

Street Scene Service Standards

Street cleaning and refuse collection

The Council aims to work in line with our residents needs, and consultation has identified 'street cleaning' as one of your top priorities. This relates to the Council's priority of 'Environment and Civic Pride'.

We are committed to ensuring our roads footpaths and pavements are clean and to encouraging pride in our Borough.

What we will do:

- We will collect your domestic refuse at least once a week, on a fixed day, between the hours of 7.00am and 5.00pm
- We will clean all town centres daily. This includes sweeping, litter picking, emptying bins and removing dog mess
- We will clean the streets between 7am and 8pm to avoid noise problems
- We will ensure that our web pages are kept up to date and provide information regarding revised collection days for public holidays
- We will remove all reported fly tipped waste within 24 hours
- We will remove all reported abandoned vehicles within 5 working days
- We will take enforcement action against litterers and fly tippers where possible
- All litter bins will be emptied a minimum of once a week. Litter bins in shopping centres will be emptied daily
- We will collect sorted and separated recycled materials fortnightly
- We will empty dog waste bins twice a week in the Summer months and once a week in Winter
- We will aim to meet the standards defined by the Code of Practice on Litter and Refuse as specified within the Environmental Protection Act

What we would like you to do:

- Only put your refuse out on the day of collection. Make sure it is clearly visible and on the inside edge of your property at the nearest point to the public highway
- Don't discard litter or chewing gum on the floor, use on street litter bins
- Wrap any dangerous objects, such as broken glass, in thick newspaper or place it in another container before placing it in your black sack
- Reduce, reuse and recycle as much as possible. You can recycle, paper, glass, textiles, green waste, cardboard from your doorstep.
- Clean up after your dog fouls and use the bins provided
- Report any incidents of littering, abandoned vehicles, fly tipping to us using our Litter Hotline: 01268 792792
- Help us to keep Castle Point a clean place to live

For more information on waste collection, recycling, bulk waste collections, hazardous waste, composting, Civic Amenity sites go to <http://www.castlepoint.gov.uk/recycling/>