

The ABCs of Urban Maintenance

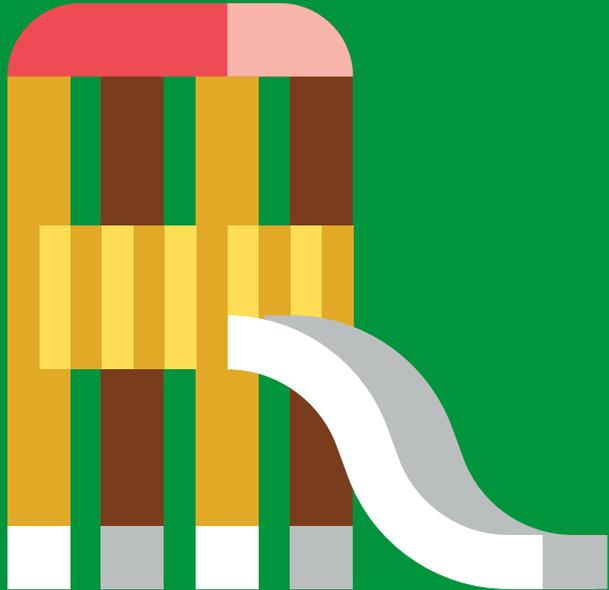
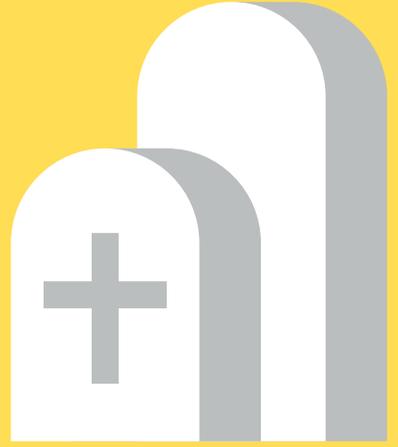
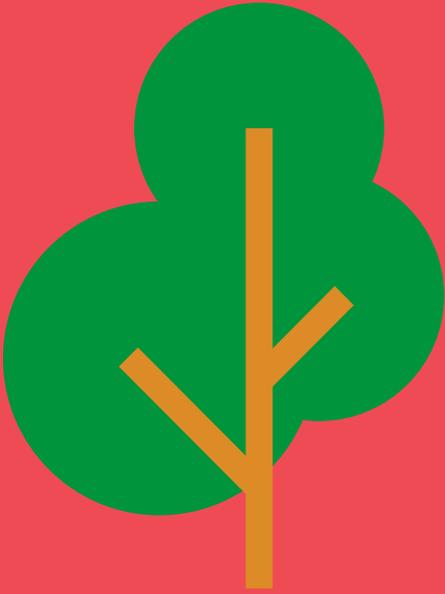


Tallinn
Urban Environment and
Public Works Department

Preface

Tallinn's Urban Environment and Public Works Department has consolidated all of the information on urban maintenance in one brochure entitled 'The ABC of Urban Maintenance'. It addresses aspects of the urban environment like landscaping, gardening, playgrounds and cemeteries, outlines the rules for sorting waste, offers useful information for property and pet owners and provides guidelines for handling birds and wild animals who either live in the city or happen to wander in. The last section of the brochure gives advice on who to contact with issues related to urban maintenance.

If you notice any problems or breaches related to urban maintenance, please call the city helpline on 14410.



Urban environment

Use stud-free tyres!

Using stud-free tyres helps keep urban air dust-free, lowers noise levels and cuts road maintenance costs. The asphalt dust that is produced after using studded tyres settles in the lungs, causes lung and heart diseases and increases the number of people that need to be admitted to hospital or die prematurely.

Driving with studded tyres, especially during snowless winters, erodes the road surface and pollutes the city air. As such, stud-free tyres are the smart choice for well-informed drivers: they have good traction and do not damage the road surface or cause excessive dust or noise. Possibilities for the disposal of scrap tires: tallinn.ee/est/keskkond/probleemtoode#rehvid

Landscaping

Green areas offer citizens recreational opportunities, including the chance to spend time in fresh air. Urban landscaping like parks, boulevards and flower beds, pots and towers are taken for granted and people don't think much about their value, development or maintenance.

Everyone can help keep green areas in good condition, for instance by not parking their cars or stacking construction materials right next to trees. Doing so compacts the soil and compresses tree roots, making it difficult for trees to draw water and air from the soil and possibly causing them to die. See 'Tree care and cutting' in the chapter 'Urban environment' for information on how to assess the condition of trees ([page 18](#)).

Planting trees and shrubs in public areas and other landscaping activities must be approved by the property owner, the Urban Environment and Public Works Department and the City District Government. This should ensure the implementation of com-

mon design principles and optimal growing conditions for plants. Planting in public areas should be planned and landscaping projects prepared according to the Tallinn City Government regulation, which sets out the quality requirements for plants and planting and include a list of recommended plants. This regulation provides useful information on the creation of growing conditions for trees, shrubbery, perennial flowers and lianas as well as on species suitable for urban conditions. The Tallinn City Government regulation can be found at tallinn.ee/keskkond/haljastus

Please contact your local City District Government or the Urban Environment and Public Works Department to inform them of rotten or dangerous trees on municipal land or regarding other landscaping issues (see 'General information'). Please call the city helpline on 14410 to submit information on illegal cutting or acts of vandalism (stealing of flowers, breaking of tree branches or shrubs, etc.).

Urban gardening

Growing food in urban environments is becoming more and more popular. With the city's support, eight new community gardens have been opened in Tallinn, where green-thumbed people can come together to grow edible plants, learn to preserve nature and develop neighbourly relationships.

Even though only a fraction of city residents benefit directly from urban gardening, it has a positive affect on the entire city. Benefits of urban gardening:

- Promoting environmental awareness and green thinking
- Providing an educational learning environment
- Fostering health and an active lifestyle
- Diversifying public urban spaces
- Promoting joint efforts, neighbourly relationships and a sense of community

Enthusiastic citizens, apartment associations and real estate developers can all contribute to the development of urban gardening. For example, you could plant more fruit trees, berry bushes and edible plants (like herbs, hardy and decorative kale and beets and flowering medicinal plants like marigold) next to decorative plants around your

apartment building or house. Before doing so, you should consult with other residents in the building and the apartment association to develop a comprehensive plan and put in place arrangements for maintaining such gardens. You can set up a small urban garden on your balcony or windowsill as well.

In addition, those interested in urban gardening can work at several communal gardens across the city: In Kesklinn, Põhja-Tallinn, Lasnamäe and Mustamäe.

Entrepreneurial citizens can create their own community garden with the support of the city. For this, you need two things: a group of enthusiasts who are ready to lead the future of the community garden; and a suitable location that the landowner agrees can be used for an urban garden.

For more information and counselling regarding urban gardening, please visit tallinn.ee/est/linnaaiandus.

You are welcome to join the public Facebook group **Söödav linn TLN** ('Tallinn: Edible City') at facebook.com/groups/soodavlinn, which has been set up to expand the network of urban gardening and share ideas and experiences.

Public playgrounds

A network of modern playgrounds is essential to a contemporary living environment promoting public health and the safe development of children. Tallinn has 330 public playgrounds (as of 1 January 2020), while others are either privately owned or located on the premises of schools or kindergartens.

Public playgrounds are listed online at hhhis.tallinn.ee/map along with their locations on a map as well as photos and general information. You can also submit proposals and reports about playgrounds to the City District Government via this website.

Playground equipment is intended for children and youngsters of all age groups, which is why you should make sure that they are suitable for users so as to avoid damaging the equipment. **Please call +372 5770 3000, e-mail tln.hooldus@gmail.com or call the city helpline on 14410 to report broken playground equipment.**

City District Governments (whose contact details can be found at the end of this brochure) are responsible for property maintenance on playgrounds. **Please report any acts of vandalism** by calling the Emergency Response Centre on 112. Together, we can make sure that our playgrounds remain safe for children.

Making fires and grilling

In Tallinn, making fires and grilling food in public is only permitted on bonfire sites set up and marked as such by the city, which are located on Stroomi and Pikakari beaches, near the Narva Road bridge on the banks of the Pirita River in Lasnamäe, in the Sütiste woods in Mustamäe and on the island of Aegna. The locations of bonfire sites can be found online at kaart.tallinn.ee by selecting the map layer 'Free time'.

Elsewhere, fires may only be made with a permit from the Tallinn Urban Environment and Public Works Department. To obtain such a permit, a free-form request must be filed in person with the Urban Environment and Public Works Department or by regular or electronic mail. The request must contain your contact details, the

period during which you intend to make the fire and a map indicating its location. The permit is usually issued in electronic format. Processing the request may take up to 30 days from the date of its submission, but we will issue the permit as soon as possible if the request is drawn up correctly.

You do not need to apply for a permit if the fire is to be made on private land or on the designated and marked bonfire sites on Stroomi and Pikakari beaches, in Lasnamäe or Mustamäe or on Aegna. Additional information on fire sites can be obtained from City District Governments.

Grilling is permitted at a safe distance from buildings, open premises where combustible materials are held, forests, dry

vegetation and other flammable materials. For example, a safe distance is at least five metres if wood is burned in an open fire to make coals and at least two metres if charcoal is used. A coal or gas grill may only be used outdoors and it must be placed on an even surface. Grilling on beaches is permitted in designated and marked locations. Grilling in other public places or on the balconies of apartment buildings is prohibited.

The wind direction must be taken into consideration when making fires or grilling, as the smoke must not bother people nearby. Please note the information on fire hazards (see ilmateenistus.ee). Only non-impregnated wood and branches may be burned;

burning tree leaves and waste is prohibited.

Legislation regulating the making of fires and grilling: 'Requirements for work involving an open flame', 'Requirements for making fires and grilling outside a fire place', and 'Urban maintenance rules of the City of Tallinn'.

For more information please visit tallinn.ee/lokke-tegemise-luba.

Cemeteries

In addition to their main function, cemeteries are symbols of a multitude of values, promoting heritage protection, cultural history and environmental values. Cemetery art is considered a unique monument to landscape architecture and the art of construction. Furthermore, cemeteries are an important part of the city's green network. These culturally valuable places are visited by individual tourists and groups from Estonia and abroad.

Metsakalmistu, Pärnamäe, Pirita, Siselinna, Rahumäe, Hiiu-Rahu and Liiva are the seven cemeteries owned by the City of Tallinn, all of which subject to heritage conservation. Special heritage conservation conditions have been established for cemeteries, as have protection zones in the surrounding 50 metres from the border or outer contour of the site. The installation of grave markers, fences and landscaping must be coordinated with the cemetery keeper.

Cemeteries must be kept clean and in good

condition, and graves must not be disturbed. Tallinn cemeteries are green cemeteries where biodegradable cemetery waste is sent to composting. Biodegradable waste – leaves, branches and thorns – must be placed in the designated container. Non-degradable waste such as candle holders, artificial wreaths and artificial flowers must be placed in an appropriately labelled container. Businesses that provide services must remove all construction waste and rubbish to a facility with a suitable licence.

The following are prohibited in cemeteries:

- Breaking flower stems, tree branches or bushes or cutting trees.
- Planting trees, bushes or hedges or placing equipment such as benches, tables, flower vases, grave markers or fences on burial plots without the approval of the cemetery keeper.
- Bringing and leaving municipal waste and violating waste collection requirements.
- Placing cemetery waste in places

not intended for that purpose.

- Damaging buildings, gates, fences, water outlets, burial places, grave markers or fences.
- Driving or parking a motorised vehicle without the permission of the cemetery keeper.
- Making a fire or burning rubbish.
- Burying pets.
- Walking a pet without a leash, allowing pets on burial plots or leaving pet droppings on the ground.

You need to sign a contract with the cemetery keeper to use a burial plot. The burial plot is designed by the user, which must be marked with a tombstone. Grave markers and structures (fences, concrete edging, kerb stones, etc.) and greenery must remain within the borders of the plot.

Both the use and administration of cemeteries are governed by the Cemeteries Act and the Rules for Using Cemeteries in Tallinn. Compliance with the act and the rules is monitored by the municipal agency Kadrioru Park, the Tallinn Urban Environment and Public Works Department, the Heritage Conservation Division of the Tallinn Urban Planning Department and the Tallinn Municipal Police Department.

Any conservation, restoration, repair, earth-

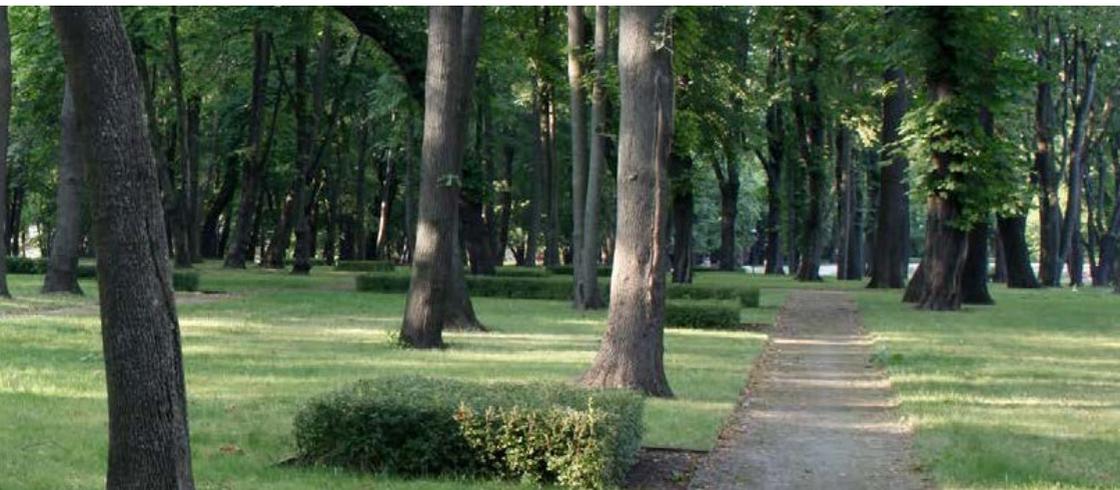
work or construction projects must be approved by the Tallinn Urban Environment and Public Works Department and Heritage Conservation Division of the Tallinn Urban Planning Department. Municipal agency Kadrioru Park (Weizenbergi 26/2, phone number +372 601 4548) manages cemeteries, paid funeral ceremonies, cemetery cleaning services and other cemetery services.

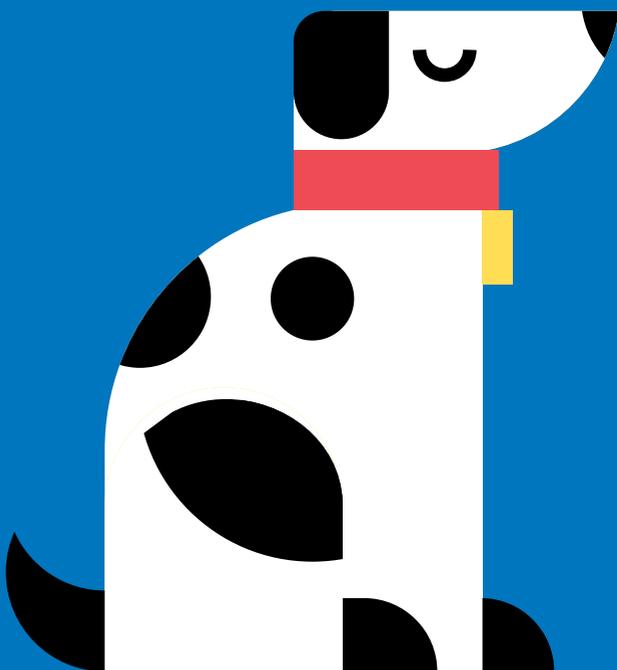
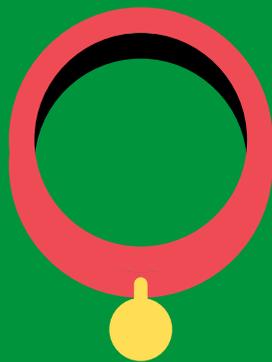
From 15 June 2021, a new funeral home central office is open in Siselinna cemetery, which serves all cemeteries in Tallinn. The office is located at Toonela tee 7 and is open 09:00-16:30 Monday-Friday, e-mail tavandimaja@kadriorupark.ee.

Contact number for Siselinna, Rahumäe, Liiva and Hiiu-Rahu cemeteries is +372 672 2216.

Contact number for Pärnamäe, Pirita and Metsakalmistu cemeteries is +372 623 9006.

Further information is available online at kalmistud.ee/tallinn (information and e-services like submitting requests to sign a contract for the use of a burial plot, inquiries about persons buried and requests for cemetery access permits for motor vehicles).





Birds and animals

Pets

Pet owners must consider the interests and safety of other citizens and be mindful of wild flora and fauna – there are many protected species living and growing in Tallinn whose survival is threatened by freely roaming pets. Pets must be kept under control: they must not be allowed outside on their own, and all traces of their activities (droppings, hair balls from brushing, scratches, etc.) must be removed. Pet droppings must be placed in a plastic bag and thrown in the nearest rubbish bin. Pets must not be allowed to use children’s sandboxes or neighbours’ flowerbeds as a toilet. Pet owners must also make sure that their pet does not have unwanted offspring and that the pet is vaccinated, microchipped and registered. Furthermore, pet owners must ensure the medical treatment of their pets.

We advise against feeding stray or homeless animals. Please report such animals as soon as possible to **the Animal Shelters NGO by calling their 24-hour helpline on +372 51 41 431**.

Legislation regulating the keeping of pets: ‘Rules for keeping cats and dogs in Tallinn’, ‘Urban maintenance rules of the City of Tallinn’, ‘Requirements for keeping pets’, the Animal Protection Act and the Veterinary Act.

Dog-walking areas

Tallinn has established 22 dog walking areas. These are the only public places

in the city where dogs can move around without a leash. Walking areas must be kept clean and dogs must not be allowed to disturb other people or animals.

Locations

- Kesklinn: Tiigiveski Park, Toompark, Politseiaed Park and the green area between Lilleküla railway station and Tehnika Street
- Põhja-Tallinn: Ehte 16 and Karjamaa 5
- Kristiine: Tondimõisa Park and Cederhiilm Park (Mooni 30d)
- Haabersti: intersection of Astangu Road & Järveotsa Road and Õismäe Pond Park
- Nõmme: Pärnu mnt 327 and Pihlaka 12
- Lasnamäe: Liikuri 56, Vormsi 5, Kivila Park, Pae Park and Tondiloo Park
- Mustamäe: Sõpruse pst 263 and Ehitajate tee 89
- Tondimõisa park
- Opposite the Alemaa bus stop

For more information please visit tallinn.ee/lemmikloom/koerte-jalutamine.

Microchipping and registration

All cats and dogs kept as pets in Tallinn must be microchipped and entered in the Tallinn Pet Register.

Microchipping is the best method of identifying your pet, as the chip cannot be lost or removed. The chip connects the pet to its owner and makes it easier to return lost pets

to their homes. Microchipping and registration are also useful for cats kept indoors, as they may escape through an open door or window and be unable to find their way home. It is also necessary to identify pets when crossing national borders, attending animal shows or resolving ownership disputes.

Microchips are implanted by a veterinarian. Microchipped animals must be registered either in the Pet Register using the e-service at lir.ee/e-teenindus (where you can also review and modify contact details and provide notice of a pet's death) or at the following locations:

Mustamäe District

- Animal Clinic of the Veterinary Diagnostics Centre
Sipelga 2, +372 673 3101,
vetdiagnostika@gmail.com,
vetdiagnostika.ee

Pirita District

- Pirita Animal Clinic
Regati pst 1, +372 50 60 284,
pirehints@hotmail.ee

Kesklinn

- Tallinn Urban Environment and Public Works Department
Harju 13, room 310,
+372 616 4004,
hellika.landsmann@tallinnlv.ee,
tallinn.ee/lemmikloom
- Miki Animal Clinic
J. Kunderi 37, +372 633 3398,
info@miki.ee, miki.ee
- Tatari Animal Clinic
Tatari 3, +372 646 7084,
tlk@tatari.ee, tatari.ee

Lasnamäe District

- Lasnamäe Animal Clinic
P. Pinna 19, +372 632 6070,
lasnamaeloomakliinik.ee
- Vetekspert Animal Clinic
Linnamäe tee 91, +372 635 2455,
+372 50 44 866, info@vetekspert.ee
vetekspert.ee
- Nostrem Pet Animal Clinic
Kivila 5, +372 634 0698,
kliinik@nostrem.ee
nostrem.ee
- Eliit Animal Clinic
Sikupilli 3, +372 600 0194,
+372 50 96 471,
eliitloomakliinik@gmail.com,
eliitloomakliinik.ee
- Dakmett Animal Clinic
Pikri 3, +372 655 2648,
dakmett.ee
- Abivet Animal Clinic
Virbi 4, +372 688 2085,
+372 50 68 530, info@abivet.eu,
abivet.eu
- Mustakivi Animal Clinic
Mahtra 1, +372 687 1131,
+372 5551 0131,
info@mustakiviloomakliinik.ee,
mustakiviloomakliinik.ee

Kristiine District

- Kristiine District Government
Metalli 5, room 110, +372 645 7127,
kylliki.valma@tallinnlv.ee

Nõmme District

- Kase & Michelsoni Animal Clinic
Laulu 6, +372 651 6407,
loomaarstid@gmail.com,
loomaarst.com

Põhja-Tallinn

- FIE Andrei Rusmanov
Telliskivi 39, +372 50 91 254,
andrei@rusmanov.com,
rusmanov.com
- Aleksei Ušanovi loomakliinik OÜ
Lõime 19, +372 51 50 602
- Juri Karpenko Animal Clinic
Paldiski mnt 42d, +372 672 1260,
+372 51 36 722,
jkarpenko@alton.fie.ee,
alton.fie.ee

For more information, please visit tallinn.ee/lemmikloom or call the Tallinn Urban Environment and Public Works Department at +372 616 4004 (during working hours).

Sterilisation

The number of stray animals roaming the streets can be effectively curbed by sterilising cats and dogs. Very few pets are kept for breeding purposes – most are just companions who are not required to produce any offspring.

Sterilised animals do not usually mark their territory or attract other animals. They become attached to their homes and remain within their territories. Normally, sterilised animals get along with one another better because their aggression levels are lower. Sterilisation improves the quality of life of pets, their owners and neighbours and helps maintain the city's good appearance and preserve its biodiversity.

Stray animals

Pets end up on the streets every day, either because they become lost or are abandoned by their owners. Stray cats pose a particular problem. Feral cats living in basements, outbuildings and elsewhere cause littering, disturb the urban biota and have numerous offspring. They often gather around apartment buildings since local residents feed them.

In order to have stray cats taken to an animal shelter, the apartment association should e-mail tallinn@varjupaik.ee with a description of the situation.

Cat trappers usually work late at night or early in the morning because cats are nocturnal animals. Where necessary, the trappers must be afforded access to shared premises like a basement or boiler room. People who feed the cats should be asked not to give them any food for a day or two before the trappers arrive, since cats will not walk into a trap if well fed.

The trapping of stray cats and dogs in Tallinn is managed by the new Tallinn Animal Shelters NGO (Paljassaare tee 85). Please report any stray or dead animals in Tallinn by calling their 24-hour helpline on **+372 51 41 431**.

For information on animals that have been found, visit the shelter's website at varjupaik.ee/varjupaigad/tallinna-loomade-varjupaik, call +372 51 41 431 or e-mail tallinn@varjupaik.ee. The shelter can be visited if the visit is arranged in advance, from 10:00 to 16:00 daily.

Should you encounter any problems concerning animal abuse or animal health, please inform the Agriculture and Food Board by calling +372 605 4750 or by sending an e-mail to vihje@pta.agri.ee.

Birds and wild animals

Wild animals in the city

Tallinn has many green spaces, which are connected to the woods and natural landscapes beyond the city borders. Therefore, a range of wild animals can be encountered in Tallinn's green spaces, from harvest mice to moose. Generally, wild animals do not pose a danger to citizens or to themselves because their range of activity is restricted to green sites. A healthy animal is usually cautious enough to avoid contact with humans. More trouble is caused by young animals, who start to independently move around at the end of summer and in autumn. The animals most often involved in traffic accidents are squirrels, hedgehogs and roe deer. On streets with a higher chance of encountering hedgehogs, traffic signs picturing hedgehogs have been installed. On roads with more squirrel traffic, cable-type squirrel bridges have been installed.

You should call the Environmental Inspectorate hotline on 1247 if:

- a wild animal looks ill or is behaving oddly, e.g. it tries to approach a human;
- a wild animal is in a helpless situation or injured, e.g. trapped in a garden or urban space;
- a large wild animal (like a wild boar, deer or moose) wanders into the city and may injure itself or cause an accident.

Drivers can avoid collisions with wild animals by:

- adhering to speed limits; and
- driving more slowly in garden suburbs and streets and roads traversing forests, especially at dusk and in the dark.

Rats, foxes and raccoon dogs are lured into gardens and courtyards by food waste and other easily accessible foods. To avoid unpleasant encounters:

- do not try to lure or domesticate wild animals;
- do not feed wild animals – keep the lid on your rubbish container closed, prepare your compost in a closed box and avoid leaving pet food outdoors;
- advise your neighbours against feeding wild animals in urban settlements.

Catch rodents in traps instead of poisoning them and deal with snails by removing them by hand rather than using snail pellets. Venomous rodents and snails are easy prey for their natural enemies, which can then suffer from a lethal dose of poison.

Feeding of birds

Many bird species have adapted to living in the urban environment. The bird population in the city grows mainly because of the rich food supply and safe nesting conditions. Biowaste, which is easily accessible in cities, accounts for a large share of the birds' food supply, and rooftops that predators and people are unable to gain access to provide safe nesting places. As a result, more offspring can be raised in the city than in the wild.

If the spring screeching of seagulls around the house becomes too disturbing, you should reduce the amount of food waste available to birds. This can be achieved by keeping the area around the house clean and properly closing the lids of rubbish bins. Local residents should be advised not to feed the birds. To avoid seagulls nesting on the roof, the roof should be cleared of moss and twigs in early spring before nesting season begins. After this, it should be monitored every 5-7 days to see whether the seagull has abandoned the building and, if necessary, remove the nest. The nest should only be removed if there are no eggs inside.

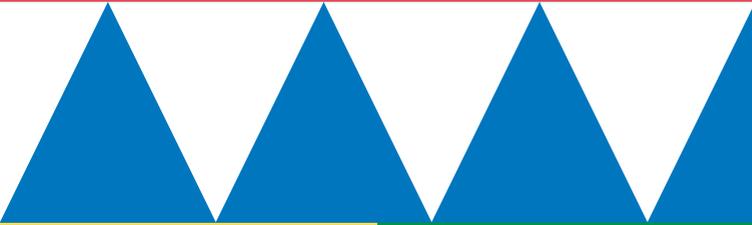
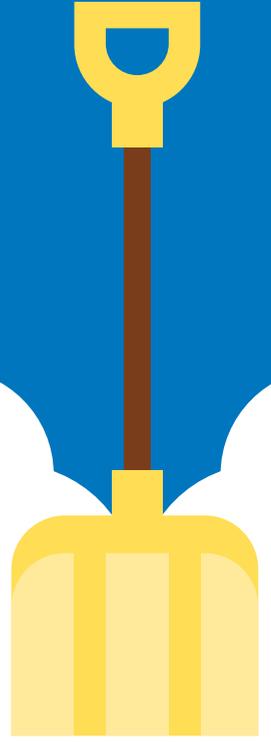
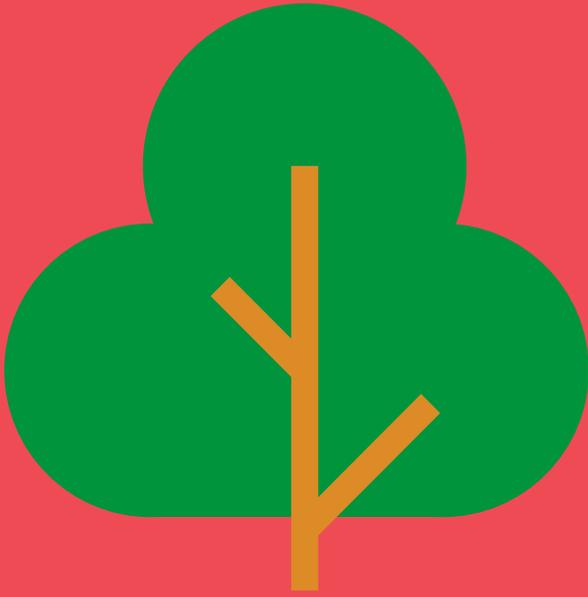
During the nesting period, you should be careful not to get too close to any baby birds, as crows and seagulls protect their

offspring and the adult birds may react by screeching and diving at you. Such behaviour is natural and poses no danger to people but may still give you a fright.

Small birds may be fed during cold winters, as they usually do not cause any trouble; however, feeding must be consistent and the diet must be varied.

Aquatic birds should never be fed. The natural diet of mute swans, mallard ducks and other aquatic birds consists mostly of aquatic invertebrates, plant rhizomes and fish. Bread offered by humans does not provide the birds with the nutrients they need – instead, it causes metabolic disorders which, in the long run, compromise their ability to fly and breed. A drop in temperature and a lack of food trigger the migration instinct in birds, which is an adaptation mechanism they have developed that ensures their survival. Extra food creates an ecological trap for birds, making them dependent on it and disrupting their natural instincts. Weakened birds that have formed colonies have a higher risk of catching contagious diseases. Close contact with sick birds may pose a threat to humans as well. As such, to ensure the wellbeing of aquatic birds, we must allow them to act on their natural instincts.





Information for property owners

Tallinn City Council Regulation No. 6 of 28 May 2020 'Urban Maintenance Regulation' says that the owner of the property must maintain the property and its immediate surroundings outside the fence in good condition. The cutting and maintenance of trees (other than fruit trees) growing on the property is regulated by Tallinn City Council Regulation No. 2 of 11 February 2020 'Procedure for granting cutting and maintenance permits'.

Tree care and cutting

The good condition of trees can be maintained by proper **pruning** done at the right time. A pruning permit must be requested from the Tallinn Urban Environment and Public Works Department if a tree has been neglected for a long time and its branches have grown so long as to reach the walls or windows of buildings.

A tree's crown and root system are balanced, hence it is important that the root system of the tree is not damaged, which means that there must be no excavations deeper than 10 cm in the area. If the root system is damaged, dead branches start appearing.

The best time to prune deciduous trees is early spring, when they have not yet grown leaves. The next best time for pruning is in mid-summer. Trees must not be cut during intensive sap flow, bud burst or leaf formation. It is also not good to prune in the autumn when the tree is preparing for winter or in the winter when the temperature has dropped below -10 degrees. Trees are pruned by tree care specialists known as arborists. Incompetent or mistimed pruning could damage a tree and cause it to dry out or break unexpectedly.

A cutting permit must be obtained to **cut down a tree** that has become dangerous. If

a tree displays one or more of the following characteristics, you should contact a competent specialist, also known as an arborist, for their expert opinion or request a cutting permit from the Tallinn Urban Environment and Public Works Department:

- It has developed numerous dry branches or its top has become dry.
- Fruiting bodies of fungi have appeared on its trunk or base.
- The angle of the tree has rapidly become more acute and a mound of soil has emerged from the ground on the opposite side.
- Cracks have appeared in the trunk or between branches.

Felling a healthy tree in a construction zone also requires a cutting permit. In this case, the person requesting the permit is assigned a replacement planting obligation, meaning they are required to compensate for felling a viable tree by planting new trees and caring for them for a two-year period.

For more information about cutting and pruning permits, please visit tallinn.ee/Teenus-Raieluba or call the Landscaping Division of the Tallinn Urban Environment and Public Works Department on +372 640 4528 (during working hours)

Planting trees

When planting trees, you should remember that they will grow in that spot for decades. Because of that, you should find a spot where saplings have sufficient space to grow a strong root system and a beautiful crown, which means that the surrounding space corresponds to the size of a fully grown tree. Trees cannot be planted in the protection zones of aboveground or belowground utility networks. In addition, you should consider your neighbours in choosing the right

spot in order to avoid tree shade problems with the shadows created by trees. When undertaking larger-scale landscaping of a yard, you should consult a landscape architect or gardener with sufficient experience.

Replanting trees with a basal diameter of more than 8 cm (excluding fruit trees growing on private property) must be approved by the Tallinn Urban Environment and Public Works Department.

Maintenance in winter

Property owners must make sure that the pavements bordering their properties are de-iced and acquire the necessary tools and bulk materials. The grain size of sand or gravel used for de-icing must be 2-6 mm. Snow may be deposited on pavements provided that the space available for pedestrians and cyclists is at least 1.2 m wide. The roof and façade must be regularly checked and the owner must make sure that any snow and icicles are removed from the roof in good time. Installing electric heating cables in gutters and drainpipes can prevent the formation of icicles.

Requirements related to removing icicles and snow from a roof:

- Inform the residents of the building when removal operations will take place in good time.
- Notify the city of removal operations by calling the helpline 14410.
- Notify the Tallinn Transport Department of the time and place of removal operations if traffic will need to be diverted or a street closed.
- Organise the relocation of any

vehicles parked nearby.

- Install an information board in a visible place indicating the type of danger, the name and telephone number of the person responsible for the removal operations and the start and end time of the operations.
- Ensure safe passage for pedestrians and vehicles or divert them for the duration of operations, surround the danger zone with a temporary fence as necessary and ensure that the zone is marked with traffic control devices according to the Regulation of the Minister of Economic Affairs and Communications entitled 'Traffic control requirements for road works'.
- Ensure the availability of personal protective equipment and other items required for occupational safety as necessary.
- Prevent the falling of snow or icicles onto buildings below.
- Remove any snow and icicles that have either fallen or have been moved onto the pavement or driveway.

Heating in the winter

Wood-stove heating is the second main source of pollution in Tallinn after traffic. Anybody can reduce air pollution with the right techniques.

The most important thing is to avoid burning waste, as toxic gases and soot (PM10) from waste incineration pollutes the air both in the immediate vicinity and beyond. It is important to heat with dry wood because then air pollution from burning is minimal.

If possible, you should take into consideration weather conditions and avoid heating, for example, in the case of low pressure, which pushes the smoke against the ground, or in the case of wind, which leads it directly into the neighbour's garden.

In order to preserve the fireplace, including avoiding the risk of a soot fire, the furnace, fireplace or stove in use and their chimney and flue must be cleaned at least once a year.

If necessary, for example, according to the user manual or the condition of the heater, it must be cleaned more often.

It is reasonable to maintain a stove used seasonally, for example, before each heating period.

However, an older stove should be inspected immediately after the heating period so that the need for repairs does not become apparent just before the next heating period.

**Estonian Rescue Board: [rescue.ee/et/
kuettesuesteemide-seadustamine](https://rescue.ee/et/kuettesuesteemide-seadustamine)
Emergency phone number 112
Estonian Rescue Board
Raua 2, 10124 Tallinn**



“Yard Makeover” project

Yard Makeover is a project designed for apartment associations in Tallinn to improve the appearance and safety of their yards. It aims to support the construction of car parks, recreational areas, playgrounds, sports grounds and outbuildings and the resolution of issues related to rainwater. In addition, the installation of waste houses and deep collection tanks will be supported.

Applications for the grant should be filed with the local City District Government.

For more information, please visit tallinn.ee/korteriuhistu tallinn.ee/Teenus-Hoovid-korda-toetus or contact your local City District Government or the Tallinn Property Department.

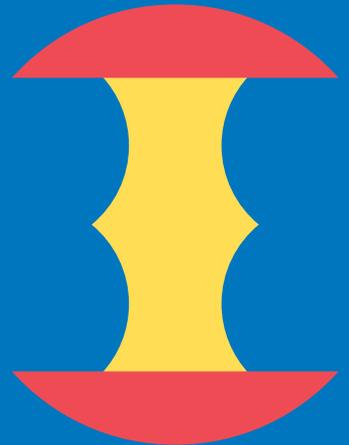
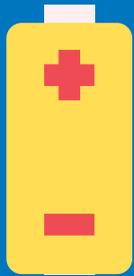
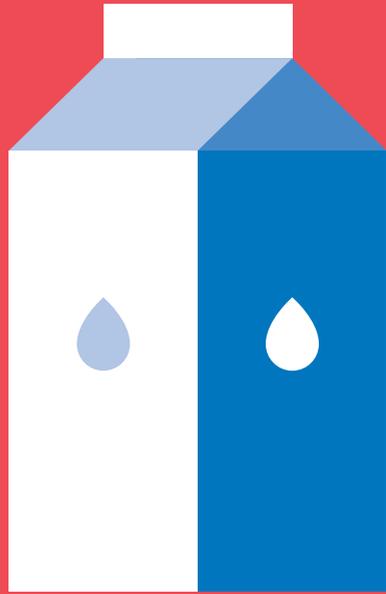
“Green Yard” project

Apartment associations in Tallinn are eligible to apply for support from the city for landscaping works in the yard of an apartment building to make the living environment of the city more attractive.

The application for the grant should be filed within two months of the work commencing.

The maximum amount of the landscaping grant available to one apartment association amounts to 60% of eligible expenses but no more than 600 euros per year.

For further information, please visit tallinn.ee/korteriuhistu tallinn.ee/Teenus-Projekt-Roheline-ou



Waste and circular economy

In order to keep our environment decent and conserve natural resources, waste generation must be prevented as much as possible and the generated waste must be collected and handled in an environmentally friendly manner. Waste management is based on the recycling hierarchy, i.e. the principle of minimising the impact of waste management on the environment. Preference should be given to waste prevention, reuse (i.e. your old one is my new one), preparation for reuse (e.g. repair), material recycling (e.g. producing patio tables from plastic packaging or compost from food waste) or other reuse (e.g. incineration with energy recovery). Depositing into landfills is considered to be the last solution in the hierarchy. environment and to reduce the cost of waste treatment.

The development and implementation of waste prevention and management measures is guided by the waste hierarchy:



For more information please visit tallinn.ee/keskkond/jaatmed. Designated public garbage containers and waste collection terminals can be found on the online map at kaart.tallinn.ee/Tallinn.

Municipally organised waste collection

Municipally organised waste collection means the collection and transportation of household waste from a designated area to designated waste treatment sites by an operator selected by local authorities. The municipal scheme in Tallinn covers the collection of biodegradable waste, paper and cardboard, bulky items and mixed household waste.

There are 13 waste collection areas in Tallinn, the service of which is divided between three companies as follows:

1. Eesti Keskkonnateenused AS
Lasnamäe (3 regions),
Põhja-Tallinn (2 regions).
2. AS Tallinn Recycling Centre
City Centre, Old Town, Nõmme
3. Tallinn Waste Collection Centre
Haabersti, Kristiine, Pirita,
Mustamäe (2 regions).

For more information, please visit tallinn.ee/jaatmed

Tallinn Waste Collection Centre
prugi.ee, +372 616 4000

Eesti Keskkonnateenused AS
keskkonnateenused.ee, +372 640 0800

AS Tallinn Recycling Centre
tjt.ee, +372 609 6410

Packages

Packaging means products of any material used for holding, protecting, handling, delivering or presenting goods during their life cycle – from raw material to finished product and from producer to consumer. Packaging waste may feature a deposit label (deposit-system containers) or have none.

Deposit-system containers are beverage containers made of metal, glass or plastic that carry a deposit label and are subject to a deposit charged from the consumer upon purchase. It must be possible to return deposit-system containers to collection machines installed at the point of sale or a nearby location indicated at the point of sale. The deposit is reimbursed once empty containers are delivered to the collection machine at the point of sale. The packaging recovery organisation Eesti Pandipakend manages the collection of deposit-system containers.

Packaging without a deposit label can be delivered to a public collection station or a waste collection terminal or a waste handler can collect the packaging waste for a fee (for example, packaging placed in a designated collection bag or a mixed packaging container and a glass container).

Packaging must be emptied and cleaned prior to delivery or collection!

Packaging without a deposit label can be delivered to waste collection terminals or public collection stations and placed in three separate containers:

- **Containers for paper and cardboard packaging** (blue) are for cardboard boxes, craft paper, paper bags and other clean paper packaging.

- **Containers for glass packaging** (green) are for bottles and jars made of clear or coloured glass and other clean glass packaging.
- **Plastic packaging** (e.g. plastic packaging, yoghurt cups, butter cartons, oil, ketchup and mayonnaise bottles, cosmetic and care product packaging), **metal packaging** (e.g. food and drink packaging, metal lids and caps and canned food) and **beverage containers or other materials** (e.g. wood packaging, textile packaging, tetra packaging, etc.) can be disposed of in the **metal and plastic packaging containers** (yellow).

The collection of packaging without a deposit label is managed by the recovery organisations OÜ Eesti Pakendiringlus, Eesti Taaskasutusorganisatsioon MTÜ and OÜ Tootjavastutusorganisatsioon.

For more information about collecting packaging, please visit tallinn.ee/est/keskkond/pakendipunktid#kohtkogumine

For more information, please visit tallinn.ee/keskkond/jaatmed, eestipandipakend.ee, eto.ee and pakendiringlus.ee.

You can find your closest package container on the map at tallinn.ee/est/keskkond/pakendipunktid.

Paper and cardboard

Paper and cardboard must be collected separately so as to enable recycling.

Residential buildings with five or more apartments must have a paper and cardboard container. Residents of private houses and apartment buildings with fewer than five apartments can deliver paper and cardboard to a waste collection terminal or to the closest public package collection terminal.

The following may be placed in containers for paper and cardboard:

- school books, paper and cardboard notebooks, printed or unused paper and drawing paper
- newspapers, magazines, catalogues and advertisements
- envelopes, books without covers
- paper gift bags, paper bags without a plastic window

Biodegradable waste

Household biowaste is food and kitchen waste and garden and landscaping waste.

A biodegradable waste container must be in a residential building with at least ten apartments. From 1 January 2023, all residential buildings must have a biowaste container. Detached houses, semi-detached houses and two-apartment houses can replace the container with a biowaste composter; in larger residential buildings, the container is mandatory.

Place the biodegradable waste in an outdoor biowaste container, preferably in bulk, in a paper bag or in a fully compostable bag that complies with EN 13432. An ordinary plastic bag is not suitable for a biowaste container, as it does not decompose.

The following must be placed in the biowaste container:

- spoiled food waste; spoiled fruit and vegetables, their peels
- meat and fish waste, fish bones; eggs and nut shells
- paper egg trays, household paper, paper napkins
- coffee grounds, paper filters
- cut flowers, indoor plants without pots

Biowaste collected in Tallinn is composted at the Jõelähtme composting sites of the Tallinn Recycling Centre. Certified compost produced there can be purchased on site and from construction and gardening stores.

Bulky waste

Bulky waste is large-scale waste that cannot be placed in a waste container due to its weight or volume.

Bulky waste can be placed in the immediate vicinity of residential containers in agreement with the apartment association or, in the case of a detached house, at the boundary. The apartment association orders the removal of bulky waste from the waste transport operator in its area, who must transport the bulky waste within three days of the submitted order at the latest.

Bulky waste includes:

- furniture and its parts (e.g. sofa, table, shelf);
- carpets, other floor coverings;
- mattresses;
- curtains and curtain poles;
- large flowerpots;
- clothes racks;
- mirrors;
- sports equipment;
- bicycles;
- broken skis and sleds;
- prams;
- Christmas trees.

Construction and repair waste, problematic products, electrical and electronic equipment and other waste covered by producer responsibility is not classified under bulky waste.

Hazardous waste

Hazardous waste means waste that is potentially harmful to health, property or the environment due to its adverse effects. Hazardous waste must be collected separately!

Typical examples of hazardous waste generated by households are:

- batteries;
- light bulbs, including energy-saving bulbs;
- waste oil, oil filters and oily rags;
- paint, varnish, glue and solvent waste;
- chemicals and detergents;
- thermometers and other waste containing mercury;
- fertilisers and pesticides;
- pharmaceutical waste;
- packaging of hazardous substances.

Pharmaceutical waste may be delivered to the nearest pharmacy. Other hazardous waste generated by households can be dis-

carded free of charge **at waste collection terminals** (see the section ‘Waste collection terminals’).

Batteries can also be delivered to waste collection terminals or any shops selling batteries.

In addition to waste stations, hazardous waste can also be handed over to hazardous waste collection points in Haabersti, Lasnamäe, Kristiine and Kesklinn and on hazardous waste collection rounds every spring and autumn.

The locations of the collection points can be found at: tallinn.ee/keskkond/ohhtlike-jaatmete-kogumispunktid#k_punkt

The collection rounds will be announced in the city district newspapers and the schedule and collection places can be found at: tallinn.ee/est/keskkond/OJKR-plaan

Broken home appliances

Household electronics and home appliances (like electric cookers, fridges, TVs, radios, hair dryers, shavers, vacuum cleaners, blenders and irons) can be disposed of free of charge at waste collection terminals (see the section ‘Waste collection terminals’).

When buying a new appliance, you can leave an old one of the same kind at the shop. If the old device is not with you when you pur-

chase the new device, the shop may refuse to accept it later. All shops with an area of more than 400 m² that sell any electronic equipment must accept small electronic devices (with a side length of up to 25 cm) free of charge.

Shops must accept small electronic devices even if you do not buy a new one from them as a replacement.

Used tyres

You can dispose of tyres free of charge at:

- waste collection terminals (see the section 'Waste collection terminals'), which accept up to eight tyres at a time;
- MTÜ Rehviringlus collection point, see rehviringlus.ee/kogumisvorgu-kaart.
- In order to hand over a special type of tyre, such as truck, ATV or motorcycle tyres, a delivery note application form must be prepared on the MTÜ Rehviringlus website at rehviringlus.ee/vastuvotu-tingimused.

Businesses must contact MTÜ Rehviringlus (rehviringlus.ee) to dispose of tyres.

Construction and demolition waste

Construction and demolition waste (concrete slabs and broken bricks, timber, plasterboard, etc.) must be sorted so as to enable recycling. It should be delivered to a waste collection terminal (see the section 'Waste collection terminals') or to a legal individual with a valid environmental protection permit for the recovery of construction and demolition waste (see tallinn.ee/ehitus-jaatmete-kaitluskohad).

Hazardous construction waste (solvent, paint, varnish, glue and sealant residue and impregnated timber) should be delivered

separately to a waste collection terminal or a business holding the respective environmental protection permit, such as Epler & Lorenz AS, EcoPro AS or Ragn-Sells AS.

Please note: Waste containing asbestos, such as Eternit (fibre cement), is hazardous to the environment and human health. Such waste should be delivered separately to a waste collection terminal or landfill.

For further information, please visit tallinn.ee/ehitusjaatmed.

Second-hand clothes, books, furniture and home appliances

Clean, whole and usable clothes, furniture, dishes, toys, books, shoes, accessories, hobby materials, music/films, houseplants, equipment and trinkets are received by the Sõbralt Sõbrale and MTÜ Uuskasutuskeskus stores. In addition, in cooperation with the MTÜ Uuskasutuskeskus Paljassaare waste collection terminal, a recycle room has been opened, where you can bring your clean and whole things and take something suitable with you if you wish.

Likewise, usable clothing, footwear and toys can be placed in the red and green clothing containers found in many shopping centres. Items collected this way are reused or recycled. Locations of containers can be found at tallinn.ee/est/keskkond/riiete-kogumismahutid

For more information, please visit uuskasutus.ee, sobraltsobrale.ee and tallinn.ee/est/keskkond/korduskasutus

AS Tallinn Recycling Centre

AS Tallinn Recycling Centre (the former Tallinn landfill) handles non-hazardous waste. Acceptance of all types of waste, except hazardous waste, from both private customers and companies is guaranteed. Only waste containing asbestos (e.g. Eternit) is accepted from hazardous waste. Payment is made by weight and can be paid in cash, by card or by invoice for contractual clients.

Delivery of waste

6:00–20:00 Monday-Friday

8:00–18:00 on weekends
and public holidays

Office

8:00–16:30 Monday-Friday

For more information about the services please visit tjt.ee or call + 372 609 6018.

Waste collection terminals

There are four waste collection terminals in Tallinn, which are managed by the Tallinn Waste Collection Centre. The following waste is accepted free of charge at waste collection services if you are registered in Tallinn, Viimsi, Saue and Kiili parishes:

- paper and cardboard
- packaging
- scrap metal
- cooking oil and fat
- untreated timber (up to 1 m³)
- plastic (up to 1 m³)
- scrap glass and sheet glass (up to 1 m³)
- concrete, bricks, tiles and ceramic products (up to 1 m³)
- bricks (up to 1 m³)
- old furniture which is still fit for use*
- biodegradable gardening and landscaping waste (up to six 100-litre bags a day per person are free of charge)
- used clothing (up to six 100-litre bags a day per person are free of charge)
- car tyres (up to eight tyres at a time free of charge)
- electrical and electronic equipment waste (fridges, TVs, etc.)**
- household hazardous waste (in limited quantities)

Other construction and demolition waste, bulky items, Eternit (fibre cement), broken furniture and damaged clothing, soil and rocks are accepted for a fee according to the waste collection terminal's price list. **Mixed municipal waste and kitchen and canteen waste are not accepted at waste collection terminals.**

For more information about waste collection terminals and the waste accepted there, please visit tallinn.ee/keskkond/jaatmejaamad-tallinnas and jaatmejaam.ee.

*The condition of used furniture is assessed by an employee of the waste collection centre. Only furniture that is in very good condition and can still be reused is considered fit for use.

**Electronic appliances must be complete, i.e. equipped with all essential components (like compressors and drums). Power cords, buttons, remote control units and the like are not considered essential components. Incomplete electronic waste is only accepted for a fee.

Waste collection terminals

	1 November to 31 March	1 April to 31 October
Pääsküla Waste Collection Centre Raba 40	14:00-19:00 Monday-Friday, 10:00-15:00 Saturday-Sunday	12:00-20:00 Monday-Friday, 10:00-18:00 Saturday-Sunday
Rahumäe Waste Collection Centre Rahumäe tee 5a	14:00-19:00 Monday-Friday, 10:00-15:00 Saturday-Sunday	12:00-20:00 Monday-Friday, 10:00-18:00 Saturday-Sunday
Pärnamäe Waste Collection Centre Pärnamäe tee 36	14:00-19:00 Monday-Friday, 10:00-15:00 Saturday-Sunday	12:00-20:00 Monday-Friday, 10:00-18:00 Saturday-Sunday
Paljassaare Waste Collection Centre Paljassaare põik 5	14:00-19:00 Monday-Friday, 10:00-15:00 Saturday-Sunday	12:00-20:00 Monday-Friday, 10:00-18:00 Saturday-Sunday

Waste collection terminals are closed on public holidays!

General information

For more information on urban maintenance in Tallinn please visit tallinn.ee/heakord.

Tallinn Urban Environment and Public Works Department
645 7191
kommunaal@tallinnlv.ee

Department of Circular Economy of the Entrepreneurship Agency at Tallinn Strategic Centre
jaatmed@tallinnlv.ee

Tallinn Municipal Property Department
640 4500
linnavaraamet@tallinnlv.ee

Tallinn Waste Collection Centre
616 4000
info@prugi.ee

Tallinn City Helpline 14410

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 7333
nomme@tallinnlv.ee

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645 7600
pirita@tallinnlv.ee

Northern Tallinn
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