

You can help us by:

- requesting services by email: enquiries.localenvservices@gateshead.gov.uk
- keeping your local recycling sites tidy and telling us when the recycling banks are full
- keep newspapers, bottles and other material which can be recycled separate from your normal refuse – please use your recycling box or local recycling site
- taking your garden and timber waste to your nearest waste and recycling centre for recycling

Your comments, compliments and complaints

You can also help us by providing feedback on our services. If you want to comment on a service please contact us by email or telephone one of the numbers in this charter. Or, write to us at the address below.

Further information

More information and leaflets on the issues raised in this charter are available by contacting us:

- Charter for Your Local Environment
- 'Slim Your Bin'
- 'Kerb it'
- 'Green it'
- Guide to New Dog Fouling Legislation
- Waste and Recycling Centre Permit Scheme

To obtain copies of Gateshead Council's general customer care charter 'Your Services – Our Commitment' or complaints leaflet 'Our Service – Your Views' please contact **Jo Richardson**, Chief Executive's Department, 0191 433 2824 or email: joannarichardson@gateshead.gov.uk

How to contact us

Local Environmental Services, Park Road, NE8 3HN
Telephone: 0191 433 7000 Fax: 0191 478 1138
E-mail: enquiries.localenvservices@gateshead.gov.uk

Information

This information is available on request in large print, Braille, and audio tape. Please ring 0191 433 3444.

এই লিফলেটটি 0191 433 3444 নম্বরে ফোন করে বাংলায় পাওয়া যায়।

此單張備有中文譯本，索閱請電 0191 433 3444

Kopii tohoto letáku v češtině můžete obdržet když zatelefonujete na číslo 0191 433 3444

برای دریافت این جزوه به زبان فارسی، لطفاً با تلفن 0191 433 3444 تماس حاصل نمایند.

Ce prospectus est disponible sur demande en Français en téléphonant au 0191 433 3444

यह पत्रिका हिन्दी भाषा में प्राप्त करने के लिये कृपया 0191 433 3444 नम्बर पर फोन करें।

Este panfleto está disponível sob pedido em Português, ligando para o n.º 0191 433 3444.

ਇਹ ਲੀਫਲੇਟ ਪੰਜਾਬੀ ਵਿਚ ਹਾਸਲ ਕਰਨ ਲਈ 0191 433 3444 ਨਮਬਰ ਤੇ ਫੋਨ ਕਰੋ।

له سه ر داواي خوت ته م ناميلكه په ت به سوراني دهست دهكه ویت، ته له فون بو نه م ژماره په بکه 0191 433 3444.

یہ کتابچہ اردو زبان میں اس ٹیلی فون نمبر 0191) 433 3444 پر درخواست کرنے سے مل سکتا ہے



Charter for Waste and Recycling



Your Services - Our Commitment



 **Gateshead**
Council
www.gateshead.gov.uk

Your Services - Our Commitment

Gateshead Council wants to work with you to provide a waste and recycling service which is sustainable and affordable and meets the needs of local residents. This charter sets out our commitments for the delivery of waste and recycling services, the standards you can expect from us and how you can help us meet these standards.



Waste and recycling services are delivered by the Council's Local Environmental Services Group.

The services cover:

- the collection, disposal and treatment of household rubbish and bulky household waste
- arranging for the collection of commercial and industrial waste
- the provision of local recycling facilities and services
- the provision of waste and recycling centres where you can take items of bulky household waste, garden and DIY waste
- clearing and preventing illegal dumping ('fly tipping')

We aim to:

- provide a sustainable waste and recycling service which discourages waste production and encourages re-use and recycling
- ensure that the treatment and disposal of waste is carried out in an environmentally responsible and economic manner

- raise local awareness about waste and recycling and the range of services available through promotions, presentations and displays
- actively encourage local people to care for their environment through education, advice and training
- keep Council owned land free of illegally dumped waste
- encourage people to give their views on the matters that affect them and take their opinions into account

What you can expect from us



We will:

- provide a helpful, friendly and courteous service
- respond to requests for information about services within 5 working days
- let you know what action we can take to deal with your query, and the likely time it will take to sort out
- keep you informed of how we are dealing with your query

REFUSE COLLECTION

We will:

- collect your household rubbish on the same day in the container provided and clear up any rubbish spilled during the collection
- return within one working day if we miss your wheeled bin or container during the normal weekly collection
- inform you of any changes to your normal collection service prior to Christmas, New Year and Easter holidays by a notice attached to your bin or in the local press. On all other bank holidays refuse is collected one day later than normal

- collect items of household waste on request, that are too bulky to fit into your wheeled bin
- arrange for the disposal of asbestos (providing it is household waste) from your home
- provide assistance, on request, if no one in your household is physically able to cope with your wheeled bin
- replace free of charge any wheeled bin which is more than 7 years old and in a state of disrepair
- arrange on request the collection of commercial and industrial rubbish from offices, shops and factories throughout the borough
- investigate all incidents of fly tipping and where appropriate arrange for the removal and disposal of illegally dumped rubbish from Council owned land within 5 working days of a request being made
- make arrangements for the collection and disposal of any hazardous or difficult wastes that cannot be safely put into your wheeled bin (providing it is household waste) on request
- take action, which could include prosecution, against anyone who fly tips

You can help us by:

- putting your wheeled bin by the kerbside by 7.30am on your collection day and returning it to your property as soon as possible after it has been emptied, and keeping it on your property until the next collection day
- only putting out household waste for collection that can be contained within the wheeled bin or container provided
- making sure that any bulky waste you have asked to be collected is put outside on the day given to you for collection, and ensuring that it is kept just inside the boundary of your property where it can be easily loaded into the collection vehicle

- never putting waste oil, petrol, asbestos, syringes, medical dressings or hazardous chemicals in your bin
- wrapping up any sharp items such as broken glass and not putting anything in the wheeled bin or container that might cause harm to our employees, the environment or the vehicle

For free advice on handling difficult and hazardous wastes please telephone 0191 433 7000

RECYCLING SERVICE

We will:

- provide recycling banks across the borough to deposit cans, glass, newspapers and textiles
- keep our waste and recycling centres at Wrekenton and Blaydon open every day of the year (except Christmas day) from 8.00am to 8.00pm 1st April to 30th September inclusive and 8.00am to 5.00pm weekdays and 6pm weekends 1st October to 31st March inclusive
- provide a kerbside collection service ('Kerb it') for paper, glass and cans for recycling
- provide a kerbside collection service ('Green it') for garden waste to households with large and medium-sized gardens. Call us for more information if required
- help you empty your recycling box or green waste bin if no one in your household is able to put it out for collection
- provide home composting bins for sale at a subsidised price
- give presentations on request to local community groups about waste and recycling issues

For free advice about waste and recycling telephone 0191 433 7000

