

Cloud 9 Citizen Mobile App

The Cloud 9 Citizen App gives residents a simple, reliable way to stay informed about waste services and report issues, while helping councils manage demand and maintain confidence in day-to-day service delivery. Working as part of the wider Whitespace operational platform, the app connects residents directly to accurate service information and council workflows. This ensures residents receive timely updates, and councils benefit from clearer reporting, fewer enquiries and better visibility of local issues.

HOW IT WORKS

Easy access to service information - Residents download the app and connect to their local council, giving them access to key information about waste collections and local services.

Clear collection schedules and reminders - Residents can view their waste collection schedules and receive notifications reminding them when to put bins out. This helps reduce missed collections.

Sending push notifications - The platform lets councils send instant push notifications (with links) to targeted residents by area, ward, device type, or waste collection round, showing the recipient count before sending.

Simple issue reporting - Residents can report issues such as missed bins, graffiti and fly-tipping directly through the app. Reports are captured with supporting detail and fed into council systems, reducing manual handling and follow-up.

Local updates and engagement - The app provides residents with access to local news and service updates, helping councils communicate clearly and consistently with their communities.

Community insight that supports services - Information reported by residents can be analysed by councils to identify trends or areas needing attention. This insight supports targeted action, clearer communication and stronger engagement with local communities.

FEATURES

- Calendar shows when the next waste collection is due
- Automatic notifications can remind residents to put out the right bins
- Residents can report issues like graffiti directly to the council
- Information collected can be fed into your CRM system
- Keep residents up to date with the latest local news
- The app can be fully branded to match your house style

BENEFITS

Fewer customer queries

Reduces missed bin rates

Accurate reporting

Automates raising tasks

Integrates other services

Instant information

