

In Ards and North Down we don't provide waste 'disposal' services, we provide waste 'recycling' services. We are a Recycling Borough and proud of it.

📞 HRC Bookings 0300 013 3333, option 4

🌐 www.ardsandnorthdown.gov.uk/recycle

✉ recycling@ardsandnorthdown.gov.uk

IMPORTANT INFORMATION - PLEASE READ CAREFULLY

From
Monday 4
September
2023

NEW ONLINE BOOKING SYSTEM FOR HOUSEHOLD RECYCLING CENTRES (HRCs)



**Recycle today.
Recycle every day.**

The system the Council is introducing is very successfully used by many local authorities in GB. A recent DEFRA study into HRC booking systems reported that "86% of Local Authority respondents...believed that the local community was either satisfied or very satisfied with their booking system".



SCAN THE QR CODE TO
DOWNLOAD THE **FREE**
BIN-OVATION APP


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www.ardsandnorthdown.gov.uk


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WHY IS THE ONLINE BOOKING SYSTEM BEING INTRODUCED?

- A new statutory NI recycling target of 70% by 2030 has been introduced.
- The recycling rate in Ards and North Down is currently only 50%.
- BIG changes are needed in our management of waste if we want to meet the target. Managing access and increasing recycling through our HRCs is key.

Recent figures show that we receive **21% more waste per capita at our HRCs compared to the average for other NI councils** and 57% more waste was disposed of as non-recycled. This is leading to an extra c£0.5 million cost burden annually in our area.

Since December 2022, the Council has been restricting access to householders from within the Borough and applying onsite recycling rules at our HRCs to help maximise the amount of household waste that is recycled.

To support this, from Monday 4 September 2023, we are introducing a new online booking system for access to our nine HRCs. This will:

- Protect our HRCs for the householders who pay for them through their domestic rates
- Minimise queues and site congestion
- Reduce the costs of the service overall by reducing the amount of waste we send to landfill via our HRCs.

HOW TO BOOK

This new booking system allows residents to book up to two weeks in advance, or as little as 30 minutes before a visit.

You must provide:

- Email address
- Household address
- Type of transport being used to bring waste
- Vehicle registration
- Categories of waste you are bringing to the site.

The standard booking process takes just 1-2 minutes.

*All personal information is held under GDPR requirements and is kept confidential and will be used to administer and manage the online booking system.

Please note:

- Those without access to the internet can call **0300 013 3333 [Option 4]**, Monday–Friday, 09.00–16.30 and bookings can be taken over the phone.
- When you come to the site you need to bring your booking reference number and proof of residence in the Borough. A list of acceptable proofs and the reference number is included in the confirmation email you will receive after booking.

Book on your smartphone or tablet via the free Bin-ovation app (scan the QR code below to download) or through the Council's website at www.ardsandnorthdown.gov.uk

