Rue des Tilleuls file — collection complaint and 240 L bin request

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

Enquiry received Wednesday 13 May, handled in 90 seconds · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document — the resident, the address, the round and the lifts are invented for the demonstration. **Both halves of the request are handled in the same file: the collection complaint and the bin exchange request. Nothing is sent, nothing is ordered: the reply and the form await a case officer's approval.**

The complaint, as it goes to the technical services

Complaint field	Value	Where it comes from
Resident	Nadège Fourcaut — 24 rue des Tilleuls, Marnaville	Charge-payer file, active contract
Stream concerned	Packaging — 240 L yellow bin	Contract, current allocation
Collection sector	**Sector 3**	Resolved division into 5 sectors

Complaint field	Value	Where it comes from
Round day	**Tuesday**	Resolved collection calendar, version of 27/11/2025
Round concerned	**Tuesday 12 May — round completed, 486 lifts recorded across the sector**	Lift log
Time the lorry passed 24 rue des Tilleuls	**07:42**	Lift log, vehicle timestamp
Chip read at this address	**No**	Lift log
History attached	**The last 6 lifts of this bin**	Lift log — *the item that settles it*
Status	Passed to the technical services, sector 3	—

The last 6 lifts — the item nobody has time to go and find

Round	Time of pass	Chip read	Weight recorded
Tuesday 12 May	07:42	**No**	—
Tuesday 5 May	07:38	Yes	6.4 kg
Tuesday 28 April	07:51	Yes	5.9 kg
Tuesday 21 April	07:44	**No**	—
Tuesday 14 April	07:36	Yes	7.1 kg

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Round	Time of pass	Chip read	Weight recorded
Tuesday 7 April	07:47	Yes	6.2 kg
Reading	**Regular passes between 07:36 and 07:51**	**2 non-reads out of 6, three weeks apart**	**Steady weights whenever the chip answers**

Two causes are possible, and the file gives both: bin put out after the lorry passed, or **a faulty chip**. **The evidence leans towards the chip** — two non-reads in six rounds, with passes at a regular time and steady weights whenever the chip answers. **The complaint says so, and it proposes a chip check on the next pass rather than a bare observation. That is the difference between a ticket passed on and a file worked up: the technical services know what to check before they get out of the cab.**

The allocation: what the resolved grid says

Household composition	Residual waste bin	Packaging bin	Reference
1 to 2 people	120 L	120 L	Resolution of 27/11/2025, annex 2
3 to 4 people	180 L	180 L	Resolution of 27/11/2025, annex 2
5 people and above	**240 L**	**240 L**	**Resolution of 27/11/2025, annex 2**
Mrs Fourcaut's household	**5 people declared**	—	**240 L bin — matches the grid**

The exchange form, pre-filled

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Form section	Pre-filled by the agent	Left to do
Charge payer's identity	Nadège Fourcaut	—
Collection point address	24 rue des Tilleuls, Marnaville — sector 3	—
Current chip identifier	Taken from the contract	—
Current size / size requested	180 L → **240 L**	—
Reason	Household composition now 5 people	—
Proof of household composition	**Absent from the file**	**Requested in the letter, with the deadline and the three ways to submit it**
Applicant's signature	—	**To be obtained**
Service approval	—	**Case officer, then order to the supplier**

> **The missing document is named BEFORE the file joins the queue, not three weeks later.** That is the whole point of checking at submission: **across last year's 2,520 files run back through this rule, 418 were incomplete — and the service only found out at the assessment stage. Here, the letter requesting the document goes out with the reply, in the same envelope.**

The reply to the resident, ready to send — word for word

« Dear Mrs Fourcaut,

You reported that your yellow bin had not been collected on rue des Tilleuls. ***The round of Tuesday 12 May did take place in your sector (sector 3), passing your address at 07:42.*** *Your bin's chip was not read that day, as had already happened on 21 April.* ***We***

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have passed a chip check to the technical services: it will be carried out on the next pass, Tuesday 19 May.

You also ask for a larger bin for a household of five. ***Our allocation grid provides a 240-litre bin from five people: your request matches, and the exchange form is already filled in. We are missing one document to assess it: a statement of your household composition****, which you can bring to the counter, submit through the website form or post,* ***before 12 June****.* ***Once received, the bin is made available within six working days.***

The service remains at your disposal. »

The next step: bins whose chip has gone silent, flagged before the resident notices

Finding over 24 months	Bins	Share	What it changes
Bins whose chip went unread three rounds running	**214**	**100%**	List delivered every Monday, sector by sector
Of which chip actually faulty on inspection	**187**	87.4%	Exchange scheduled for the following round
Of which bin not put out (absence, second home)	27	12.6%	No action — the flat-rate lift is justified
Cases where the resident reported the fault before the service	**141**	**65.9%**	**141 complaints that never get sent if the service sees it first**

Chip check at 24 rue des Tilleuls — carried out by the technical services on: _____

Weekly silent-chip report — go-live decided by the head of the waste service on: _____

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