

Household Waste Recycling Centres User Guide



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Introduction

Household Waste Recycling Centres (HWRCs) are provided for West Berkshire residents to reuse, recycle, compost or dispose of their own household waste. This guidance describes who can use the HWRCs, what types of waste you can take to the sites, the site rules and the terms and conditions (T&Cs) for the permits.

To reduce the amount of waste sent for disposal (via landfill and energy from waste facilities). Each HWRC has 3 areas which contain different containers for different materials. You should sort and separate the different materials prior to your visit so that it is easier to put them in the appropriate reuse, recycling or composting container at the site.

Ownership of waste passes to the Council when you deposit your waste. Please be aware that once you have handed your waste to staff or placed your waste into a container it may be sorted further so we can reduce what is sent for disposal.

The T&Cs for the type of permit you have and the site rules have to be followed whilst on site. If you need help please ask the site staff for assistance but please be aware that you may have to wait at busy times.

All households that pay Council Tax to West Berkshire Council have been issued with a green HWRC Permit to allow them to bring a car into the sites.

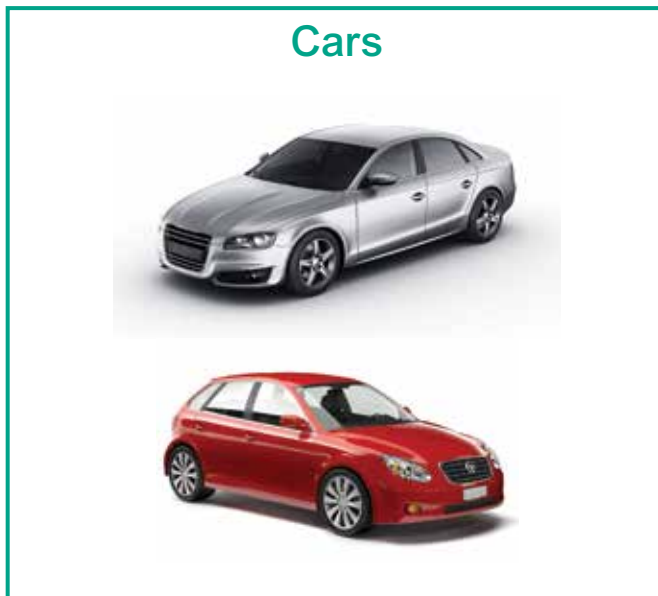
Non-residents who want to use West Berkshire Recycling Centres

Residents of Hampshire who are entitled to a blue HWRC Permit need to read the restrictions that apply to the permit on page 7 and the relevant Hampshire terms & conditions on page 16 of this HWRC User Guide

Green HWRC Permits

The green HWRC Permit allows cars to access the Council's recycling centres. The serial number on the permit is specific to your address for which you pay council tax. Permits for cars will expire after 4 years and are subject to the T&Cs in Appendix A. The types of cars that will be accepted are shown below.

Please ensure that if your car has a roof rack fitted that the height does not exceed the restrictions at the HWRC.



Vehicles which are adapted for disabled access are able to use a green permit in most instances. If the vehicle is an adapted van then you would need to apply for a commercial type vehicle permit.

The site staff monitor the vehicles and the type of waste materials entering site and allowing access is subject to site staff's discretion.

Taking waste on behalf of family, friends or neighbours

You are allowed to use HWRCs to dispose of waste belonging to a neighbour, family member or friend who is a resident of West Berkshire, providing that you do not advertise the service or receive payment in connection with the collection and / or disposal of the waste.

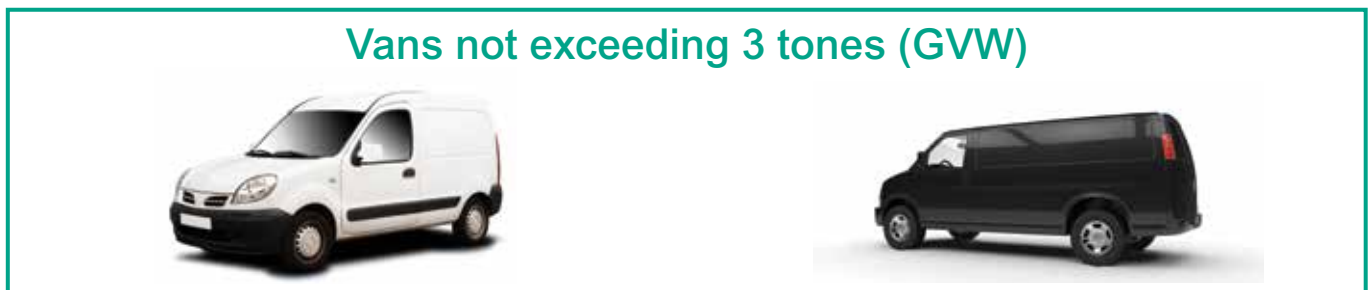
All vehicles will must display an appropriate HWRC permit and be one of the permitted vehicle types listed in this Guide. Please note that you might be asked to complete a household declaration form, (available from the HWRC office or online at www.westberks.gov.uk/HWRCpermit)

Restricted Vehicles

Restrictions on the use of certain types of vehicles have been introduced at the HWRCs to prevent the illegal deposit of commercial or trade waste at the sites. The Council defines these commercial type vehicles or restricted vehicles as those which fall into any of the below categories:

- Are designed to carry goods
- Have no rear windows (this means rear windows which are side facing)
- Have no rear seats
- Have an open back
- Have a back which is separate to the main cab area
- Is a car-derived van
- Has any company sign writing or livery including cars (see page 5)
- No more than 3 tonnes and designed to carry people
- Has a GVW which exceeds 3 tonnes or exceeds the 2m height limit*

The types of vehicles that are restricted are shown below, please note that this list not exhaustive*.



Please note that some types of vehicle are prohibited which means that you are unable to use them at the HWRCs and they are not eligible for any type of permit (see page 8).

If your vehicle has any company sign writing or livery you will only be able to use the service with temporary one day passes on a restricted basis (see page 6).

If you need to use a hire van for a large job i.e. a house clearance then you will need to apply for a different type of permit specific for hire vehicles (see page 6).

Please note blue HWRC Permit holders are unable to use any kind of restricted vehicle at the council's HWRC

**Application eligibility will be assessed on a case by case basis*

Commercial Type Vehicle Permits

If the only vehicle you have registered at your address for which you pay council tax to West Berkshire Council is a commercial type vehicle as described in the above section or shown below and you have no suitable alternative mode of transport for taking your household waste to a HWRC you will need to register for a commercial type vehicle permit.

The pink Commercial Type Vehicle HWRC Permit are vehicle registration specific and this registration is linked to the address for which you pay council tax. Permits for commercial type vehicles will expire after a maximum of 2 years and are subject to the T&Cs in Appendix B. The types of commercial type vehicles that will be accepted are shown below.

If your vehicle has any company sign writing or livery you will only be able to use the service with temporary one day passes on a restricted basis (see page 6).

If you need to use a hire van for a large job i.e. a house clearance then you will need to apply for a different type of permit specific for hire vehicles (see page 6).

How to apply for a Commercial Type Vehicle Permit

If you wish to apply for a permit for your commercial type vehicle this must be the only vehicle registered at your address for which you pay council tax to West Berkshire Council.

You can apply for a Commercial Type Vehicle Permit online at www.westberks.gov.uk/HWRCpermit or you can request a copy of the form be sent to your address and you will need to send us copies of the following documentation:

- Completed registration form (if not applying online)
- An official document which identifies you as a resident of West Berkshire – proof of address i.e. utility bill or council tax bill
- Vehicle registration form or V5

Upon receipt of your application and the relevant documentation the Council aims to process it within 10 working days.

If your application is successful we will send you a Commercial Type Vehicle Permit to display in your vehicle windscreen which will only be valid for this vehicle for a maximum period of two years. Please let us know if you no longer use a vehicle you have registered with us.

If you attempt to dispose of waste at the HWRCs in an unregistered commercial type vehicle you will be asked to leave and enforcement action may be taken.

Borrowed vehicles or vehicles not eligible for a Commercial Type Vehicle Permit

If you do not qualify for a Commercial Type Vehicle Permit or want to borrow a van you can still use the HWRCs with a restricted vehicle using a temporary one day pass. To take a restricted vehicle (see page 4) to the HWRCs you will need to complete a household waste declaration form (available from the HWRC site office or online at www.westberks.gov.uk/HWRCpermit) and show the site staff copies of the following documentation:

- An official document which identifies you as a resident of West Berkshire – proof of address i.e. utility bill or council tax bill
- Photo ID

Please note that to be allowed access all documents must contain the same address details.

Households or vehicles will be allowed to access the HWRCs six days per calendar year using temporary one day passes (please note that you can make multiple trips to the HWRC on these days if required). Records will be kept of all households and registration that have used temporary one day passes to deposit waste. We are monitoring this to prevent commercial waste being disposed of at the HWRCs.

You cannot use this service with a prohibited vehicle (see page 8). If your vehicle does not meet these requirements then you will not be allowed to deposit your waste at the HWRCs.

Please note residents of Hampshire are not eligible to use temporary permits – see Hampshire T&C's in Appendix C.

Hired Vehicles

To obtain temporary registration to use a hired commercial type vehicle to take waste or recycling to the HWRCs you need to complete a household waste declaration form (available from the HWRC site office or online at www.westberks.gov.uk/HWRCpermit) and show the site staff copies of the following documentation:

- An official document which identifies you as a resident of West Berkshire – proof of address i.e. utility bill or council tax bill
- Photo ID
- A copy of your hire agreement which includes your home address.

Please note that to be allowed access all documents must contain the same address details.

Households will only be allowed to access the HWRCs twice per calendar year using temporary three day passes (please note that you can make multiple trips to the HWRC on these days if required). Records will be kept of all households that have used a hire vehicle to deposit waste and you will not be allowed to deposit your waste if you exceed this limit.

Hire vehicles are restricted by height and size in line with the commercial type vehicle list in this Guide. If your hire vehicle does not meet these requirements then you will not be allowed to deposit your waste at the HWRCs.

Please note blue HWRC Permit holders are not eligible to use hire vehicles at the council's HWRC – see Hampshire T&C's in Appendix C.

Hampshire Blue HWRC Permits

The blue HWRC Permit allows residents of Hampshire living within a defined area to access West Berkshire Council's Newtown Road HWRC only. Residents of Hampshire are not entitled to use the Padworth Lane recycling centre.

The serial number on the permit is specific to the address within the defined area which has been identified by Hampshire County Council..

The blue HWRC Permits which are only valid for 1 year will expire on Sunday 23rd December 2017 and are subject to the Hampshire T&Cs in Appendix C. The types of cars that will be accepted are shown on page 3 and are the same as for the green HWRC permits.

Please note that blue HWRC Permit holders are not able to dispose of asbestos within West Berkshire and are unable to use any Commercial Type Vehicles or hire vehicles to access the site. Please refer to the Hampshire T&Cs in Appendix C for further information.

Please ensure that if your car has a roof rack fitted that the height does not exceed the restrictions at the HWRC.

Taking waste on behalf of family, friends or neighbours

Blue HWRC Permit holders are only allowed to use the Newtown Road HWRC to dispose of waste produced within the household for which the permit has been issued. You are not able to dispose of waste belonging to a neighbour, family member or friend from another address.










Please note that you might be asked to complete a household declaration form (available from the HWRC office or online at www.westberks.gov.uk/HWRCpermit).

Prohibited vehicles

This list shows vehicles that are not allowed to use either of the HWRCs.

Vehicles over 2m (6.6ft)* in height and if towing a trailer exceed a combined length of 8.2m (27ft) at Newtown Road or 8.8m (29ft) at Padworth are also prohibited.

Please note that the list below is not exhaustive and site staff will prevent you from entering site if they believe your vehicle is prohibited.

<p>Vans exceeding 3 tonnes</p> 	<p>Box type vans</p> 	<p>Tipper</p> 
<p>Minibuses</p> 	<p>Vehicles with a tail lift</p> 	<p>Motor Home over 2 metres</p> 
<p>Flat-bed vehicles</p> 	<p>Horse boxes/trailer</p> 	<p>Agricultural / Plant</p> 

**Exceptions apply and will be assessed on a case by case basis. Vehicles which exceed the height limit are not allowed to access HWRCs on Saturdays, Sundays and Bank Holidays between 10am and 4pm. Access will be denied to any registered over height vehicles trying to use the site outside the permitted days and times*

The site staff monitor the vehicles and the type of waste materials entering site and allowing access is subject to site staff's discretion.

Waste accepted at the HWRCs

Household Waste

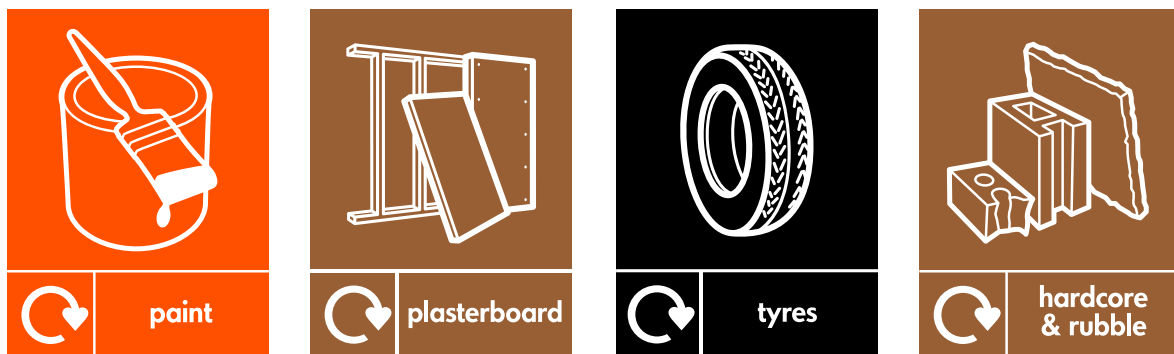
The Council has a legal duty to provide a facility for the disposal of household waste. Residents of West Berkshire can dispose of household waste free of charge. Household waste is defined by the Controlled Waste Regulations 2012.

Non-household waste - waste from improvements, repairs and alterations

The council has no legal responsibility to accept non-household wastes such as vehicle tyres, hardcore, rubble, plasterboard and other waste created from improvements, repairs and alteration to your home or garden.

The HWRCs do provide a discretionary service to accept these wastes to ensure residents have a disposal option for which there is currently no charge however the Council has the right to change this at any time.

The wastes should be placed into the designated areas which are shown with the signs shown below. This is so these materials can be recycled, or disposed of in an appropriate way.



Hazardous waste

Some wastes such as fridges, televisions, fluorescent tubes, batteries, engine oil and chemicals contain hazardous materials. We accept these wastes free of charge at both of the recycling facilities, however quantity restrictions apply and please note we do not accept petrol or diesel at either site.

Residents can dispose of cement bonded asbestos at the Newtown Road HWRC only. You will need to read the Asbestos Treatment Terms and Conditions and contact Customer Services on 01635 519080 to book an appointment before being able to dispose of your cement bonded asbestos.

Please note if you have not booked an appointment you will be turned away from the site. The cement bonded asbestos must be double bagged or wrapped in two layers of thick plastic and all joints sealed with strong tape.

Please note that blue HWRC Permit holders cannot use the asbestos service.

Commercial Waste

HWRCs are not provided for the disposal of commercial waste which is also known as trade waste. Commercial waste comprises waste produced by a business or commercial activity even if this takes place within the home.

Landlords should note that waste produced from properties that are rented out and disposed of by or on behalf of the landlord is classed as commercial waste. As such this waste must be disposed of via a legitimate commercial waste collection/disposal provider.

Waste generated by a business operating from home is also viewed as commercial waste and as such individuals must arrange a commercial collection.

For details of registered waste carriers or sites which are licensed to accept commercial waste please check the Environment Agency database at

<https://environment.data.gov.uk/public-register/view/index>

HWRC restrictions and rules

Please be aware that HWRCs are generally very busy sites with numerous hazards for users. To reduce the risk or likelihood of an accident occurring you should:

- Be aware of your own and others health and safety
- Follow instructions given by staff and on signs, notices and markings

Failure to comply with the site rules (listed in Appendix D) may result in being refused entry or directed to leave the site immediately.

Automatic Number Plate Recognition (ANPR) and CCTV systems are in place for your safety and security and to help with complaints or disputes.

Pedestrian access is not permitted onto any of West Berkshires HWRCs. This is because there are no segregated walkways to enable pedestrians to safely enter and exit the sites.

Depositing waste or recycling outside the gates or on the access road to a HWRC site is fly-tipping and as such may be subject to enforcement action.

For operational efficiency, the exchange or sale of goods on site between individual householders is not permitted. Once goods are placed in the containers or collection areas of the HWRC ownership of these goods passes to the Council.

The Council has the right to amend and change this User Guide at any time changes will be published at www.westberks.gov.uk

The decision to allow a person to enter the HWRC is down to the site staff's discretion and will be assessed on a case by case basis.

Appendix A

Household Waste Recycling Centre (HWRC) Permits

Terms and Conditions relating to the issue and use of HWRC Permits

1. The permit remains the property of West Berkshire District Council (“the Council”). The permit is not transferrable. The Council reserves the right to withdraw the permit. You must notify us if you change address and return the permit to us. If you move within the West Berkshire area a new permit will be issued upon application.
2. The vehicle must comply with the site restrictions stated within the Household Waste Recycling Centre User Guide (‘HWRC User Guide’). Commercial type vehicles will only be allowed into site if displaying the correct permit – see the HWRC User Guide for more details.
3. Permits will only be issued to households within West Berkshire for residents to dispose of their own household waste. No commercial, industrial or building waste is allowed to be deposited at the HWRCs – see the HWRC User Guide for more details.
4. A household may only hold one permit at a time and this can be used within any of the accepted vehicle types (commercial type vehicle exclusions apply) – see the HWRC User Guide for more details.
5. The permit must be clearly displayed in your vehicle whenever you use a HWRC.
6. The permit must not be copied, changed or defaced in any manner.
7. The permit may only be used by residents within the household that it is registered to. Permits may not be given or loaned to residents from neighbouring authorities. If it is, the waste will not be allowed to be deposited at the HWRC, the permit will become invalid and the person disposing of the waste may become liable for any cost incurred in relation to the disposal of this waste.
8. If the permit is lost/ stolen/ damaged the Council may issue a replacement following an application from the resident and payment of a £5.00 administration cost.
9. A permit allows permission to enter the Council’s Household Waste Recycling Centres only; it is not a permit to deposit any type or quantity of waste which will be subject to the rules stated in the HWRC User Guide.
10. Depending on the frequency of visits and/or the nature of the waste you may be asked to complete a Household Waste Declaration Form to confirm that the waste is your own household waste and is not being disposed of for profit.

11. Waste will be checked upon arrival and the site attendants have the right to turn away anyone suspected of bringing commercial, industrial or building waste to site - see the HWRC User Guide for more details.
12. The HWRC site rules must be adhered to at all times, failure to do so may result in the withdrawal of the permit issued to you – see the HWRC User Guide for more details.
13. The Council reserves the right to withdraw individual permits in cases of misuse and abuse by the holder. The Council will notify you of its decision in writing to the registered address. The permit must then be returned to the Council within 48 hours.
14. The Council reserves the right to amend the operation of the HWRC Permit Scheme, including these terms and conditions at any time.

Appendix B

Household Waste Recycling Centre (HWRC) Permits

Terms and Conditions relating to the issue and use of Commercial Type Vehicle Permits

1. The permit remains the property of West Berkshire District Council ('the Council'). The permit is not transferrable. The Council reserves the right to withdraw the permit. You must notify us if you change address and return the permit to us or you must register your permit to your new property if you move within the West Berkshire area.
2. The vehicle must comply with the site restrictions stated within the Household Waste Recycling Centre User Guide ('HWRC User Guide').
3. All applications for a Commercial Type Vehicle Permit must be made on the official application form. To obtain a copy of this form visit the Councils website or contact Customer Services.
4. All applications must be supported by:
 - a) Evidence that you are a resident in the area. For example, two of the following showing your name and address like a bank statement, gas/electricity bill or Council Tax bill.
 - b) Proof that you are the registered keeper of the vehicle, which is usually done by providing a copy of the V5 vehicle registration document. If the vehicle has recently been purchased, a sales receipt or insurance certificate can be provided to obtain a temporary permit until the vehicle registration document is received. If the vehicle is under a lease agreement or hire purchase, a copy of the relevant documents should be produced. If making an application by post send only photocopies of the documents. The Council cannot accept responsibility for the safe return of original documents. If the vehicle belongs to a company you will need to provide a letter from the company stating that you are entitled to take the vehicle home.
5. A household may only hold one permit at a time and this can be used within any of the accepted vehicle types – see the HWRC User Guide for more details.
6. You will only be permitted to apply for a Commercial Type Vehicle Permit if this is the only vehicle you have registered at your address – see the HWRC User Guide for more details.
7. When requesting a permit a legally binding disclaimer will be signed by the applicant as to the terms and conditions of its use.
8. The permit must be clearly displayed in the vehicle to which it is registered whenever you use a HWRC.

9. The permit may not be used in any vehicle other than that to which it is registered. The permit must not be copied, changed or defaced in any manner. If it is, the waste will not be allowed to be deposited at the HWRC, the permit will become invalid and the person disposing of the waste may become liable for any cost incurred in relation to the disposal of this waste.
10. If the permit is lost/stolen/damaged the Council may issue a replacement following an application from the resident and the payment of a £5.00 administration cost.
11. A permit allows permission to enter the Councils HWRCs only; it is not a permit to deposit any type or quantity of waste which will be subject to the rules stated in the HWRC User Guide.
12. Depending on the frequency of visits and/or the nature of the waste you may be asked to complete a Household Waste Declaration Form to confirm that the waste is your own household waste and is not being disposed of for profit.
13. Waste will be checked upon arrival and the site attendants have the right to turn away anyone suspected of bringing commercial, industrial or building waste on to site – see the HWRC User Guide for more details.
14. The HWRC site rules must be adhered to at all times, failure to do so may result in the withdrawal of the permit issued to you – see the HWRC User Guide for more details.
15. The Council reserves the right to withdraw individual Permits in cases of misuse and abuse by the holder. The Council will notify you of its decision in writing to the address given at the time of application. The permit must then be returned to the Council within 48 hours.
16. If you are using a hired or borrowed vehicle then the above terms and conditions still apply with the exception of point 4 as the method of application for temporary permits is different – see HWRC User Guide for more details
17. The Council reserves the right to amend the operation of the HWRC Permit Scheme, including these terms and conditions at any time.

Appendix C

Hampshire Household Waste Recycling Centre (HWRC) Permits

Terms and Conditions relating to the issue and use of HWRC Permits to Residents of Hampshire

1. The permit remains the property of West Berkshire Council (“the Council”). The permit is not transferrable. The Council and Hampshire County Council reserve the right to withdraw the permit. You must notify Hampshire County Council if you change address and return the permit to them. If you move within the designated area of Hampshire a new permit may be issued upon application.
2. The vehicle must comply with the site restrictions stated within the Household Waste Recycling Centre User Guide (‘HWRC User Guide’). Residents of Hampshire are not entitled to bring Commercial Type Vehicles or Hire Vehicles into the West Berkshire Council Household Waste Recycling Centre – see the HWRC User Guide for more details.
3. Permits will only be issued to households within the designated area of Hampshire (as defined by the County Council) for residents to dispose of their own household waste. No commercial, industrial or building waste is allowed to be deposited at the HWRCs – see the HWRC User Guide for more details.
4. The permit does not allow you to deposit any type or quantity of waste which will be subject to the rules stated in the HWRC User Guide.
5. Residents of Hampshire are not entitled to dispose of asbestos within West Berkshire – information on which Hampshire Household Waste Recycling Centres accept asbestos can be found at:
<https://www.hants.gov.uk/wasteandrecycling/recyclingcentres/householdwaste>
6. A household may only hold one permit at a time and this can be used within any of the accepted vehicle types – see the HWRC User Guide for more details.
7. The permit must be clearly displayed in your vehicle whenever you use the Newtown Road HWRC.
8. The permit must not be copied, changed or defaced in any manner.
9. The permit may only be used by residents within the household that it is registered to. Permits may not be given or loaned to residents other residents within Hampshire. If it is, the waste will not be allowed to be deposited at the HWRC, the permit will become invalid and the person disposing of the waste may become liable for any cost incurred in relation to the disposal of this waste.
10. If the permit is lost/ stolen/ damaged Hampshire County Council may issue a replacement following an application from the resident.
11. A permit allows permission to enter West Berkshire Council’s Newtown Road Household Waste Recycling Centres only.

12. Depending on the frequency of visits and/or the nature of the waste you may be asked to complete a Household Waste Declaration Form to confirm that the waste is your own household waste and is not being disposed of for profit.
13. Waste will be checked upon arrival and the site attendants have the right to turn away anyone suspected of bringing commercial, industrial or building waste to site - see the HWRC User Guide for more details.
14. The HWRC site rules must be adhered to at all times, failure to do so may result in the withdrawal of the permit issued to you – see the HWRC User Guide for more details.
15. Both The Council and Hampshire County Council reserve the right to withdraw individual permits in cases of misuse and abuse by the holder. The Council will notify you of its decision in writing to the registered address. The permit must then be returned to Hampshire County within 48 hours.
16. The Council and Hampshire County Council reserve the right to amend the operation of the HWRC Permit Scheme, including these terms and conditions at any time.

Recycling Centre Site Rules and Health and Safety Requirements

HWRC Health and Safety notice

Please:

- **No smoking**
- **Deposit waste carefully**
- **Be aware of pedestrians and vehicles**
- **Only leave vehicle at unloading point**
- **Ensure sensible footwear is worn**
- **Keep children and pets in vehicles at all times**

**Please ask for assistance
if required**

Thank you for your co-operation



working in partnership



Recycling Centre Site Rules and Health and Safety Requirements

HWRC site rules

Please note:

- Site staff may ask you for the origin of waste to comply with Environmental Regulations
- Trade waste is not accepted
- The unauthorised removal of waste and recyclables is strictly forbidden
- Aggressive behaviour will not be tolerated and offending persons will be reported to the appropriate authorities
- No photography

**Please ask for assistance
if required**

Thank you for your co-operation



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We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call Customer Services on Telephone 01635 519080.

West Berkshire Council

Waste Management

Market Street

Newbury

Berkshire

RG14 5LD

www.westberks.gov.uk/HWRCpermit