

Household Waste Recycling Centres User Guide

Updated April 2024



West Berkshire
C O U N C I L

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Household Waste Recycling Centres User Guide

Introduction

Household Waste Recycling Centres (HWRCs) are provided for West Berkshire residents to recycle, compost or dispose of their own household waste. This guidance describes the following:

- Who can use the HWRCs
- The types of waste you can take to the centres
- The types of non-household wastes and the costs payable for disposal
- The site rules
- All relevant terms and conditions (Ts&Cs)

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

Please see Appendix F for centre layouts.

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.

All relevant Ts&Cs for the HWRCs and the centre rules have to be followed whilst on site.

Covid-19 restrictions

Please see the list below that highlight changes to the HWRC during the Covid-19 pandemic. This list is not exhaustive:

- Booking System – Do not attend site unless you have made an appointment. Each vehicle will be checked in upon arrival. No booking. No entry.
www.westberks.gov.uk/clickandtip
- If there is an issue with disposal or recycling of certain materials we may have to temporary stop accepting those materials without notice.

HWRC Permits

To access our HWRCs you need to have a valid permit. There are 3 different permits that will allow West Berkshire Residents access to our HWRCs.

- Car Permit
- Commercial Type Vehicle (CTV) Permit
- Temporary One-Day Permit

Vehicles are classified into 3 groups for the purposes of visiting the HWRCs:

- Cars
- Restricted vehicles
- Prohibited vehicles

Car permits can be used by vehicles that fall into the car group. CTV permits will be issued, following a successful application, to restricted vehicles. Temporary one-day Permits are available to restricted vehicles that do not have nor qualify for the CTV permit, including hired vans. For further information please see page 10 below.

Terms and conditions apply for all permit types, and can be found in appendices A,B,C and E below.

A guide to the types of vehicles that fall into each group are shown later in this document.

New Permit System from 30 November 2021

We are changing how we issue permits. From 30 November 2021 your household will need to register for a digital permit via the Council's My Account service available through: www.westberks.gov.uk/myaccount

The registration process for the digital permits is relatively straight-forward and can be done under 3 minutes. The process has been summarised in the info-graphic below:



Each household will be able to register up to 3 cars or 1 Commercial Type Vehicle (CTV) to access the Council's HWRCs subject to the guidance below and the Ts&Cs in Appendix A (Cars) and Appendix B (CTV).

Once your online registration has been accepted you will be able to access either of our HWRCs immediately, so long as you have a valid appointment, which you can book at www.westberks.gov.uk/clickandtip

Automatic Number Plate Recognition (ANPR) is in place at both of our HWRCs which will check if your vehicle has been registered for a digital permit when you arrive at the site. If it is not registered then you will be approached by HWRC staff to see if they can provide assistance. You may be refused access.

Registrations for the new digital permits will open on 30 November 2021. You will still be required to display your paper permit when accessing our HWRCs until the digital permit system goes live on 30 November 2021.

We will check the vehicle registration details you provide during the registration process with the DVLA to make sure you apply for the correct type of permit for your vehicle.

Cars

These are typically vehicles registered with the DVLA as a passenger vehicle with no more than 8 seats in addition to the driver's seat (M1).

Car Permits (green)

The Car Permit allows cars under 3 tonnes to access the Council's HWRCs. You may register up to 3 cars against your address for which you pay council tax to West Berkshire Council. Permits for Cars are subject to the Ts&Cs in Appendix A. Your household will need to register for a permit via the Council's My Account service

www.westberks.gov.uk/myaccount

So long as you update or confirm that the details you have provided us at least once every 3 years, your permit will remain valid.

A guide to the types of cars that will be accepted under a Car Permit are shown below.
This list is not exhaustive.

Please note that if your vehicle does not fall into the Car Permit category, but you are able to register for a Car Permit online, you may still be refused access.

Cars



Estates and people carriers



SUV & 4x4s



If towing a trailer the combined vehicle length must not exceed 8.2m (27ft) at Newtown Road or 8.8m (29ft) at Padworth Lane.

Vehicles which are adapted for disabled access are able to use a Car permit, so long as the vehicle is registered as a passenger vehicle (M1) with the DVLA and is under 3 tonnes.

The HWRC staff monitor the vehicles and the type of waste materials entering site and allowing access is subject to HWRC staff's discretion. Please note that you might be asked to complete a household declaration form before being able to dispose of your waste (available online at <http://www.westberks.gov.uk/hwrctemporarypermit>).

You are only permitted to dispose of [household waste](#) at our HWRCs.

Taking household waste on behalf of family, friends or neighbours

You are allowed to use our HWRCs to dispose of household 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 cash or kind in connection with the collection and / or disposal of the waste.

All vehicles must be registered for a permit via the Council's [My Account](#) service. Please note that you might be asked to complete a household waste declaration form by site staff

before being able to dispose of the waste (the declaration forms are available online at <https://www.westberks.gov.uk/hwrctemporarypermit>).

Restricted Vehicles

Restrictions on the use of certain types of vehicles were introduced at the HWRCs in 2016 to prevent the illegal deposit of commercial or trade waste at the centres. A guide to the types of restricted vehicles that will be allowed into our HWRCs are shown on page 9.

These are typically vehicles registered with the DVLA as a vehicle used for the carriage of goods (N1).

In addition to this the Council defines these 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
- Has a gross vehicle weight (GVW) which exceeds 3 tonnes

Please note that this list not exhaustive.

Car-derived van



Vans not exceeding 3 tonnes (GVW)



Pick-ups





Commercial Type Vehicle (CTV) Permits

If the only vehicle you have registered at your address for which you pay council tax to West Berkshire Council is a CTV as described in the above section and you have no suitable alternative mode of transport for taking your household waste to a HWRC you may be eligible for a CTV Permit. Permits for CTVs are subject to the T&Cs in Appendix B.

From 30 November 2021, your household will need to register for a digital permit via the Councils My Account service www.westberks.gov.uk/myaccount

You will need to upload copies or photos of the following documentation during the application process:

- An official document which can be used as proof of address and identifies you as a resident of West Berkshire e.g. utility bill or council tax bill
- Inside pages of the Vehicle registration form or V5

Upon receipt of your application and the relevant documentation the Council aims to process it within 15 working days.

If your application is successful you will be notified by email and any existing car permits registered against the address will be withdrawn. This is because a household cannot have both the standard car permit and a CTV permit at the same time.

The CTV permit will only be valid for the relevant vehicle for a maximum period of one year, after which you would need to update or confirm your details to extend your permit for a further year. Please amend your details via the [My Account](#) service 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 CTV you will be asked to leave and enforcement action may be taken.

The HWRC staff monitor the vehicles and the type of waste materials entering site and allowing access is subject to HWRC staff's discretion. Please note that you might be asked to complete a household waste declaration form by site staff before being able to dispose of your waste (the declaration forms are available online at <https://www.westberks.gov.uk/hwrctemporarypermit>).

You are only permitted to dispose of [household waste](#) at our HWRCs with a Commercial Type Vehicle permit.

Temporary One Day Permits

If you are a West Berkshire resident and do not qualify for a CTV Permit or want to visit our HWRC in a hired van you may be able to visit using a Temporary One-Day Permit.

To be able to use the Temporary One Day Permit your vehicle must fall into the restricted vehicle group detail on page 8-9. You cannot use this permit with a prohibited vehicle (see page 12). If your vehicle does not meet these requirements then you will not be allowed to deposit your waste at the HWRCs.

Households or vehicles will be allowed to access the HWRCs six days per calendar year using Temporary One-Day Permit.

Records will be kept of all households and vehicle registrations that have used temporary one day passes to deposit waste. We are monitoring this to prevent commercial waste being disposed at the HWRCs

To take a restricted vehicle (see pages 8-9) to the HWRCs using this permit you will need to complete a household waste declaration form online at www.westberks.gov.uk/applyHWRCpermit before you visit and show the HWRC staff copies of the following documentation upon arrival:

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

- A photo ID

Please note that to be allowed access to the sites, all the required documents must contain the same address details. You will not be provided with a paper permit. HWRC and Council staff will monitor usage of this type of permit.

You are only permitted to dispose of [household waste](#) at our HWRCs with a Temporary One-Day Permit.

Prohibited Vehicles

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

Submitting an application for a Car or CTV digital permit does not allow you to visit our HWRCs in any of the vehicle types listed below.

Vehicles towing a trailer that 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.

Vans exceeding 3 tonnes



Box type vans



Tippers



Minibuses



**Any Vehicle with a tail lift
(excluding wheelchair accessible vehicles)**



Flat-bed vehicles



Horse boxes/trailer



Agricultural / Plant



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 as amended 2023.

Non-household waste

From January 2024, there will be changes to our charges for ceramics, rubble, soil and plasterboard.

We will accept up to four 25 litre rubble bags, or a single piece of waste no larger than 2000mm by 750mm by 700mm in size, for free, as long as you make no more than four visits with this type of waste over four weeks. Anything more than this amount will be chargeable at current rates to cover specialist disposal costs (as permitted by national legislation). For current charges please see appendix D.

We also charge for the disposal of tyres.

These charges are intended to contribute to the cost of disposal of the material only and not to make a profit. Please see appendix D for the charges.

When arriving on site you will be asked what type of waste you have on board your vehicle or to prevent queues you should declare that you have chargeable waste to dispose of. Should you have any chargeable material types to dispose of then you will be directed to the appropriate area of the HWRC to pay for disposal. The disposal containers for these waste types are located within a fenced area within zone 1 at both HWRCs. The fenced area has clear signage stating the charges payable in relation to material type and vehicle/load size (as shown in Appendix D).



The prices displayed are based on a full vehicle load and the charge payable will be proportionally altered if your load is less. The capacity of a vehicle will be assessed on a case by case basis and will be subject to site staff discretion. The material type(s) are then put into a computer application along with the load size to calculate the total payable which is inclusive of VAT. Payments can only be made with credit or debit cards (please note that we do not accept American Express) and will be taken by the member of staff before disposal can take place. Receipts will automatically be issued upon payment.

The Ts&Cs in relation to the Non-household waste charges are found in Appendix E and these must be adhered to when disposing of any of the specified waste types. If you attempt to dispose of chargeable waste in a different container to avoid payment then you will be asked to leave and your details will be taken for investigation and potential enforcement action.

The Ts&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.

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 HWRCs, however quantity restrictions apply and please note we do not accept petrol or diesel at either site.

West Berkshire 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.

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

You must book an appointment www.westberks.gov.uk/clickandtip before you visit our HWRCs.

Failure to comply with the site rules (listed in Appendix G) 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. All members of staff are fitted with body worn CCTV cameras for your safety and security and to help with complaints or disputes.

Pedestrian access is not permitted onto any of West Berkshire's 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 an HWRC site is flytipping 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.

Non-residents who want to use West Berkshire HWRCs

Residents living outside of the West Berkshire District boundary (non-residents) are able to access both of our HWRCs (at Newtown Road and Padworth Lane) by paying £9 (inc VAT) per visit upon arrival. Payment can only be made with credit or debit cards (please note that we do not accept American Express) and will be taken by a member of staff before you can access the site. Receipts will automatically be issued upon payment.

Access to our HWRCs by non-residents are subject to the Ts&Cs in Appendix C. The types of cars that will be accepted are shown on page 7.

Please note that non-residents are not able to dispose of asbestos within West Berkshire and are unable to use any Commercial Type Vehicles (CTV) or hire vehicles to access the sites.

If you are not a resident of West Berkshire and have questions regarding waste disposal, please contact your local council. You can find your local council here

www.gov.uk/find-local-council

Appendices

Appendix A

Household Waste Recycling Centre (HWRC) Permits

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

1. The Council reserves the right to withdraw the permit at any time, without prior notification.
2. The vehicle/s must comply with the site restrictions stated within the Household Waste Recycling Centre User Guide ('HWRC User Guide').
3. Successful registration of a permit does not guarantee access to our Household Waste Recycling Centres, which remains at the discretion of site staff.
4. The vehicle must comply with the site restrictions stated within the Household Waste Recycling Centre User Guide ('HWRC User Guide'). Vehicles will only be allowed into site if registered for the correct permit – see the HWRC User Guide for more details.
5. Permits will only be registered to households within West Berkshire for the disposal of their own household waste. No commercial/trade/business, industrial or building waste is allowed to be deposited at the HWRCs – see the HWRC User Guide for more details.
6. The permit may only be used by or on behalf of residents within the household that it is registered to. Permits may not be registered to vehicles to dispose of waste from households outside of West Berkshire. 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.

7. 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.
8. A household may register up to 3 cars (as described in the HWRC user guide) or 1 commercial type vehicle (restricted vehicles as described in the HWRC user guide) at any one time.
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 and restrictions 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 or by email.
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 is not transferrable.
2. The Council reserves the right to withdraw the permit at any time, without prior notification.
3. The vehicle must comply with the site restrictions stated within the Household Waste Recycling Centre User Guide ('HWRC User Guide').
4. You must notify us if you change address via the Councils My Account service. If you move outside of West Berkshire you must cancel your permit via the Councils My Account service.
5. All applications for a Commercial Type Vehicle Permit must be made on the official application form via www.westberks.gov.uk/myaccount
6. 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.

7. 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.

8. 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.

9. When requesting a permit a legally binding disclaimer will be signed by the applicant as to the terms and conditions of its use.

10. 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.

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 or by email to the address given at the time of application.

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.

HWRC NON-HOUSEHOLD WASTE CHARGES FROM APRIL 2024

	CERAMICS AND RUBBLE	PLASTERBOARD	SOIL
 4 x 25 litre bags or a single article of waste no larger than 2000mm x 750mm x 700mm in size	FREE	FREE	FREE
 Per 25L bag or equivalent/ single ceramic item*	£3.00	£2.50	£3.00
*in excess of free amount above or over four visits per four week period			
 Standard car/hatchback	£17.00	£16.00	£17.00
 Trailer	£28.00	£26.00	£28.00
 Small van/estate car	£34.00	£31.00	£34.00
 Transit van or similar	£113.00	£102.00	£113.00

Charges for tyres start from £3.00
please see site staff for more information.

Payment will only be accepted by card on site (American Express is not accepted). No cash or cheques

Online permit and booking required to enter the site.
For further information about HWRC charges visit
www.westberks.gov.uk/HWRCcharges



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Appendix E

Household Waste Recycling Centre (HWRC) Non-household Waste Disposal Charges: Terms and Conditions

1. This is a Service for which payment must be made and the Council reserves the right to investigate any suspected breach of these Terms and Conditions. Details may be passed on to the relevant enforcement officer and/or third parties in accordance with the Data Protection Act 1990. Legal proceedings may be taken against anyone using or attempting to use this Service without payment in full.
2. This Service is for residential properties only who qualify for any of the allocated HWRC permit types as defined in the Household Waste Recycling Centre User Guide ('HWRC User Guide'). We will not provide this service to halls which are occupied by a club, society, or any associations of persons in which activities are conducted for the benefit of the members.
3. The Terms and Conditions in relation to Permit use for both cars and commercial type vehicles also apply and should be referred to – see the HWRC User Guide for more details. Prohibited vehicles or restricted vehicles without a suitable permit will be turned away from site.
4. Waste will be checked upon arrival and the site attendants have the right to turn away anyone suspected of attempting to dispose of chargeable non-household waste without first making the correct payment – see the HWRC User Guide for more details.
5. The charge payable will be based upon the quantity of the material to be deposited using the stated rates displayed on site and within the HWRC User Guide as an indicative guide.
6. A 'bag' is a small 25 litre plastic sand/aggregate bag from a standard building supply stores that can be safely lifted by one person.

7. Items such as a toilet pan, toilet cistern, sink, sink pedestal, concrete block etc have to be disposed of within the rubble section and count as single items. If in excess of the free allowance the relevant 'per bag' rate will apply.
8. Loose waste/waste in trailers and vehicles will be assessed by the site staff and the stated rates will be used as an indicative guide to calculate cost of disposal based on the fullness of the vehicle i.e. $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$, Full. See HWRC User Guide for details.
9. All Charges are inclusive of VAT and are payable directly to the site contractor and can only be made by credit or debit card. Cash and cheques cannot be accepted. Receipts will be issued.
10. Charges are non-negotiable and no refunds will be given.
11. The site supervisors' decision is final on the actual Charge to be made.
12. The Council will monitor site usage and reserve the right to investigate any suspected breach of these Terms and Conditions.
13. 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 Appendix D of the HWRC User Guide for more details.
14. The Council reserves the right to amend the operation of the non-household waste charges including these Terms and Conditions and amend the fees for the Service at any time.

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



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



working in partnership



We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call on Telephone 01635 551111.

West Berkshire Council

Waste Management

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