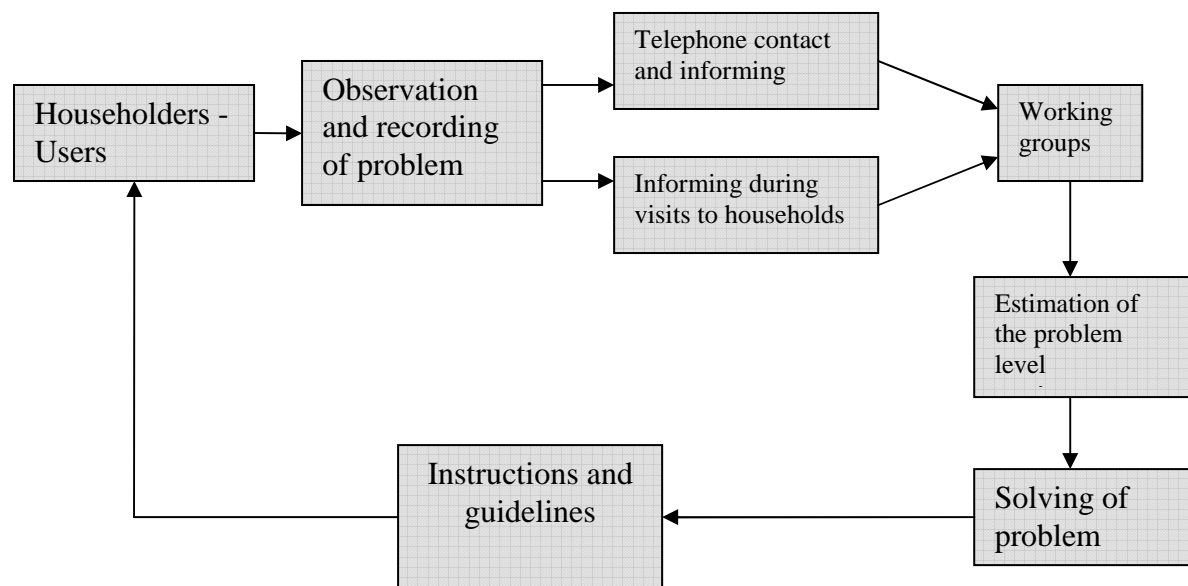


## SUMMARY

This Deliverable presents analytically the problems that were observed during the pilot implementation of the program at the households of the three Municipalities as well as the solutions that were given in each case, for the elimination of these problems.

The recording and solving of the problems took place according to the following methodology: The householders recorded their observations and remarks in the questionnaire that they were provided. In addition, they had telephone contact with the members of the working groups in order to report their observations and to be provided with instructions in order to face the problems. In other cases, the problems were solved during visits that were carried out by the members of the working groups to the households, specifically for this purpose. Also visits were carried out on a regular basis so as to obtain information related to the performance of the household composters and problems that were created.



**Diagram 1: Methodology for recording and solving of problems**

The problems were determined mainly during the first stages of the implementation program (first composting cycle) due to the fact that the householders were not fully familiar with the use of the prototype composting system. The direct and on time response of the members of the working groups in combination with the high level of

collaboration of the householders led to the quick and efficient elimination of each problem.