

## Item no 5.17

### QUESTION NO 17

**By Councillor Neil Ross for answer  
by the Convener of the Transport and  
Environment Committee at a meeting  
of the Council on 22 November 2018**

**Question** (1) As the Convener will be aware, there have been numerous instances where residents who have paid the Garden Tax have not received their bin sticker.

Can the Convener please explain what are the principal reasons for the non-issue of bin stickers?

**Answer** (1)

**Question** (2) One reason given to residents is that the address on the Council's database is incorrect and problems appear to arise with correcting the address for example if it involves a number and a letter, such as 8C.

Can the Convener confirm that this is correct and, if so, explain what is being done to ensure that the system is amended to resolve this issue so that it will not recur in future, in particular, during the next registration window in February?

**Answer** (2)