



Dear Danielle,

We have recently completed a full review of the dog waste and litter collection service we provide to you.

Following a detailed assessment of the financial performance of this part of our business, it has become clear that several of our current contracts are operating at a loss and are no longer sustainable in their present form.

Over recent years we have absorbed significant increases in our operating costs, including rises in labour expenses such as the minimum living wage and National Insurance, as well as higher fuel prices and multiple increases in waste disposal charges. Until now, we have taken on these additional costs without passing them on. However, we have now reached a point where continuing to do so is no longer viable, and we are incurring financial losses on some contracts.

It is never easy to send a letter of this nature, but in order to continue providing our services, we must adjust our pricing. We want to be as transparent as possible throughout this process and to minimise the impact on your budget where we can. With that in mind, please find below a summary of the current position regarding your contract.

To cover our operating costs, we will need to increase our charge to £4.61 per bin for both litter and dog waste collections. In addition, we anticipate a further increase at the beginning of 2027, which would bring the cost to £4.79 per bin, allowing us to begin restoring a small margin to ensure the long-term sustainability of the service.

This will bring you annual total for 2026 to:

14No Dog Bins @ £4.61 per Bin Weekly

Total PA £3,356.08

Monthly Cost £279.67

We plan for these changes to take effect from 1st May 2026. Please confirm whether you are willing to proceed under the revised pricing or if you would prefer to end the contract. We fully appreciate the impact this may have and understand if you need time to review your budget or explore alternative arrangements.

If you would like to discuss this further—either by phone or in person—we would be more than happy to meet with you.

Yours faithfully,

Group Operations Director
Tactical Group Ltd