



A safe and clean
environment



Pride in Our Homes, Proud of Our Neighbourhoods

Your tenancy agreement requires you to keep your home free from health hazards and your garden in a reasonable condition. Tenants of flats have similar obligations for cleanliness of communal areas and staircases.

All our tenants want to live in a clean neighbourhood, which is safe for them, their children and visitors. You can help in keeping your home, garden and neighbourhood safe and clean.

Liverpool City Council provides waste removal and environmental services for all residents. Simply call **0151 233 3001**.

Rubbish collection

A purple bin will usually be provided for your domestic rubbish only. This is collected on the same day each week. Alternative arrangements are made for Bank Holidays and Christmas which are advertised in the local press. Call the above number to check your collection days. If you are a new tenant, ask your neighbour – it's a good way to introduce yourself.

Bulky household items

Unwanted bulky items such as furniture, beds, settees, fridges and cookers can be removed free of charge. To request a collection – phone Liverpool Direct on **0151 233 3001**.

Please note that old fridges and freezers contain chemicals harmful to the environment and need to be disposed of carefully.

Gardening

As part of the green garden waste collection service, a green bin will usually be provided to collect your garden waste which is used to produce compost. If your home is included in the green waste collection service, you will be able to put the following materials into the green bin:

- grass cuttings
- small twigs
- hedge clippings
- shrub pruning (woody waste)
- garden prunings (cut flowers)
- dead plants/weeds
- bark branches no larger than 7.5cm (3") diameter
- leaves

Fly tipping

This is a constant problem in some areas with residents or rogue traders dumping rubbish or hazardous materials.

You can help prevent this by reporting any such incidents to a City Council one stop shop, your neighbourhood housing office or by calling **0151 233 3001**. It will be helpful if you record the vehicle registration number and the name of any firm involved.

Fly posting/graffiti

Estates and communal areas that are covered with posters and/or graffiti are very unsightly. Removal (free of charge) can be arranged by contacting **0151 233 3001**.

Recycling

Blue bins may also be provided for waste glass, cans, paper and textiles to be recycled.

Additionally, bottle and can banks are usually located near to or in large supermarkets, sports centres and car parks.

Dog fouling and animals

If you have a pet, please make sure it is not allowed to foul public areas or the highway. Make sure you clean up any excrement immediately.

Arrangements can be made to collect dead or stray animals on **0151 233 3001**.

Pest control

The City Council has a statutory obligation to remove (free of charge) certain pests that may be a risk to health e.g. rats, mice, fleas, cockroaches and bed bugs. A small charge is made for removal of other common household pests (ants, wasps, bees and wood lice). Contact Pest Control on **0151 233 3001**.



Abandoned vehicles

If you do not know who an apparently abandoned vehicle belongs to, contact Merseyside Police on **0151 709 6010**. The Police will arrange for an appropriate notice to be served and remove it if the owner does not. If you wish to dispose of your own unwanted vehicle, contact **0151 233 3001**.

Bonfires

Children may accumulate large amounts of flammable material in preparation for bonfire night. Some of these unauthorised mounds are extremely dangerous as they are close to properties. To have these removed contact **0151 233 3001**.

Syringes

To have used, discarded or unwanted syringes collected telephone **0151 260 4999**.

Waste reception centre

The City Council has its own facility for Liverpool residents to dispose of unwanted items/domestic rubbish free of charge. Located at Jericho Lane, Liverpool 17 (Otterspool Promenade), it is open most days and the telephone number is **0151 255 1444**.

If you have access to transport, this is a very convenient and inexpensive way to dispose of rubbish.

Thank you for helping us to provide a safe and clean environment.

A safe and clean environment - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Un entorno seguro y limpio - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Bey'ad nabad ah oo nadiif ah - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894 (Somali)

Безопасное и чистое окружение - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

ٻهريٻڪ تاغوبطمو توضع طئارشو ليارب ءقيرطو تامجرت دجوت - ءففطنو ءنم آءئىٻ مقرر ىلع انب لصتا بلطلا دنع ءرفاوتم 0800 678 1894. (Arabic)

مب تااعالطاني تفايرد ىارب دين او تىم ديشاب ليام هچنانچ - هزيكاپ و نما ىطىحم اي و ىتوص راون ىور رب طنض اي (نايانىبان صوصخم) ليرب فورح اي همجرت تروص ديده تس او خرد گرزب فورح اب پياچ 0800 678 1894. (Farsi)

安全、卫生的环境 如需翻译、盲文、录音磁带和大字版本，请随时索取 请拨打 0800 678 1894 与我们联系 (Chinese)

 0300 123 2300

☎ 0800 678 1894

LMH CONNECT

LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10:30am for staff training.

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