

# Collecting your waste and keeping our streets clean

## Our services

We provide a variety of services that enable residents to:

- dispose of their household rubbish
- reduce, reuse and recycle as much of their waste as possible
- enjoy clean streets where they live and work.

We work in partnership with Enterprise to collect household waste and clean your street.

## Our promise

- We will provide weekly collections of your household rubbish
- We will put right missed collections the next working day after they have been reported to us
- We will provide free collections for fridges, freezers, washing machines, dishwashers, tumble driers, ovens and cookers, gas cylinders, car batteries, car tyres, computers/PCs, computer monitors, and TVs within five working days
- We will collect all other bulky waste items, such as furniture, within five working days for a fee of £16.84 for up to 6 items
- We will collect up to 15 bulky items from households with front gardens free of charge at least once a year through our Community Clean Up service
- We will remove all dumped rubbish on public land that has been reported to us within 24 hours
- We will provide convenient recycling facilities or collections from your home for at least three materials (paper, cans and glass). We will also collect plastic bottles, cardboard, food waste and garden waste where possible, and will work to set up convenient facilities for you to recycle other items
- We will accept a range of items at our Reuse and Recycling Centres
- We will sweep your street at least once a week
- We will remove obscene or racist graffiti within 24 hours of it being reported, and all other reported graffiti within 3 working days.

## How you can help us

- Recycle as much as you can by using your green box or the recycling banks around the borough
- Take bulky household items to a Reuse and Recycling Centre, or contact Enterprise to arrange for a bulky waste collection from your property.

## For rubbish and recycling collections

- Put your rubbish and recycling out the night before your scheduled collection day, because many collections are made early in the morning
- Put your bin or green box by the front gate of your property so that our collection crews can easily see your container, but please do not place it on the pavement
- Make sure the wheels of your wheelie bin are facing outwards
- Manage your rubbish so that it all fits inside your bin, and flatten any bulky items
- Place any recycling that does not fit in your green box into an open bag (but not a bin liner, to avoid confusion with rubbish collection).

## Report a problem

- Help us to stamp out fly tipping and graffiti by reporting it to us, and report anyone seen to be doing it
- Report any problems with street cleaning, refuse or recycling collection to us so that we can put the problem right and improve the service for next time.

Website: [www.haringey.gov.uk/report\\_a\\_problem](http://www.haringey.gov.uk/report_a_problem)

## Find out more

Tel: Enterprise Call Centre on 020 8885 7700

Email: [callcentre@haringeyaccord.com](mailto:callcentre@haringeyaccord.com)

Website: [www.haringey.gov.uk/refuseandrecycling](http://www.haringey.gov.uk/refuseandrecycling)