

Service standards for Cleansing

What you can expect from Cleansing

Detailed below are the services and standards you can expect from Newtownabbey Borough Council's Cleansing Section. The Council also has 'A Charter for Customers', detailing all its services, corporate standards and the complaints procedure. This is available on request.

Street Cleansing

We aim to clean all streets in the Borough to the standards of the national code of practice.

You should expect the following **services and standards** from Street Cleansing:

- Daily street cleaning in Glengormley and Ballyclare town centres.
- Street cleaning of all housing areas on a four-weekly cycle and footpaths on an eight-weekly cycle.
- Clean-up within 24 hours after a notified special event, except at weekends.
- Regular emptying of litter bins in the towns and villages, and shop areas cleaned every day.
- 24-hour response to additional street-cleaning requests.

Refuse collection

We collect refuse, including waste and recyclable materials, from all households in the Borough of Newtownabbey in compliance with the Waste Control Order.

You should expect the following **services and standards** from Refuse Collection:

- Kerbside collection of black bins (household waste) collected alternate weeks on the same specified day.
- Kerbside collection of blue bins (paper for recycling) collected once every 6 weeks as specified on the calendar issued to each household.
- Kerbside collection of 'Kerbie' boxes (card, cardboard, food and drink cans, glass bottles and jars, plastic bottles, clothes, aluminium foil and old hand tools for recycling) collected every week.
- Kerbside collection of brown bins (garden organic waste for composting) collected alternate weeks on the same specified day.
- No bins collected before 7am.
- Alternative arrangements to be made for bin collections on public and bank holidays.
- An 'assisted lift' scheme available if no one in a household can take the bin to the collection point.
- Bulky household waste collected free of charge within 10 days of the request.
- Trade waste collected on request and charged according to the receptacle requested.
- Delivery of bins within 8 days of request.

Newtownabbey Borough Council
Business Support (Cleansing)
Mossley Mill
Newtownabbey
BT36 5QA

Phone (Cleansing): 028 9034 0057/56
Phone (switchboard): 028 9034 0000
Fax: 028 9034 0043
Textphone: 028 9034 0109
Send a text to: 078 16 225 290 (starting message with NBC)

Email: cleansing@newtownabbey.gov.uk

Web: www.newtownabbey.gov.uk

Bruslee Recycling & Civic Amenity Centre

Special arrangements are available at Bruslee Recycling & Civic Amenity Centre for the collection of recyclable materials.

You should expect the following **services and standards** from Bruslee Recycling & Civic Amenity Centre:

- Good signposting for customers.
- Assistance is provided to customers, if required, within 5 minutes of entering the site.
- Staff are clearly identifiable, wearing a uniform and name badge at all times.
- The site is clean and ready for use.
- Payments received from businesses will be acted on within 24 hours.

Opening hours

April to September:

Monday to Friday:	8.30am - 8.30pm
Saturday and Sunday	8.30am - 5pm

October to March:

Monday to Sunday:	8.30am - 5pm
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* Last arrival should be half an hour before closing time.

Bruslee Recycling & Civic Amenity Centre
95 Belfast Road
Newtownabbey
BT39 9LS

Email: cleansing@newtownabbey.gov.uk

Web: www.newtownabbey.gov.uk

Help us to help you

We can give you a better service if you:

- leave your bin out at collection point by 7am;
- dispose of litter carefully;
- use recycling bins provided for the various types of waste;
- separate your waste for recycling before you take it to Bruslee Recycling & Civic Amenity Centre.

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