

Our Ref: S/TU/T 18-19  
Contact No: 0300 124 5000 (Option 0)



Trade Waste Team  
Waste Operations  
Room 20  
Ballymena Showgrounds  
BALLYMENA  
BT43 7DR

Dear Valued Customer,

**Re: Seasonal/ Top Up Service Tags**

Thank you your enquiry about seasonal/ top up tags. We trust you find this service a valuable addition to your current contracted arrangements.

To assist with collection of your waste please follow the 3 simple instructions below:

**1. Pay**

Tags are available by pre-payment of cash/ card or cheque from 3 locations across Mid and East Antrim Borough

- Ballymena - Ardeevin Cashdesk
- Larne - Smiley Building Reception
- Carrickfergus - Civic Centre Reception

You can purchase your chosen quantity/type of tags in advance and use them before the end of the current financial year.

**2. Check**

Call our designated customer service team on 0300 124 5000 (Option 0) (Mon -Fri 9-5) or e-mail [waste.helpdesk@midandeastantrim.gov.uk](mailto:waste.helpdesk@midandeastantrim.gov.uk) to arrange your collections. You will need to give at least 3 working days notice to allow a collection to be scheduled.

**3. Collect**

A member of staff from our depots will confirm available date/ day of collection. Then simply present waste at your collection point from 7.30am on the morning of collection and our crew will collect before 5pm.

Each bin presented must have correct corresponding tag for size/type. Our collectors will remove the tag when your bin(s) have been emptied.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Janet Drew'.

Office & Commercial Manager

