

If you need any part of this information in large print, Braille, on audio tape or explained in your own language, please contact us on the number below.

English

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી ઊર્ધ્વ, સીડી ઉપર, આડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Farsi

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

020 8451 8000



PCCHA
Part of the Genesis Housing Group

Genesis
Housing Group



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

Housing Corporation Number: LH0030.

Industrial & Provident Societies Number: 17210R.

Registered Office: Capital House, 25 Chapel Street, London, NW1 5DT.

PCCHA Housing Association Limited is an exempt charity.

Building futures

Your guide to

**Dumped rubbish
and fly-tipping**



In this leaflet, we explain how we deal with dumped rubbish and fly-tipping. It also includes details of how you can report cases of dumped rubbish and arrange collection of bulky waste to ensure that your community is a safe and pleasant place to live.

We recognise that fly-tipping and dumped rubbish is a nuisance, unsightly and can also be dangerous to our residents. It is important that every resident makes sure they dispose of their household rubbish and bulky rubbish properly, by following the law.

We are determined to take necessary action against anyone who is found dumping rubbish on our land; it is a criminal act and those found responsible could face prosecution.

Removing dumped rubbish

We will remove any form of dumped rubbish on your estate according to the following timescales.

Category	Description	Target response time
Emergency	Hazardous material	Within 4 hours of reporting
Non emergency	Non hazardous material	Within 48 hours of reporting

The cost of removing dumped rubbish from our land will be passed on to all residents on the estate through service charges unless we can identify the person who is responsible and prosecute them.

Reporting dumped rubbish or fly-tipping

If you wish to report a case of dumped rubbish or fly-tipping, please contact your housing services officer on 020 8451 8000. We will treat your report as confidential. With your support we can reduce the dumping of rubbish or fly-tipping in your neighbourhood.

Removing bulky waste

If you need to dispose of large or bulky household waste please contact your local authority's environment department to find out about their rubbish collection schemes. Many local authorities run free bulky waste collection schemes.

FLY-TIPPING IS ILLEGAL AND CONSTITUTES A BREACH OF YOUR TENANCY OR LEASE AGREEMENT