

# Castlereagh Borough Council Home Composting Review

September 2008





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## **1. Introduction**

### **1.1. Waste Management in Northern Ireland**

Waste Management remains a high profile issue in Northern Ireland. The effective management of waste is vital to ensure that environmental damage associated with its collection, recovery, treatment and disposal is minimised. Waste management activities must therefore be conducted in a sustainable manner.

Much of UK waste policy and guidance is based on European legislation (Directives). The *EC Landfill Directive (1999/31/EC)* sets targets for the reduction of Biodegradable Municipal Waste (BMW) sent to landfill. The targets are to:

- Reduce BMW landfilled to 75% of 1995 level by 2010
- Reduce BMW landfilled to 50% of 1995 level by 2013
- Reduce BMW landfilled to 35% of 1995 level by 2020

To ensure the targets set in the Landfill Directive are met, the Northern Ireland Landfill Allowance Scheme (NILAS) has been established under the Waste & Emissions Trading Act (WET Act) 2003. Under NILAS Councils have been given landfill allowances that will limit the amount of BMW that can be sent to landfill in any given year. Councils that exceed their landfill allowance, become liable to a civil financial penalty. In a Landfill Directive target year, it would also become liable to a supplementary penalty if the United Kingdom as a whole exceeds its amount of landfill.

In addition to the Landfill Directive targets, the *NI Waste Management Strategy 2006-2020* set the following Recycling and Composting of Household waste targets:

- 35% by 2010
- 40% by 2015
- 45% by 2020

Castlereagh Borough Council, together with 10 other Councils from within the Eastern Region of Northern Ireland, continues to work within the arc21 partnership to address these important issues.

As part of its overall strategy to divert waste from landfill and meet the targets, the Council introduced the innovative 'Tri-Cycle Scheme'. The 'Tri-Cycle Scheme' involves a combination of alternate weekly collections of the Grey bin (landfill/residual waste) with either the Blue bin (mixed dry recyclables) &/or the Brown bin (compostable garden waste) with some areas being on a weekly collection of the kerbside boxes (mixed dry recyclables including glass).

The Council also actively promotes the use of Home Composters to residents in the Borough. Home Composters are currently sold by the Council at a subsidised rate of £5. The price includes a 5-7L kitchen caddy, an instruction leaflet and delivery. Whilst householders are permitted to have more than one Home Composter, ownership of multiple Home Composters is only questioned when a householder purchases 3 or over.

## **1.2. Home Composting**

Along with fuel efficiency and water conservation, Home Composting is one of the most environmentally beneficial activities of modern society. Not only does composting successfully divert a significant portion of a family's waste stream from landfill, it is also a natural method of recycling organic materials into valuable humus. Finished compost is nutritious enough to use as a soil ameliorant, buffering the pH and helping to retain water in the soil. It can cool the soil's surface, and help mitigate erosion.

Home Composting also serves as an invaluable educational tool, teaching young people about conservation, the cycle of life, and inter-connectedness of the natural world.

The benefits of Home Composting are:

- Reduce waste sent to landfill
- Reduce greenhouse gases
- Reuse organic materials
- Recycle natural nutrients
- Improve soil without chemicals
- Produce rich humus for plants
- Save money on chemical fertilisers

The humus that is produced can be:

- Used as a lawn dressing
- Dug into your garden in the autumn or spring
- Added to houseplants
- Used as a potting and seed starting mix

It adds valuable nutrients to the soil, acts as a natural slow-release fertiliser and helps retain soil moisture.

## **2. Methodology**

### **2.1 Aims**

The aim of this study was to:

- Gain an understanding of whether householders who had purchased Home Composters from the Council were actually using them
- To gauge whether householders are aware of the relationship between composting and diversion from landfill
- To evaluate whether householders are using their Home Composter successfully
- To evaluate what the householders are using their Home Compost for
- To evaluate householder's satisfaction with the scheme
- To inform decision-making in future initiatives

## **2.2 Components of Review**

### **2.2.1 Questionnaire**

Questionnaires were sent to all householders that are registered on the Council's in-house database as having bought a Home Composter from the Council.

### **2.2.2 Results**

All returned questionnaires were logged and entered onto a questionnaire-specific spreadsheet. An analysis was then carried out on responses.

### **2.2.3 Actions**

A list of actions was compiled when logging the returned questionnaires. Any actions that could be carried out immediately were (e.g. information leaflet posted out). Some actions required further work, but were/will be carried out as soon as practicably possible (e.g. arranging the information evening).

### **2.2.4 Conclusions and Recommendations**

Conclusions and recommendations are made to summarise the main findings, gauge success and inform decision-making when planning future initiatives and promotions.

## **3. Questionnaire**

### **3.1. Desktop Review**

Since the introduction of subsidised Home Composters, a number of queries have been received from residents in the Borough. These were made through:

- Conversations with a member of staff
- Telephone conversations with office based staff
- Emails
- Letters to the Council
- Visit in person to the Council offices

A desktop review was carried out to identify areas of concern and uncertainty. Subsequently a questionnaire was designed to further research these areas. This was sent to all householders that are registered on the Council's in-house database as having purchased a Home Composter from the Council in the past. There may be more householders in the Borough that own a Home Composter but are not on the Council's database, as they may have bought their Home Composter before the database was set up or from private companies.

### **3.2. Questionnaire Composition**

A questionnaire was prepared (Appendix A), based upon the issues identified in the desktop review.

The questionnaire focused on the following issues:

- Usage of Home Composter
- Successfulness of Home Composter (from the householders perspective)
- Use of the end product
- Future improvements to the Council's kerbside scheme
- Future information provision/assistance from the Council
- Any other comments

A short covering note was provided at the start of the questionnaire and a stamped addressed envelope was included to encourage responses. Most questions had options for the householder to tick with some questions having space for additional comments relevant to the question. There was also an area for the householder to put their name, address, e-mail address and contact number. Recipients were asked to return their questionnaires within a three-week period. A gardening prize was also offered to further encourage responses before the closing date of 4<sup>th</sup> July 2008.

### 3.3. Response Rate

There was an excellent response rate (42.5%) to the questionnaire (Table I). Some householders that received questionnaires didn't have a Home Composter and therefore were removed from the database. One reasons for this was that they had moved house since the Home Composter was ordered.

**Table I. Questionnaire**

Number sent	Number returned	Number of non-composters	Response Rate
926	394	21	42.5%

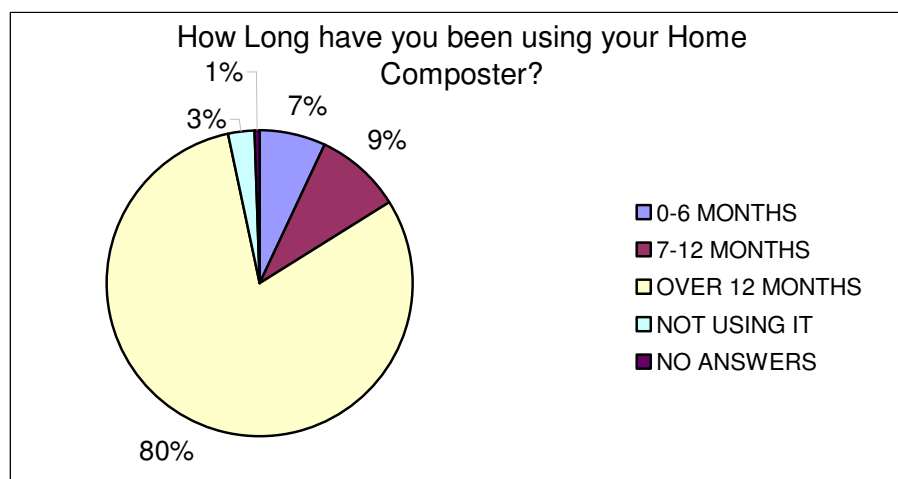
## 4. Questionnaire Results and Analysis

### Question 1. How long have you been using your Home Composter?

**Table II: Question 1**

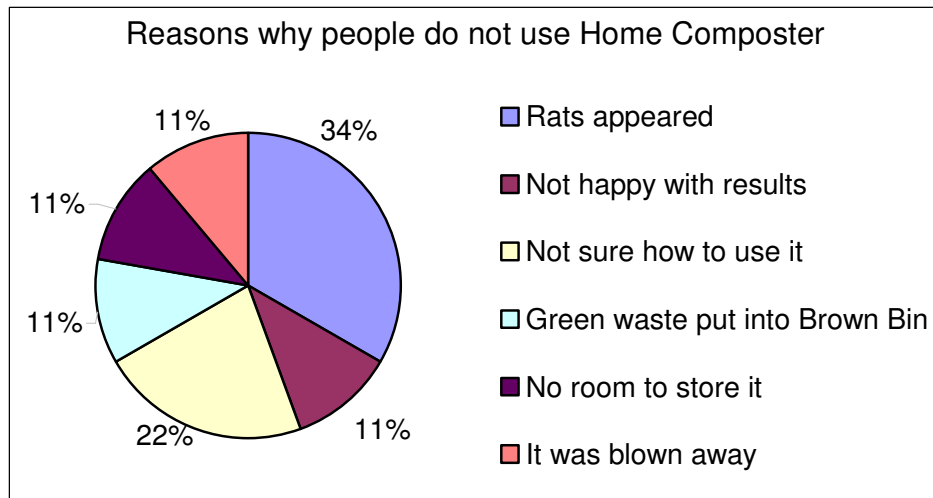
0 - 6 months	7 - 12 months	Over 12 months	Not using it	No answer
27	36	314	11	2

**Chart 1: Question 1**



It is very positive that the overwhelming majority of respondents (80%) have been using their Home Composter over 12 months (Chart 1). Only 3 % of respondents are not using the Home Composter. The reasons for this have been outlined in Chart 2.

Chart 2: Question 1 (Expanded)



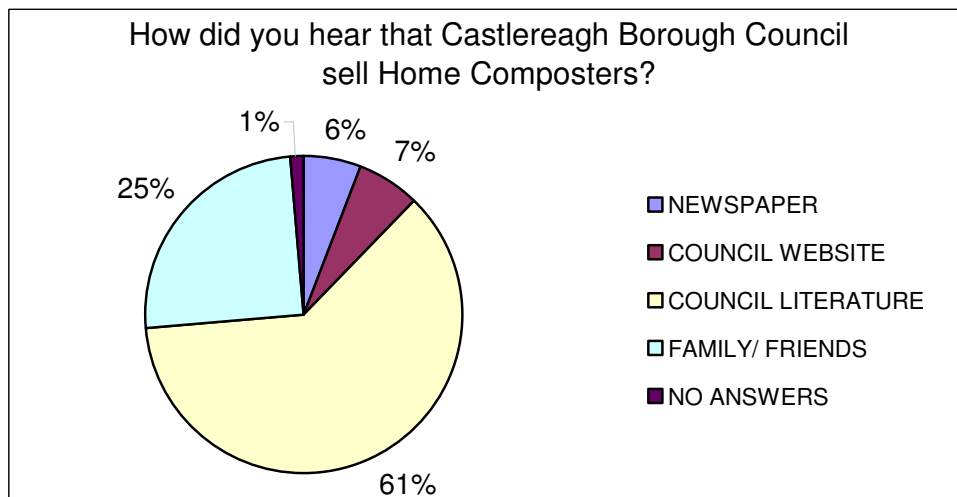
Rat problems (34%) and being unsure how to use the Home Composter (22%) were the main reasons given by respondents for not using their Home Composter. Knowing the reason(s) why people are not using their Home Composter will play a key role in the design of future campaigns and promotions. Instructions will need to be clearer and user-friendly.

**Question 2. How did you hear that Castlereagh Borough Council sells Home Composters?**

Table III: Question 2

Newspaper	Council Website	Council literature	Friends / Family	No / multiple answers
22	25	234	96	5

Chart 3: Question 2



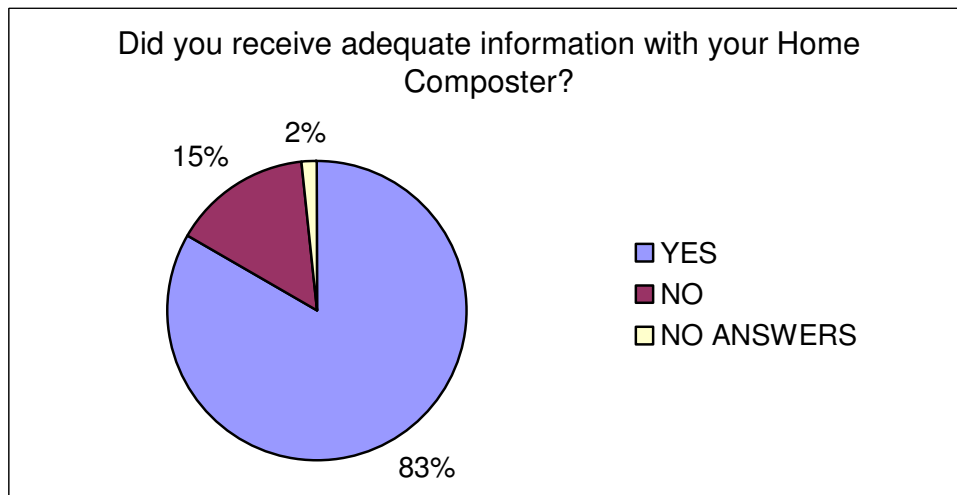
61% of respondents were made aware through Council literature that they could purchase a Home Composter at a subsidised rate from the Council. 25% were made aware of this through family and friends. This demonstrates that positive experiences are important, as a householder with a negative experience is unlikely to encourage family and friends to buy a Home Composter.

**Question 3. Did you receive adequate information with your Home Composter?**

**Table IV: Question 3**

Yes	No	No / multiple answers
327	59	6

**Chart 4: Question 3**



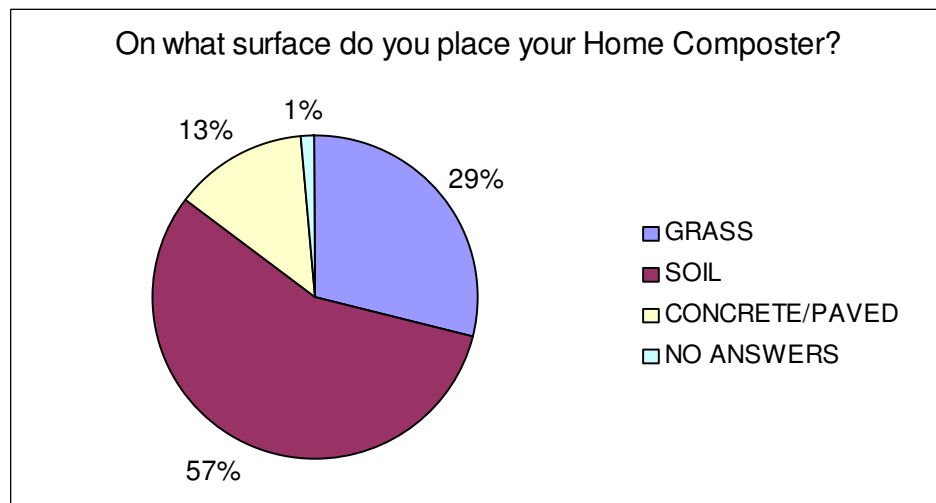
83% of respondents stated that they received adequate information with their Home Composter, with only 15% stating that they did not receive the information or considered the information was not adequate (Chart 4). An instruction leaflet is provided with all Home Composters purchased from the Council.

**Question 4. On what surface do you place your Home Composter?**

**Table V: Question 4**

Grass	Soil	Concrete/Paved	No / multiple answers
114	221	53	5

**Chart 5: Question 4**



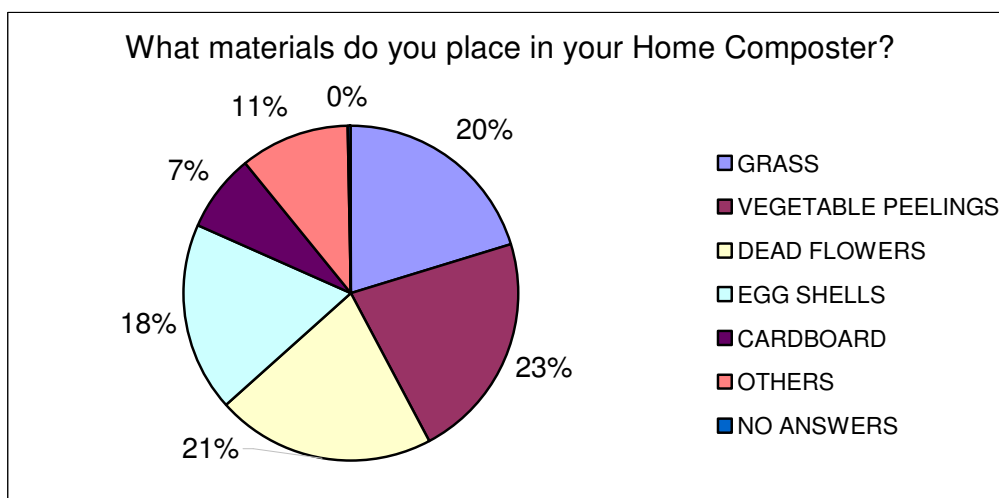
57% of respondents placed their Home Composter on soil or grass as recommended in the literature (Chart 5). Surfaces such as sand, stones, gravel, plastic sheet over grass, pebbles and wooden frames were also mentioned as surfaces used. Placing the Home Composter on concrete or paved surfaces is not recommended, however there is no evidence from the survey results that placing it on concrete/paved surfaces has created a negative effect. Of the householders that placed their Home Composter on concrete/paved surfaces nobody stated that they had not had success with it.

**Question 5. What materials do you place in your Home Composter?**

**Table VI: Question 5**

Grass	Vegetable peelings	Dead Flowers	Egg shells	Cardboard	No / multiple answers
339	371	356	306	125	5

**Chart 6: Question 5**



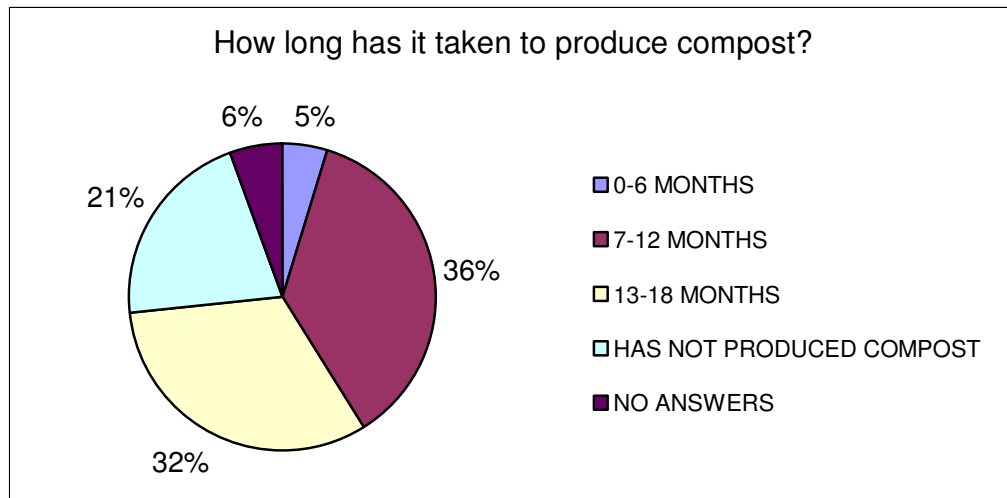
There would appear to be a suitable mixture of the recommended compostable items being placed in the Home Composters (Chart 6). As Home Composting is most effective when the correct mixture of materials is used, this is a clear demonstration that householders are using the correct mix recommended in the literature. Not every householder however is using all of these materials; some householders use a selection of the materials. Examples of other materials that are used are tea bags, coffee grinds, hair, shredded paper and fruit peelings.

**Question 6. How long has it taken to produce compost?**

**Table VII: Question 6**

0 - 6 months	7 - 12 months	13 - 18 months	Has not produced compost	No / multiple answers
19	143	126	83	22

**Chart 7: Question 6**



It has taken the majority (68%) of householders between 7 and 18 months to produce compost, with a small proportion (5%) of householders produced compost in the first 6 months (Chart 7).

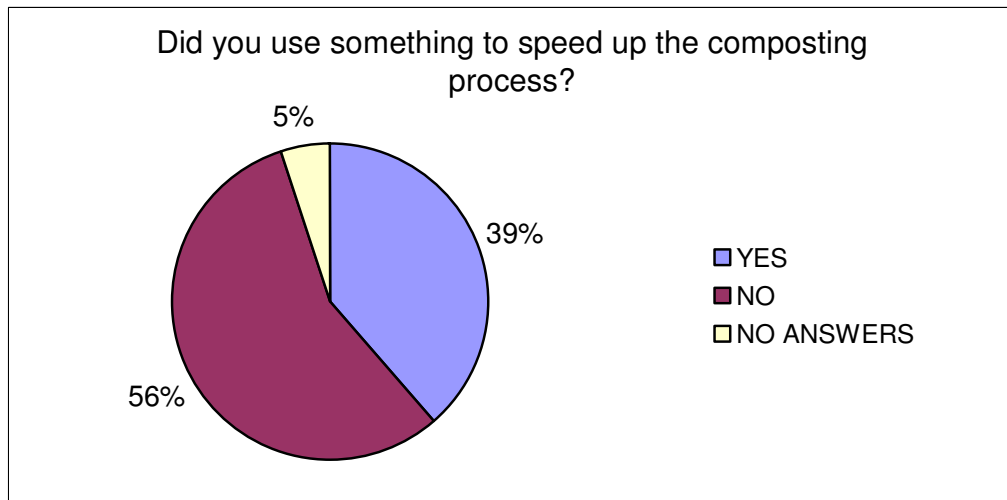
21% of respondents have not produced any compost; however of these householders, 55% of them have had the Home Composter for less than 12 months. 21% of these householders are not using them any more. It is not clear whether the lack of compost production is the reason for this.

**Question 7. Did you do anything to speed up the composting process?**

**Table VIII: Question 7**

Yes	No	No / multiple answers
151	220	20

**Chart 8: Question 7**



39% of respondents used something to speed up the composting process (Chart 8).

**Chart 9: Question 7 (Expanded)**

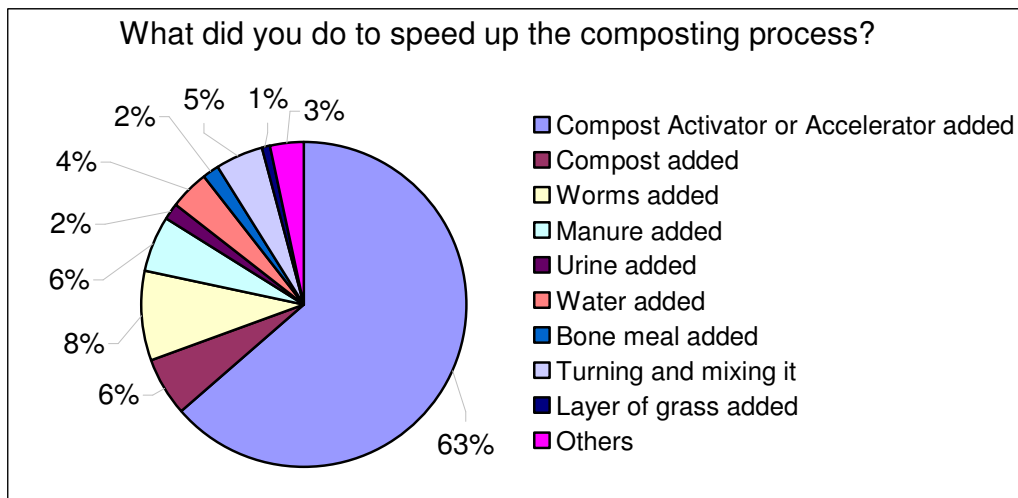


Chart 9 shows the variety of products that people add to the Home Composter, the most frequent being compost activator or accelerator (63%), compost already produced (6%), worms (8%) and manure (6%).

Chart 10: Comparison of compost production with and without accelerator

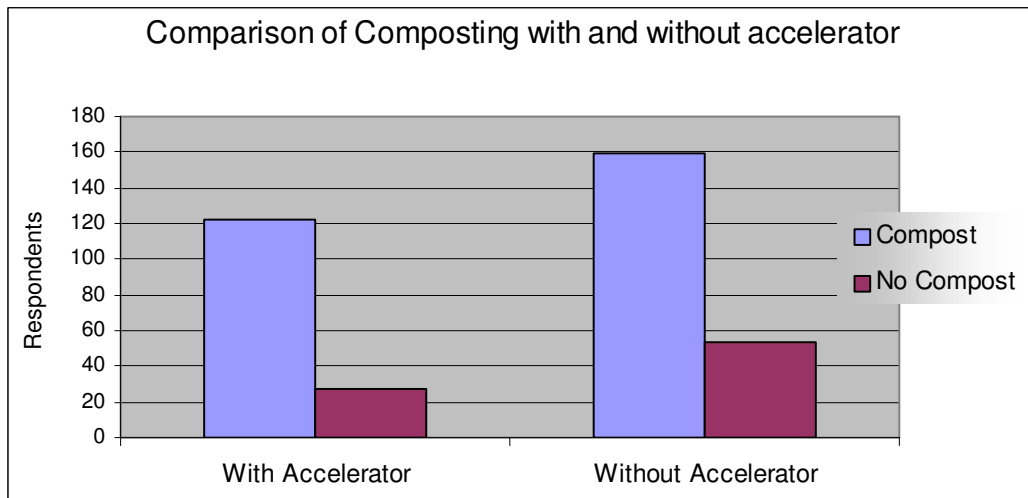


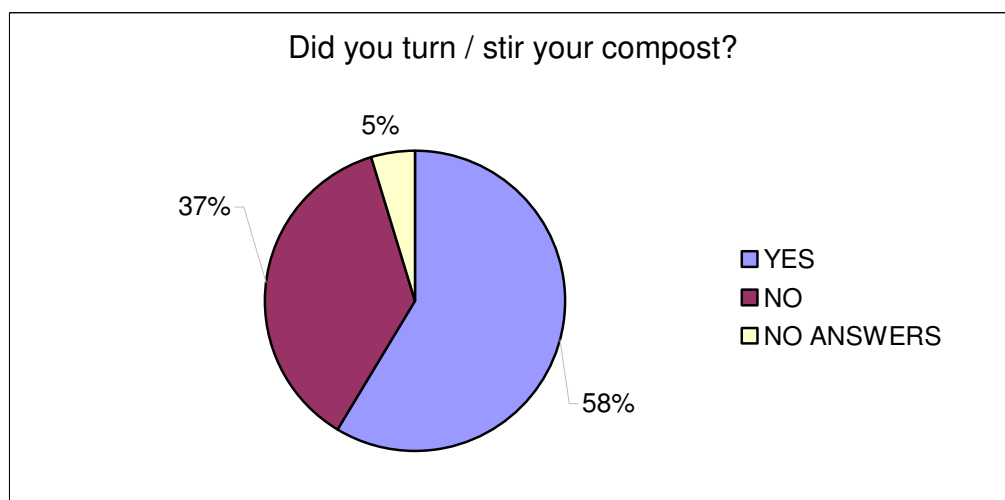
Chart 10 would suggest that there is no real benefit to adding an accelerator, as more people produced compost without the addition of an accelerator. However it is unclear as to whether the quality of the compost was better or whether the speed of producing the compost was faster if an accelerator is used.

**Question 8. Do you turn / stir your compost?**

Table IX: Question 8

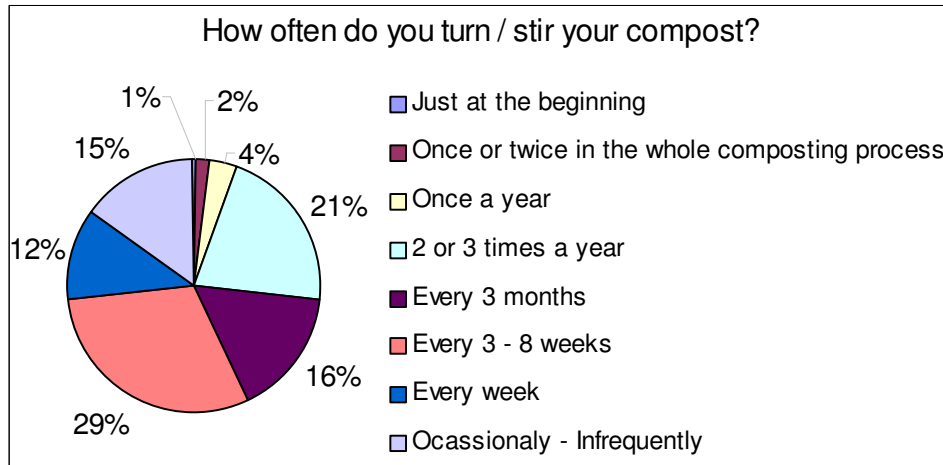
Yes	No	No / multiple answers
229	144	18

Chart 11: Question 8



Turning/stirring compost is recommended in most composting literature to aid the composting process and aerate the mixture. Chart 11 shows that the majority of householders (58%) turn/stir the materials in the Home Composter.

**Chart 12: Question 8 (Expanded)**



Of the householders that do turn/stir their compost the majority stir it every 3-8 weeks (29%) (Chart 12). There is a wide range of frequencies used in relation to turning/stirring the compost, ranging from once in composting process to weekly. Surprisingly, 12% stir/turn their compost as frequently as weekly. 15% of householders find it difficult to turn/stir their compost more frequently than every 3 months.

**Chart 13: Comparison between success rate with turning the compost**

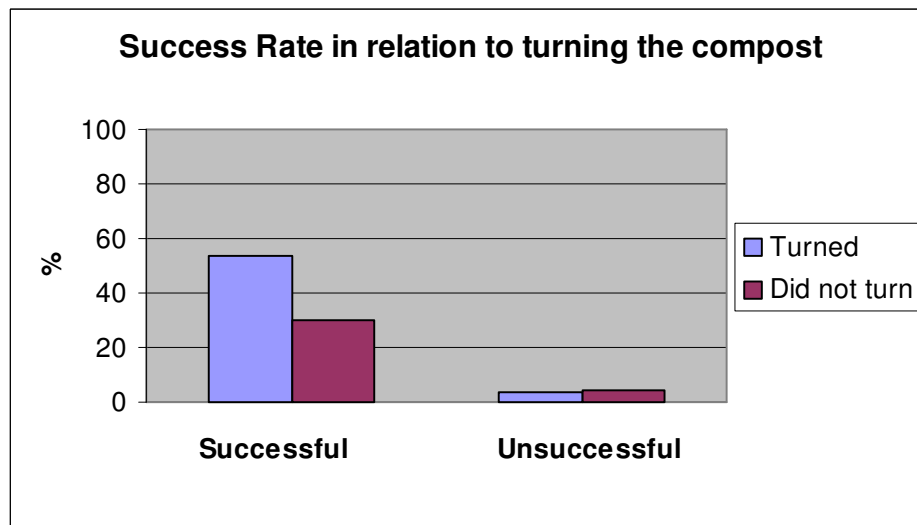


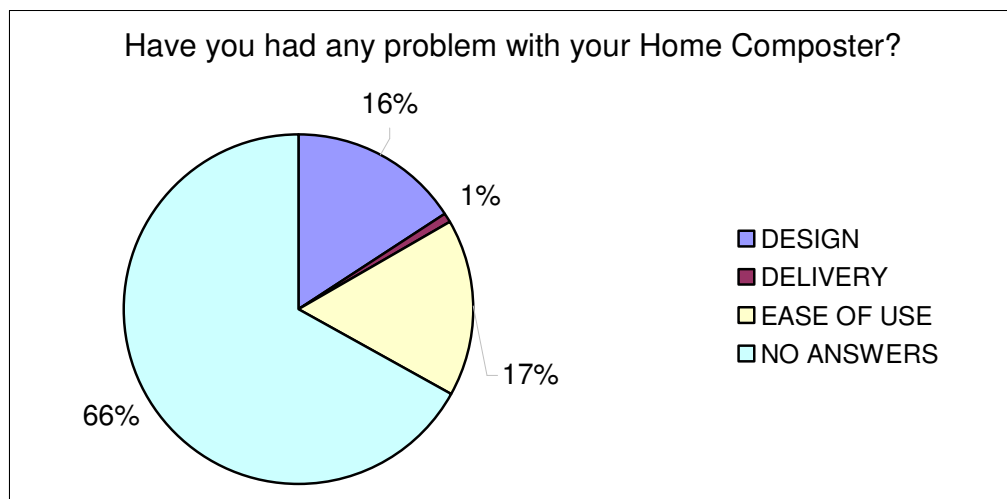
Chart 13 demonstrates that, although regular turning is recommended in the Home Composting process, 30% of respondents had success but did not turn it. Of the 8% of respondents that did not have any success an almost equal amount had turned (14 respondents) as not turned (17 respondents) the compost.

**Question 9. Have you had any problems with your Home Composter?**

**Table X: Question 9**

Design	Delivery	Ease of use	No / multiple answers
54	2	57	230

**Chart 14: Question 9**



66% of respondents did not answer this question, which may imply that the householder did not experience problems. Of the householders that did answer, design (16%) and ease of use (17%) were the two major issues. An example of the comments made were:

- Hard to open the door
- Composting Bin is too big
- Composting bin is blown away by wind
- Difficult to remove, turn and stir compost
- Insufficient vents

Others problems mentioned were:

- It attracts rats, flies, cats and dogs
- It is blown away by the wind

As the Council provides the delivery of the Home Composters, it is important to ensure that householders are happy with the service. Only 2 respondents had problems with the delivery, one of which was simply because the composter was delivered on a windy day. The other respondent did not explain as to why there was a problem with the delivery. It is clear from the respondents that the delivery service provided by the Council is efficient, working well and should continue.

***Question 10. How did you overcome any problems you have had with your Home Composter?***

This was an open question and allowed a variety of responses. Many suggestions were made in relation to overcoming the problems encountered with the Home Composter. The following points were suggestions made by some respondents:

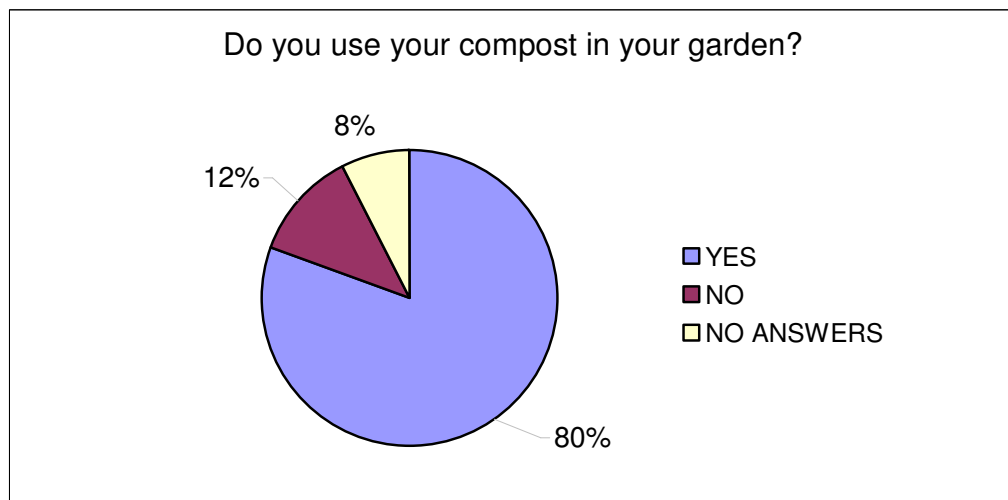
- Using several bins makes turning easier
- Purchasing a tarpaulin to take compost off the bin, mix up and return it back to the bin
- Asking someone else to turn and stir the compost
- Covering vegetable peelings layers with shredded paper or grass, because if vegetable peelings are the top layer flies proliferate
- Putting a heavy object on the top
- Poisoning rats
- Moving cat box closer the composter
- Placing on a stable surface
- Sinking the composter into the ground a little
- Putting a brick against the slide door
- Drilling holes to allow air into composter
- Looking up Internet and asking friends who have Composters
- Watering the composter
- Tying it down with pegs

**Question 11. Do you use your compost in your garden?**

**Table XI: Question 11**

Yes	No	No / multiple answers
306	45	29

**Chart 15: Question 11**



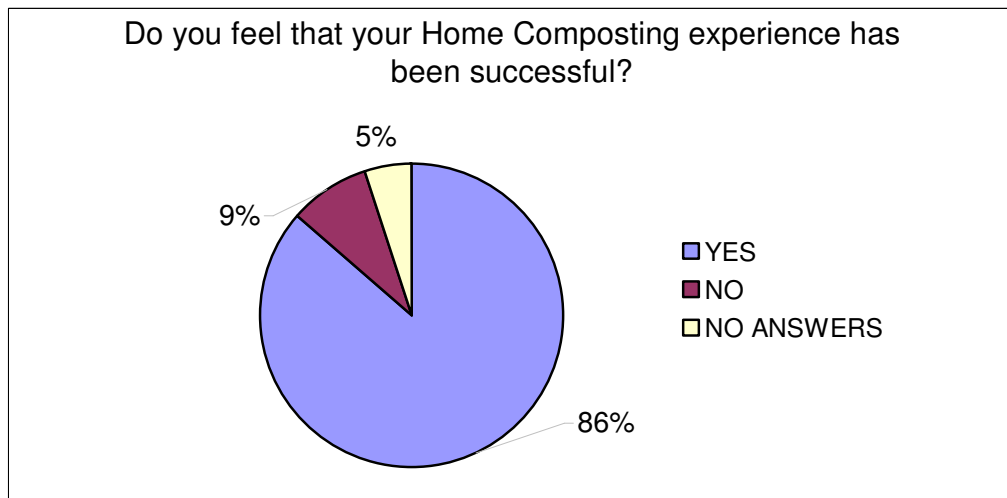
An overwhelming 80% of respondents used the compost they produced in their garden, with 12% not using it in their garden (Chart 15). Of the 12% of householders that do not use their compost in their own garden, 90% stated that it was because the compost was not ready to use yet. This is very encouraging as it means that there is diversion of waste from landfill (although unquantifiable at this time) and that natural nutrients are coming back into gardens' soil helping to promote a sustainable system. Of the two respondents that did not use the compost produced, one said the amount of compost was not enough and another one replied that compost could not be used because it disintegrated.

**Question 12. Do you feel that your Home Composting experience has been successful?**

**Table XII: Question 12**

Yes	No	No / multiple answers
328	33	19

Chart 16: Question 12



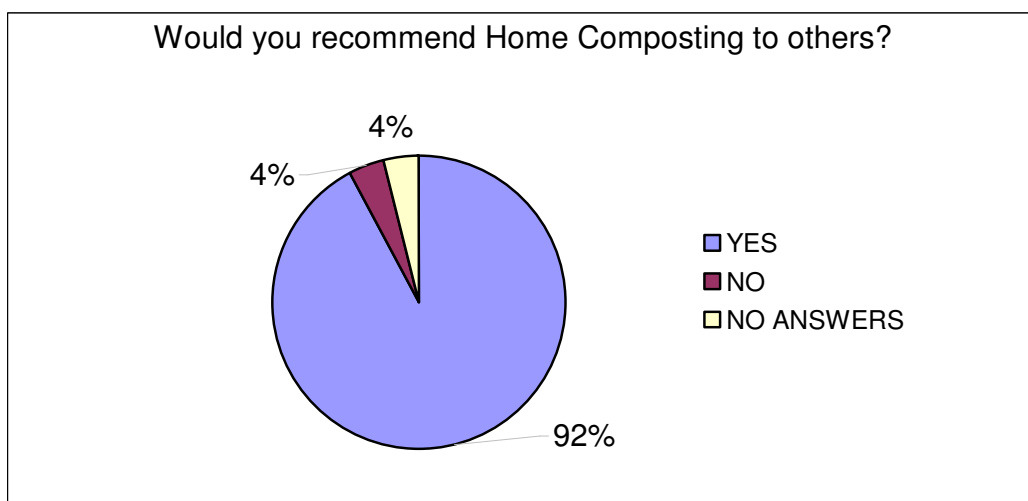
86% of householders feel that their Home Composting experience has been successful. This is a very encouraging result, as success with Home Composting will ultimately mean that they will continue to use their Home Composter and hopefully recommend it to others. Of the 9% that felt it was not successful, respondents provided no further information.

**Question 13. Would you recommend Home Composting to others?**

Table XIII: Question 13

Yes	No	No / multiple answers
358	15	15

Chart 17: Question 13



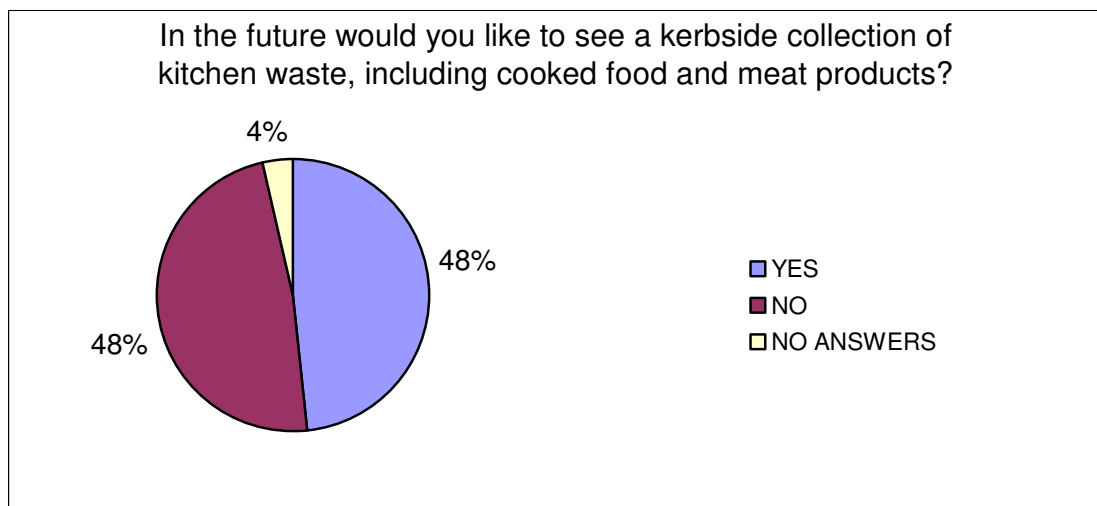
92% of respondents felt that they would recommend Home Composting to others, despite the fact that some respondents had issues with it. This is an extremely positive and encouraging response as positive recommendation reinforces the idea that it is worth investing some time and a small amount of money in Home Composting.

**Question 14. In the future would you like to see a kerbside collection of kitchen waste, including cooked food and meat products?**

**Table XIV: Question 14**

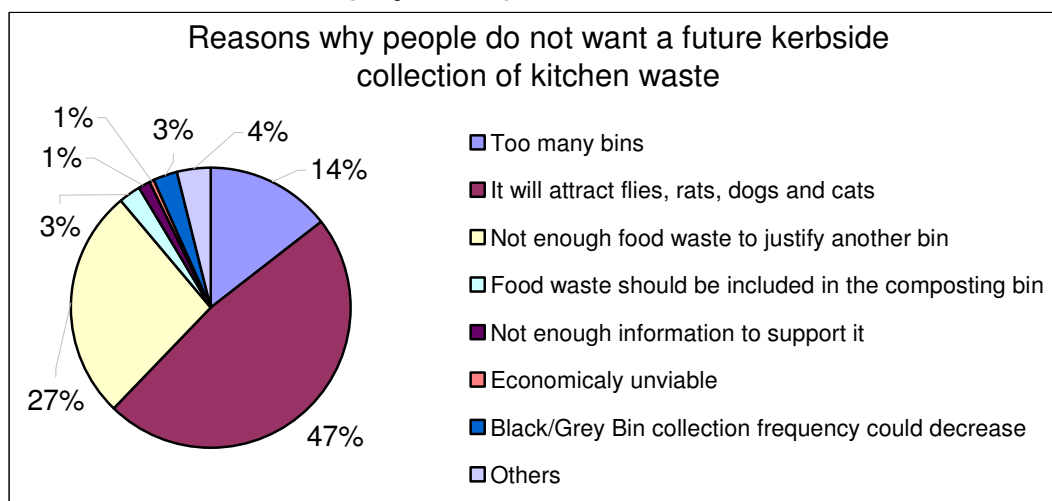
Yes	No	No / multiple answers
189	189	27

**Chart 18: Question 14**



This question was asked in relation to the development of the Council’s kerbside collections. Surprisingly, the result is evenly split between those that would like to have their kitchen waste collected in their kerbside collection and those that don’t (Chart 18). This information will be used as part of the development of the Council’s kerbside collection system.

**Chart 19: Question 14 (Expanded)**



Some of the reasons why householders do not want a kitchen waste collection service can be seen in Chart 19. Most of people believe that the service will attract flies, rats, dogs and cats. Others think a new bin is not necessary since kitchen waste is not significant. Some householders believe that it would lead to too many bins.

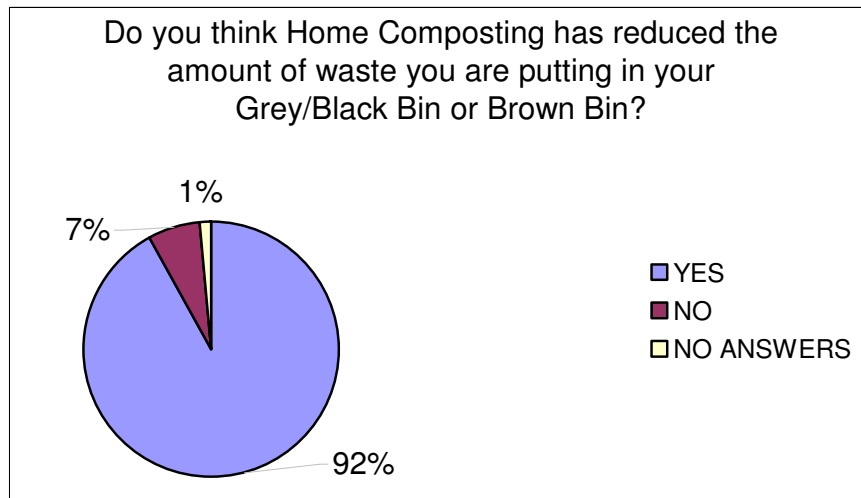
As no details were provided about how the kerbside collection of kitchen waste would operate, some answers were a reflection of the householders’ interpretation of what the service would be and again the Council need to ensure that householders have the correct information prior to rolling out such a scheme.

**Question 15. Do you think Home Composting has reduced the amount of waste you are putting in your Grey/Black Bin or Brown bin?**

**Table XV: Question 15**

Yes	No	No / multiple answers
360	26	5

**Chart 20: Question 15**



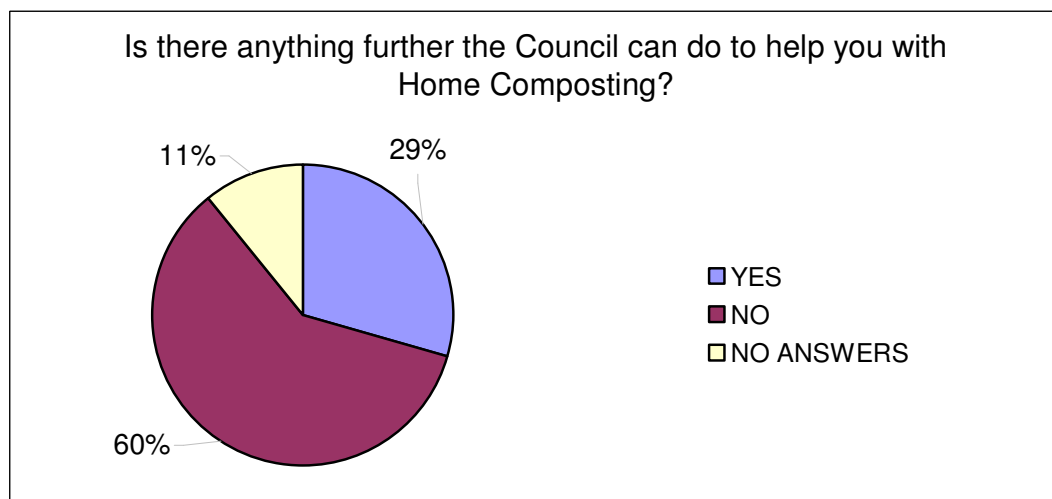
A high percentage of respondents (92%) have noticed that Home Composting leads to a reduction in the amount of waste being put in the Grey/Black or Brown Bin. This is encouraging as making people aware of this link is part of the solution to future waste management issues. There are no comments from the ones who do not think so.

**Question 16.** *Is there anything further the Council can do to help you with Home Composting?*

**Table XVI: Question 16**

Yes	No	No / multiple answers
115	234	43

**Chart 21: Question 16**



60% of respondents feel that there is nothing further that the Council can do to assist them with Home Composting. This is positive as it implies that the Council has provided the householder with sufficient information to enable them to have a successful Home Composting experience. However, 29% of people questioned believe the Council can help them further with their Home Composting (Chart 21).

**Chart 22: Question 16 (Expanded)**

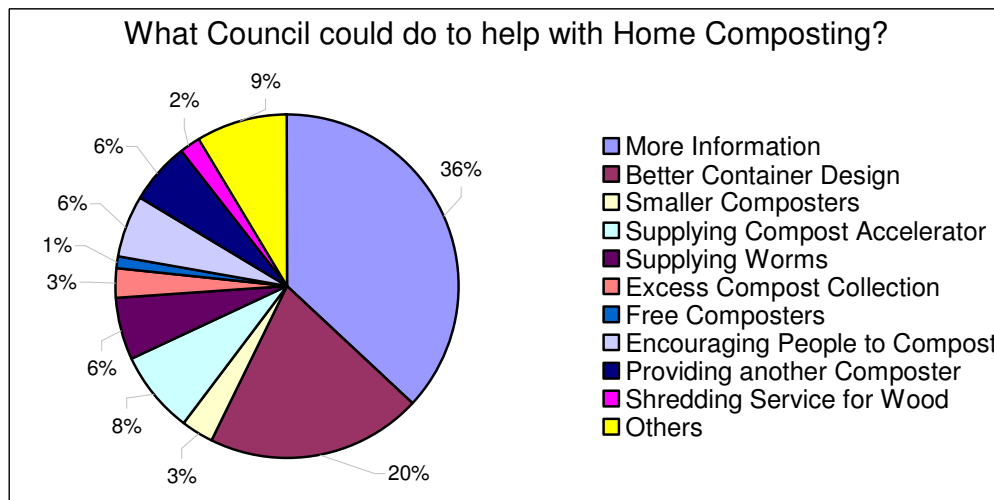


Chart 22 shows suggestions from respondents about how the Council could further help them with Home Composting. The most notable are:

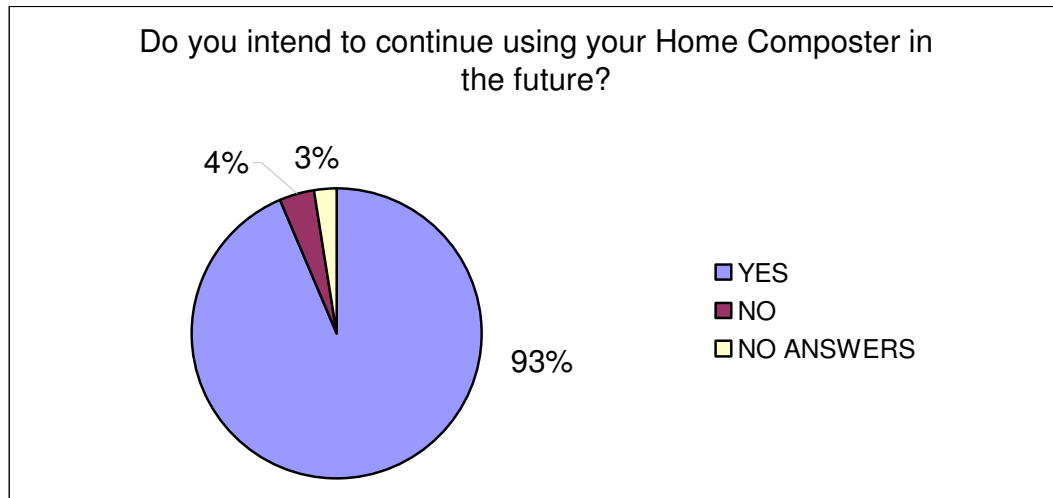
- Provision of more information
- Improved Home Composter design
- Provision of compost accelerator and worms
- Provision of a second composter
- Further Promotion of Home Composting

**Question 17.**      *Do you intend to continue using your Home Composter in the future?*

**Table XVII: Question 17**

Yes	No	No / multiple answers
368	15	10

Chart 23: Question 17



It is very positive that 93% of people asked will continue using their Home Composter. Some of the reasons given by those who do not want to use their Home Composter any more were:

- Too difficult to use
- No compost produced after a long time
- Unless more information given out

**Question 18. Any other comments**

This question was open in order to allow householders express concerns or simply make statements about Home Composting. 40% of respondents made further comments on their experiences with Home Composting. Some of these are detailed below:

- Well satisfied with Council's Service
- Compost has improved garden soil
- Home Composting is excellent
- It is a very good idea
- Composting Bins need more ventilation
- Composting Bins need at least three extraction points to get the compost out of the bin easier
- Even with Composting Bin and Brown Bin collection, service is not sufficient for some people needs

- Council should promote Home Composting more
- A lot of people do not know that composters are available from Council
- Composting process is too long
- Council should publish more information
- Composting Bins attract rats and flies
- It is difficult to turn and stir the compost inside the bin

## **5. Conclusions**

Responses to the questionnaire were very thorough and varied. 96% of respondents that purchased Home Composters from the Council are still using them. This is extremely encouraging and demonstrates that they would appear to be happy with their Home Composting experiences.

92% of respondents stated that they noticed a decrease in the amount of their waste being sent for landfill/composting through the kerbside collections, this demonstrates that they are aware of the relationship between Home Composting and diversion from landfill.

Also encouraging is that 86% of householders feel that they are using their Home Composter successfully.

93% of householders were satisfied with the scheme, with only 4% unsatisfied, many of which suggested that additional assistance/guidance might help.

Householders are generally using their Home Composters for disposal of vegetable peelings, dead flowers, grass and eggshells.

The Home composters have been well received however some householders felt there was an issue surrounding its design. 17% of householders complained about composter design and 16% found it difficult to use. Size, mobility and the unattached lid were of main concern.

Overall the communication strategy adopted by the Council was highly successful. There are, however, some changes that could be made to improve it, as mentioned in the recommendation section below.

**6. Recommendations**

The Council has no intention of discontinuing provision of Home Composters at a subsidised rate. Current methods of promoting Home Composting will be continued, in addition to consideration of further promotion (e.g. vehicle livery). There still remains the need for a more pro-active approach in 'selling' Home Composting to householders through promotion of the positive 'feel-good' aspects of Home Composting and the contribution it makes to a more sustainable environment.

Survey results are extremely encouraging and endorse the continuing promotion of Home Composting. It is important however, that further steps are taken to reinforce the waste minimisation and recycling message. This should be through further education and awareness activities. Continuation with the promotion of Home Composting at a subsidised rate, with the following considerations:

- Ensure householders are aware that Home Composters are available at the subsidised rate
- Further promote through other methods of advertising along with current methods
- Ensure instruction leaflets are delivered with the Home Composter
- Increase Education and Awareness activities to reinforce waste minimisation and Home Composting and further encourage householders to fully embrace Home Composting so that it can achieve its full potential
- Share the results from this study with other arc21 Councils so that they are aware of what Home Composting can achieve
- Share the suggestions for design with the manufacturers in order to further improve the design

## **6.1 Communications**

A key aspect to implementing and maintaining interest in Home Composting is the communication strategy adopted. The following methods will continue to be used by the Council to communicate the benefits of Home Composting to households:

- Council's website
- Rubbish News newsletter
- Advertising at events
- Promotion through School and Community Group talks
- Annual bin collection calendars/information leaflets
- Information evening
- Promotion at Household Recycling Centres on information boards
- Promotion at garden centres during Compost Awareness Week

## **6.2 Information Evening**

Many of the respondents indicated that they would like further information and guidance on Home Composting. As a method of providing this assistance, an Information Evening will be organised.

All respondents will be invited to attend the information evening. A guest speaker will be in attendance to provide information on composting. A panel of experts will also be in attendance to answer any composting/gardening questions. Councillors and staff from the Council will be invited as they will come into direct contact with constituents and it is important that they are aware of Home Composting as an initiative. A Press release and invitation to press will be issued to further increase awareness.

### **6.3 Information Provision with Home Composter**

A reminder will be sent to the delivery team to ensure that information leaflets are attached to all Home Composters. The Householder will also be informed that the instruction leaflet is attached to the underside of the lid, when they are ordering their Home Composter. Further information leaflets will be developed also as a means to improve the current quality of information. The Council's website will also be updated to include additional information on Home Composting.

### **6.4 Design of Home Composter**

The issues that have been raised in relation to the design of the Home Composter will be taken into account when the units are being re-ordered. However, the Council has no control of the actual design of the Home Composter Unit. All comments in relation to the design of the Home Composter will be passed on to the suppliers. Home Composter manufacturers are continually developing their products and hopefully this will be reflected in future designs.

### **6.5 Introduction of Kerbside Collection of Kitchen Waste**

Before the Council rolls out the kerbside collection of kitchen waste, further education and awareness campaigns will have to be undertaken to demonstrate the merits of such a scheme to the householder. The service will also have to satisfy the householders' expectations.



**APPENDIX A**  
**HOME COMPOSTING QUESTIONNAIRE**





Dear Householder

Castlereagh Borough Council values your feedback as a resident who has purchased a subsidised Home Composter from us in the past. We would greatly appreciate it if you could take a few minutes to complete the enclosed questionnaire about Home Composting and return it to us in the enclosed prepaid envelope. All completed questionnaires that are returned **before Friday 4th July 2008 will be entered into a draw for a Gardening Prize.**

If you do not own a Home Composter please contact Paul Kerr on 02890 494629 and we will remove you from our records.

Thank you  
*The Waste Management Team*

## Home Composting Questionnaire

**1. How long have you been using your Home Composter?**

- 0 - 6 months     7 - 12 months     Over 12 months     Not using it

If you are not using it, please say why.....

**2. How did you hear that Castlereagh Borough Council sell Home Composters?**

- Newspaper     Council Website     Council literature     Friends / Family

Other, please specify.....

**3. Did you receive adequate information with your Home Composter?**

- Yes     No

**4. On what surface do you place your Home Composter?**

- Grass     Soil     Concrete/Paved

Other, please specify.....

**5. What materials do you place in your Home Composter?**

- Grass     Vegetable peelings     Dead Flowers     Egg shells  
 Cardboard

Other, please specify.....

Please turn over ▶



6. How long has it taken to produce compost?

- 0 - 6 months     7 - 12 months     13 - 18 months     Has not produced compost

7. Did you do anything to speed up the composting process?

- Yes     No

If yes, please specify.....

8. Do you turn / stir your compost?

- Yes     No

If yes, how often?.....

9. Have you had any problems with your Home Composter?

- Design     Delivery     Ease of use

Other, please specify.....

10. How did you overcome any problems you have had with your Home Composter?

.....  
.....  
.....

11. Do you use your compost in your garden?

- Yes     No

If no, what do you do with it?.....

12. Do you feel that your Home Composting experience has been successful?

- Yes     No

13. Would you recommend Home Composting to others?

- Yes     No



14. In the future would you like to see a kerbside collection of kitchen waste, including cooked food and meat products?

Yes       No

If no, please explain.....

15. Do you think Home Composting has reduced the amount of waste you are putting in your Grey/Black Bin or Brown bin?

Yes       No

16. Is there anything further the Council can do to help you with Home Composting?

Yes       No

If yes, please specify.....

**17. Do you intend to continue using your Home Composter in the future?**

Yes       No

If no, please explain.....

18. Any other comments:

.....  
 .....  
 .....  
 .....

Name: ..... Date:.....

Address:.....

Contact Number :.....E/Mail Address:.....

Thank you for your time. Please return your completed questionnaire in the enclosed FREEPOST envelope before Friday 4th July 2008 to be in with a chance of winning a Gardening Prize.