

HEAKORRA ABC

THE ABC OF
PUBLIC FACILITIES AND
MAINTENANCE



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FOREWORD

The Tallinn City Environment Department has prepared “The ABC of Public Facilities and Maintenance” in order to create a single comprehensive source of information about public facilities and maintenance. It also contains an overview of sorting and disposing of waste and gives information about birds and animals living in or straying into the city. The most important thing, however, is information about who to contact on issues related to the provision of public services and amenities in the city.

URBAN ENVIRONMENT

LANDSCAPING

One of the purposes of green spaces is to provide citizens with recreation options, including the possibility to spend time in fresh air. Urban green spaces – parks and avenues, flowerbeds, vases and flower stacks – are considered elementary and people probably tend not to give considerable thought to their value, creation and protection.

Everyone can help maintain green space, for instance by refraining from parking a car or stacking building materials too close to trees. That causes soil compaction and burdens tree roots, making it difficult for trees to obtain water and air from the soil and potentially causing them to wither. For more information on how to assess the condition of trees, please read section “Tree maintenance and removal”.

Planting trees and shrubs on public municipal land and performing other landscaping activities must be agreed with the relevant property owner (Tallinn City Municipal Engineering Services Department), the city district government and the Tallinn City Environment Department. That ensures compliance with uniform design principles and provides a suitable growth place for plants. Upon planning planting activities in public areas and preparing a landscaping project, you should always refer to the Procedure for **Planting Trees on Public Land**, which contains the quality requirements for plants and planting works and provides a list of recommended plants. The said regulation also provides useful information about creating suitable growth conditions for trees as well as about species suitable for urban conditions.



If you have any **landscaping-related questions**, please call the landscaping specialist of your city district or the landscaping office of the Tallinn City Environment Department (contact details at the end of the brochure). Rotten or withered trees should be reported to the landscaping specialist of the Tallinn City Environment Department by calling 640 4274. If you notice any **illegal tree removal or acts of vandalism** (people stealing flowers, breaking the branches of trees or shrubs etc.), please call the City helpline 1345 or the Tallinn Municipal Police Department's duty officer on 14410.

TREE MAINTENANCE AND CUTTING

Trees can be maintained in a condition by performing proper **timely pruning**. If a tree has not been pruned for a long time and its branches push against windows or walls, you should apply for a **pruning permit** from the Tallinn City Environment Department.

The best time for tree pruning is before the tree has grown leaves. The next recommended time to cut branches is mid-summer. Pruning is prohibited during the periods when sap is flowing or the trees are about to bloom or are forming leaves. Nor is it a good idea to put off cutting until autumn, when the tree prepares

for impending hibernation or when the temperature drops below -10 degrees. Pruning is performed by tree care specialists, or tree surgeons. Pruning trees incompetently or at a wrong time may cause additional stress for trees, as a result of which the trees may develop a disease or wither.

In order to **cut down a tree** that has become dangerous you need a tree removal permit. The condition of the tree can first be assessed on the basis of the following questions:

- Are there many dried branches in the tree crown or has the treetop withered?
- Have fruiting bodies of fungi grown on the tree trunk or branch stubs?
- Has the tree rapidly tilted and the root ball has risen out of the soil?
- Are there any cracks or splits in the tree trunk or between tree limbs?

If you detect one or several of the above symptoms, it is high time to contact the landscaping specialist of the Tallinn City Environment Department for an expert opinion.

Permits for cutting down healthy trees growing on planned construction sites are only issued with the tree replacement

obligation, through which the value of healthy trees is compensated. The applicant for a removal permit must ensure the planting (replacement) and maintenance of new trees within two years on the basis of a contract concluded with the Tallinn City Environment Department.

For **replanting** trees with a breast-height diameter of more than 8 cm (except for fruit trees growing on private property) you have to obtain prior approval from the Tallinn City Environment Department.

For more information about applying for tree removal and pruning permits, please visit www.tallinn.ee/Cutting-permit or contact the landscaping office of the Tallinn City Environment Department on 640 4274.

PUBLIC PLAYGROUNDS

A network of modern playground is an essential element of today's living environment, as it supports the health of citizens and the safe development of children. There are 342 public playgrounds in Tallinn; the remaining playgrounds are either in private ownership or located on the premises of schools or kindergartens. Public playgrounds are developed on the basis of an action plan, which lists the principles underlying the construction and maintenance of playgrounds.

For further information, go to:
www.tallinn.ee/manguvaljakud.



An overview of public playgrounds can be found at www.manguvaljakud.tallinn.ee, where you can see their location on the map, images and general information. You can also use the said website to send proposals and notices concerning playgrounds to the Environment Department.

Playground structures are intended for users in different age groups and therefore it has to be made sure they use structures suitable for them, so as not to damage the playground items. If you discover a **broken playground structure**, please notify the authorities by calling 5770 3000, e-mailing to tl.n.hooldus@gmail.com or calling the City helpline 1345.

The Tallinn City Environment Department takes care of the upkeep of playground structures, and city district governments are responsible for public maintenance. The necessary contact telephone numbers for city district governments and the Environment Department are provided on the last page of the brochure. If you notice any acts of **vandalism**, please inform the police or call the City helpline 1345. Together we can ensure that playgrounds remain safe for children.

CEMETERIES

Cemeteries carry many values, with their principle function being complemented by heritage conservation, cultural history and heritage-listed environments. Cemeteries are considered to be a kind of landscaping and architectural monument. Also, cemeteries are an important part of the City's

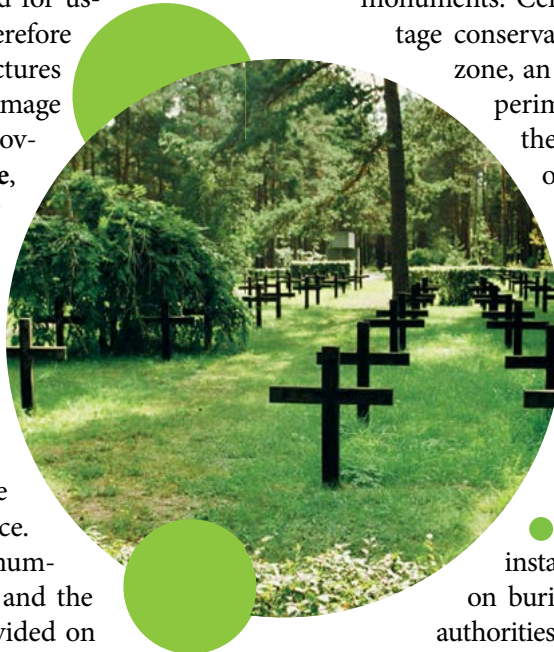
green network. These heritage-listed and culturally significant areas are visited by independent travelers and tour groups from Estonia and also elsewhere.

The City of Tallinn owns the cemeteries of Metsakalmistu, Pärnamäe, Pirita, Siselinna, Rahumäe, Hiiu-Rahu and Liiva, which are all heritage-listed monuments. Cemeteries are subject to special heritage conservation requirements and a protective zone, an area 50 metres wide from the outer perimeter or boundary of a monument on the grounds. For that reason, a number of restrictions apply to the design of grave plots.

While on cemetery premises, residents must ensure peace and order, and keep the premises clean. The following activities are prohibited:

- picking or breaking flowers, breaking the branches of trees and shrubs; cutting trees without permission;
- planting trees, shrubs and hedges or installing grave markers and boundaries on burial places without the administrative authorities' approval;
- dumping municipal waste and placing waste outside of containers or in non-designated areas;
- damaging buildings, gates, boundaries, water extraction points, burial places, grave markers or boundaries;
- riding a motorbike or bicycle without the administrative authorities' permission;
- lighting bonfires;
- walking pets.

A burial place is designed by the user of the burial place. A grave plot must be marked with a cross,



gravestone, pillar or other marker, and grave markers, installations and greenery must be located within the boundaries of the grave plot.

The grave markers and installations placed on the burial place (boundary fence, concrete lining, curb stones etc.) belong to the user of the burial place.

The use and maintenance of cemeteries is governed by the **Cemeteries Act** and the **Regulations on the Use of Tallinn Cemeteries**. Supervision over compliance with the Act and the Regulations is performed by Tallinna Kalmistud, the Tallinn City Environment Department, the Cultural Heritage Department and the Municipal Police Department.

Conservation, restoration, repair, earthwork and building projects must be approved by the Tallinn Cultural Heritage Department and the Environment Department. Cemeteries are managed, paid public funeral services are provided and burial places are maintained by Tallinna Kalmistud, which is located at Pärnamäe tee 36, telephone 651 0101.

The offices of the Siselinna, Metsakalmistu and Hiiu-Rahu cemeteries are open Mon to Fri 9:00–16:00.

The offices of the Liiva, Pärnamäe and Rahumäe cemeteries are open Mon to Fri 9:00–16:00 and Sat 9:00–14:00.

In the case of matters related to the Pirita cemetery, please contact the office of the Metsakalmistu cemetery.

For more information, go to www.kalmistud.ee/Tallinn, where you can submit an application for the conclusion of an agreement for the use of a grave plot.

MAKING A FIRE AND BARBEQUING

Having a bonfire in a public place is only allowed with the permission of the Tallinn City Environment Department. To obtain a permit, send a free-format application to the Tallinn City Environment Department by mail or e-mail, together with a map specifying the location of the bonfire. As a rule, these permits are issued on paper.

You do not need to apply for a permit, if you have a bonfire in an appropriately designated public place intended for that purpose, or on private land.

You may only burn branches, not waste or leaves. Always take into account the wind direction, as smoke from your fire must not disturb other residents in the area.

You may have a **barbecue** at a safe distance from buildings, open storage places of combustible materials, the forest, dry undergrowth and other flammable materials. For instance, if firewood is burnt with a naked flame for making charcoal, a safe distance will be at least 5 metres; however, if barbecue charcoal is used, a safe distance will be at least 2 metres. You can use a charcoal or gas barbecue outdoors, but it has to stand on even ground.



LEGAL ACTS

Requirements for Works Involving
Open Flame

Requirements for Sites for Making Fires
and Barbecuing Outside Heating Chambers
Tallinn City Public Order Regulations
and Requirements for the Organisation of
Public Assemblies

Tallinn City Regulations on Public Facilities
and Maintenance

You should also consider the **information
provided on the fire hazard map of the web-page
of the weather service of the Estonian
Environment Agency.**

For further information, please visit
www.tallinn.ee/Teenus-Permit-to-build-a-fire
or call the City helpline 1345.



BIRDS AND ANIMALS

PETS

When keeping pets, citizens should always take into account the interests and safety of fellow citizens and protect wildlife – there are many protected species living and growing in Tallinn and their survival is often threatened by non-supervised pets. In urban areas, you must always keep pets under control, not let them out without someone accompanying them, and clean up after your pets (faeces, tufts of hair after combing, or scratch marks). Dog faeces must be placed in a plastic bag and disposed of at the nearest ordinary rubbish bin. Cats must not be allowed to use children's sandboxes or your neighbour's flower-bed as the litter-box. Pet-owners should also make sure that their pets do not have unwanted offspring, that pets are vaccinated, chipped and registered. Owners also have to ensure the medical treatment of their pets.

Homeless animals must not be fed!

LEGAL ACTS

Rules of Procedure for Keeping Dogs and Cats in the City of Tallinn

Tallinn City Regulations on Public Facilities and Maintenance

Requirements for Keeping Pets

Animal Protection Act

DOG-WALKING GROUNDS

The City of Tallinn has built 15 fenced walking grounds for dog-walking and training.

These are the only public areas in the city where people can walk their dogs without a leash. The walking grounds must be kept clean, and owners must not let their dogs disturb other people or animals.



Locations

- City Centre: Tiigiveski Park, Toompargi Park and Politseiaed Park
- Northern Tallinn: Ehte 14 and Karjamaa 10
- Kristiine: Tondimõisa Park
- Haabersti: crossroads of Astangu Street and Järveotsa Road, park around Õismäe pond
- Nõmme: Pärnu Road 327 and Pihlaka 12
- Lasnamäe: Liikuri 56, Vormsi 5 and Kivila 3h–19h
- Mustamäe: Sõpruse pst 263a and Tildri 8,

Further information:

www.tallinn.ee/eng/pets/Dogs-in-public-areas.

CHIPPING AND REGISTRATION

Microchips are the best means for marking pets, as microchips cannot be lost or removed. A microchip helps link the pet with its owner and therefore it is easier to take a lost animal back to its home. Microchipping and registration are of benefit also for an indoor cat, who might make its way outside through an open door or window but might not find its way back home any more. Pets must also be identified upon crossing the border, at pet shows and in the resolution of ownership disputes.

Already since 2006, dogs owned by residents of Tallinn must be chipped and registered in the Tallinn City Dogs Register. **The same obligation will be extended to cats at the beginning of 2015.**

Microchips are implanted by veterinary doctors. Chipped animals must be registered on the state portal www.eesti.ee (service “Data and registration of a pet in LLR”), where you can also check and specify contact details and report the death of your pet.

In addition to the state portal, pets can also be registered at the following places:

Mustamäe District

OÜ Oknavet	Kiili 11, phone 673 3101, 5629 8590, vetdiagnostika@hotmail.ee , www.vetdiagnostika.eu
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Haabersti District

Rocca al Mare Pet Clinic	Paldiski Road 102, phone 665 9029, olgakato@gmail.com
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Pirita District

Pirita Pet Clinic	Regati Avenue 1, phone 639 8737 pirethints@hotmail.ee
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City Centre

Tallinn City Environment Department Harju 13, room 402, phone 616 4004
keskkonnaamet@tallinnlv.ee,
www.tallinn.ee/lemmikloom

Tamara Kon Kentmanni 32a–12, phone 508 8039,
tamara.kon@mail.ee

Lasnamäe District

OÜ Lasnamäe Pet Clinic P. Pinna 19, phone 632 6070, vetapteek@ant-net.ee, lasnamaeloomakliinik.mobisite.ee

Vetekspert Linnamäe Road 91, phone 635 2455, 504 4866,
info@vetekspert.ee, www.vetekspert.ee

OÜ Nostrem Pet Kivila 5, phone 634 0698,
nostremikliinik@hotmail.ee, www.hot.ee/nostrem

Best-Vet Eliit loomakliinik OÜ Sikupilli 3, phone 600 0194, 509 6471
maronstam@hotmail.com, www.eliidloomakliinik.ee

OÜ Dakmett Pikri 3, phone 5592 7539, 655 2648,
dakmett@hotmail.ee

Abivet OÜ Virbi 4, phone 688 2085, 506 8530,,
info@abivet.ee, www.abivet.eu

Kristiine District

Kristiine District Government Tulika 33b, room 202, phone 645 7128,
Kylliki.Valma@tallinnlv.ee,
www.tallinn.ee/kristiine-district

Nõmme District

Nõmme District Administration Vabaduse pst 77, rooms 2 and 3, phone 645 7318
Anne.Horrak@tallinnlv.ee,
www.tallinn.ee/nomme
Service Bureau at Jaama 1, phone 677 0183,
Mari.Koitver@tallinnlv.ee

OÜ Kase & Michelsoni Pet Clinic Laulu 6, phone 651 6407,
heinzkask@gmail.com, www.loomaarst.com

OÜ Maxi Pet Clinic Pärnu Road 463a, phone 670 9004
www.lemmikloomakliinik.ee

Northern Tallinn

Andrei Rusmanov's Veterinary Aid Telliskivi 39, phone 509 1254,
andrei@rusmanov.com, www.rusmanov.com

Aleksei Usanov's Pet Clinic OÜ Lõime 19, phone 515 0602

Juri Karpenko Pet Clinic Paldiski Road 42d, phone 672 1260, 513 6722
alton@hotmail.ee, www.alton.fie.ee

The Tallinn City Environment Department organises field missions in every City District to microchip and register cats of the residents of Tallinn; these are advertised.

For more information, please visit www.tallinn.ee/pets, or call the senior specialist of the Tallinn City Environment Department on 616 4004 or the City helpline 1345

NEUTERING AND SPAYING

Getting cats and dogs neutered and spayed is the most efficient way to reduce the number of stray animals in the streets. Very few pets are kept for breeding purposes – mostly, pets serve as companions for humans. **Therefore, there is no need to let your cat or dog have offspring.** The animal shelters in Estonia are already full of cats and dogs abandoned by uncaring owners and kittens born on streets.



Generally, neutered and spayed animals do not mark their territory; they protect their home, and stay in their own territory. As a rule, the reduced level of aggression means that neutered and spayed animals get along better with others.

We recommend all pet owners to have their pets neutered and spayed. By doing this, you improve the quality of life for the animals, yourself and your neighbours, and help keep your home town clean and naturally diverse.



STRAY PETS

Every day, pets make it out to the street to roam on their own, with some missed at their homes yet, whilst others are no longer needed by their households. The problem is particularly acute when it comes to homeless cats. Stray cats living in basements, sheds and other similar places cause public maintenance problems, destroy urban wildlife and produce offspring. Stray cats often gather in groups near apartment buildings, because people feed them.

To have stray cats taken to an animal shelter, apartment associations should send an e-mail to info@loomadehoiupaik.ee. If necessary, cat-catchers must be allowed access to the basement and technical utility rooms and must be given keys to any locked doors (cat-catchers work late at night and in early morning, as cats are nocturnal animals). If there

are any “cat ladies” in your building, you need to ensure that they do not feed the cats for a few days before the traps are set, because well-fed animals will not go into the traps.



In Tallinn, the catching and care of stray animals is organised by the non-profit

association MTÜ Loomade Hoiupaik (address Viljandi Road 24D). Please call the 24/7 hotline 631 4747 to report **stray or dead animals** in Tallinn. If you know the owner of a stray dog or cat, please inform the Tallinn Municipal Police Department on 14410.

For information on found pets go to the web-page of the shelter at www.pets.ee, phone 5349 4045 (10–17) or by-email: info@loomadehoiupaik.ee. The animal shelter is open to visitors Tue to Fri 14:00–17:00 and Sat to Sun 12:00–16:00.

To report the mistreatment of an animal or any problems related to animal health, contact the Veterinary Centre of Harju County by telephoning 658 0420 or e-mailing to: info.harju@vet.agri.ee.

TALLINN PET CREMATORIUM

In May 2013, Tallinn’s pet crematorium launched operations at Raba 40, Pääsküla. Cremation services are provided to all pet owners. Both aggregate and individual cremation is available, the latter guaranteeing that the owner will get back the ashes of precisely her/his pet. On site, a wide range of urns is available for sale. For cremation, an appointment for a time and a date needs to be made beforehand. For those interested, detailed information is available at www.loomakrematorium.ee or by telephoning 5551 7527.

BIRDS AND WILD ANIMALS

FEEDING BIRDS

Many bird species have found a suitable habitat in the city and most of the people enjoy their presence. Birdsong in spring and seagulls screeching on early summer mornings are considered natural – after all, Tallinn is a coastal town. However, it is quite unpleasant to have goose-sized seagulls perching on the balcony or on the roof of your car, soiling your property. We can all do something to avoid such encounters. Birds come to people mainly in search of food and therefore we must refrain from feeding the birds and make sure that birds would not have easy access to food. We must make sure that waste is inaccessible to birds – by always keeping the waste and compost bins closed and putting only one meal out for pets kept outdoors. **We cannot prohibit bird-feeding in the entire city, but we can do so in our own backyard.**

In harsh winters, we may feed small birds who usually do not cause harm, but we should do that consistently and offer a diverse menu.

People should refrain from feeding waterfowl at all times. Providing additional food for waterfowl will make them so dependent on humans that they will stop the natural migration. During a tough winter, when open water necessary for waterfowl to feed disappears, they can only rely on food

provided by people. Thus, they depend on how someone feels, since someone might not be prepared to go and help birds in any weather, for example, when it is freezing cold.

More importantly, the food provided by humans is not suitable for waterfowl who otherwise feed on aquatic plants and animals, and causes malnourishment, digestion problems and abnormal development, which may lead to premature death.

They birds may have their stomachs full of bread, but this unnatural food does not supply them with necessary nutrients and they may suffer from dehydration.

People feed them with cereal, other dry foods and bakery products which are not suitable for birds. Lettuce and grated carrot are recommended as slightly better alternatives to cereal, but these foods freeze in the cold weather and the birds cannot eat them.

Often, hundreds of birds gather in a very small area where waterfowl are fed. This causes aggression among the birds and leads to stress, which weakens the malnourished birds and provides favourable conditions for various diseases to spread. It is also quite certain that only the stronger will get to the food supplied by humans, whilst the weaker may miss out on it entirely and die of starvation.



It should be added that by feeding waterfowl we also cause trouble for fellow citizens. For example, Mute Swans are big and strong birds, and if several of them come walking on a shovelled promenade in winter, several people cut their seaside walk short because they fear the big birds. With our feet, we may easily transfer pathogens found in the feeding areas covered with bird-droppings to other places, including our homes.

So, although we might feel like we are doing a good thing, we are actually causing trouble for the waterfowl and for our fellow citizens. Let's honour nature and let waterfowl migrate south for the winter!

WILD ANIMALS IN THE CITY

In addition, smaller and larger wild animals find their way into cities at the end of summer and in early autumn, when young animals begin to wander independently.

As a rule, smaller wild animals that come to cities are not dangerous. Healthy animals usually have a sense of caution and avoid any contact with humans. In order to not attract animals to the city, we must refrain from feeding them and make sure that they do not have easy access to food – by keeping the waste and compost bins closed and putting only a single meal out for pets kept outdoors.

You should call the emergency services on 112, if:

- a wild animal looks ill or acts weirdly, e.g. tries to come close to humans;
- a wild animal is in distress and needs help, or is injured;
- a large wild animal (for instance, wild boar, roe or elk) has strayed into the city.

When requesting help, you should first assess whether the wild animal can and needs to be caught. You can be quite sure that catching a hare in Kadriorg Park or a deer in the Nõmme landscape reserve would be impossible and, indeed, unnecessary. But you should always report spotting a bigger wild animal in the city, if there is any risk of the animal hurting itself or causing an accident.



FOR PROPERTY OWNERS

Pursuant to the Tallinn City Regulations of Public Facilities and Maintenance, property owners must ensure the upkeep of their property, the boundary fence and the area adjacent to the property. A permit must be obtained for cutting down trees (excluding fruit trees) growing on the property.

WINTER MAINTENANCE

Owners of buildings must ensure the de-icing of the pedestrian walkways bordering on their property and provide the tools and sanding materials necessary. The owners must also regularly check the roof and the facade and make sure that the built-up snow and icicles are removed in a timely manner. Electrical heating cables installed in gutters and drainpipes help prevent the formation of icicles.

Upon removing icicles and snow from the roof, house owners must:

- give the residents timely notice of the time of the works;
- give notice of the works to the Tallinn City helpline 1345;
- give notice of the time and place of the works to the Tallinn Transport Department, if the works require the reorganisation of traffic or the closure of a street;
- organise the relocation of vehicles parked in the vicinity;
- install an information board in a visible place, stating the nature of the danger, the name and telephone number of the person responsible for eliminating the danger, and the time of beginning and end of the works;

- ensure safe passage for pedestrians and vehicles or organise them to be redirected during the performance of the works, surrounding the danger zone with a temporary boundary and ensuring the designation of the zone pursuant to Regulation No 69 of the Minister of Economic Affairs and Communications of 16 April 2003 "Traffic organisation requirements for road works", if necessary;
- ensure the availability of safety equipment and other tools and equipment required for ensuring work safety;
- prevent the snow and icicles from falling on lower buildings;
- remove the snow and icicles, which have fallen on pedestrian walkways or the road.

PROJECT "CLEAN BACKYARDS"

The aim of the project "Clean backyards" launched in 2006 is to make the living environment in the city more attractive and improve the appearance of neighbourhoods with the active participation of the local residents. For instance, the project has supported the creation of various recreational areas and car parks. An apartment association in Tallinn is eligible to apply for the grant if it has been registered in the register of non-profit associations and foundations at least six months before filing the grant application.

For further information, go to

www.tallinn.ee/hooavidkorda, the City District Government or the Tallinn City Municipal Engineering Services Department.

TREE MAINTENANCE AND REMOVAL

It is not recommended to park a car or stack building materials too close to trees, as that causes soil compaction and burdens tree roots, making it difficult for trees to obtain water and air from the soil.

Rotten or dead trees may become dangerous. In this case, contact a landscaping specialist at the Tallinn City Environment Department for an expert assessment.

For evaluating the condition of trees, see Section “Maintenance and cutting of trees”, Chapter “Urban environment”.

WASTE

Waste must be sorted in order to protect the nature and provide a new purpose for waste as materials or energy sources. Packaging and packaging waste should be collected separately from any other waste and should be taken, once empty, to designated public collection points (receptacles) or a waste centre. Hazardous waste generated in households, electrical and electronics waste, old tyres or bulk waste may be taken to a waste centre or stationary collection point. All waste left over from sorting is mixed household waste, which should be turned over to a waste removal operator holding a waste permit. Environmentally sustainable waste management helps improve our living environment and reduce waste treatment costs.

For further information, go to www.tallinn.ee, www.tallinn.ee/prygihunt, www.prugi.ee or telephone the City Helpline on 1345.

1 January 2014 saw the launch of operations at the **Tallinn Waste Centre**. This is an agency administered by the Tallinn City Environment Department.

The Waste Centre currently provides managed waste removal services to residents and companies of Northern Tallinn (removal of mixed household waste, biodegradable waste, paper/cardboard and bulky waste).

As dictated by need, new developments and options are being developed for turning in waste collected by type, for instance, where gardening/landscaping waste is produced.

DEPOSIT-SUBJECTED PACKAGING AND PACKAGING WASTE

Deposit-subjected packaging includes metal beverage cans and glass and plastic bottles, which bear the deposit label. Beverage cans and bottles included in the Estonian deposit-based packaging system (Eesti Pandipakend) can be returned anywhere where products in deposit-subjected packaging are sold, or at the collection point in the immediate vicinity of a point of sale (the retailer must provide directions). Deposit-subjected packaging can be returned through automated machines at larger grocery stores

Other packaging and packaging waste can be disposed of in three manners:

- mixed packaging container for apartment buildings;
- packaging bag service for private houses;
- public packaging collection points or receptacles.

The collection of packaging is organised by MTÜ Eesti Pakendiringlus, MTÜ Eesti Taaskasutusorganisatsioon and OÜ Tootjavastutusorganisatsioon. The colour of public receptacles indicates the type of waste collected.

Cardboard boxes and cartons, butcher paper, paper bags and other clean paper packaging should be placed in a **receptacle (blue) for paper and cardboard packaging**.

Bottles, jars or any other clean glass packaging should be placed in the **receptacle (green) for glass packaging**.

If there is no separate glass packaging contained, glass packaging must be put in the mixed packaging container.

Mixed-packaging receptacle (yellow) should be used for:

- plastic packaging, e.g. yoghurt tubs and butter boxes; oil, ketchup and mayonnaise bottles;
- cosmetic and care product packaging, clean plastic tableware and boxes and other plastic packaging;
- plastic packaging;
- metal packaging, e.g. the metal lids and tops of food and drink packaging, and tin cans;
- packaging made of paperboard or other laminated board, such as milk, juice and yoghurt cartons, cardboard boxes of bakery products, and other clean cardboard packaging.

For further information, go to www.eestipandipakend.ee, www.pakendiringlus.ee, www.eto.ee and www.tvo.ee or telephone the City Helpline 1345. You can find the location of the nearest packaging container on the map of Tallinn at kaart.tallinn.ee or on the website www.tallinn.ee/prygihunt.

PAPER AND CARDBOARD

Waste paper and cardboard must be collected separately for recycling purposes.

All properties with five or more apartments must have a waste paper container which is used for:

- newspapers, magazines, catalogues and promotional materials;



- exercise books, paper and cardboard notebooks, used/unused writing and drawing paper;
 - envelopes, books without covers.
- Private individuals can also take waste paper to a waste transfer station.

BIODEGRADABLE WASTE

Each residential building with 10 or more apartments must have a separate container for biodegradable waste. On a registered immovable designated for non-residential use, paper/cardboard and biodegradable waste should be collected separately. Based on the volumes of waste generated, the property should have the following containers:

- 1) a paper and cardboard container, if more than 20 kg of waste is generated a week;
- 2) a biodegradable waste container, if more than 20 kg of waste is generated a week or if a catering company is operating on the property, incl. a restaurant or a similar catering enterprise with at least 25 seats, or a kindergarten, school or hospital with at least 112 places.

Biodegradable waste containers are intended for the collection of:

- leftover meat and fish, vegetables and fruit, fruit and vegetable peelings, bread, convenience food, bakery and confectionery products, cheese, butter and margarine, and other solid food waste;
- kitchen towel, paper tissues, coffee grounds, paper filters, tea bags;
- house plants and fresh-cut flowers.

Before being taken to a receptacle, biodegradable waste should be placed in biodegradable plastic or paper bags. Biodegradable waste must never be collected or disposed of in a plastic bag.

The waste holder must have a sufficient number of containers of sufficient size. A mixed household waste receptacle should be emptied with a frequency that prevents it from being over-filled or producing a stench but not less often than once a week, or once in two weeks on a registered immovable with 12 flats with the consent of the Tallinn City Environment Department. Deep containers for mixed household waste and biodegradable waste must be emptied at least once in every four weeks. In the case of private dwellings, mixed household waste bags of 150 litres, with the maximum weight of 10 kg, must be taken away and mixed household waste containers of up to 370 litres emptied at least once in every four weeks. Containers can be in the waste holder's ownership or contractual use.



HAZARDOUS WASTE

On the average, every citizen of Tallinn generates 1.6 kg of hazardous waste a year. More than 1 kg of that waste ends up among household waste in a landfill or at a waste incineration plant, entering the environment – the soil, the groundwater and the air. And through air and water, that waste ends up on our dinner table. Therefore, collecting hazardous waste separately is essential. Every one of us has an important role in protecting the environment – for it means protecting ourselves.

Hazardous waste generated in households includes:

- batteries and storage/car batteries;
- daylight lamps (incl. energy-saving lamps);
- waste oil, oil filters, oil-contaminated rags;
- paint, varnish, adhesive and solvent waste;

- chemicals and cleaning agents;
- thermometers and other mercury-containing waste;
- plant protection products and pesticides;
- photography waste;
- medical and clinical waste (medicines, syringes);
- packaging of hazardous waste.

Hazardous waste can be disposed of for free at waste transfer stations (see the section “Waste transfer stations”), at four stationary collection points and at six Lukoil petrol stations.

Stationary collection points are open from 1 October until 30 April on Sat and Sun from 10:00 to 15:00, and from 1 May until 30 September also on Wednesdays from 14:00 to 19:00. Stationary collection points are closed on public holidays.

Pirita	Rummu Road 2 (car park of Pirita Selver supermarket)
Haabersti	Haabersti 1 (Haabersti Rimi car park)
Kesklinn	Parking lot next to Lastekodu 11a
Lasnamäe	Pae 76 (Pae Shopping Centre car park)

Lukoil petrol stations are open from 8:00 to 20:00. To dispose of hazardous waste, ask a petrol station employee. Locations of petrol stations:
Kivila 28
Sõpruse Avenue 261
Tammsaare Road 53
Vabaduse Avenue 158
Tondiraba 1
Peterburi Road 38

BROKEN HOME APPLIANCES

Household electronic equipment and household appliances (for instance, electrical stove, fridge, TV set, radio, hair blower, shaver, washing machine, vacuum, blender or iron) may be turned in free of charge at waste centres (see Section “Waste centres”) and at the collection point at Rummu tee 2 (Pirita Selver car park) on Wednesdays from 15:00 to 18:00 and on Saturdays from 9:00 to 12:00.

Pirita	Rummu Road 2 (car park of Pirita Selver supermarket) Wed 15:00–18:00, Sat 9:00–12:00
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When buying a new appliance, the old one of the same type may be left at the shop.

USED TYRES

- Private individuals can turn in tyres free of charge:
- waste centres (see Section “Waste centres”) where up to 8 tyres are accepted at a time;
 - at the collection point of MTÜ Rehviliit, Lõuna Road 49, Loo Town, Jõelähtme Rural Municipality, from 9:00 to 17:00 on business days, phone 5623 6697;
 - collection points of MTÜ Rehviringlus, see <http://rehviringlus.ee/kogumisvork>.

Companies are charged for the disposal of tyres.

CONSTRUCTION AND DEMOLITION DEBRIS

Construction and demolition waste (concrete or brick fragments, wood, plasterboard and other) may be taken to a waste centre (see Section “Waste centres”) or to the collection point of a company handling construction waste.

ATI Grupp OÜ	Peterburi Road 94 Phone 622 4250 Mon-Fri from 8:00 to 19:00, Sat from 8:00 to 16:00
Slops OÜ	Maleva 4 Phone 666 3060 Mon-Fri from 8:00 to 18:00, Sat from 8:00 to 16:00

Collection of construction or demolition waste is a paid service.

USED CLOTHES, BOOKS, FURNITURE AND HOME APPLIANCES

The non-profit association MTÜ Uuskasutuskeskus accepts (free of charge) furniture, home appliances, clothes, books, kitchen utensils and other household items, toys and other items that are still in an acceptable condition and fit for use.

Usable and clean clothes can also be taken to the charitable organisation Emma (Mulla 8), the Salvation Army office (Kopli 8) and Humana stores.

The Tallinn Waste Centre will set up 20 receptacles for used clothing near public packaging collection points within the City of Tallinn by 1 March 2014. Look up the location of your nearest receptacle for clothing on the website of the map of Tallinn:

<http://kaart.tallinn.ee/>.

For more information, go to www.uuskasutus.ee and www.tallinn.ee/est/kasutatud-riided-8.

For a fee, **Kolatakso** picks up unwanted items from your home or business.

WASTE CENTRES

Waste centres accept from private individuals free of charge:

- unprocessed timber;
- scrap metal;
- plastic;
- sorted stones, concrete and bricks;
- paper and cardboard;
- old furniture fit for use*;
- biodegradable gardening and landscaping waste (up to four 100-litre plastic bags a day from one individual, free of charge);
- used clothes (up to four 100-litre plastic bags a day from one individual, free of charge);
- passenger car tyres (up to 8 tyres free of charge at a time);
- electrical and electronics waste (free of charge, incl. refrigerators and TVs)**;
- packaging;
- flat glass;
- hazardous household waste.

* The condition of used furniture is assessed by transfer station employees. Furniture is declared fit for use if it is in a very good condition and can be made available for reuse in cooperation with MTÜ Uuskasutuskeskus.

** Electronic equipment taken to transfer stations must be complete. Incomplete refrigerators are only accepted for a fee (EUR 10 per piece).

Waste centres do not accept household waste.

For a fee, unsorted construction waste, including asbestos cement at a rate of €30/m³, and usable old furniture are accepted.

LOCATIONS AND OPENING HOURS OF TRANSFER STATIONS

Artelli 15 Wed, Thu, Fri 14:00–19:00;
Sat, Sun 10:00–15:00

Suur-Sõjamäe 31a Wed, Thu, Fri 14:00–19:00;
Sat, Sun 10:00–15:00

Raba 40 Mon, Fri
14:00–19:00;
Wed, Sat, Sun
10:00–15:00

Paljassaare põik 9a
Wed, Thu, Fri 14:00–19:00;
Sat, Sun 10:00–15:00

Rahumäe tee 5a
Wed, Thu, Fri 14:00–19:00;
Sat, Sun 10:00–15:00

Waste centres are closed on public holidays and preceding business days.

MTÜ Keskkonnateenused will open a new waste centre at Pärnamäe (Pirita District) in spring 2014. There, private individuals can turn in collected waste that has been sorted by type on the same terms as at other waste centres in Tallinn.

Aegna Island transfer station is open from 1 June to 30 September on Saturdays and Sundays 11:00–14:00, incl. on public holidays.

The transfer station accepts the following free of charge:

- plastic;
- flat glass;
- packaging;
- scrap metal;
- electrical and electronics waste;
- passenger car tyres (up to 4 tyres free of charge at a time);

Bulky waste and mixed household waste is accepted for a fee.



GENERAL INFORMATION

For information about public facilities and maintenance in Tallinn, please visit www.tallinn.ee/heakord.

Please report any problems or other violations of public maintenance that you notice immediately to the Tallinn Municipal Police Department's duty officer on the 24/7 hotline 14410; or send an email to munitsipaalpolitsei@tallinnlv.ee.

If you have any questions or problems concerning public facilities and maintenance, please call the City helpline **1345** or contact your city district government or the Tallinn City Environment Department.

Haabersti	640 4800, haabersti@tallinnlv.ee
Kesklinn	645 7200, kesklinn@tallinnlv.ee
Kristiine	645 7100, kristiine@tallinnlv.ee
Lasnamäe	645 7700, lasnamae@tallinnlv.ee
Mustamäe	645 7500, mustamae@tallinnlv.ee
Nõmme	645 7305, nomme@tallinnlv.ee
Pirita	645 7600, pirita@tallinnlv.ee
Põhja-Tallinn	645 7040, pohja@tallinnlv.ee
Tallinna	640 4572,
keskkonnaamet	keskkonnaamet@tallinnlv.ee



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