

City & Neighbourhood Services Department

City Services – Resources & Fleet



Belfast
City Council

Your reference: DT/New RA

Our reference: 227 ALBERTBRIDGE ROAD, BELFAST, BT5 4PX

Date: As posted

Dear Resident,

Living on a narrow or busy street can sometimes mean missed bin collections because standard, large collection lorries cannot always drive down the road safely. To make sure everyone gets a reliable and consistent service, **Belfast City Council** is fixing this problem directly.

The council is buying more small, specialised bin lorries designed specifically to fit down tight streets. Because we are bringing in these new vehicles, we have redesigned our collection routes. This means the bin collection days for your property might be changing.

Collection schedule changes

Collections will be emptied on your new collection day every two weeks. Please note that collection days sometimes change during public holidays. You can check for holiday updates and view all your council services on the [Belfast City Council Bins Page](#).

Only the bin collections listed below are changing. Any other bin or box services will stay the exact same. If you already have an assisted lift in place, this will continue as normal on your new collection days.

■ Black Bin (General Waste)

- Last Old Collection: Tuesday 20 October
- First New Collection: Wednesday 4 November
- Next New Collection: Wednesday 18 November

As we move to the new schedule, our narrow-access lorries are being rerouted across all services to make the whole system more efficient. Because of this, there may be a slightly shorter or longer gap than usual between your last old collection day and your first new one. We appreciate your patience during this change and encourage you to check your personalised collection calendar online to make sure your bins go out on the right day.

Working together: How you can help us

Because our new, smaller lorries have strict weight and space limits, we need to work together to keep collections running smoothly and safely:

Belfast City Council, City & Neighbourhood Services Department

The Cecil Ward Building, 4-10 Linenhall Street, Belfast BT2 8BP

Telephone: 02890 320202

Email: waste@belfastcity.gov.uk

Telephone for people who are deaf or hearing impaired: 028 9027 0405

- **Lids flat for safety:** Our bin lifters now have automated safety sensors. If a bin lid cannot close completely flat, the machine cannot safely empty it. Overfilled bins will be tagged by the crew to let you know why your bin was not emptied.
- **No extra waste or heavy liners:** Please do not leave extra bags next to your bin. Also, please do not use full-size plastic liners inside the bin itself, as these can catch on the lifting machinery and injure our crews.
- **Considerate parking:** On your new collection days, please park as close to the kerb as possible. This makes a massive difference and ensures our crews can get down your street on time without getting blocked.
- **Bin presentation:** Please put your bins out for collection by **7am** on your scheduled day. Do not leave them out the night before. To keep pavements clear and safe for everyone, please bring your bins back inside your property boundary as soon as possible after they have been emptied.

Need help or advice?

If you have any questions, please get in touch with our team:

- **Web:** Visit the Belfast City Council Bins Page
- **Email:** waste@belfastcity.gov.uk
- **Phone:** Call our Customer Hub on 028 9027 0230
- **Textphone (for deaf or hearing-impaired residents):** 028 9027 0405

Thank you for your support and cooperation in helping us deliver a cleaner, more reliable waste service to your street.

Yours faithfully,

The Waste Collections Team