

NOVEMBER 2025

RECYCLE GUIDE

Do your bit.
Recycle today.
Recycle every day!

Enclosed
please find important
information about your
Council waste services.

It is vital that you
read the information
supplied and
act now.



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



Ards and
North Down
Borough Council

IMPORTANT INFORMATION ABOUT COUNCIL WASTE SERVICES

It is vital that you read and act upon this information.

We are under a legal obligation to meet a new recycling target of **70%** by 2030, following the introduction of the Climate Change Act (NI) 2022. The recycling rate in our Borough is currently around **50%**. BIG changes in our recycling habits will be needed to meet the new **70%** target.

Recycling currently costs less than half the cost of processing non-recyclable waste and is vital in helping to save the planet for our children. It is one way we can all make a valuable contribution to helping to manage the current cost of living crisis.

The following rules will be applied to help maximise the amount of the Borough's household waste that is recycled.

- **Access to Household Recycling Centres will only be permitted to householders from within the Borough via pre-booking online. On-site recycling rules will be applied to all site users.**
Read pages 8 and 9 for full information.
- **Rules banning the disposal of recyclable waste in grey bins will be applied, and routine monitoring of bins will be carried out during bin collection rounds – with suspension of bin collections from a home where we find persistent misuse of grey bins for recyclable waste.**
Read page 4 for full information.

Your money is being used to provide a full range of household recycling services and there is no valid excuse for not adopting a routine household waste recycling habit. Many have already done this – we want to thank you and ask you to continue. However, many are not recycling routinely, or as much as they should, and we are therefore calling upon every householder to **take simple steps to recycle to the maximum** – and in doing so to help us meet our legal obligations, save money and save the planet from climate catastrophe.

Recycle today, recycle every day – and do your bit to help make Ards and North Down a ‘Recycling Borough’ to be proud of!

Thank you

RECYCLING SUMMARY

www.ardsandnorthdown.gov.uk/recycle

recycling@ardsandnorthdown.gov.uk



BOTTLE BANKS

For information on your nearest bottle bank facility, please download the free bin-ovation app.

HOUSEHOLD RECYCLING CENTRES (HRCs)

There are nine sites throughout the Borough to recycle items that don't go in your bin.

Read more on page 11.

TEXTILE RECYCLING

Textile banks are a simple way of getting rid of unwanted textiles and putting them to good use.

Find your nearest bank by scanning the QR code.

Watch out for information on a planned new kerbside textile collection coming soon.



SOFT PLASTICS

Many supermarkets across the Borough now accept the return of a wide range of soft plastics [e.g. plastic carrier/bread/frozen food bags] that can't go in your blue bin.

Find your nearest supermarket drop off point by scanning the QR code or visiting recyclenow.com/recycling-locator



PUTTING RECYCLABLE WASTE IN THE GREY BIN IS NOW STRICTLY PROHIBITED



Your grey bin is for disposal of waste types that cannot be recycled through the kerbside collection services or by bringing to a household recycling centre or community recycling bank.

Well over **80%** of all your household waste is now readily recyclable using the services and facilities provided. This means you should have very little waste in your grey bin.

We are now routinely checking grey bins across all collection routes in the Borough.

Where your grey bin contains recyclable waste items, we will apply a sticker to notify you that this is in breach of service conditions.

On the third occasion that we find a problem with your grey bin it will not be emptied until you have removed all recyclable waste and disposed of it properly. It will not be emptied until the following grey bin collection.

Below are the three stage warning stickers we will use.



ONLY WASTE THAT IS NOT COLLECTED BY THE COUNCIL'S RECYCLING SERVICE OR CANNOT BE RECYCLED AT RECYCLING CENTRES, BOTTLE BANKS OR CLOTHING BANKS SHOULD BE PLACED IN YOUR GREY BIN, e.g. NAPPIES.

BLUE BIN



PAPER

All types of paper waste apart from these small number of exceptions:

- brown paper/napkins/tissues (put these in green/brown bin)
- wallpaper, wrapping paper, wet paper
- hardback books.



CARDBOARD

All types of cardboard except for cardboard soiled with food waste e.g. pizza boxes (put these in green/brown bin).



FOOD AND DRINK CANS

All types of metal food and drinks cans, without exception.

Scrape any food residue into your kitchen food caddy and rinse can out.



PLASTICS

All plastic pots, tubs, trays, cartons and bottles of all shapes, sizes and colours, without exception.

NO: Soft plastics (plastic bags and wrap) – take these to your local supermarket drop off point for recycling. See information on page 3.
Rinse and squash bottles and re-attach the lid.



TIN FOIL/ALUMINIUM TRAYS AND DISHES

All tin foil/aluminium trays and dishes, without exception.

Scrape any food residue into your kitchen food caddy and rinse tray out.



FOOD AND DRINK CARTONS

All types of waxed, long-life food and drink cartons, without exception.

Rinse, squash and re-attach the lid.



AEROSOL CANS

All types of metal aerosol cans, e.g. deodorants, air freshener, hairspray, furniture polish, shaving foam.

Please ensure aerosols are empty.
Leave the plastic lid on.



RECYCLABLE WASTE IS NOT PERMITTED IN THE GREY BIN.
FULL LIST OF ITEMS ON BIN-OVATION.

GREEN/BROWN BIN



GARDEN WASTE

All compostable garden waste, including flowers, weeds, grass, leaves, hedge cuttings, plants, shrubs, twigs, branches – prune branches into short lengths.

NO: Sods, plastic bags, tree trunks, soil (small amounts around plant roots etc, are ok), rubble, gravel.



ALL FOOD WASTE

All food waste without exception. You can use liners in your caddy as long as they are clearly labelled as compostable.



COLD ASHES

Small amount of cold ashes from coal, peat or wood fires (placed loose in the bin or in a compostable bag).

NO: Hot ashes.



OTHER

Shredded paper, kitchen rolls, paper towels, tissues, wet and food stained card and paper that can't go in the blue bin. Pet waste and organic bedding.

Compostable food containers can be placed in your green/brown bin as long as they are clearly labelled as compostable (only 'compostable' – not 'biodegradable').



GLASS BOTTLES AND JARS



GLASS COLLECTION BOX

All glass bottles and jars, without exception (lids should remain on bottles and jars and will be recycled).

For excess amounts of glass please use your nearest bottle bank or email recycling@ardsandnorthdown.gov.uk to enquire about additional capacity for your kerbside glass collection.



All of the food waste placed in your green/brown bin goes to make a high quality garden compost. If it's placed in your grey bin it goes to rot in a landfill site, giving off greenhouse gases that cause global warming.



- Remember to put your green/brown bin out for collection throughout the year.
- Recycle food waste all year round, even when you have stopped using your green/brown bin for garden waste.
- If some food waste is too large for your caddy, or you have no more caddy liners left, food can be placed directly into your green/brown bin.
- Compostable food caddy liners can be purchased at most large grocery stores and from designated Council buildings.



Dispose of all food waste in your kitchen caddy.



When full, tie and remove the compostable liner.



Put the full liner in either your green or brown bin.



BOTTLE BANKS

Bottle banks are provided at designated locations around the Borough to supplement your kerbside glass recycling service. **Find details of locations on the free bin-ovation app.**



HOUSEHOLD RECYCLING CENTRES (HRCs)

PLEASE NOTE

OUR HRCs ARE RECYCLING CENTRES, NOT 'DUMPS'.

Read the full terms and conditions of HRC site access on the Council website:

ardsandnorthdown.gov.uk

or on the **bin-ovation** app by scanning the QR code below to download free on your smartphone.



ACCESS TO ALL HRCs IS BY PRIOR BOOKING ONLY

A new statutory NI recycling target of 70% by 2030 has been introduced. 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.

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

The booking system 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 non-recyclable waste we send for reprocessing via our HRCs.

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



Proof of residency within Ards and North Down must be produced on entry.



Confirmation will be requested that all waste has been pre-sorted, or site users will be directed to a designated recycling sorting bay on site.

ACCESS TO ALL HRCs IS SUBJECT TO THE FOLLOWING CONDITIONS

- Access is restricted to residents of the Borough wishing to dispose of their own household waste.
- Proof of residency (valid driving licence, utility bill, rates bill or a bank statement showing residential address within Ards and North Down) and booking reference must be produced on entry, otherwise access will be refused.
- Confirmation will be requested that all waste has been pre-sorted, recyclable waste types separated from non-recyclable waste. Otherwise site users will be directed to a designated recycling sorting bay on site.
- Access to non-recyclable skips will be supervised and disposal of recyclable waste items and/or mixed waste that is liable to comprise recyclable waste items, will be strictly prohibited.
- Site users should consult the guide on page 11 to check what they can bring where, or use the bin-ovation app to get this information.
- We do not accept commercial or industrial waste at any of our HRCs.



Access to non-recyclable skips will be supervised.

HOW TO BOOK

Book on your smartphone or tablet via the free bin-ovation app or through the Council website at ardsandnorthdown.gov.uk

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 only be used to administer and manage the online booking system.

PLEASE NOTE:

Those without access to the internet can call **0300 013 3333** [option 1], 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.

HOUSEHOLD RECYCLING CENTRES (HRCs)

**ONLY ACCESSIBLE
VIA PRE-BOOKED
SLOT**

OPENING HOURS

**Disposal of recyclable items in the waste skips
is no longer permitted.**

BALLOO

Balloo Avenue, Bangor, BT19 7QT

	FIRST BOOKING	LAST BOOKING
Monday–Friday	08.00 – 16.40	
Saturday and Sunday	09.00 – 16.40	

HOLYWOOD

Sullivan Close, Holywood, BT18 9HL

	FIRST BOOKING	LAST BOOKING
Monday–Wednesday (closed Thursday)	08.00 – 16.40	
Friday and Saturday	08.00 – 16.40	
Sunday	10.00 – 15.40	

BALLYGOWAN, COMBER, DONAGHADEE, KIRCUBBIN, MILLISLE, NEWTOWNARDS AND PORTAFERRY

	FIRST BOOKING	LAST BOOKING
Monday–Friday	08.00 – 16.20	
Saturday (closed Sunday)	08.00 – 16.00	

Ballygowan	Moss Road, BT23 6JE
Comber	Ballygowan Road, BT23 5PG
Donaghadee	Railway Street, BT21 0HN
Kircubbin	Parsonage Road, BT22 2RJ
Millisle	Moss Road, BT22 2DR
Newtownards	North Road, BT23 7AN
Portaferry	Coach Road, BT22 1PP

PLEASE NOTE

YOU MUST SORT
YOUR WASTE FOR
RECYCLING BEFORE
ARRIVAL ON SITE.

For health and safety reasons, there may be times when these facilities must temporarily close for servicing of skips. This is unavoidable and we ask for your understanding in this matter. Closing times may vary over holiday periods. Please see Council website or Household Recycling Centre signage for details.

ITEMS ACCEPTED

Recycle or reuse as much as you can before placing items in the non-recyclable skip.

At smaller sites, the range of recycling options will be more limited due to space restriction. When booking a site visit online, the system will divert you to a site which will be able to accept the particular type of waste you need to recycle/dispose of. Please note that residents may use any of the Borough's HRCs, regardless of where you live within the Borough. The information below may be subject to change and any such change can be checked on the bin-ovation app, which will be updated as necessary. **The Council reserves the right to re-direct you to an alternative HRC where necessary to facilitate recycling of a waste type rather than placing it in a non-recyclable skip.**

	BALLOO	BALLYGOWAN	COMBER	DONAGHADEE	HOLYWOOD	KIRCUBBIN	MILLISLE	NEWTOWNARDS	PORTAFERRY
Furniture	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Furniture (better quality) – re-use drop off point	Yes	No	Yes	No	No	No	Yes	Yes	No
Timber	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Metals	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Rubble/hardcore (small DIY amounts only)	Yes	No	No	No	No	No	No	No	No
Electrical and electronic appliances – small and large	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cardboard	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Blue bin mixed dry recyclable waste items	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Garden waste (compostable/ organic)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Paint re-use collection point	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Glass bottles and jars	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Textiles	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Non-recyclable waste	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bicycle re-use	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Other categories of recyclable waste are accepted (variable by site). Please check the Council website: ardsandnorthdown.gov.uk or on the **bin-ovation app** by scanning the QR code to download free on your smartphone



Do your bit. Recycle today. Recycle every day!



Please remember recycling is no longer an option – it's the law. We must achieve a recycling rate of 70% by 2030; if we do that, it will save ratepayers in this Borough £Millions and help protect our environment.

Recycling is now easy and convenient – make it part of the daily household routine in your home.

The vast majority of your household waste items are recyclable. If you are unsure about any item, don't assume it's not recyclable and throw it in your grey bin – please check first using this guide, the bin-ovation app or by using the contact details below. In no time at all, you'll be clear about everything you need to know to ensure that you're recycling to the maximum!



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 1**
- www.ardsandnorthdown.gov.uk/recycle**
- recycling@ardsandnorthdown.gov.uk**

Please retain this booklet in a safe place for future reference.



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