



# Welcome Pack



welcome

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## Welcome to Antrim Borough



“Antrim Borough Council’s vision for the Borough is an attractive, outward looking place where people enjoy an enriched quality of life and increasingly want to live, work, visit and invest. This welcome pack aims to help newcomers settle into the Borough and enjoy a positive and enriched quality of life. We hope you enjoy your stay in the Antrim Borough.”

**David McCammick**  
Chief Executive  
Antrim Borough Council

**This pack is designed to:**

- Provide basic information to help new residents settle into the Borough of Antrim
- Provide information on the wealth of services available locally
- Outline the most common legal requirements both locally and across Northern Ireland.

Readers should be aware that Antrim Borough Council does not provide all the services featured in this pack, and that initial contact should be made with the appropriate organisation.

## An Overview of Antrim Borough

The Borough of Antrim is situated at the north-east corner of Lough Neagh, the largest fresh-water lake in the British Isles, and is 1 of 26 local district Council areas that make up Northern Ireland. Antrim Borough is situated in the County of Antrim, which is one of 6 Counties that make up Northern Ireland.

Antrim Borough has an approximate population of 50,000 and consists of 6 main areas, Antrim town, Crumlin, Randalstown, Templepatrick, Toomebridge and Parkgate, each of which offers buildings, monuments and folklore to illustrate the rich history of the Borough.

The remainder of Antrim Borough is very rural with numerous small settlements. The Borough is a scenically beautiful area with an abundance of forests, rivers, trails and woodlands. Visitors and residents of the Antrim Borough are encouraged to explore the rich history of the area as well as enjoy its natural beauty.



**Antrim** is a town steeped in history with many notable buildings, churches and places of interest. Its historic past can still be identified in the wide range of important buildings and sites hiding behind the facade of the town. It is also the main shopping area within the Borough.

Places to visit include: Clotworthy Arts Centre, Antrim Castle Grounds, the Barbican Gate, the Market Square, the Former Courthouse, the Former Police Barracks, the Round Tower, the Motte, the Former Workhouse, Pogue's Entry, Massereene Forge, Deerpark Bridge, the Lough Shore Park & Rea's Wood as well as Antrim's fine collection of churches.



**Crumlin** is steeped in Christian and industrial heritage and has numerous churches and other historic buildings, many of which are still in use.

Places to visit include: Crumlin Glen, the Former Mills Complex, the Triple-Level Bridge, the Clock Tower, the Cockle House, the Mount, the Tree Circle as well as its many churches.

The bustling village of **Randalstown** boasts a beautiful Tudor-style gateway, the entrance to Shane's Castle Estate and a magnificent viaduct spanning the River Maine. The village is well remembered for its historic links with both the linen and iron industries. Randalstown's integrity as a typical 19th century Ulster town is still intact and its original street layout, buildings and structures, dating from the 18th and 19th centuries, reflect the character and history of the town.



Places to visit include: Moores Lane, The Former Post Office, John Street - 'Tea' or 'Tay' Lane, The Old Forge, New Street, Former Court / Market House, The Market Yard, Drummaul Parochial Hall, Cashell's Lane, Former Barracks and Parade Ground,

Former Hotel, the Road Bridge, Grand Entrance to Shane's Castle, Shane's Terrace, Former Railway Station, Railway Viaduct, Remains of The Old Bleach Factory as well as its many churches.



**Templepatrick** is a popular and growing residential area. Castle Upton Estate sits in the heart of the village and is a constant reminder of its historic past.

Places to visit include: Castle Upton Gardens, Castle Upton Art Gallery and the Templeton Mausoleum.



The ancient village of **Toomebridge** is best known for the catching and processing of the Lough Neagh eels, which are exported to markets all over the world.

Places to visit include: Eel fisheries and Linear Park (Canal Walk).



One of the smaller towns within the Borough, **Parkgate** stands to the east of the district in pretty countryside in the shadow of historic Donegore Hill.

Places to see included Donegore Motte, St John's Church and the "Hole Stone".

## Community and Culture

For centuries the Antrim Borough area has been home to a diverse range of influences. From the time of the first settlers, c3500BC, to the plantations and beyond, the area has witnessed inward migration and the emergence of a variety of faith, political and racial communities.

In more recent years the area housed Polish and American Airmen during the second world war. Since then Chinese and Indian families have been making Antrim their home and now extend to second and third generations, and as a result of the economic migration of A8 countries in 2002, this has extended to Eastern Europeans. The presence of Belfast International Airport will ensure that the area remains the gateway to Northern Ireland for many years to come.

New arrivals to Northern Ireland may be surprised by the amount of flags, painted kerbstones and murals that can be seen across the region. The Antrim Borough Council area is no exception to this practice, a remnant from the recent conflict the region endured. In the simplest terms Unionist, Loyalist, Nationalist and Republican communities marked their territory by flying the flags and using the colours and images of their national affiliation. For Unionist and Loyalist communities this includes the Union Flag and red, white and blue colours of the United Kingdom, whilst for Nationalist and Republican communities this includes the Tricolour and green, white and orange of the Republic of Ireland.

Additionally bonfires have been a consistent feature of traditional celebratory life in Northern Ireland. For the most part these fires have been associated with one section of the community either Protestant or Catholic, and subsequently they have been interpreted as sectarian events. Members from Unionist and Loyalist communities associate themselves with Eleventh night bonfires in July that celebrate the victory of William of Orange at the Battle of the Boyne in 1690. They also recognise the Siege of Derry through bonfire events during the month of December. Although all of these events occurred many years ago, the

custom of bonfire building and burning is still prominent within their communities today.

In previous years members of the Catholic, Nationalist and Republican communities also used the medium of bonfires to both celebrate and commemorate historical events, the most well known being the feast of the Assumption of the Blessed Virgin Mary and the anniversary of internment, both of which take place in August. However, in recent years these proceedings have deviated away from using bonfires, and have been transformed into community festival events. (Byrne & Wilson, 2007, Shared Space, CRC)

Parades are also commonplace across Northern Ireland to celebrate and commemorate notable dates within communities. Parades are overseen by the Parades Commission to ensure they are safe and peaceful events.

## Antrim Borough Council

Antrim Borough Council provides a range of services to the residential, business and tourist sectors of Antrim Borough. Whilst many of these services are required by law, many are additional functions that the Council provides for the safety, comfort and wellbeing of its residents, tourists and business sector.



Councillors are elected from the Antrim Borough to ensure that the whole Borough is represented in Council functions. Currently Antrim Borough Council has 19 Elected Members or Councillors. Each year 2 Elected Members perform the Council and public duties of the Mayor and Deputy Mayor.

Antrim Borough Council has responsibility for:

- Waste Collection and Management
- Environmental Health
- Managing 7 Community Centres
- Community Development & Good Relations
- Antrim Forum Leisure Centre and Allen Park Golf Course
- Clotworthy Arts Centre
- Antrim Information Centre
- Pogues Entrance
- Numerous play parks and sports grounds across the Borough
- Managing the Borough's District Policing Partnership and Community Safety Partnership
- Providing economic support and funding for small and rural businesses
- Dog control and Licensing
- Pollution Control including noise, litter and illegal dumping
- Building Control
- Entertainment and Petroleum Licensing
- Health and Wellbeing Services
- 6 Cemeteries
- Six Mile Water Park and Caravan Site
- Registration of Births, Deaths and Marriages
- Sports Development
- Running Council events and promoting tourism

## Civic Centre & Information



Antrim Borough Council is currently located in the Civic Centre, 50 Stiles Way, Antrim. The Civic Centre was officially opened in December 2006. In addition to accommodating Council staff, the Civic Centre also accommodates the Council Chamber. Other facilities in the Civic Centre include a Marriage Suite, several meeting rooms and a café, all of which are available for use by the public, subject to booking requirements.

Opening Hours:  
Monday – Friday 9.00am – 5.00pm  
(Marriage Suite available on Saturdays by prior arrangement)

Civic Centre  
50 Stiles Way, Antrim, BT41 2UB

T: 9446 3113  
E: [info@antrim.gov.uk](mailto:info@antrim.gov.uk)  
W: [www.antrim.gov.uk](http://www.antrim.gov.uk)

The Customer Services Team work to maintain and improve effective service provision between the Council and its service users. The Customer Services Team has a wealth of information regarding all Council services and if they are unable to deal with your enquiry themselves, they will be able to pass you to the relevant Council Officer for further assistance.

The Customer Services Team is located at the front desk of the Civic Centre, and also at Antrim Information Centre.

Antrim Information Centre  
16 High Street, Antrim, BT41 4AN

T: 9442 8331  
E: [info@antrim.gov.uk](mailto:info@antrim.gov.uk)



## Community Centres

Antrim Borough Council operate 7 Community Centres across the Borough. Each centre has its own staff and programme of activities. Residents can hire rooms in any centre for regular or one-off activities such as birthday parties, subject to availability of rooms and staff.

For further details please contact your nearest community centre:

Crumlin Community Centre,  
2a Main Street, Crumlin, BT29 4UP  
T: 9445 2733

Greystone Community Centre,  
30 Ballycraig Road, Antrim, BT41 1PW  
T: 9446 8175

Muckamore/Ballycraig Community Centre,  
4 Ballycraig Road, Antrim,  
BT41 4PH  
T: 9446 3208

Neillsbrook Community Centre,  
7 Neillsbrook Road, Randalstown, BT41  
3AE  
T: 9447 2595

Parkhall Community Centre,  
100 Seacash Drive, Antrim, BT41 1BB  
T: 9446 2519

Rathenraw Community Centre,  
25 Ballygore Road, Antrim, BT41 2RN  
T: 9446 0781

Stiles Community Centre,  
11 Fountain Hill, Antrim, BT41 1LZ  
T: 9446 7862

Alternatively contact the Community Services Officer, Antrim Borough Council.

T: 9446 3113  
E: [community.services@antrim.gov.uk](mailto:community.services@antrim.gov.uk)

**For further details on Community Centre Programme of Activities please visit:**  
[www.antrim.gov.uk](http://www.antrim.gov.uk)

## Leisure Time

In addition to the wealth of tourist attractions, there are many purpose built leisure facilities across Antrim Borough. From cinema to swimming, ten-pin bowling to karate, you will find almost every sport and hobby catered for.

### Antrim Forum - Sports & Leisure

With a choice of indoor and outdoor facilities there is something for everyone at Antrim Forum. Facilities include a multi-use Sports Hall, a 25-metre Swimming Pool and a leisure pool, state-of-the-art Fitness Suite, Caribbean Health Suite and Squash Courts.

Visitors can also enjoy an enhanced range of activities including Ten-Pin bowling with a space theme featuring UV reactive graphics, a soft play adventure area, an additional sports hall and a new exercise and dance studio.

Outdoor facilities include an Athletics Stadium, synthetic pitch, grass pitches and kick-about area and a large children's adventure playground.

Antrim Forum really is a leisure venue with something for everyone.

Opening Hours:  
 Monday – Friday 8.15am – 10.00pm  
 Saturday 9.30am – 5.30pm  
 Sunday 2.00pm – 5.30pm  
 Early Swimming Mondays & Fridays:  
 7.45am

For further details contact:  
 Antrim Forum  
 Lough Road, Antrim

T: 9446 4131  
 F: 9446 2968  
 E: forum@antrim.gov.uk  
 W: www.antrim.gov.uk

For more information on the current activity programmes, clubs, classes and leisure, there is a full colour brochure available at reception.



### Clotworthy Arts Centre



Opening Hours:  
 Monday – Friday 9.30am – 9.30pm  
 Saturday 10.00am – 5.00pm  
 Sundays\* 2.00 pm – 5.00 pm \*(July and August only)

Antrim Castle Gardens  
 Randalstown Road, Antrim

T: 9448 1338  
 E: clotworthyarts@antrim.gov.uk  
 W: www.antrim.gov.uk

This flourishing Arts Centre was built in the 1840s as the stable block for Antrim Castle. It was once the centre of the estate farm and consists of an enclosed central courtyard flanked by two wings in neo-Tudor style.

Clotworthy Arts Centre was completely refurbished in 1993 to offer drama, music, visual arts, lectures, courses, workshops, community projects and festivals for residents, day visitors and tourists.

Set in peaceful gardens, Clotworthy Arts Centre is ideal for conferences, training, promotional launches, functions and parties at reasonable charges. We can arrange catering to suit your requirements. There is a 65-space car park with overflow parking available in the back courtyard. Coach parties are welcome and light refreshments may be booked.

The Centre welcomes people with disabilities and the ground floor is completely accessible to wheel chair users. Visual fire alarms have been installed and the disabled toilet has a distress alarm. Disabled car parking bays are available nearby.

The Arts & Heritage Service for the Borough of Antrim is based in the Centre. A free Events Guide is published twice a year and your name and address can be added to the mailing list free of charge. The Friends of Clotworthy scheme offers reductions to Centre promoted events and special members evenings.

Admission to all exhibitions is free.

### Allen Park

Allen Park is designed to provide a comprehensive range of golf and bowling opportunities. The Clubhouse has a golf shop and modern locker-room facilities with staff on hand to offer a warm welcome to visitors.

An 18-hole golf course covers an area of approximately 143 acres, stretching over 6683 yards with a SSS and Par 72. The facility also incorporates a 20 bay fully floodlit golf driving range. A resident teaching golf professional is available for group and/or individual lessons. Clubs and trolleys are available for hire.

Golfers and the general public can dine in the licensed restaurant on the first floor with magnificent views over the golf course and surrounding area. It has a wide choice of menu to suit everyone. Adjacent to the Clubhouse is a synthetic six-rink Bowling Green offering a surface that is playable all year round.

Opening Hours:  
 Summer:  
 Monday – Sunday 8.00am – 10.00 pm

Winter:  
 Monday – Friday 9.00am – 10.00pm  
 Saturday & Sunday 8.00am – 6.00pm

45 Castle Road, Antrim  
 BT41 4NA

T: 9442 9001  
 E: allenpark@antrim.gov.uk  
 W: www.antrim.gov.uk

## Waste Management

The Council operates three civic amenity sites where householders can dispose of domestic waste and take advantage of a wide range of recycling facilities for glass, metal, waste oils, paper, textiles and green waste - all free of charge.

In addition, there are several kerbside collections in operation including black bins, blue bins and brown bins.

**Rented Properties:** If you are a tenant in a rented property, and you have no bin, you should in the first instance contact your landlord or agent as they may be prepared to provide a bin. Only consider buying a bin yourself if they are unwilling to provide one.



## Frequently Asked Questions

### What can be put into each container?

Antrim Borough Council supply up to 3 bins to each household within the Borough.

**Brown:** Compostable household materials - grass/leaves, vegetable peelings, egg shells, tea bags, cold ashes, paper towels.

**Blue:** Dry recyclables - paper, cardboard, plastic bottles, detergent bottles, food and drinks cans, aerosol cans.

**Black:** Non-recyclable household waste.

For a full and comprehensive list contact the Environmental Education & Awareness Officer on T: 9446 3113.

### What time should I have my bin ready for collection?

Bins should be placed outside your home by 7.00am on the day of collection. Regardless of what time you consider the bin lorry to "normally" arrive, times may sometimes change due to other commitments or larger collection rounds.

If you fail to put your bin out by 7.00am this could result in your bin not being collected until the following round.

### How often do my bins get emptied?

It really depends on the area, the bin and the time of year. Every resident within the Borough should have a 'Collection Calendar' which will outline the week your bin will be emptied and which bin to leave out for collection.

For a collection calendar contact a member of the Waste Management Team on T: 9446 3113

**Keep an eye on what bin your neighbours are putting out – many will leave bins out the night before. Services often change over holiday periods so watch for what your neighbours leave out and when.**

### I keep leaving my bin bags out for collection with my bin, why are these not being collected?

There are two reasons for this:

To encourage recycling and the reduction of waste, Antrim Borough Council provide each household with at least one recycling bin and if efficient recycling takes place then there is no need for additional rubbish bags.

Secondly for Health and Safety reasons, Council policy no longer enables the collection team to collect bags unless they are well contained within a bin.

### I've tried to reduce my waste but my recycling bins are not big enough, what else can I try?

Antrim Borough Council has three Household Recycling Centres (HRCs) where you can go to dispose of even more of your household recyclables. Antrim Borough's Household Recycling Centres are located at:

Newpark, Antrim  
 Craigmore, Randalstown  
 Crumlin

The following items can be taken to the HRCs:

Garden waste, paper & card, metals, plastic bottles, glass bottles and jars, food and drinks cans, household and car batteries, waste engine and vegetable oil, clothes, rubble, wood, soil, aerosol cans, waste paint tins, general domestic waste.

HRC Opening hours are:  
 Monday to Friday 8.00am to 9.00pm  
 Saturday 8.00am to 6.00pm  
 Closed all day Sunday

### I don't have a brown bin but would like to get rid of all the compostable waste from my bin. What can I do?

Antrim Borough Council sell discounted home composters to residents or schools. Home composters can currently be purchased for £9.99.

### My recycling bin wasn't collected and there was a message left telling me my bin was contaminated. What does this mean?

If you received a contamination notice then this means that an item, or items, were found in your bin that should not have been put there. For example, in your Blue, dry recyclables bin, you are allowed to put paper and card, plastic bottles, aerosol cans and food and drinks cans. If a member of the collection team found a glass bottle or jar in your bin then it would be considered contaminated.

This would result in your bin not being collected until the item or items have been removed, once this has happened your bin can be collected as usual.

### What happens to my waste materials once they have been collected?

All dry recyclable materials are dealt with through arc21, who sub contract the sorting of this material to Bryson House as of June 2005. This material is then shipped on to the UK or Europe to be recycled into new products. All material from the brown bins is taken directly to a company called Greenacres who compost the contents for Antrim Borough Council. The Council then use much of this on their award winning flowerbeds, which are situated throughout the Borough.



### Why do we need to recycle at all?

Apart from the environmental benefits that we all gain from recycling and managing waste, such as the reduced need for landfills, reduction in air and water pollution and the reduced need for tree felling and consequent loss of habitat, there are also the cost benefits and legal requirements. Sending material to landfill is expensive and local councils are charged by the tonne of material they put in landfill. This charge is passed onto each householder in a percentage of your rates.

Under new EU legislation each local Council must recycle 25% of all household waste by 2005 and 40% by 2010. Failure to comply with these standards will result in large fines for local Councils, which will be reflected in the householders' rates. So remember, it is in everyone's environmental and financial interest to reduce household waste.

**Any person who illegally dumps materials, drops litter or in any way fails to comply with any legislation relating to the proper disposal of waste may be subject to investigation, which may lead to legal proceedings. Whilst most cases are dealt with by issuing a Fixed Penalty Notice, more serious cases may be referred to the legal Courts. In extreme cases legal proceedings may result in imprisonment.**

## Births, Deaths, Marriages and Civil Partnerships

All births, deaths, marriages and civil partnerships that take place in Northern Ireland are registered with the local council authority.

The Registrar's Office for births, deaths, marriages and civil partnerships within the Antrim Borough is situated within the Civic Centre. The Registrar has the following responsibilities:

- Registering of births, deaths, stillbirths, marriages and civil partnerships
- Issuing authorities for forthcoming marriages
- Performing civil marriages and civil partnerships
- Issuing certified copies of registrations
- Providing general information about registrations to the public

These services are overseen by the General Register Office (GRO), which holds the majority of registration information for Northern Ireland.

Opening hours:  
 Monday – Friday      9.00am – 12.30pm  
    2.00pm – 4.00pm



For further information contact:

The Registrar  
 Civic Centre  
 50 Stiles Way  
 Antrim  
 BT41 2UB

T: 9448 1315  
 F: 9488 7728  
 E: registrar@antrim.gov.uk

**It is essential when completing any form that you ensure that your details have been correctly inserted. If you are in any doubt, please inform the Registrar at the time.**

## Dog Control and Licensing

The ownership and keeping of dogs in Northern Ireland is subject to legal requirements. The most common of these is that domestic dogs, or pet dogs are required to be licensed in most circumstances. If your dog is already licensed with another District Council and you take up residency in a different District Council, you are required to re-register your dog in the new area.

Local authorities are responsible for ensuring that the legal requirements in relation to dogs are upheld. Antrim Borough Council is your local authority in relation to dogs and offers a comprehensive dog service which aims to:

- Protect the public and livestock from attack and annoyance by dogs
- Reduce the incidences of nuisance from dog fouling
- Promote responsible dog ownership through a balanced programme of education and enforcement
- Ensure that all dogs within the Borough are licensed and that the owners display the appropriate identification tags on the dogs

To achieve this aim the following activities are carried out:

1. Seizure of stray dogs
2. Collection of unwanted dogs
3. Investigation of attacks on people and livestock
4. Destruction of dangerous dogs
5. Ensure licensing requirements are met
6. Inspection and registration of Guard dog kennels and Breeding Establishments
7. Enforce legal requirements in relation to the control of dogs

Anyone keeping a dog or considering keeping a dog is advised to contact the Borough Warden at Antrim Borough Council to ensure that they are meeting all legal requirements.

**Any person failing to comply with dog control legislation is subject to investigation, which may lead to legal proceedings. Such action may result in fines being awarded, destruction of dogs and in extreme cases, imprisonment.**

Borough Warden:

T: 9446 3113  
 E: info@antrim.gov.uk  
 W: www.antrim.gov.uk



## TV Licensing

You need a TV Licence to use any television receiving equipment such as a TV set, set-top boxes, video or DVD recorders, computers or mobile phones to watch or record TV programmes as they are being shown on TV.

If you use a set-top box with a hi-fi system or another device that can only be used to produce sounds and can't display TV programmes, and you don't install or use any other TV receiving equipment, you don't need a TV Licence.

A colour TV Licence currently costs £135.50 and a black and white licence costs £45.50. However, there are variations in the licence fee payable, depending on circumstances. For example if you need a licence for a multiple location business, hotel or residential care facility - the amount you pay will vary. The quickest and easiest way to pay for your TV Licence is online, and you will need to renew your TV Licence every year.

In some circumstances, you may qualify for a concessionary licence. For example, if you are over 74, you can apply for a Short Term Licence, which will cover you until the month you turn 75, at this point you become entitled to a free Over 75 Licence. If you are blind, you can apply for a Blind Concessionary Licence at 50% of the full licence fee. And if you live in residential care, you may qualify for a licence at £7.50 per year.

Your licence doesn't automatically move with you, so you'll need to notify TV Licensing so they can update your details to make sure you are correctly licensed at your new address.



**Enforcement officers regularly patrol all residential areas. If you are found to possess a TV and not have the required licence you may be liable to investigation and legal proceedings.**

For further details please contact:  
T: 0844 800 6790  
W: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Other Licensing

The most common licences used in Northern Ireland relate to drivers, vehicles, dogs and TVs. All these licences have been covered elsewhere in this guide (see pages 14 and 15).

There are many other licensing requirements in Northern Ireland, although they remain quite specialist. If you are unsure whether or not you require a licence, please seek advice.

Other licensing activities include:

- Holding a fireworks display / purchasing fireworks
- Keeping a firearm
- Keeping a dangerous dog
- Selling / providing liquor
- Selling / providing petroleum
- Providing entertainment
- Dismantling end of life vehicles
- Driving a Taxi
- Driving a Private Hire Vehicle
- Operating a Taxi firm
- Operating a Private Hire firm

The Citizens Advice Bureau will be able to advise you of any licensing requirements and the appropriate authority to contact (see page 25).



## Housing

### Housing Executive

The regional housing authority for Northern Ireland is the Northern Ireland Housing Executive (NIHE).

Under existing legislation the Executive's primary responsibilities are to:

- Regularly examine housing conditions and housing requirements
- Draw up wide ranging programmes to meet these needs
- Ensure the closure, demolition and clearance of unfit houses
- Improve the condition of the housing stock
- Encourage the provision of new houses
- Establish housing information and advisory services
- Consult with District Councils and the Northern Ireland Housing Council
- Manage its own housing stock in Northern Ireland

**Areas Covered:**

Antrim Town, Ballycraigy, Crumlin, Dublin Road, Firfields, Glenburn, Greystone, Menin Road, Moylena Grove, Muckamore, Newpark, Parkgate, Parkhall, Randalstown, Rathenraw, Rathglynn, Rathkyle, Springfarm, Steeple, Stiles, Templepatrick, Toomebridge, Townparks North and South.

Services delivered include rent collection, maintenance, housing benefit, allocations, transfers and estate management.

48 High Street, Antrim, BT41 4AN  
 T: 0844 8920 900  
 E: antrim@nihe.gov.uk  
 W: www.nihe.gov.uk

**Opening Hours:**

Monday, Tuesday, Friday 9.30am - 4.00pm  
 Thursday 9.00am - 4.00pm  
 Wednesday 9.30am - 12.30pm



**Private and Tied Housing**

Housing is also provided privately. Private houses for rent can be found at local estate and letting agencies.

Many employers also provide tied housing. Advice on all aspects of housing can be obtained from the Citizens Advice Bureau (see page 25).

## Money and Banking

The currency of Northern Ireland is the pound (£). 1 pound (£1) = 100 pence (100p). The United Kingdom pound and pence are also referred to as Sterling.

Sterling comes in the following values:  
 1, 2, 5, 10, 20 and 50 pence coin  
 £1, £2, £5 coins  
 £5, £10, £20, £50 notes



You will soon notice that a lot of banks issue Sterling currency in note form.

These include:

- The Bank of England
- The Bank of Scotland
- The Northern Bank
- The Bank of Ireland
- The Ulster Bank
- First Trust

There are numerous organisations that will hold money for you. These include banks, building societies, the Post Office and the Credit Union.

The most common are the banks and building societies, most of which have premises across the Borough of Antrim.

Most banks and building societies will require photographic identification and at least 2 pieces of official correspondence confirming your address to open an account, for example a pay slip, electricity bill or TV Licence.

Many accounts are available depending on your salary, your savings, your credit allowance, and how you intend to use your money. For everyday use, a current account or a debit account should be sufficient, however it is best to discuss this with a member of staff from the bank.

The Ulster Bank are currently providing information on their website along with application forms in the following languages: Chinese, Portuguese, Polish and Lithuanian.

Visit:  
[www.ulsterbank.com](http://www.ulsterbank.com)

## Driving

Newcomers to Northern Ireland will find that driving laws and regulations are likely to be much different from what you are used to, and it is strongly advisable that you familiarise yourself with these laws and regulations and adhere to them.



Over recent years, public campaigns have reduced the number of deaths and serious injuries on Northern Ireland's roads. However the number of deaths and serious injuries remain high. Consequently, you will find that the laws and regulations are far more likely to be enforced in Northern Ireland.

In Northern Ireland you are required to have the following before you can legally drive:

- A valid driving licence for the vehicle
- A valid Test Certificate for the vehicle [sometimes referred to as an MOT certificate which certifies the safety of the vehicle]
- A valid Tax Disc for the vehicle
- Valid insurance for the vehicle

Test Certificates or MOT Certificates are issued to all vehicles when passing a test that ensures that the vehicle is safe. All vehicles over 4 years old from date of first registration are required to undergo such a test annually. Your insurance cover may not be valid if your vehicle has not passed this test.

Insurance in Northern Ireland is for the vehicle, not the driver. You must be the insurance policy holder or a named driver on the insurance to be legally covered. All drivers must have a minimum of 3rd party insurance cover.

There are laws relating to seat belts and child restraints. In almost all cases it is a legal requirement to wear a seat belt and ensure that children are secured in suitable child restraints. Additionally the onus is on the driver to ensure that all passengers are properly secured.

Your driving ability will be affected if you consume alcohol, drugs and many forms of medication, prescribed or otherwise. It is a serious offence to drive under the influence of these substances. It is also important to know that many drivers are caught driving under the influence of these substances the day after they have been consumed.

It is also an offence to use a mobile phone when driving.



The consequences for breaking laws and regulations in relation to driving and keeping a vehicle are very severe and may result in a legal prosecution against you, a fine against you, the seizure of your vehicle, the destruction of your vehicle, and in some cases, imprisonment.

Owning or keeping a vehicle has additional responsibilities. The vehicle must be registered with the Driver and Vehicle Agency (DVA) in your name. You must also notify the DVA if you sell or dispose of the vehicle or move house.

If you wish to dispose of your vehicle, you must do so through an approved end of life vehicle licensed dismantler. For more details and advice on the disposal of a vehicle please contact the Borough Inspector at Antrim Borough Council:  
T: 9446 3113  
E: info@antrim.gov.uk

If stopped by the Police Service for Northern Ireland (PSNI) for a motoring offence, you may be issued a written fine, or a notice to produce documentation relating to yourself or the vehicle. If you are unsure regarding what is required please seek immediate advice and ensure that the documentation is produced and any fines paid.

If you wish to keep a vehicle off the road without tax you must acquire a Statutory Off Road Notice (SORN) from the DVA.

If you do not pay a fine, the PSNI will refer the matter to a Magistrates Court. As a rule of thumb the Magistrate will be likely to automatically double the fine and add on the costs of the legal proceedings. Before long a relatively small fine can become much bigger. Failure to pay a fine can result in imprisonment.

**In Northern Ireland there is no excuse for ignorance in regards to the law. You are strongly advised to ensure that you are familiar with and comply with all laws and regulations regarding driving and keeping a vehicle.**

Further advice can be found at:

Driver and Vehicle Licensing Agency  
T: 0845 402 4000  
W: www.dva.gov.uk

Driving Laws  
www.roadsafetyni.gov.uk/index/highwaycode

Disposal of Vehicles  
T: 9446 3113  
W: www.antrim.gov.uk

## Public Transport



Various means of public transport exist throughout Northern Ireland. These include buses, trains, aeroplanes, ferries, taxis and private hire vehicles.

The main methods of public transport within the Antrim Borough are buses, taxis and private hire vehicles. There is only one operating railway station in the Borough, which is situated in Antrim town.

Translink operate the vast majority of rail and bus services. Further information on routes and services can be found on their website:

[www.translink.co.uk](http://www.translink.co.uk)

Antrim Bus Station T: 9442 8729  
Antrim Train Station T: 9442 9185

The Translink website operates 'Google Translate' which offers translations into a variety of languages.

Taxi drivers, private hire vehicle drivers and bus drivers are all licensed to carry out their duties. As such they should all carry photographic identification and produce it on request.



## Public Transport Safety

Police across Northern Ireland are issuing advice on getting home safely to members of the public, particularly young people and females.

Taxi drivers and their firms offer a valuable service to the community, working long hours and all drivers have been through a special test to make sure they have the necessary driving skills. Taxis not only get us home safely night after night but also help reduce the number of incidents of drink driving by giving the public a safe alternative to using their own cars.

However there are some things worth considering which will ensure you get home safely after a good night out:

- Pre book your taxi before you leave home, from a reputable firm to pick you and your friends up at a prearranged place and time after your night out.
- No matter how good a night you are having don't be tempted to pass up your pre booked taxi.
- Proper taxis have illuminated roof signs.

- Proper taxis have identification plates that must be attached to the outside of the vehicle.
- The driver has to have an identification badge to show they are a legitimate taxi driver. Do not be afraid to ask to see the badge before you get into a taxi. A legitimate taxi driver should be wearing the badge or have it displayed on the dashboard.
- Put the phone numbers of your chosen taxi firms in your mobile phone memory so you have control over how you get home if other arrangements break down.
- Be wary of a taxi pulling alongside you and offering you a lift. Only 'Black Taxis' are licensed for public hire.
- Be wary of getting into taxis that already have strangers on board or of being asked to share with strangers.

## Healthcare

Day to day healthcare is provided in Northern Ireland in a variety of ways.

Medication for minor ailments such as headaches, diarrhoea, cuts etc are available for purchase at most convenience stores and supermarkets. Pharmacists who work in chemists are able to advise on a range of more specialist medications, which you can purchase without a prescription from a doctor.

For more serious ailments and to obtain certain medications, you will need to see a doctor. The most usual way to see a doctor is to see a General Practitioner (GP) at a local surgery.

To see a doctor you have to be registered with that doctor's surgery. Make sure you register with a surgery when you arrive in Northern Ireland as registration can take some time to complete and there are usually waiting times to see a doctor. If you are already registered, your waiting time will be shorter if you become ill and need to see a doctor.

**Don't wait until you or your family are ill. Register with your GP NOW.**

## Surgeries and Pharmacies

### Antrim

The Health Centre, Station Road, Antrim, BT41 4BS  
T: 9441 3910

Oriel Surgery, 31 Oriel Road, Antrim, BT41 4HR  
T: 9446 4936

Alliance Pharmacy, 8 High Street, Antrim  
T: 9446 2224

Clear Pharmacy  
Health Centre, Station Road, Antrim  
T: 9446 3495

1 Fountain Hill, Antrim  
T: 9446 5367

Gordons Chemist, Castle Mall, Antrim  
T: 9442 8778

### Crumlin

1 Glenavy Road, Crumlin, BT29 4LE  
T: 9442 2209

Dundee Pharmacy, 42 Main Street, Crumlin  
T: 9442 2236

### Randalstown

The Health Centre, 5 Neillsbrook Road, Randalstown, BT41 3AE  
T: 9447 2575

Randalstown Pharmacies Ltd,  
46 - 48 Main Street, Randalstown  
T: 9447 2751

Neillsbrook Road, Randalstown  
T: 9447 2245

### Templepatrick

The Surgery, 80 Castleton, Templepatrick, BT39 0AZ  
T: 9443 2202

McKay Pharmacy, 954 Antrim Road, Templepatrick  
T: 9443 2840

### Toomebridge

The Surgery, Toome House, 55 Main Street, Toomebridge, BT41 3TF  
T: 7965 1250

Gribben Anita Pharmacy Ltd, 55 Main Street, Toomebridge  
T: 7965 9524

## Religion

There are two main faith communities in Northern Ireland, Catholics and Protestants. Whilst they are both Christian, they are very different in some aspects of their beliefs. These differences have resulted in centuries of dispute across the island of Ireland.

There is only one Catholic community Church, known as the Roman Catholic Church. The Protestant community is further divided into many separate churches including:  
 Church Of Ireland  
 Baptist  
 Methodist  
 Presbyterian  
 First Presbyterian  
 Free Presbyterian

Very limited interaction takes place between the two main religions within the Antrim Area. However, a few Christian fellowship groups do exist.

At present, the Borough of Antrim does not have any places of worship for other religions such as Islam, Hindu and Buddhist, however followers or practitioners of these faiths can find established communities and places of worship in Belfast and other major cities within Northern Ireland.



## Employment

Jobs are advertised in the Belfast Telegraph newspaper every Friday, as well as in local newspapers and the Training and Employment Agencies.

Additionally jobs are advertised on the internet and through the numerous employment agencies across the region.

For jobs online visit:  
[www.nijobs.com](http://www.nijobs.com)  
[www.jobcentreonline.com](http://www.jobcentreonline.com)



## Childcare

Childcare is available from many sources ranging from informal family to formal childcare centres and registered childminders. If you are in employment, you may be eligible for childcare vouchers to assist with childcare costs.

Ask neighbours with young children about childcare facilities in your area.

Contact the Early Years Team at the Northern Health Trust for a list of registered childminders. T: 2564 1207

## Education

It is a legal requirement for all children over the age of 4 years to attend full-time education.

There are many educational establishments available including integrated (open to children regardless of their religious beliefs) and private schooling. Many schools are the responsibility of the North Eastern Education and Library Board (NEELB).

Adult and part time education is also offered through many colleges and

community groups across the Antrim Borough. Details of these courses can be found in local press, libraries and community buildings.

For further information contact:

NEELB  
 County Hall  
 Galgorm Road  
 Ballymena

T: 9448 2200  
 W: [www.neelb.org.uk](http://www.neelb.org.uk)

## Libraries

The North East Education and Library Board currently provide 3 libraries in the Antrim Borough area. Additionally they provide a mobile library service to locations in Templepatrick, Parkgate and Toome.

Libraries offer much more than a book lending service. Other services include Internet access, fax machine access, photocopying, scanning, newspapers and magazines, community information and videos. Additionally they often run their own activities such as children's story time.

For more details visit:  
[www.neelb.org.uk](http://www.neelb.org.uk)



### Antrim Library

7 High Street, Antrim, BT41 4AX  
 T: 9446 1942  
 E: [antrim.library@ni-libraries.net](mailto:antrim.library@ni-libraries.net)  
 Monday, Wednesday, Friday:  
 10.00am – 5.30pm  
 Tuesday, Thursday:  
 10.00am – 8.00pm  
 Saturday:  
 10.00am – 5.00pm

### Crumlin Library

Orchard Road, Crumlin, BT29 4SD  
 T: 9442 3066  
 E: [crumlin.library@ni-libraries.net](mailto:crumlin.library@ni-libraries.net)  
 Tuesday:  
 10.30am - 1.00pm, 2.00pm - 5.30pm  
 Wednesday:  
 2.00pm - 5.00pm, 6.00pm - 8.00pm  
 Friday:  
 2.00pm - 5.00pm, 6.00pm - 8.00pm  
 Saturday:  
 10.30am - 1.00pm, 2.00pm - 5.00pm

### Randalstown Library

34 New Street, Randalstown, BT41 3AF  
 T: 9447 2725  
 E: [randalstown.library@ni-libraries.net](mailto:randalstown.library@ni-libraries.net)  
 Tuesday, Thursday:  
 1.00pm – 5.30pm, 6.00pm – 8.00pm  
 Wednesday, Friday:  
 9.30am – 1.00pm, 2.00pm – 5.30pm  
 Saturday:  
 9.30am – 1.00pm, 2.00pm – 5.00pm

### Mobile Library Week One

#### Tuesday

Wallace Playing Fields, Templepatrick  
 1.45pm – 3.00pm

Templeton Park, Templepatrick  
 3.20pm – 3.50pm

Health Centre, Templepatrick  
 4.45pm – 6.00pm

#### Friday

Spar Shop, Toome  
 2.00pm

### Mobile Library Week Two

#### Thursday

Kensingvale, Parkgate  
 4.00pm – 4.45pm

Main Street, Parkgate  
 4.50pm – 5.20pm

The Chase, Parkgate  
 5.30pm – 6.15pm

#### Friday

Moyola View Estate, Toome  
 12.00noon

Moorlands Estate, Toome  
 3.00pm

## Citizens Advice Bureau



Citizens Advice helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems and is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

CAB aims to exercise a responsible influence on the development of social services both locally and nationally, and ensure that individuals do not suffer through:

- Lack of knowledge of their rights and responsibilities
- Lack of knowledge of the services available to them
- An inability to express their needs effectively

### What CAB do

There are a number of different ways that CAB advisers can help people to resolve a problem. Advisers do not tell clients what to do, but explain their options and the possible outcomes of different courses of action. Clients are encouraged to make their own decisions and act on their own behalf. CAB enables clients to manage their own problems by focusing on their needs as individuals.

### Know your rights

CAB's trained advisors provide specialist information and advice on 14 different areas of the law including consumer issues, employment legislation, social security benefits, money advice, health, housing rights and other legal matters.

### The principles of CAB advice

Advice is provided from 28 main offices as well as 120 other outlets and is:

- **Free** - No-one has to pay for any part of the service CAB provides
- **Impartial** - CAB don't judge clients or make assumptions about them. Their service is open to everyone and they treat everyone equally
- **Confidential** - CAB won't pass on anything a client tells them or even the fact that they have visited without their permission
- **Independent** - CAB always act in the interests of their clients without influence from any outside bodies.

Antrim District CAB:  
10D High Street, Antrim, BT41 4AN  
T: 9442 8176  
E: antrimdistrictcab@citizensadvice.co.uk  
W: www.citizensadvice.co.uk

Advocacy Advice Line T: 9446 9944  
Money Advice Line T: 9448 5253

Opening Hours and Telephone Advice:  
Monday - Friday 10.00am - 1.00pm  
2.00pm - 4.00pm

### Outreach Services in Antrim

Antrim Area Hospital  
Outpatients Level B  
Friday 1.30pm - 4.00pm

Holywell Hospital  
Tobernavene Lower Ward  
Wednesday 10.00am - 1.00pm  
2.00pm - 4.00pm

By request:  
Rathenraw Community House  
Stiles Community House  
Springfarm Community House

### Crumlin

Camlin Credit Union  
Tuesday 10.00am - 1.00pm

### Randalstown

ARCHES  
Monday 1.30pm - 4.00pm

### Toome

Toome House  
Tuesday 10.00am - 1.00pm



## Emergency Services - Police, Fire, Ambulance, Coast Guard

### IN AN EMERGENCY TELEPHONE 999 or 112 TEXT PHONE 18000

A telephone operator will then ask you which emergency service you need and you should state one of the following:

**Police, Fire, Ambulance, Coastguard**

You will then be put through to the appropriate operator.

Other non emergency services are also offered in addition to the above by:



### Police Service of Northern Ireland

In addition to its emergency services remit, the PSNI deal with a wide range of other activities, all of which promote safety in our communities. Such activities include community safety initiatives, crime prevention, youth diversion, traffic branch, counter terrorism, community policing and policing race/hate crimes.

### Antrim Area

Non Emergency  
T: 0845 600 8000 ext 36666

### Crumlin Area

Non Emergency  
T: 0845 600 8000 ext 36654

### Randalstown Area

Non Emergency  
T: 0845 600 8000 ext 36601



### Northern Ireland Fire and Rescue Service

In addition to its emergency response remit, the Fire and Rescue Service provides home and business fire safety checks, an extensive educational service to schools and other organisations and is involved in a wide range of other activities as fire prevention and management advisors.

### Crimestoppers

If you have information about a crime or criminals, call Crimestoppers anonymously.  
T: 0800 555 111

### Gas Emergency Service

If you smell gas, either in the house or in the street.  
T: 0800 002 001

### Electrical Emergency Service

T: 08457 643 643

## Key Contacts

**Antrim Borough Council**  
Antrim Civic Centre, 50 Stiles Way,  
Antrim, BT41 2UB  
**T:** 9446 3113 **F:** 9448 1324  
**Textphone:** 028 9448 1343  
**E:** info@antrim.gov.uk  
**W:** www.antrim.gov.uk

**Antrim Information Centre**  
16 High Street,  
Antrim  
BT41 4AN  
**T:** 9442 8331 **F:** 9448 7844  
**E:** info@antrim.gov.uk

**Antrim Forum**  
Lough Road  
Antrim  
BT41 4DQ  
**T:** 9446 4131 **F:** 9446 2968  
**E:** forum@antrim.gov.uk

**Allen Park**  
Castle Road  
Antrim  
BT41 4NA  
**T/F:** 9442 9001  
**E:** allenpark@antrim.gov.uk

**Clotworthy Arts Centre**  
Randalstown Road  
Antrim  
BT41 4LH  
**T:** 9448 1338 **F:** 9448 1344  
**Textphone:** 9446 7314  
**E:** clotworthyarts@antrim.gov.uk

## Household Recycling Centres

**Antrim**  
Newpark, Orchard Way  
Greystone Road  
**T:** 9442 8107

**Randalstown**  
Clonkeen Road  
off Church Road  
**T:** 9447 3813

**Crumlin**  
Railway Yard,  
off Main Street  
**T:** 9442 3640

## Community Centres

**Crumlin Community Centre**  
2a Main Street, Crumlin BT29 4UP  
**T:** 9445 2733

**Greystone Community Centre**  
30 Ballycraig Road, Antrim, BT41 1PW  
**T:** 9446 8175

**Muckamore/Ballycraig Community Centre**  
4 Ballycraig Road, Antrim BT41 4PH  
**T:** 9446 3208

**Neillsbrook Community Centre**  
7 Neillsbrook Road, Randalstown BT41 3AE  
**T:** 9447 2595

**Parkhall Community Centre**  
100 Seacash Drive, Antrim BT41 BB  
**T:** 9446 2519

**Rathenraw Community Centre**  
25 Ballygore Road, Antrim, BT41 2RN  
**T:** 9446 0781

**Stiles Community Centre**  
11 Fountain Hill, Antrim BT41 1LZ  
**T:** 9446 7862

## Useful Numbers

<b>Education</b>	Education & Library Board	<b>T:</b> 2565 3333
<b>Electoral Office</b>	Information Line	<b>T:</b> 9044 6688
<b>Fallen trees</b>	DRD Roads Service	<b>T:</b> 9442 6500
<b>Flooding</b>	Rivers Agency	<b>T:</b> 9260 6100
<b>Graffiti</b>	Housing Executive property - NIHE	<b>T:</b> 9442 8142
	Private housing - owner	
	Council owned property - Council	<b>T:</b> 9446 3113
<b>Land Registry</b>		<b>T:</b> 9025 1555
<b>Libraries</b>	Education & Library Board	<b>T:</b> 2565 3333
<b>Ordinance Survey</b>	Land & Property Services	<b>T:</b> 9025 5755
<b>Planning</b>	DOE Planning Service	<b>T:</b> 2565 3333
<b>Public Housing</b>	Northern Ireland Housing Executive (housing allocation, grass cutting in estates)	<b>T:</b> 9442 8142
<b>Rates Collection</b>	DFP Rates Collection Agency	<b>T:</b> 2566 4700
<b>River Pollution</b>	DARD Dept of Agriculture & Rural Development	<b>T:</b> 0800 807060
<b>Roads</b>	DRD Roads Service (road gritting, grass cutting on verges)	<b>T:</b> 9442 6500
<b>Street Lighting</b>	DRD Roads Service	<b>T:</b> 7034 1393
<b>Water Pollution</b>	DRD Water Service	<b>T:</b> 08457 440088
<b>Water Service</b>	DRD Water Service	<b>T:</b> 08457 440088