

# HOW YOU CAN HELP...

## PLEASE DO...

Put litter in a bin or take it home for disposal.

Ensure that your refuse is made available by 7.00am on the day of collection; wheeled bins to the kerb edge please.

If you are a dog owner, always use a poop scoop and use the dog bins where provided.

Recycle by using the kerbside scheme; and regularly compost your green waste wherever possible.

Dispose of your chewing gum in the nearest litter bin.

If you are reporting a faulty streetlight, please supply us with the exact location and lamp reference number which is shown on the lamp column.

Keep your trees and shrubs pruned to prevent them from obstructing the public footpath.

## PLEASE DON'T...

Do not put oil, paint, car batteries, syringes in your bin.

Please do not pour oil, fats, inflammable liquid or any toxic materials into gullies. Take them to the Household Recycling Centre. Call the Contact Centre for advice.

Do not park on, or drive over, footpaths and verges.

Do not take salt from salt bins for your own use.

Please do not discard chewing gum onto footpaths.

# ...HOW TO CONTACT US

Call the Contact Centre, Monday - Friday 8.30am - 5.00pm  
on: 01642 726001

Outside these hours (evenings, overnight and weekends)  
contact: 01642 726050

By e-mail to: [envservices@middlesbrough.gov.uk](mailto:envservices@middlesbrough.gov.uk)

By letter: Environment Department  
Middlesbrough Council, PO Box 502  
Vancouver House, Middlesbrough TS1 9FW

For further information about Environment please visit  
our website at: [www.middlesbrough.gov.uk](http://www.middlesbrough.gov.uk)

If you need this leaflet translating please ring 01642 726001

नेव्हर जुगलुं एिग लीडलैट जुगलुं ब्रामा पंजाबी हिंदी चगीरा रै उं द्दिपा कतवे 01642 726001 नंघर उे  
टैलीफेन कते

یہ لیفلٹ اگر آپ اردو زبان میں طلب کرنا چاہتے ہیں تو ٹیلیفون نمبر - 01642 726001 پر فرمائش کیجئے

अगर आपको यह लीफलेट आपकी भाषा हिन्दी में चाहिए तो कृपया 01642 726001 नम्बर पर टैलीफोन करें।

# ENVIRONMENT

---

## SERVICE STANDARDS... ...OUR PROMISE TO YOU

Recycling and refuse collection, street cleaning, street lighting, fly tipping, public grassed areas and flower beds, junk jobs and other environmental services

## HOW YOU CAN HELP...



CONTACT US ON  
**01642 726001**

# CUSTOMER CONTACT CENTRE TEL: 01642 726001

## FOR

## OUR PROMISE TO YOU

ASBESTOS

We will arrange to have dumped asbestos removed from public land within 48 hours. We pursue and prosecute those who dump asbestos.

BECKS

We will clean all becks three times a year. We will attend blocked and flooded becks within two days.

BONFIRES

We will remove bonfires classified as dangerous by the emergency services within 24 hours of being notified. (During October and November).

During January to September bonfires will be dealt with as Fly Tipping.

DEAD ANIMALS

We will collect and dispose of dead animals within one day from all public areas, highways and domestic properties.

Dead animals found on the A19 and A174 in Middlesbrough are removed by Autolink who can be contacted on 01642 560538.

FLY TIPPING

We will remove fly-tipped rubbish from public land within 24 hours on a normal working day.

We actively pursue and prosecute fly tippers.

GRAFFITI

We will remove all graffiti from public property within one working day of being notified.

GRASSED AREAS

We will mow park areas, open spaces and grass verges on average 13 times a year. (Weather permitting)  
We will mow other areas - beck sides, back lands and meadows - four to six times a year.

# CUSTOMER CONTACT CENTRE TEL: 01642 726001

<b>FOR</b>	<b>OUR PROMISE TO YOU</b>
GULLIES	We will mechanically clean all gullies twice a year. We will attend blocked drains within two days.
HIGHWAY INSPECTIONS (PAVEMENTS)	We will inspect pavements that have a very high usage, such as shopping parades, once a month. We will inspect pavements in residential areas at least once a year.
NEEDLES	We will remove needles found on public land and open spaces within two hours of being informed.
PLAY AREAS	We will visually inspect all play areas once a week. We will carry out technical inspections to play areas every three months.
RECYCLING	We provide a kerbside recycling scheme for papers, magazines, glass, cans and textiles to all applicable households within Middlesbrough. We have provided 5 recycling bring sites located throughout the town.
RECYCLING-GREENWASTE	We provide a kerbside recycling scheme for Greenwaste to all applicable households within Middlesbrough. This includes grass cuttings, hedge trimmings, flowers, plants and shrubs.
REFUSE COLLECTION-HOUSEHOLD	We will collect your household refuse on the same day each week, unless there is a bank holiday. Wheeled bins will be returned to the kerbside. We will collect missed collections on the next working day. We will aim to replace damaged or stolen wheeled bins within one week. Arrangements may be made for assisted collection for applicable householders.
REFUSE COLLECTION-JUNK JOBS	We will advise customers of a collection date when they request items of bulky household waste to be collected. We will aim to collect requested items within five normal working days. This includes items of furniture or up to 25 bags of waste.

# CUSTOMER CONTACT CENTRE TEL: 01642 726001

<b>FOR</b>	<b>OUR PROMISE TO YOU</b>
REFUSE COLLECTION- WHITE GOODS & ELECTRICAL GOODS	We will advise customers of a collection date when they request collection of electrical items. We will aim to collect requested items within five normal working days. This includes cookers, fridges and other electrical items.
SHRUB BEDS	We will apply herbicide once a year and then spot treat as necessary. Shrub beds will be pruned on a rolling programme of between one and four years.
STREET CLEANING	We will, on regular trading days, clean all public shopping parades. We will clean all other areas at various frequencies according to need.
STREETLIGHTS	We will repair street light faults within one week of being reported. Please note that when there is a failure in the electricity supply it is the responsibility of the utility services to carry out repairs and this may take longer.
TREES	We will respond and make safe trees that are dangerous within two hours of receiving notification.
WEED CONTROL	Roads and footpaths will be sprayed three times a year to control weeds. Where needed, further spot treatment will be carried out.
WINTER GRITTING	We will pre-salt primary routes and slip roads within three hours of notification of adverse weather conditions. We will provide and maintain salt bins for roads with steep gradients, severe bends or known trouble spots.