Refuse Collection Devan Grove.

There have been ongoing issues with bin collections over the years, recently exacerbated by the opening of Phase 3 homes and Anax Street. The issues are as follows:

- a few years ago bins were being collected very early in the morning, depriving significant numbers of residents of sleep on two mornings a week. It was agreed with Kristen Barnard that collections would begin no earlier than 7:45am
- over the years there have been issues over pedestrian and driver safety because the bin lorry sometimes parks diagonally across the junction. This problem is now much more serious because the opening of Anax Street means that the lorry is parking across a three-way junction, on a bend
- Phase 3 residents park along the section of Devan Grove outside their building. The section from Anax Street to the new park is often completely blocked with cars during the day and overnight. On one occasion there was complete gridlock when the bin lorry arrived, necessitating a visit from the police. If residents who park here with blue badges are social housing tenants, one might expect that they could park in the car park. Ticketing is currently not occurring often enough to have any impact on the number of cars parking on this stretch of road.
- it was agreed that we would meet with the Council in August, but no one turned up, nor explained what had happened, despite being asked. I wrote suggesting some options, and have yet to receive a response (see text below). The Refuse team seem to have little regard for the safety of estate residents or for customer service.
- The Council has previously suggested that the bins be left in two locations. This was tried, but was found to be inoperable because the tug could not access this spot. The lowered pavement was also on the car park access, and was dangerous. It was agreed to locate all bins outside Rivulet. The Council seem to have forgotten this agreement because it has been suggested again.
- The Council also repeatedly complains that the bins are left on the road - however, they are almost always entirely on the pavement, but the council operatives often leave them on the road.
- The Council expects assistance from estate operatives - it is unclear why private residents are expected to contribute to bin collections, especially when the bin lorries do not arrive at consistent times, nor signal their arrival time in advance.
- the Planning process must have included a refuse strategy, it would be useful to re-visit this to determine whether the current strategy is as planned. It would also be helpful to understand the plan to accommodate disabled driver parking.

I attach the email I sent following the failed meeting in August - I have not received any response:

Morning all - sadly no one turned up to this meeting this morning, and I have not heard from anyone to explain what happened. This is very disappointing.

I asked residents what the issues are around bin collections, and two issues were raised:

- *noise from bin emptying early in the morning*
- *traffic congestion and safety issues from parking on double yellow lines, and bin lorry not stopping in the agreed place. This makes it incredibly dangerous for pedestrians as cars regularly mount the pavement to go round the lorry. It does not appear that Hackney has done another risk assessment since Phase 3 buildings opened, and Anax Street was added into the picture at the junction where collections take place.*

Can I suggest the following remedies:

- *since bin lorries need to serve all properties on the East Reservoir, a rota be introduced whereby the early collection time is shared across the buildings. It seems very unfair that KSS3 and Phase 3 bear the brunt of the early collection noise*
- *that, as agreed, the first collection time be no earlier than 7:45am*

- *a risk assessment be performed to ensure that the agreed parking point is still the safest, and to ensure that crews stop there (they usually do not)*
- *Hackney tickets cars parked in Devan Grove, including the loading bays outside Skyline. If some of these have blue badges, they should be enabled to use the car park in Phase 3. Parking between Rivulet and Phase 3 has started since Phase 3 opened, so I assume these cars belong to Phase 3 residents. Cars often park for extended periods in Devan Grove.*

I am extremely concerned that this issue has been ongoing for years, with, as yet, no resolution.

My email following this up dated 9th September - still no response.

Dear Sebastian and Kristen

I'm having some difficulty in understanding why no one turned up to the meeting, why no one apologised for not turning up to the meeting, and why no one has replied to my email below.

I would really appreciate some answers.

Oonagh

Oonagh Gormley, Chair, KSS3 Residents' Association.
7th October, 2026.