

Hi Team

I see that [REDACTED] is on leave and has given your generic email as a contact. Is this something you can approve or would you prefer I wait until [REDACTED] is back?

Kind regards

[REDACTED]

[REDACTED] | Project Development Officer | Environmental Services | [Brighton & Hove City Council](#) The Hub, Hollingdean Depot, Upper Hollingdean Road, Brighton BN1 7GA

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From: [REDACTED]
Sent: 07 October 2025 10:35
To: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Cc: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Subject: RE: Auckland drive

Hi [REDACTED] and [REDACTED]

I have looked at [REDACTED] feedback to the letters I did for the residents in Auckland Drive and gone with the second version she came up with, feeling it more appropriate (email below).

[REDACTED] is on leave until 15th October, do you want me to wait until she has returned and for her to sign this off or can one of you do that for me?

Thanks

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Sent: 02 October 2025 08:24
To: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Cc: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Subject: FW: Auckland drive

Hi [REDACTED]

I hope you've had a good break by the time you read this.

We've had some feedback on the documents from our community engagement team who work closely with those living on council housing estates.

Please see below, and are you able to update the documents to incorporate their feedback?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
[brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will understand and get things done

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 26 September 2025 15:46

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

On the options one I'd go with something more like this with the pictures

New Bin Plan – Auckland Drive

We're planning to change how rubbish and recycling is collected on Auckland Drive. Instead of each home having its own bins, we'll have shared bins in two spots on the street.

Who's included?

About 92 homes on both sides of Auckland Drive.

Where will the bins go?

- Spot 1: Near houses [REDACTED] & [REDACTED]
- Spot 2: Near houses [REDACTED] & [REDACTED]

The bins will go in parking spaces — each spot will use about 1½ spaces.

What bins will be there?

- Rubbish: 2 big bins (emptied every day)
 - Recycling: 2 big bins (emptied daily or a few times a week)
 - Glass: 1 or 2 small bins (emptied a few times a week)
 - Food waste: 1 small bin (starting March 2026, emptied weekly)
- All bins will be locked and easy to use.
-

Why are we doing this?

- It's safer and easier for the bin crews
- Less noise and fewer injuries

- We can change the number of bins if needed

-

⚠ Things to think about

- A few parking spaces will be used for bins
- People living near the bins might notice more noise or rubbish
- We'll keep an eye out for fly-tipping and clean up if needed

👉 What happens next?

You'll get a letter soon with more info and how to share your thoughts.
It'll also explain how to use the new bins properly.

And for the letter maybe a warmer tone with less council speak something more like this

Changes to Bin Collections on Auckland Drive

Dear Resident,

We're always looking for ways to make things easier and better for our residents. After listening to your feedback and looking at how bins are currently collected on Auckland Drive, we're suggesting a new way of doing things that we hope will work better for everyone.

Instead of each home having its own bins, we're proposing shared bins in two spots on the street. This would help make collections safer, quicker, and more reliable.

Here's what we're planning:

- Two shared bin areas:
 - Near houses [REDACTED]
 - Near houses [REDACTED]
- Each area would have:
 - 2 large bins for rubbish (emptied daily)
 - 2 large bins for recycling (emptied daily)
 - 1 or 2 small bins for glass (emptied every two weeks)
 - 1 small bin for food waste (starting March 2026, emptied weekly)
- To fit the bins, just over one parking space would be used at each location.

This change would affect homes on both sides of Auckland Drive, from:

- Numbers 52 to 148
- Numbers 42 to 131

If you currently receive help with your bin collections, this will continue as usual.

If the plan goes ahead, we'll install the new bins during the week starting [insert date]. Your current bins would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the time to read this.
Warm regards,

[REDACTED] | Community Engagement Team |
Strategic Communications and Engagement |

Tel. [REDACTED]

#MyPronounsAre: she/her/hers

Our Values : **Respect Collaboration Efficiency Openness Creativity Customer Focus**

To find out more, follow us on [Instagram](#) and [Facebook](#)

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 22 September 2025 15:35

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: auckland drive

Hi both,

I'm reaching out following a previous offer for reviewing information going out to council housing residents to ensure it is reader friendly.

We have a couple of documents to send out to residents in Auckland Driver in Beavendean as part of some changes we're making to their waste collections and wondering whether you or one of the team can review to provide some feedback on any changes we need to make please?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will

[REDACTED]

From: [REDACTED]
Sent: 21 October 2025 09:48
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Thank you [REDACTED]
Please add the slide to the letter
I think the summary is helpful

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 21 October 2025 09:31
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

.....I also did a cllr slide, attached.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Apologies - crossed wires – are you able to send them to me and I will end out now.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]
The letter has been approved by you and [REDACTED] and my understanding was that you will be letting cllrs know.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 16:40

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi

I thought [REDACTED] was approving the letter and then it was being sent out?

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 20 October 2025 12:27

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>

Subject: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

Please can you confirm that the ward councillors have been informed as I would like to send the residents letters out on Monday at the latest and install the new communal bins on the 19th November.

Thanks

[REDACTED]

From: [REDACTED]

Sent: 09 October 2025 15:32

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Are the attached of use for the ward councillors? I was trying to cover off any questions they may have but may not be a case of 'less is more' in this instance.

Please let me know if there is anything further you would like me to on this one.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 08 October 2025 13:38

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Residents' letter // FW: Auckland drive

If you can draft something for me that includes the H&S reasons, I am happy to then email the councillors.

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 12:00
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Great and can I confirm we were ok with the dates in the timeline so I can add them into the letter. Will it be you letting ward councillors know?

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 11: [REDACTED]
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Re: Residents' letter // FW: Auckland drive

Approved

Thank you

Best regards

[REDACTED] | [REDACTED] | Environmental
Services
Brighton & Hove City Council
[REDACTED] mobile
[REDACTED]@Brighton-hove.gov.uk

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: Wednesday, October 8, 2025 9: [REDACTED] 24 AM
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Amended letter attached for approval.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 19:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Helpful to see – I think the following need some attention – its not new its communal and perhaps say widely used across the city.

Here's what we're planning:
Two shared bin areas:

- Near houses [REDACTED] can we find another way to describe these locations – if I was at [REDACTED] and told it was coming near my house I would worry
- Near houses [REDACTED] ditto

Each area would have:

- 2 large bins for rubbish (several times a week)
- 2 large bins for recycling (several times a week)
- 1 or 2 small bins for glass (emptied every two weeks)
- 1 food waste bin (starting March 2026, emptied regularly and at least weekly)

Can we please amend the letter and send to the ward councilor's mentioning the safety review and why the proposed change is needed. We should also mention in the letter and to Councilors this is being done in full consultation with Estates Colleagues and copy [REDACTED] in.

Thanks for your work on this both

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 17:17
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Residents' letter // FW: Auckland drive

Good evening

Please see the Auckland drive timetable. Just a refresher that this is an H&S issue in terms of the steep hills that our operatives have to climb, descend and climb and descend.

- Letters need posting on Post letters Monday, 27th and Tuesday, 28th October
- Councillors – [REDACTED] and the ward councillors have not been communicated with. @ [REDACTED] [REDACTED]
 How would you like this managed, please?

Thank you, [REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 16:
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi

I have reattached the spreadsheet and check / amended the dates below.

Apologies / too many spreadsheets open!

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 15:32
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Sorry. Please can you update with the October dates? I want to share with [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- **Post letters Monday 27th and Tuesday 28th October**
- Allow just over two weeks for feedback & responses Wednesday 29th October to Friday 14th November
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

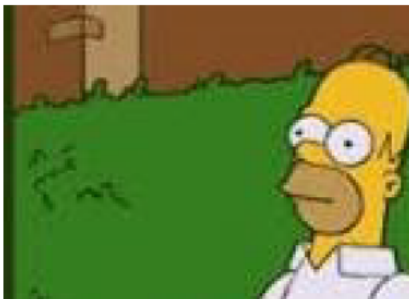
If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:40
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Doh

By Friday 17th October – end of next week



From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:37
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Just checking 20 Nov

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 14:36

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]

<[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- Post letters Monday 20th Nov.
- Allow just over two weeks for feedback & responses
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

Thanks

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 12:09

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Residents' letter // FW: Auckland drive

Thank you, [REDACTED]

Loads of excellent questions

Happy for you to speak to [REDACTED] directly

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it? – Will let [REDACTED] decide.
- Do you know who the contact for printing posting is? Sorry No – [REDACTED] may know?
- Have you got a cost code please? [REDACTED]
- Who should sign the letter? Will let [REDACTED] decide
- I need to put some dates of when we want a response by – is two weeks from the letter date ok? Do we have longer?

I will email [REDACTED] now. What timescales do we have, please?

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:02
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Seems like comms are happy so if you are I'll arrange print and post.

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it?
- Do you know who the contact for printing posting is?
- Have you got a cost code please?
- Who should sign the letter?
- I need to put some dates of when we want a response by – is two weeks from the letter date ok?
- I need a date for when the bins will be installed and their bins removed which will need to come from [REDACTED] team – is that something you can speak to him about or shall I?

I have copied [REDACTED] in as we will be providing the ES email as a point of contact and suggest any emails are then forwarded to me by CC team to pick through.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 11:47
To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

Hi [REDACTED]

Unless [REDACTED] suggested she should sign it off, I suggest you should go ahead - I can see you have used the feedback she supplied.

Was there something else that concerned you ?

[REDACTED] (she/her) | [REDACTED] | Strategic Communications and Engagement
Telephone [REDACTED]

From: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>
Sent: 07 October 2025 11:10

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: Auckland drive

What are your thoughts on below?

Kind regards

[REDACTED] | [REDACTED] | Communication & Engagement | [Brighton & Hove City Council](#)
2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JE
Phone: [REDACTED]

#Mypronounsare: he/him/his

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Check out [Your Voice](#) to Have Your Say!

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 10:56

To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>

Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

Hi Team

I see that [REDACTED] is on leave and has given your generic email as a contact. Is this something you can approve or would you prefer I wait until [REDACTED] is back?

Kind regards

[REDACTED]

[REDACTED] | Project Development Officer | Environmental Services | [Brighton & Hove City Council](#) The Hub, Hollingdean Depot, Upper Hollingdean Road, Brighton BN1 7GA

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED]

Sent: 07 October 2025 10:35

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

Hi [REDACTED] and [REDACTED]

I have looked at [REDACTED] feedback to the letters I did for the residents in Auckland Drive and gone with the second version she came up with, feeling it more appropriate (email below).

[REDACTED] is on leave until 15th October, do you want me to wait until she has returned and for her to sign this off or can one of you do that for me?

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 02 October 2025 08:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland drive

Hi [REDACTED]

I hope you've had a good break by the time you read this.

We've had some feedback on the documents from our community engagement team who work closely with those living on council housing estates.

Please see below, and are you able to update the documents to incorporate their feedback?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will understand and get things done

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 26 September 2025 15:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

On the options one I'd go with something more like this with the pictures

New Bin Plan – Auckland Drive

We're planning to change how rubbish and recycling is collected on Auckland Drive. Instead of each home having its own bins, we'll have shared bins in two spots on the street.

• Who's included?

About 92 homes on both sides of Auckland Drive.

 Where will the bins go?

- Spot 1: Near houses [redacted] & [redacted]
- Spot 2: Near houses [redacted] & [redacted]

The bins will go in parking spaces — each spot will use about 1½ spaces.

 What bins will be there?

- Rubbish: 2 big bins (emptied every day)
 - Recycling: 2 big bins (emptied daily or a few times a week)
 - Glass: 1 or 2 small bins (emptied a few times a week)
 - Food waste: 1 small bin (starting March 2026, emptied weekly)
- All bins will be locked and easy to use.

•

 Why are we doing this?

- It's safer and easier for the bin crews
 - Less noise and fewer injuries
 - We can change the number of bins if needed
-

 Things to think about

- A few parking spaces will be used for bins
- People living near the bins might notice more noise or rubbish
- We'll keep an eye out for fly-tipping and clean up if needed

 What happens next?

You'll get a letter soon with more info and how to share your thoughts.
It'll also explain how to use the new bins properly.

And for the letter maybe a warmer tone with less council speak something more like this

Changes to Bin Collections on Auckland Drive

Dear Resident,

We're always looking for ways to make things easier and better for our residents. After listening to your feedback and looking at how bins are currently collected on Auckland Drive, we're suggesting a new way of doing things that we hope will work better for everyone.

Instead of each home having its own bins, we're proposing shared bins in two spots on the street. This would help make collections safer, quicker, and more reliable.

Here's what we're planning:

- Two shared bin areas:

- Near houses [redacted]

- Near houses [REDACTED]
- Each area would have:
 - 2 large bins for rubbish (emptied daily)
 - 2 large bins for recycling (emptied daily)
 - 1 or 2 small bins for glass (emptied every two weeks)
 - 1 small bin for food waste (starting March 2026, emptied weekly)
- To fit the bins, just over one parking space would be used at each location.

This change would affect homes on both sides of Auckland Drive, from:

- Numbers 52 to 148
- Numbers 42 to 131

If you currently receive help with your bin collections, this will continue as usual.

If the plan goes ahead, we'll install the new bins during the week starting [insert date]. Your current bins would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the time to read this.

Warm regards,

[REDACTED] | Community Engagement Team |
Strategic Communications and Engagement |

Tel. [REDACTED]

#MyPronounsAre: she/her/hers

Our Values : Respect Collaboration Efficiency Openness Creativity Customer Focus

To find out more, follow us on [Instagram](#) and [Facebook](#)

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 22 September 2025 15:35

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: auckland drive

Hi both,

I'm reaching out following a previous offer for reviewing information going out to council housing residents to ensure it is reader friendly.

We have a couple of documents to send out to residents in Auckland Drive in Beavendean as part of some changes we're making to their waste collections and wondering whether you or one of the team can review to provide some feedback on any changes we need to make please?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
brighton-hove.gov.uk

Our customer promise: We will make it clear how you can contact or access our
services, we will be clear and treat you with respect and we will

[REDACTED]

From: [REDACTED]
Sent: 21 October 2025 09:41
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Good morning

[REDACTED] and I have met and think both letters need amending and sending out today.
Please send a final version to [REDACTED] and me for approval

Thank you
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 21 October 2025 09:30
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Letter for residents attached and the brief for cllrs. [REDACTED] is making an amendment to the letter to incorporate the error of delivering the food waste bins and said he will circulate that later. Nothing has been added to the my ward cllr brief attached about it though as again, I think [REDACTED] is putting something together for that too.

Kind regards
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Apologies - crossed wires – are you able to send them to me and I will end out now.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

The letter has been approved by you and [REDACTED] and my understanding was that you will be letting cllrs know.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 20 October 2025 16:40

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi

I thought [REDACTED] was approving the letter and then it was being sent out?

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 20 October 2025 12:27

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]

<[REDACTED]@brighton-hove.gov.uk>

Subject: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

Please can you confirm that the ward councillors have been informed as I would like to send the residents letters out on Monday at the latest and install the new communal bins on the 19th November.

Thanks

[REDACTED]

From: [REDACTED]

Sent: 09 October 2025 15:32

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Are the attached of use for the ward councillors? I was trying to cover off any questions they may have but may not be a case of 'less is more' in this instance.

Please let me know if there is anything further you would like me to on this one.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 08 October 2025 13:38

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

If you can draft something for me that includes the H&S reasons, I am happy to then email the councillors.

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 12:00
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Great and can I confirm we were ok with the dates in the timeline so I can add them into the letter. Will it be you letting ward councillors know?

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 11: [REDACTED]
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Re: Residents' letter // FW: Auckland drive

Approved

Thank you

Best regards

[REDACTED] I [REDACTED] I Environmental
Services
Brighton & Hove City Council
[REDACTED] mobile
[REDACTED]@Brighton-hove.gov.uk

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: Wednesday, October 8, 2025 9: [REDACTED] 24 AM
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Amended letter attached for approval.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 19:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Helpful to see – I think the following need some attention – its not new its communal and perhaps say widely used across the city.

Here's what we're planning:

Two shared bin areas:

- Near houses [REDACTED] can we find another way to describe these locations – if I was at [REDACTED] and told it was coming near my house I would worry
- Near houses [REDACTED] ditto

Each area would have:

- 2 large bins for rubbish (several times a week)
- 2 large bins for recycling (several times a week)
- 1 or 2 small bins for glass (emptied every two weeks)
- 1 food waste bin (starting March 2026, emptied regularly and at least weekly)

Can we please amend the letter and send to the ward councilor's mentioning the safety review and why the proposed change is needed. We should also mention in the letter and to Councilors this is being done in full consultation with Estates Colleagues and copy [REDACTED] in.

Thanks for your work on this both
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 17:17
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Residents' letter // FW: Auckland drive

Good evening

Please see the Auckland drive timetable. Just a refresher that this is an H&S issue in terms of the steep hills that our operatives have to climb, descend and climb and descend.

- Letters need posting on Post letters Monday, 27th and Tuesday, 28th October
- Councillors – [REDACTED] and the ward councillors have not been communicated with. @ [REDACTED] [REDACTED]
How would you like this managed, please?

Thank you, [REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 16:
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi

I have reattached the spreadsheet and check / amended the dates below.

Apologies / too many spreadsheets open!

██████

From: ██████ <██████@brighton-hove.gov.uk>

Sent: 07 October 2025 15:32

To: ██████ <██████@brighton-hove.gov.uk>

Subject: RE: Residents' letter // FW: Auckland drive

Sorry. Please can you update with the October dates? I want to share with ██████

I have attached a timeline for this project which means if ██████ informs ward councillor by the end of next week we can:

- Post letters Monday 27th and Tuesday 28th October
- Allow just over two weeks for feedback & responses Wednesday 29th October to Friday 14th November
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

From: ██████ <██████@brighton-hove.gov.uk>

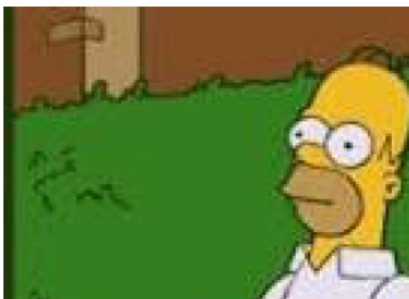
Sent: 07 October 2025 14:40

To: ██████ <██████@brighton-hove.gov.uk>

Subject: RE: Residents' letter // FW: Auckland drive

Doh

By Friday 17th October – end of next week



From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:37
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Just checking 20 Nov

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:36
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- Post letters Monday 20th Nov.
- Allow just over two weeks for feedback & responses
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:09
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Thank you, [REDACTED]
Loads of excellent questions

Happy for you to speak to [REDACTED] directly

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it? – Will let [REDACTED] decide.
- Do you know who the contact for printing posting is? Sorry No – [REDACTED] may know?

- Have you got a cost code please? [REDACTED]
- Who should sign the letter? Will let [REDACTED] decide
- I need to put some dates of when we want a response by – is two weeks from the letter date ok? Do we have longer?

I will email [REDACTED] now. What timescales do we have, please?

Thank you
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:02
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Seems like comms are happy so if you are I'll arrange print and post.

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it?
- Do you know who the contact for printing posting is?
- Have you got a cost code please?
- Who should sign the letter?
- I need to put some dates of when we want a response by – is two weeks from the letter date ok?
- I need a date for when the bins will be installed and their bins removed which will need to come from [REDACTED] team – is that something you can speak to him about or shall I?

I have copied [REDACTED] in as we will be providing the ES email as a point of contact and suggest any emails are then forwarded to me by CC team to pick through.

Thanks
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 11:47
To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>; [REDACTED]
 <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

Hi [REDACTED]

Unless [REDACTED] suggested she should sign it off, I suggest you should go ahead - I can see you have used the feedback she supplied.

Was there something else that concerned you ?

██████████ (she/her) | ██████████ | Strategic Communications
and Engagement
Telephone ██████████

From: ██████████ <CommunityEngagement@brighton-hove.gov.uk>
Sent: 07 October 2025 11:10
To: ██████████ <██████████brighton-hove.gov.uk>; ██████████ <██████████brighton-hove.gov.uk>
Subject: FW: Auckland drive

What are your thoughts on below?

Kind regards

██████████ | ██████████ | Communication &
Engagement | [Brighton & Hove City Council](#)
2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JE
Phone: ██████████
#Mypronounsare: he/him/his

To find out more, follow us on [Instagram](#) and [Facebook](#)

Check out [Your Voice](#) to Have Your Say!

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: ██████████ <██████████brighton-hove.gov.uk>
Sent: 07 October 2025 10:56
To: ██████████ <CommunityEngagement@brighton-hove.gov.uk>
Cc: ██████████ <██████████brighton-hove.gov.uk>
Subject: RE: Auckland drive

HI Team

I see that ██████████ is on leave and has given your generic email as a contact. Is this something you can approve or would you prefer I wait until ██████████ is back?

Kind regards

██████████

██████████ | Project Development Officer | Environmental Services | [Brighton & Hove City Council](#) The Hub, Hollingdean Depot, Upper Hollingdean Road, Brighton BN1 7GA

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED]
Sent: 07 October 2025 10:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

Hi [REDACTED] and [REDACTED]

I have looked at [REDACTED] feedback to the letters I did for the residents in Auckland Drive and gone with the second version she came up with, feeling it more appropriate (email below).

[REDACTED] is on leave until 15th October, do you want me to wait until she has returned and for her to sign this off or can one of you do that for me?

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 02 October 2025 08:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland drive

Hi [REDACTED]

I hope you've had a good break by the time you read this.

We've had some feedback on the documents from our community engagement team who work closely with those living on council housing estates.

Please see below, and are you able to update the documents to incorporate their feedback?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will understand and get things done

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 26 September 2025 15:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

On the options one I'd go with something more like this with the pictures

New Bin Plan – Auckland Drive

We're planning to change how rubbish and recycling is collected on Auckland Drive. Instead of each home having its own bins, we'll have shared bins in two spots on the street.

Who's included?

About 92 homes on both sides of Auckland Drive.

Where will the bins go?

- Spot 1: Near houses  & 
- Spot 2: Near houses  & 

The bins will go in parking spaces — each spot will use about 1½ spaces.

What bins will be there?

- Rubbish: 2 big bins (emptied every day)
 - Recycling: 2 big bins (emptied daily or a few times a week)
 - Glass: 1 or 2 small bins (emptied a few times a week)
 - Food waste: 1 small bin (starting March 2026, emptied weekly)
- All bins will be locked and easy to use.

•

Why are we doing this?

- It's safer and easier for the bin crews
 - Less noise and fewer injuries
 - We can change the number of bins if needed
-

Things to think about

- A few parking spaces will be used for bins
- People living near the bins might notice more noise or rubbish
- We'll keep an eye out for fly-tipping and clean up if needed

What happens next?

You'll get a letter soon with more info and how to share your thoughts. It'll also explain how to use the new bins properly.

And for the letter maybe a warmer tone with less council speak something more like this

Changes to Bin Collections on Auckland Drive

Dear Resident,

We're always looking for ways to make things easier and better for our residents. After listening to your feedback and looking at how bins are currently collected on Auckland Drive, we're suggesting a new way of doing things that we hope will work better for everyone.

Instead of each home having its own bins, we're proposing shared bins in two spots on the street. This would help make collections safer, quicker, and more reliable.

Here's what we're planning:

- Two shared bin areas:
 - Near houses [REDACTED]
 - Near houses [REDACTED]
- Each area would have:
 - 2 large bins for rubbish (emptied daily)
 - 2 large bins for recycling (emptied daily)
 - 1 or 2 small bins for glass (emptied every two weeks)
 - 1 small bin for food waste (starting March 2026, emptied weekly)
- To fit the bins, just over one parking space would be used at each location.

This change would affect homes on both sides of Auckland Drive, from:

- Numbers 52 to 148
- Numbers 42 to 131

If you currently receive help with your bin collections, this will continue as usual.

If the plan goes ahead, we'll install the new bins during the week starting [insert date]. Your current bins would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the time to read this.

Warm regards,

[REDACTED] | Community Engagement Team |
Strategic Communications and Engagement |

Tel. [REDACTED]

[#MyPronounsAre:](#) she/her/hers

Our Values : **Respect** **Collaboration** **Efficiency** **Openness** **Creativity** **Customer Focus**

To find out more, follow us on [Instagram](#) and [Facebook](#)

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 22 September 2025 15:35

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-

hove.gov.uk>

Subject: FW: auckland drive

Hi both,

I'm reaching out following a previous offer for reviewing information going out to council housing residents to ensure it is reader friendly.

We have a couple of documents to send out to residents in Auckland Drive in Beavendean as part of some changes we're making to their waste collections and wondering whether you or one of the team can review to provide some feedback on any changes we need to make please?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
brighton-hove.gov.uk

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will

[REDACTED]

From: [REDACTED]
Sent: 21 October 2025 09:31
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive
Attachments: Auckland Drive - Powerpoint slide for [REDACTED] 28.8.25.pptx

.....I also did a cllr slide, attached.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Apologies - crossed wires – are you able to send them to me and I will end out now.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]
The letter has been approved by you and [REDACTED] and my understanding was that you will be letting cllrs know.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 16:40
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi
I thought [REDACTED] was approving the letter and then it was being sent out?

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 12:27
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

Please can you confirm that the ward councillors have been informed as I would like to send the residents letters out on Monday at the latest and install the new communal bins on the 19th November.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 09 October 2025 15:32
To: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Subject: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Are the attached of use for the ward councillors? I was trying to cover off any questions they may have but may not be a case of 'less is more' in this instance.

Please let me know if there is anything further you would like me to on this one.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Sent: 08 October 2025 13:38
To: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Subject: RE: Residents' letter // FW: Auckland drive

If you can draft something for me that includes the H&S reasons, I am happy to then email the councillors.

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Sent: 08 October 2025 12:00
To: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Subject: RE: Residents' letter // FW: Auckland drive

Great and can I confirm we were ok with the dates in the timeline so I can add them into the letter. Will it be you letting ward councillors know?

[REDACTED]

From: [REDACTED] <[REDACTED][brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
Sent: 08 October 2025 11: [REDACTED]

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Re: Residents' letter // FW: Auckland drive

Approved

Thank you

Best regards

[REDACTED] | [REDACTED] | Environmental
Services
Brighton & Hove City Council
[REDACTED] mobile
[REDACTED]@Brighton-hove.gov.uk

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: Wednesday, October 8, 2025 9: [REDACTED] 24 AM
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Amended letter attached for approval.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 19:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Helpful to see – I think the following need some attention – its not new its communal and perhaps say widely used across the city.

Here's what we're planning:

Two shared bin areas:

- Near houses [REDACTED] can we find another way to describe these locations – if I was at [REDACTED] and told it was coming near my house I would worry
- Near houses [REDACTED] ditto

Each area would have:

- 2 large bins for rubbish (several times a week)
- 2 large bins for recycling (several times a week)
- 1 or 2 small bins for glass (emptied every two weeks)
- 1 food waste bin (starting March 2026, emptied regularly and at least weekly)

Can we please amend the letter and send to the ward councilor's mentioning the safety review and why the proposed change is needed. We should also mention in the letter and to Councilors this is being done in full consultation with Estates Colleagues and copy [REDACTED] in.

Thanks for your work on this both

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 17:17
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Residents' letter // FW: Auckland drive

Good evening

Please see the Auckland drive timetable. Just a refresher that this is an H&S issue in terms of the steep hills that our operatives have to climb, descend and climb and descend.

- Letters need posting on Post letters Monday, 27th and Tuesday, 28th October
- Councillors – [REDACTED] and the ward councillors have not been communicated with. @ [REDACTED] [REDACTED]
How would you like this managed, please?

Thank you, [REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 16:32
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi

I have reattached the spreadsheet and check / amended the dates below.

Apologies / too many spreadsheets open!

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 15:32
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Sorry. Please can you update with the October dates? I want to share with [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- Post letters Monday 27th and Tuesday 28th October
- Allow just over two weeks for feedback & responses Wednesday 29th October to Friday 14th November
- Install bins Weds 19th to go inside with their normal collections

- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

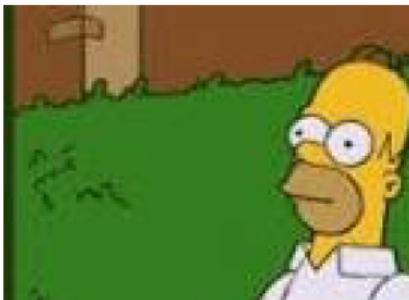
If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:40
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Doh

By Friday 17th October – end of next week



From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:37
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Just checking 20 Nov

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:36
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
 <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- Post letters Monday 20th Nov.
- Allow just over two weeks for feedback & responses
- Install bins Weds 19th to go inside with their normal collections

- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:09
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Thank you, [REDACTED]
 Loads of excellent questions

Happy for you to speak to [REDACTED] directly

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it? – Will let [REDACTED] decide.
- Do you know who the contact for printing posting is? Sorry No – [REDACTED] may know?
- Have you got a cost code please? [REDACTED]
- Who should sign the letter? Will let [REDACTED] decide
- I need to put some dates of when we want a response by – is two weeks from the letter date ok? Do we have longer?

I will email [REDACTED] now. What timescales do we have, please?

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:02
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Seems like comms are happy so if you are I'll arrange print and post.

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it?
- Do you know who the contact for printing posting is?
- Have you got a cost code please?
- Who should sign the letter?
- I need to put some dates of when we want a response by – is two weeks from the letter date ok?
- I need a date for when the bins will be installed and their bins removed which will need to come from [REDACTED] team – is that something you can speak to him about or shall I?

I have copied [REDACTED] in as we will be providing the ES email as a point of contact and suggest any emails are then forwarded to me by CC team to pick through.

Thanks

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 11:47

To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

Hi [REDACTED]

Unless [REDACTED] suggested she should sign it off, I suggest you should go ahead - I can see you have used the feedback she supplied.

Was there something else that concerned you ?

[REDACTED] (she/her) | [REDACTED] | Strategic Communications
and Engagement
Telephone [REDACTED]

From: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>

Sent: 07 October 2025 11:10

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: Auckland drive

What are your thoughts on below?

Kind regards

[REDACTED] | [REDACTED] | Communication &
Engagement | [Brighton & Hove City Council](#)
2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JE
Phone: [REDACTED]
[#Mypronounsare: he/him/his](#)

To find out more, follow us on [Instagram](#) and [Facebook](#)

Check out [Your Voice](#) to Have Your Say!

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 10:56
To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

Hi Team

I see that [REDACTED] is on leave and has given your generic email as a contact. Is this something you can approve or would you prefer I wait until [REDACTED] is back?

Kind regards

[REDACTED]

[REDACTED] | Project Development Officer | Environmental Services | [Brighton & Hove City Council](#) The Hub, Hollingdean Depot, Upper Hollingdean Road, Brighton BN1 7GA

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED]
Sent: 07 October 2025 10:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

Hi [REDACTED] and [REDACTED]

I have looked at [REDACTED] feedback to the letters I did for the residents in Auckland Drive and gone with the second version she came up with, feeling it more appropriate (email below).

[REDACTED] is on leave until 15th October, do you want me to wait until she has returned and for her to sign this off or can one of you do that for me?

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 02 October 2025 08:24

To: [redacted] <[redacted]@brighton-hove.gov.uk>
Cc: [redacted] <[redacted]@brighton-hove.gov.uk>
Subject: FW: Auckland drive

Hi [redacted]

I hope you've had a good break by the time you read this.

We've had some feedback on the documents from our community engagement team who work closely with those living on council housing estates.

Please see below, and are you able to update the documents to incorporate their feedback?

Thanks.

Kind regards,

[redacted] | [redacted] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [redacted]
[\[redacted\]@brighton-hove.gov.uk](mailto:[redacted]@brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will understand and get things done

From: [redacted] <[redacted]@brighton-hove.gov.uk>
Sent: 26 September 2025 15:46
To: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

On the options one I'd go with something more like this with the pictures

New Bin Plan – Auckland Drive

We're planning to change how rubbish and recycling is collected on Auckland Drive. Instead of each home having its own bins, we'll have shared bins in two spots on the street.

Who's included?

About 92 homes on both sides of Auckland Drive.

Where will the bins go?

- Spot 1: Near houses [redacted] & [redacted]
- Spot 2: Near houses [redacted] & [redacted]

The bins will go in parking spaces — each spot will use about 1½ spaces.

What bins will be there?

- Rubbish: 2 big bins (emptied every day)
- Recycling: 2 big bins (emptied daily or a few times a week)
- Glass: 1 or 2 small bins (emptied a few times a week)

- Food waste: 1 small bin (starting March 2026, emptied weekly)
All bins will be locked and easy to use.

-

■ Why are we doing this?

- It's safer and easier for the bin crews
- Less noise and fewer injuries
- We can change the number of bins if needed

-

⚠ Things to think about

- A few parking spaces will be used for bins
- People living near the bins might notice more noise or rubbish
- We'll keep an eye out for fly-tipping and clean up if needed

🔔 What happens next?

You'll get a letter soon with more info and how to share your thoughts.
It'll also explain how to use the new bins properly.

And for the letter maybe a warmer tone with less council speak something more like this

Changes to Bin Collections on Auckland Drive

Dear Resident,

We're always looking for ways to make things easier and better for our residents. After listening to your feedback and looking at how bins are currently collected on Auckland Drive, we're suggesting a new way of doing things that we hope will work better for everyone.

Instead of each home having its own bins, we're proposing shared bins in two spots on the street. This would help make collections safer, quicker, and more reliable.

Here's what we're planning:

- Two shared bin areas:
 - Near houses [REDACTED]
 - Near houses [REDACTED]
- Each area would have:
 - 2 large bins for rubbish (emptied daily)
 - 2 large bins for recycling (emptied daily)
 - 1 or 2 small bins for glass (emptied every two weeks)
 - 1 small bin for food waste (starting March 2026, emptied weekly)
- To fit the bins, just over one parking space would be used at each location.

This change would affect homes on both sides of Auckland Drive, from:

- Numbers 52 to 148

- Numbers 42 to 131

If you currently receive help with your bin collections, this will continue as usual.

If the plan goes ahead, we'll install the new bins during the week starting [insert date]. Your current bins would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the time to read this.

Warm regards,

[redacted] | Community Engagement Team |
Strategic Communications and Engagement |

Tel. [redacted]

#MyPronounsAre: she/her/hers

Our Values : **Respect** **Collaboration** **Efficiency** **Openness** **Creativity** **Customer Focus**

To find out more, follow us on [Instagram](#) and [Facebook](#)

From: [redacted] <[redacted]@brighton-hove.gov.uk>

Sent: 22 September 2025 15:35

To: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>

Subject: FW: auckland drive

Hi both,

I'm reaching out following a previous offer for reviewing information going out to council housing residents to ensure it is reader friendly.

We have a couple of documents to send out to residents in Auckland Drive in Beavendean as part of some changes we're making to their waste collections and wondering whether you or one of the team can review to provide some feedback on any changes we need to make please?

Thanks.

Kind regards,

[redacted] | [redacted] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [redacted]
[\[redacted\]@brighton-hove.gov.uk](mailto:[redacted]@brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will

[REDACTED]

From: [REDACTED]
Sent: 21 October 2025 09:30
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive
Attachments: Auckland Drive - Ward Councillors 9.10.25.docx; Letter to residents V6 8.10.25 Approved & Final.docx

Hi [REDACTED]

Letter for residents attached and the brief for cllrs. [REDACTED] is making an amendment to the letter to incorporate the error of delivering the food waste bins and said he will circulate that later. Nothing has been added to the my ward cllr brief attached about it though as again, I think [REDACTED] is putting something together for that too.

Kind regards

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Apologies - crossed wires – are you able to send them to me and I will end out now.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 17:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]
The letter has been approved by you and [REDACTED] and my understanding was that you will be letting cllrs know.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 16:40
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi
I thought [REDACTED] was approving the letter and then it was being sent out?

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 20 October 2025 12:27

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]

<[REDACTED]@brighton-hove.gov.uk>

Subject: Auckland Drive // FW: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

Please can you confirm that the ward councillors have been informed as I would like to send the residents letters out on Monday at the latest and install the new communal bins on the 19th November.

Thanks

[REDACTED]

From: [REDACTED]

Sent: 09 October 2025 15:32

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: Info for ward councillors // RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Are the attached of use for the ward councillors? I was trying to cover off any questions they may have but may not be a case of 'less is more' in this instance.

Please let me know if there is anything further you would like me to on this one.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 08 October 2025 13:38

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Residents' letter // FW: Auckland drive

If you can draft something for me that includes the H&S reasons, I am happy to then email the councillors.

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 08 October 2025 12:00

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Residents' letter // FW: Auckland drive

Great and can I confirm we were ok with the dates in the timeline so I can add them into the letter. Will it be you letting ward councillors know?

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 October 2025 11: [REDACTED]
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Re: Residents' letter // FW: Auckland drive

Approved

Thank you

Best regards

[REDACTED] | [REDACTED] | Environmental
Services
Brighton & Hove City Council
[REDACTED] mobile
[REDACTED]@Brighton-hove.gov.uk

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: Wednesday, October 8, 2025 9: [REDACTED] 24 AM
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Amended letter attached for approval.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 19:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Helpful to see – I think the following need some attention – its not new its communal and perhaps say widely used across the city.

Here's what we're planning:

Two shared bin areas:

- Near houses [REDACTED] can we find another way to describe these locations – if I was at [REDACTED] and told it was coming near my house I would worry
- Near houses [REDACTED] ditto

Each area would have:

- 2 large bins for rubbish (several times a week)

- 2 large bins for recycling (several times a week)
- 1 or 2 small bins for glass (emptied every two weeks)
- 1 food waste bin (starting March 2026, emptied regularly and at least weekly)

Can we please amend the letter and send to the ward councilor's mentioning the safety review and why the proposed change is needed. We should also mention in the letter and to Councilors this is being done in full consultation with Estates Colleagues and copy [REDACTED] in.

Thanks for your work on this both
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 17:17
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Residents' letter // FW: Auckland drive

Good evening

Please see the Auckland drive timetable. Just a refresher that this is an H&S issue in terms of the steep hills that our operatives have to climb, descend and climb and descend.

- Letters need posting on Post letters Monday, 27th and Tuesday, 28th October
- Councillors – [REDACTED] and the ward councillors have not been communicated with. @ [REDACTED] [REDACTED]
How would you like this managed, please?

Thank you, [REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 16: [REDACTED]
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi

I have reattached the spreadsheet and check / amended the dates below.

Apologies / too many spreadsheets open!

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 15:32
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Sorry. Please can you update with the October dates? I want to share with [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- **Post letters Monday 27th and Tuesday 28th October**
- Allow just over two weeks for feedback & responses Wednesday 29th October to Friday 14th November
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

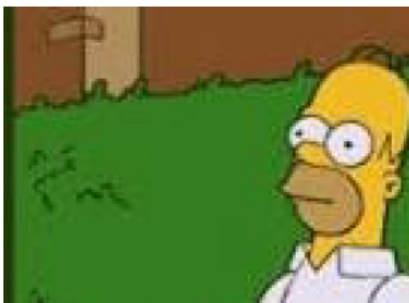
If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:40
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Doh

By Friday 17th October – end of next week



From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:37
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Just checking 20 Nov

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 14:36
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Hi [REDACTED] and [REDACTED]

I have attached a timeline for this project which means if [REDACTED] informs ward councillor by the end of next week we can:

- Post letters Monday 20th Nov.
- Allow just over two weeks for feedback & responses
- Install bins Weds 19th to go inside with their normal collections
- Remove individual refuse bins on the Weds 19th Nov and individual recycling bins Thurs 20th after they have been emptied.
- First lot of new collection would then start straight away.

If we can achieve these dates then we just need to move it on in chunks of 2 weeks so that the installation of new bin and removal of the old bins occurs on a week 1 to match normal recycling collections.

Please can you confirm if this is suitable.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:09
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Residents' letter // FW: Auckland drive

Thank you, [REDACTED]
Loads of excellent questions

Happy for you to speak to [REDACTED] directly

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it? – Will let [REDACTED] decide.
- Do you know who the contact for printing posting is? Sorry No – [REDACTED] may know?
- Have you got a cost code please? [REDACTED]
- Who should sign the letter? Will let [REDACTED] decide
- I need to put some dates of when we want a response by – is two weeks from the letter date ok? Do we have longer?

I will email [REDACTED] now. What timescales do we have, please?

Thank you

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 12:02
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: Residents' letter // FW: Auckland drive

Hi [REDACTED]

Seems like comms are happy so if you are I'll arrange print and post.

Quick few questions:

- Have the ward councillors been informed?
- Do you want me to send them a copy of the letter before sending it out? And, with or without the option to make changes to it?
- Do you know who the contact for printing posting is?
- Have you got a cost code please?
- Who should sign the letter?
- I need to put some dates of when we want a response by – is two weeks from the letter date ok?
- I need a date for when the bins will be installed and their bins removed which will need to come from [REDACTED] team – is that something you can speak to him about or shall I?

I have copied [REDACTED] in as we will be providing the ES email as a point of contact and suggest any emails are then forwarded to me by CC team to pick through.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 07 October 2025 11:47

To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland drive

Hi [REDACTED]

Unless [REDACTED] suggested she should sign it off, I suggest you should go ahead - I can see you have used the feedback she supplied.

Was there something else that concerned you ?

[REDACTED] (she/her) | [REDACTED] | Strategic Communications
and Engagement
Telephone [REDACTED]

From: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>

Sent: 07 October 2025 11:10

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: Auckland drive

What are your thoughts on below?

Engagement | [Brighton & Hove City Council](#) | Communication &
2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JE
Phone: [REDACTED]

To find out more, follow us on [Instagram](#) and [Facebook](#)
Check out [Your Voice](#) to Have Your Say!

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 07 October 2025 10:56
To: [REDACTED] <CommunityEngagement@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

I see that [REDACTED] is on leave and has given your generic email as a contact. Is this something you can approve or would you prefer I wait until [REDACTED] is back?

114

Our customer promise to you

From: [REDACTED]
Sent: 07 October 2025 10:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

I have looked at [REDACTED] feedback to the letters I did for the residents in Auckland Drive and gone with the second version she came up with, feeling it more appropriate (email below).

182

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 02 October 2025 08:24
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland drive

Hi [REDACTED]

I hope you've had a good break by the time you read this.

We've had some feedback on the documents from our community engagement team who work closely with those living on council housing estates.

Please see below, and are you able to update the documents to incorporate their feedback?

Thanks.

Kind regards,

[REDACTED] | [REDACTED] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA

M [REDACTED]
[brighton-hove.gov.uk](https://www.brighton-hove.gov.uk)

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will understand and get things done

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 26 September 2025 15:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland drive

On the options one I'd go with something more like this with the pictures

New Bin Plan – Auckland Drive

We're planning to change how rubbish and recycling is collected on Auckland Drive. Instead of each home having its own bins, we'll have shared bins in two spots on the street.

Who's included?

About 92 homes on both sides of Auckland Drive.

Where will the bins go?

- Spot 1: Near houses [REDACTED] & [REDACTED]
- Spot 2: Near houses [REDACTED] & [REDACTED]

The bins will go in parking spaces — each spot will use about 1½ spaces.

What bins will be there?

- Rubbish: 2 big bins (emptied every day)
 - Recycling: 2 big bins (emptied daily or a few times a week)
 - Glass: 1 or 2 small bins (emptied a few times a week)
 - Food waste: 1 small bin (starting March 2026, emptied weekly)
- All bins will be locked and easy to use.

Why are we doing this?

- It's safer and easier for the bin crews
- Less noise and fewer injuries
- We can change the number of bins if needed
-

Things to think about

- A few parking spaces will be used for bins
- People living near the bins might notice more noise or rubbish
- We'll keep an eye out for fly-tipping and clean up if needed

What happens next?

You'll get a letter soon with more info and how to share your thoughts.
It'll also explain how to use the new bins properly.

And for the letter maybe a warmer tone with less council speak something more like this

Changes to Bin Collections on Auckland Drive

Dear Resident,

We're always looking for ways to make things easier and better for our residents. After listening to your feedback and looking at how bins are currently collected on Auckland Drive, we're suggesting a new way of doing things that we hope will work better for everyone.

Instead of each home having its own bins, we're proposing shared bins in two spots on the street. This would help make collections safer, quicker, and more reliable.

Here's what we're planning:

- Two shared bin areas:
 - Near houses 
 - Near houses 
- Each area would have:
 - 2 large bins for rubbish (emptied daily)
 - 2 large bins for recycling (emptied daily)
 - 1 or 2 small bins for glass (emptied every two weeks)

- 1 small bin for food waste (starting March 2026, emptied weekly)
- To fit the bins, just over one parking space would be used at each location.

This change would affect homes on both sides of Auckland Drive, from:

- Numbers 52 to 148
- Numbers 42 to 131

If you currently receive help with your bin collections, this will continue as usual.

If the plan goes ahead, we'll install the new bins during the week starting [insert date]. Your current bins would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the time to read this.

Warm regards,

[redacted] | Community Engagement Team |
Strategic Communications and Engagement |

Tel. [redacted]

[#MyPronounsAre:](#) she/her/hers

Our Values : **Respect** **Collaboration** **Efficiency** **Openness** **Creativity** **Customer Focus**

To find out more, follow us on [Instagram](#) and [Facebook](#)

From: [redacted] <[redacted]@brighton-hove.gov.uk>

Sent: 22 September 2025 15:35

To: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>

Subject: FW: auckland drive

Hi both,

I'm reaching out following a previous offer for reviewing information going out to council housing residents to ensure it is reader friendly.

We have a couple of documents to send out to residents in Auckland Drive in Beavendean as part of some changes we're making to their waste collections and wondering whether you or one of the team can review to provide some feedback on any changes we need to make please?

Thanks.

Kind regards,

[redacted] | [redacted] | Environmental
Services, Hollingdean Depot, Upper Hollingdean Road, Brighton, BN1 7GA
M [redacted]

brighton-hove.gov.uk

Our customer promise: We will make it clear how you can contact or access our services, we will be clear and treat you with respect and we will

[REDACTED]

From: [REDACTED]
Sent: 20 October 2025 16:36
To: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste

Good afternoon
My understanding was that ward councillors have not been notified

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 12: [REDACTED]
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
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Once they have confirmed (hopefully that they have been informed) then I suggest that a separate bit is sent to them re the error as per [REDACTED] email.

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Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
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We will need to know the stock before pressing go on the letters so it would be good to find that out ASAP tomorrow.

Thanks,

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Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
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Please can I see the letter before it goes out.

Thanks

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Could you please confirm when installation is due to take place and what date the communal service is due to start in the area?

Kind regards,

[REDACTED]

[REDACTED] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

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Unfortunately, yesterday we were informed that the distribution company for the food waste caddies had delivered kerbside caddies to the entirety of the street. This means residents who are scheduled to receive a communal service for food waste from March 2026 now **incorrectly** have kerbside caddies.

In line with the proposed March start date our leafletting teams did not deliver leaflets to these addresses.

We are proposing the following to resolve this error ASAP:

1. Retrieve the kerbside caddies from affected addresses

2. Bring forward delivery of [REDACTED] letter to when we retrieve the caddies, with a second letter alongside apologising for any confusion about the delivery of kerbside caddies and outlining the below steps.
3. Install 2x 240L food waste wheelie bins at the proposed sites for the communal refuse and recycling service
4. Commence food waste collection service for the affected area of Auckland Drive in November when the other communal services start.

This proposal prevents the need to retrieve kitchen caddies from residents. This also prevents two areas of the same street starting the food waste service 4 months apart.

We'd like confirmation that this plan is suitable and can be actioned as soon as possible to minimise disruption and confusion to the affected residents. As kerbside collections are due to start in Bevendean on Wednesday 29th October, and we have advised residents they can use their caddies a week before their first collection, it is essential we retrieve the caddies by Wednesday 22nd.

I will draft a letter to go to residents regarding the error. I also think it would be useful to contact the ward councillors to outline the plan in case they receive any contact from residents.

Kind regards,

[REDACTED]

[REDACTED] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

Our customer promise to you

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From: [REDACTED]
Sent: 20 October 2025 15:42
To: [REDACTED]
Subject: [REDACTED] shared "Auckland drive amended letter" with you



[REDACTED] invited you to edit a file

Here's the document that [REDACTED] shared with you.



Auckland drive amended letter



This invite will only work for you and people with existing access.

Open

Share



This email is generated through Brighton and Hove City Council's use of Microsoft 365 and may contain content that is controlled by Brighton and Hove City Council.

[REDACTED]

From: [REDACTED]
Sent: 20 October 2025 12:12
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste

Hi

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Once they have confirmed (hopefully that they have been informed) then I suggest that a separate bit is sent to them re the error as per [REDACTED] email.

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Sent: 20 October 2025 12:42
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: URGENT - Auckland Drive food waste

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Is there copy that has been drafted for ward councillors? I'd put together a small piece on the assumption that councillors already knew, but we will likely need to amend the communication that has already been written to address the incorrect delivery of caddies.

We will need to know the stock before pressing go on the letters so it would be good to find that out ASAP tomorrow.

Thanks,

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Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: URGENT - Auckland Drive food waste

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Thanks

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To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
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Kind regards,

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Kind regards,

[Redacted Signature]

[Redacted Name] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

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[REDACTED]

From: [REDACTED]
Sent: 20 October 2025 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste

Categories: Egress Switch: Unprotected

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<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]

<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;
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Sent: 20 October 2025 12:38
To: [REDACTED]
Subject: [REDACTED] shared "Auckland drive amended letter" with you



[REDACTED] invited you to view a file

Hi both, please see version with tracked changes



Auckland drive amended letter



This invite will only work for you and people with existing access.

Open

Share



This email is generated through Brighton and Hove City Council's use of Microsoft 365 and may contain content that is controlled by Brighton and Hove City Council.

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1. Retrieve the kerbside caddies from affected addresses

2. Bring forward delivery of [REDACTED] letter to when we retrieve the caddies, with a second letter alongside apologising for any confusion about the delivery of kerbside caddies and outlining the below steps.
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This proposal prevents the need to retrieve kitchen caddies from residents. This also prevents two areas of the same street starting the food waste service 4 months apart.

We'd like confirmation that this plan is suitable and can be actioned as soon as possible to minimise disruption and confusion to the affected residents. As kerbside collections are due to start in Bevendean on Wednesday 29th October, and we have advised residents they can use their caddies a week before their first collection, it is essential we retrieve the caddies by Wednesday 22nd.

I will draft a letter to go to residents regarding the error. I also think it would be useful to contact the ward councillors to outline the plan in case they receive any contact from residents.

Kind regards,

[REDACTED]

[REDACTED] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: SharePoint Online <no-reply@sharepointonline.com>
Sent: 20 October 2025 12:29
To: [REDACTED]
Subject: [REDACTED] left a comment in "Letter to residents 20.10.25 AK amends"

This email originates from outside of Brighton & Hove City Council. Please think carefully before opening attachments or clicking on links.



Letter to residents 20.10.25 AK amends.docx



[REDACTED] added a comment

240L?

...point to east of Ludlow Rise and Heath Hill Avenue

Each area would have:

- 2 large bins for rubbish (emptied several times a week)
- 2 large bins for recycling (emptied several times a week)
- 1 or 2 small bins for glass (emptied every two weeks)
- 1 small bin for food waste (emptied regularly and at least weekly)

To fit the bins, just over one parking space would be used at each location.

This change would affect homes on both sides of Auckland Drive from numbers 52 to 148 on the bankside and numbe...

[Go to comment](#)



[REDACTED] added a comment

240L?

...f the hill and the bend

In the vicinity of the midpoint to east of Ludlow Rise and Heath Hill Avenue

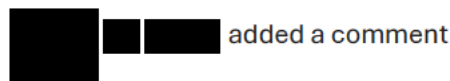
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[Go to comment](#)



added a comment

1100L?

...he vicinity of the midpoint to west of Ludlow Rise and the top of the hill and the bend

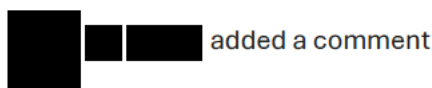
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To fit the bins, just over one parking space would be used at each locatio...

[Go to comment](#)



added a comment

1100?

...e.

Here's what we're planning:

Two shared bin areas:

In the vicinity of the midpoint to west of Ludlow Rise and the top of the hill and the bend

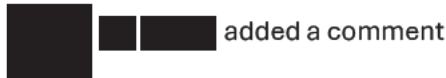
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- 1 or 2 small bins for glass (emptied every two weeks)
- 1 small bin for food waste (emptied regularly and at least weekly)

To fit the bins, ...

[Go to comment](#)



added a comment

Midway between Ludlow Rise and Heath Hill Avenue?

...ceThis change will make collections safer, quicker and more reliable.

Here's what we're planning:

Two shared bin areas:

In the vicinity of the midpoint to west of Ludlow Rise and the top of the hill and the bend

In the vicinity of the midpoint to east of Ludlow Rise and Heath Hill Avenue

Each area would have:

- 2 large bins for rubbish (emptied several times a week)
- 2 large bins for recycling (emptied several times a week)
- 1 or 2 small bins for glass (emptied every two weeks)
- 1 small bin for f...

[Go to comment](#)



added a comment

Midway between the Hyde Business Park and Ludlow Rise?

...ong the road, as part of the city's well-established communal waste collection serviceThis change will make collections safer, quicker and more reliable.

Here's what we're planning:

Two shared bin areas:

In the vicinity of the midpoint to west of Ludlow Rise and the top of the hill and the bend

•In the vicinity of the midpoint to east of Ludlow Rise and Heath Hill Avenue

Each area would have:

- 2 large bins for rubbish (emptied several times a week)
- 2 large bins for recycling (emptied several t...

[Go to comment](#)



 You left a comment

As part of our food waste bin delivery scheme, outdoor caddies were incorrectly delivered to every resident on Auckland Drive. We will be taking back the outdoor caddies from residents who will be receiving the communal service. Residents can keep their indoor caddy until the communal food waste service starts in November 2025.

   replied

I think this is good - nice and concise

... 42 to 131 opposite.

If you currently receive help with your bin collections, this will continue as usual.

If the plan goes ahead, we'll install the new bins during the week starting [insert date]. Your current bins would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the 

[Go to comment](#)

 You left a comment

Do we remove this text to remove any confusion around 'consulting'

   replied

Yes from me

... would be taken away at the same time.

We want to make sure this works for everyone. If you have any questions, worries, or ideas, please email us at enviroservices@brighton-hove.gov.uk by [insert date]. Your thoughts will help us make the final decision.

Thank you for taking the time to read this.

Yours sincerely

[Redacted]

[Redacted], Environmental Services

[Go to comment](#)



[Redacted] added a comment

[Redacted] there will be?

... currently collected on Auckland Drive, and in full consultation with our colleagues in Estates, we're suggesting a different way of doing things that we hope will work better for everyone.

Instead of each home having its own individual bin, we're proposing shared bins located at two designated points along the road, as part of the city's well-established communal waste collection service. This change will make collections safer, quicker and more reliable.

Here's what we're planning:

Two shared b...

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[REDACTED]

From: [REDACTED]
Sent: 20 October 2025 12:26
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste

Categories: Egress Switch: Unprotected

Hi [REDACTED]

We're looking at making some amends to the existing letter so that all the info is in one place. The current plan is to deliver these by hand today or tomorrow and retrieve the outdoor caddies at the same time.

Could you please confirm when installation is due to take place and what date the communal service is due to start in the area?

Kind regards,

[REDACTED]

[REDACTED] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

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From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 October 2025 12:21
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: URGENT - Auckland Drive food waste

Hi [REDACTED] and [REDACTED]

I have it down in my Auckland Drive timeline to send my letters to print and post room this week so they can be posted out on Monday at the latest.

Have you decided on what you are doing re this one and if I need to add anything into my letter?

Thanks

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 17 October 2025 12:18
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;
[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;
[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;
[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
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██████

██████ (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

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[REDACTED]

From: [REDACTED]
Sent: 20 October 2025 12:21
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste
Attachments: Letter to residents V6 8.10.25 Approved & Final.docx

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Sent: 17 October 2025 12:18
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Kind regards,

[REDACTED]

[REDACTED] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

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From:
Sent:
To:
Subject:

20 October 2025 12:14

shared "Ward Councillors Auckland Drive" with you



invited you to edit a file

I was going to use this to brief and ward councillors - about as short as I could keep it whilst being clear but happy for feedback



Ward Councillors Auckland Drive



This invite will only work for you and people with existing access.

Open

Share



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From: [REDACTED]
Sent: 20 October 2025 12:04
To: [REDACTED]
Subject: [REDACTED] replied to a comment in "Letter to residents 20.10.25 AK amends"



Letter to residents 20.10.25 AK amends.docx



You left a comment

Suggesting? Introducing



[REDACTED] replied

introducing for me

We're always looking for ways to make things easier and better for our residents. After listening to your feedback and looking at how bins are currently collected on Auckland Drive, and in full consultation with our colleagues in Estates, we're suggesting a different way of doing things that we hope will work better for everyone.

Instead of each home having its own individual bin, we're proposing shared bins located at two designated points along the road, as part of the city's well-established ...

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[REDACTED]

<[REDACTED]@brighton-hove.gov.uk>

Subject: RE: URGENT - Auckland Drive food waste

Thanks for the detailed update [REDACTED] can you run the draft letter by me before it's sent out? As mentioned just now, prob best to send just one letter incorporating an apology rather than 2 separate letters. This will also save paper/money and confusion 😊

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 17 October 2025 12:18

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;

[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;

[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;

[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;

[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: URGENT - Auckland Drive food waste

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Kind regards,

[Redacted]

[Redacted] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot
Our customer promise to you

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[REDACTED]

From: [REDACTED]
Sent: 17 October 2025 15:04
To: [REDACTED]
Subject: FW: URGENT - Auckland Drive food waste

Hi [REDACTED]

Just looping you in as discussed – many thanks,

[REDACTED] (she/her)

[REDACTED] | Environmental Services, Hollingdean Depot
M [REDACTED] [recycleright](#)

Reduce, Reuse, Repurpose, Repair and Recycle Right

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

From: [REDACTED]
Sent: 17 October 2025 14:00
To: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>; [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>
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Kind regards,

[REDACTED]

[REDACTED] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

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[REDACTED]

From: [REDACTED]
Sent: 17 October 2025 14:06
To: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste

Hi

Although it does suggest it a proposal it will actually happen as it's a H&S requirement. We are just trying to make it sound more like engagement than an instruct. The dates aren't fixed but we do need to get this done sooner rather than later as its been on the table for a very long time.

|

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 17 October 2025 12:49
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: URGENT - Auckland Drive food waste

Hi [REDACTED]

Can I confirm if there are fixed dates for the rollout? The letter suggests that this is a proposal rather than a done deal.

Kind regards,

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 17 October 2025 12:27
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: URGENT - Auckland Drive food waste

Hi [REDACTED]

If it helps we could put the apology into the main letter which I have attached for you to take a look at, if your plan is approved I'll need to amend the FW March 2026 bit to Nov 2025 and re run the mail merge..

I'll await confirmation before I do anything.

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 17 October 2025 12:18
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;

[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>;
[REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: URGENT - Auckland Drive food waste

Good afternoon all,

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I will draft a letter to go to residents regarding the error. I also think it would be useful to contact the ward councillors to outline the plan in case they receive any contact from residents.

Kind regards,

[REDACTED]

██████████ (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

[REDACTED]

From: [REDACTED]
Sent: 17 October 2025 14:02
To: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste

Ignore 'also just to clarify' – I merged my two points together 😊

From: [REDACTED]
Sent: 17 October 2025 14:00
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: URGENT - Auckland Drive food waste

Thanks for the detailed update [REDACTED] can you run the draft letter by me before it's sent out? As mentioned just now, prob best to send just one letter incorporating an apology rather than 2 separate letters. This will also save paper/money and confusion 😊

Also, just to clarify,

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Kind regards,

[Redacted Signature]

[Redacted Name] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

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Categories: Egress Switch: Unprotected

Hi [REDACTED]

Can I confirm if there are fixed dates for the rollout? The letter suggests that this is a proposal rather than a done deal.

Kind regards,

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Hi [REDACTED]

If it helps we could put the apology into the main letter which I have attached for you to take a look at, if your plan is approved I'll need to amend the FW March 2026 bit to Nov 2025 and re run the mail merge..

I'll await confirmation before I do anything.

From: [REDACTED] <[\[REDACTED\]@brighton-hove.gov.uk](mailto:[REDACTED]@brighton-hove.gov.uk)>

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[REDACTED]

From: [REDACTED]
Sent: 17 October 2025 12:27
To: [REDACTED]
Subject: RE: URGENT - Auckland Drive food waste
Attachments: Letter to residents V6 8.10.25 Approved & Final.docx

Hi [REDACTED]

If it helps we could put the apology into the main letter which I have attached for you to take a look at, if your plan is approved I'll need to amend the FW March 2026 bit to Nov 2025 and re run the mail merge..

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From: [REDACTED]
Sent: 17 October 2025 12:18
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Subject: URGENT - Auckland Drive food waste
Categories: Egress Switch: Unprotected

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[REDACTED]

From: [REDACTED]
Sent: 17 October 2025 10:51
To: [REDACTED]
Subject: RE: Auckland Drive proposal

Thanks [REDACTED] – looks good.
Is it worth saying on the [REDACTED] communal letters ‘*Bring forward delivery of the existing letters about the communal service*’ To make it an eensy bit clearer?

Thanks

[REDACTED]

[REDACTED] (she/her)

[REDACTED] | Environmental Services, Hollingdean Depot
M [REDACTED] [recycleright](#)

Reduce, Reuse, Repurpose, Repair and Recycle Right

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From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 17 October 2025 10:45
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED]
<[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive proposal

Hi [REDACTED]

I mean that the proposal means we only need to retrieve the kerbside caddies, not the kitchen caddies. The residents can hold onto the kitchen caddies until the proposed start date of the communal service.

If that makes sense,

Kind regards,

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From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 17 October 2025 10:43

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland Drive proposal

Hi [REDACTED]

Thanks for this. It seems good. One small revision: *This proposal prevents the need to retrieve kitchen caddies from residents, which may already be in use.*
It should be Kerbside caddies instead?

Many thanks,
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 17 October 2025 09:43

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

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Good morning all,

Please see below outlining the proposal for Auckland Drive:

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I also think it would be useful to contact the ward councillors to outline the plan in case they receive any contact from residents.

If you have any feedback on the proposal or the text to be circulated, please can you let me know ASAP so that I can pass to [REDACTED] for approval today. I can prepare the letter for residents to attach alongside this to expedite.

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Categories: Egress Switch: Unprotected

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[REDACTED]

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Sent: 17 October 2025 10:43
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Subject: RE: Auckland Drive proposal

Hi [REDACTED]

Thanks for this. It seems good. One small revision: *This proposal prevents the need to retrieve kitchen caddies from residents, which may already be in use.*
It should be Kerbside caddies instead?

Many thanks,
[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 17 October 2025 09:43
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Auckland Drive proposal

Good morning all,

Please see below outlining the proposal for Auckland Drive:

Good morning all,

As you are aware, there is currently a plan to introduce an on-street communal service to parts of Auckland Drive in Bevendean. [REDACTED] had written a letter to go out to residents W/C 27th October to inform them of this change.

Due to the introduction of this communal service, we previously proposed delaying rollout of food waste in this section till March 2026, in line with the Central area. The area of the street retaining kerbside collections is due to receive the food waste service from October 27th, in line with the North area.

*Unfortunately, yesterday we were informed that the distribution company for the food waste caddies had delivered kerbside caddies to the entirety of the street. This means residents who are scheduled to receive a communal service for food waste from March 2026 now **incorrectly** have kerbside caddies.*

In line with the proposed March start date our leafletting teams did not deliver leaflets to addresses scheduled to have communal collections. Leaflets were only delivered to residents receiving kerbside collections from October.

We are proposing the following to resolve this error ASAP:

1. Retrieve the kerbside caddies from affected addresses

2. *Deliver the existing letters about the communal service, with a second letter apologising for any confusion about the delivery of kerbside caddies and outlining the below steps.*
3. *Install 2x 240L food waste wheelie bins at the proposed sites for the communal refuse and recycling service (Do we need to say this installation would be October or is evident)*
4. *Commence food waste collection service for the affected area of Auckland Drive in November when the communal service for refuse and recycling starts.*

This proposal prevents the need to retrieve kitchen caddies from residents, which may already be in use. This also prevents two areas of the same street starting the food waste service 4 months apart.

We'd like confirmation that this plan is suitable and can be actioned today or Monday to minimise disruption and confusion to the affected residents. I will draft a letter to residents for sign-off.

I also think it would be useful to contact the ward councillors to outline the plan in case they receive any contact from residents.

If you have any feedback on the proposal or the text to be circulated, please can you let me know ASAP so that I can pass to [REDACTED] for approval today. I can prepare the letter for residents to attach alongside this to expedite.

Kind regards,

[REDACTED]

[REDACTED] (he/him) | Project Development Officer | Environmental Services, Hollingdean Depot

Our customer promise to you

We will make it clear how you can contact or access our services | We will understand and get things done | We will be clear and treat you with respect

[REDACTED]

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Sent: 17 October 2025 09:43
To: [REDACTED]
Subject: Auckland Drive proposal
Categories: Egress Switch: Unprotected

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