

**Test 604 (G)**

**ANSWER(TASK1)**

**Dear Sir / Madam,**

My name is Amanda Rosewell and I am a resident of the city of Harpley. I am writing this letter in my name and on behalf of my neighbours on Bristwood Avenue, as we have experienced very poor rubbish collection services recently.

For around three months, the trash I put out at my gate on the correct day is only collected irregularly, and when it is, some is left behind. My neighbours have had similar experiences, if not worse, with one woman not having her rubbish collected for eight weeks and another family dealing with unfriendly and incompetent rubbish collectors. Apparently, their waste container was broken by the harsh handling of the collectors, and the family's children have been scared by their unfriendly comments.

Although I have called the rubbish collection service hotline, the company's employees have not taken my complaint seriously and nothing has changed the current situation. I would therefore like to ask what you as the local city council can do in order to improve this state of affairs, as the rubbish collection services do not react to any feedback from dissatisfied citizens.

I look forward to hearing from you soon.

Yours sincerely,  
Amanda Rosewell