



Conwy County Borough Council

Environment, Roads & Facilities

Household Recycling Centre Policy

October 2020

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HOUSEHOLD RECYCLING CENTRE POLICY

1.0 BACKGROUND

- 1.1 Under *Section 51* of the Environmental Protection Act 1990, Conwy County Borough Council has a statutory duty to provide facilities where householders can deposit their domestic **household waste**.
- 1.2 The Council will provide well managed Household Recycling Centres (HRCs) that are accessible, safe and meet the requirements of householders in Conwy.
- 1.3 The Council's waste strategy is to re-use, recycle and compost as much recoverable waste as is practicable at its Household Recycling Centres.
- 1.4 The Council currently provides two Household Recycling Centres at Mochdre and at Gofer (Abergele).
- 1.5 Waste material classified as **Non-household waste** (as defined in EPA 1990 and Controlled Waste (England and Wales) Regulations 2012) will be subject to a reasonable charge to cover the costs of transportation, treatment and disposal.

2.0 ELIGIBILITY

- 2.1 Each household in Conwy paying standard Council Tax will be entitled to use the Council's Household Recycling Centres to dispose of their own domestic household waste.
- 2.2 Places of religious worship, registered charity shops and community halls (where no business activity takes place for profit) shall be entitled to the same service offered to householders.

3.0 OPERATIONAL HOURS OF HOUSEHOLD RECYCLING CENTRES

All year round (except Christmas Day, Boxing Day and New Year's Day)

	Summer (April to Oct)	Winter (Nov to March)
Monday to Friday	9:00 to 17:00	09:00 to 16:00
Saturday	9:00 to 17:00	09:00 to 16:00
Sunday	9:00 to 16:00	09:00 to 16:00
27 to 31 December and 2 January inclusive		09:00 to 18:00

4.0 MATERIALS ACCEPTED AT HOUSEHOLD RECYCLING CENTRES

- 4.1** Household Recycling Centres are provided to allow Conwy residents to deposit small quantities of domestic waste (waste from a resident's own household). Items of waste that a typical household would be expected to discard in the normal course of everyday living will be accepted.
- 4.2** In the interest of fair service usage, some materials will be restricted in terms of quantities accepted (see 6.0)
- 4.3** Some types of waste accepted at the Household Recycling Centres are classified as non-household waste for which a reasonable charge will be made to cover the costs of transporting, treating and disposing these materials (see 7.0).
- 4.4** The following materials will be accepted at Household Recycling Centres from householders free of charge;
- **Clothing and textiles**
 - **Cardboard, newspapers and magazines**
 - **Glass bottles and jars**
 - **Furniture** (household furniture only)
 - **Food and drink cans**
 - **Scrap metal items** (ferrous and non-ferrous)
 - **Mixed soft plastics (plastic bottles and containers)**
 - **Tetrapaks** (Drinks cartons)
 - **Electrical goods (domestic appliances)** such as cooker, fridge, freezer, TV, computer, stereos
 - **Hard plastics** (such as children's toys, garden furniture)
 - **Green garden waste** (originating from the householder's address only)

Unusually large amounts of the above items or multiple loads of the same item(s) may not be accepted.

5.0 APPOINTMENTS

- 5.1** Visits to Household Recycling Centres are by appointment only.
- 5.2** Each household is allowed up to 3 visits to the sites per calendar month, to make sure that everyone who wants to use the centres can get an appointment.
- 5.3** Appointments can be made using the booking form on the Conwy County Borough Council website <https://www.conwy.gov.uk/en/Resident/Recycling-and-Waste/Recycling-banks-and-household-recycling-centres/Book-an->

[appointment-for-the-Household-Recycling-Centre.aspx](#) or if there is no access to internet then by calling the Advice Team on 01492 575337.

- 5.4** Arrive as close to the allocated time slot as possible to avoid queues. Stay in car with your windows up until staff direct to drive in to the centre. Appointment slots are 10 minutes long, all waste will need to be unloaded within this time. Waste will need to be sorted before arriving on site to make sure it can be unloaded correctly within the 10 minute slot.

6.0 MATERIALS WITH RESTRICTION (accepted free of charge)

- 6.1 General waste (non-recyclable waste) in bags or boxes:** waste that cannot be re-used, recycled or composted. Anyone bringing black bags or boxes of mixed waste to the site will be requested by attendants to open them and sort waste into recyclable materials and non-recyclable materials. Gloves and hand wash facilities will be available. The aim is to reduce the amount of waste going for disposal and to achieve this, site users will be required to sort their waste and will not be permitted to dispose of recyclable waste.
- 6.2 Animal waste:** only animal waste from domestic animals is accepted. **A maximum of two bin liners can be deposited per household within any one fortnight** - waste must be double bagged before disposal. Please inform site staff of the waste type before placing in the household waste bin for final disposal. Waste from livestock, breeding, boarding, stabling or exhibiting of animals is not accepted.
- 6.3 Fluorescent light tubes (maximum of 5 per annum).**
- 6.4 Car batteries (maximum of 2 per annum).**
- 6.5 Paints:** all paint must be brought to Household Recycling Centres in suitable sealed containers. There will be a restriction on the quantity of paint (**15 units per year**) based on container size that can be deposited per year:
less than 2.5 litre can = 1 unit
2.5 to 5 litre can = 2 units
more than 5 litre to 10 litre can = 4 units
Assessment based on size of can whether near empty or full.
- 6.6 Mattresses (maximum of 2 mattresses per annum).**
- 6.7 Engine oil and cooking oil (maximum of 10 litres per annum).**
- 6.8 Carpets – the equivalent of 6 rooms per year** (with hall, landing and stairs counting as 1 room).

6.9 Fuel containers – small flammable fuel containers will only be accepted if already cut in two or more pieces (to make sure that there is no fuel liquid or vapours present.)

6.10 Hazardous household wastes that can be accepted at the HRCs in small quantities (and clearly labelled for identification) are:

- chemicals such as brake fluid or print toner
- household batteries
- solvents
- pesticides
- equipment containing ozone depleting substances, such as fridges

7.0 CHARGEABLE MATERIALS AND ITEMS

7.1 Conwy County Borough Council only has a legal obligation to provide recycling centre facilities for household waste (which is waste arising from the day to day running of a household). However, items from the repair or improvement of houses (such as DIY type waste) is classified as construction waste and there is no requirement for the Council to provide any service for the disposal of this material or accept it free of charge.

7.2 It is recognised that facilities are still needed for local residents to dispose of small amounts of DIY type waste (especially just for a few bags of waste when it is not worth hiring a skip) and tyres, and so rather than taking the drastic measure of withdrawing this discretionary service completely, such waste will be accepted for a charge.

7.3 Household waste and non household waste (including construction waste) are defined in the Environmental Protection Act 1990 and the Controlled Waste (England and Wales) Regulations 2012.

7.4 Charges will apply for accepting:

- **Construction and demolition waste (soil, rubble & DIY waste):** including but not limited to DIY waste, bricks, concrete or cement, rubble, building blocks, paving slabs, hardcore, toilets, basins, showers, baths, kitchen or bathroom units, fence panels or posts, insulation materials, guttering, PVC door or window frames, and sectional buildings. PLEASE NOTE: soil and rubble should be brought to site in bags or buckets so that it can be tipped into the right container. There will not be specific machinery on-site to empty loose contents in a vehicle or trailer.
- **Plasterboard (Gypsum):** includes plaster and gypsum related products

- **Asbestos:** specific conditions on acceptance will apply in terms of safely delivering material and presentation – it must be double wrapped in tough plastic and completely sealed. Householders are required to phone site in advance to ensure adequate resources are available to accept material. (It cannot be guaranteed that material will be accepted without prior appointment being arranged). Householders requiring to dispose of very large sheets or quantities of asbestos should contact a specialist contractor.
- **Wood and timber:** applies to general construction waste such as timber doors (internal and external), wooden sheds, fence panels and posts, fitted kitchen or bathroom cupboards and fitted wardrobes, leftover building timber and chipboard (for avoidance of doubt, wooden furniture is treated as bulky waste and would be accepted free of charge).
- **Tyres (motor vehicles and motorbikes):** commercial and agricultural tyres will not be accepted. No charge for bicycle tyres.
- **Gas bottles**

7.5 A list of charges for the current financial year will be published on the Council's website and available in leaflet format for the following locations:

- Abergele Household Waste Recycling Centre
- Mochdre Household Waste Recycling Centre

Information can be provided in other formats (such as Braille or CD) upon request.

7.6 Householders with large amounts of this kind of material to dispose of should contact a licensed skip company. Householders with a larger volume of construction and demolition waste to dispose of will need to contact an alternative waste management company.

8.0 MATERIALS THAT WILL NOT BE ACCEPTED AT HOUSEHOLD RECYCLING CENTRES

8.1 Green garden waste: invasive species: surplus green garden waste (originating from the householder's address only) can be deposited at the Household Recycling Centres, however poisonous weed and invasive species (including but not limited to Japanese Knotweed, Himalayan Balsam & Common Ragwort) will not be accepted.

8.2 Commercial type fridges and freezers

8.3 Hazardous waste:

- Petrol and diesel
- Ammunition
- Fireworks and marine flares
- Other explosive materials
- Clinical waste
- Medicines
- Animal carcass

8.4 Large or difficult waste will not be accepted at the Household Recycling Centres, such as discarded vehicles, trailers, sheds, caravans, large tree stumps, large stones or boulders, engines, animal carcasses, flammable liquids and explosives.

9.0 HOUSEHOLD RECYCLING CENTRE VISITOR CONDITIONS

- 9.1** Users of the Household Recycling Centres must comply with the instructions given by the personnel on site, health and safety law and guidelines, any signage, speed limits, and specified waste sorting and segregation policy.
- 9.2** Waste brought to a Household Recycling Centre on behalf of a householder that has been created or transported by paid tradesperson(s) working at their property will be accepted upon production of a valid Waste Carrier Licence and Waste Transfer Note, containing information regarding the source of waste and a signature of the householder that the waste has originated from (in compliance with the law).
- 9.3** In respect of the above (7.4), chargeable materials and items must be paid for at the time of disposal. For avoidance of doubt, when a paid tradesperson creates and transports waste on behalf of a householder, the tradesperson(s) will need to pay the site charges upon transfer of waste. Any arrangement by the tradesperson(s) to charge the householder will be a private matter between both parties.
- 9.4** Vehicle type and size restrictions will apply at Household Recycling Centres (see 11.7).
- 9.5** No person under the age of 16 years will be allowed access to a Household Recycling Centre unless supervised by a responsible adult.
- 9.6** No domestic pets will be allowed onto a Household Recycling Centre.
- 9.7** It is the responsibility of the householder to deposit their own waste in the appropriate location or container at a Household Recycling Centre (as instructed by the site personnel). Householders may request the assistance of site personnel to help with manual handling if necessary.
- 9.8** Site staff will not tolerate any abusive or aggressive behaviour.

9.9 The Council will have the right to reject any person from a Household Recycling Centre if it suspects they have contravened any of the conditions highlighted within the Household Recycling Centre Policy.

10.0 TRADE WASTE

10.1 The Council's Household Recycling Centres do not accept trade, commercial or business waste, which can be defined as waste from premises used wholly or mainly for the purposes of a trade or business or for the purpose of sport, recreation, education or entertainment. The only exception will be in relation to waste brought to a Household Recycling Centre on behalf of a householder that has been created or transported by paid tradesperson(s) working at their property as described in 9.2. All site rules and conditions of the Household Recycling Centre Policy will apply.

10.2 The Council will continuously monitor trade waste abuse at its Household Recycling Centres. If a visitor is suspected of taking trade waste to a Household Recycling Centre, site personnel will question the individual regarding the source of the material. If necessary, the site visitor will be required to fill in a Declaration Form confirming the details regarding the consignment of waste. Following on from this information, the Council will investigate and this could result in one of the following actions:

- i. Give advice regarding compliance
- ii. Issue a written warning letter
- iii. Bar individual(s) from using site
- iv. Issue an enforcement notice
- v. Issue a Formal Caution
- vi. Pursue a prosecution through the courts
- vii. Refer the issue to another body for enforcement action such as Natural Resources Wales, Health and Safety Executive, Trading Standards or the Police.

10.3 The Council will monitor trade waste abuse by using closed circuit television and automatic number plate recognition.

10.4 The Council will have the right to reject any person from a Household Recycling Centre if it suspects they have contravened any of the conditions of the Household Recycling Centre Policy.

11.0 DOMESTIC VAN PERMIT SCHEME AND SINGLE USE PERMIT SCHEME

Household Waste Recycling Centres are provided for householders to dispose of their waste safely and conveniently. Some traders use the Household Recycling Centres to illegally dispose of their waste. These disposal costs are funded by Conwy taxpayers.

Unauthorised trade use also leads to safety issues associated with larger vehicles and adds to waiting times for other legitimate users.

Some residents own a van or a small commercial type vehicle and will want to use them to visit Household Recycling Centres with their own household waste.

A permitting scheme is the fairest way to ensure that residents can use their own vehicles to visit the sites, whilst deterring unlawful use by traders.

The Council operates a Domestic Van Permit and Single Use Permit Scheme. All users must comply with the following conditions:

11.1 PERMIT TYPES

Domestic Van Permit (DVP)

- Applicable for most householders who own a van or commercial type vehicle (non sign-written) to dispose of domestic waste from their own household.
- Householders paying standard Council Tax in Conwy who wish to use a van or small commercial-type vehicle to dispose of their own household waste will be entitled to apply for 20 **Domestic Van Permits** (20 visits) every 12 months in order to enter a Household Recycling Centre (HRC) .
- A maximum of 20 permits (allowing 20 visits to HRCs) in total will be issued per household per year.

Single Use Van Permit (SUVP)

- For householders who wish to dispose of domestic waste from their own household using a hired, borrowed or works van or vehicle, and for any type of vehicle that is sign-written.
- A maximum of 2 Single Use Van Permits (allowing 2 visits to Household Recycling Centres) in total will be issued per year.

11.2 PERMIT CONDITIONS

- No re-issuing of permits will occur before the 12-month period has ended, unless exceptional circumstances apply. A householder can choose when to use the permits - all in one month or spread over the year.
- Permits issued apply to a vehicle at a specific Conwy address and not the waste, therefore, even with a permit the site staff at Household Recycling Centres are still able to turn away anybody suspected of bringing in waste of a commercial nature.

- Householders paying standard Council Tax in Conwy will be entitled to apply for permits by fully completing an application form

Householders will be required to provide the following information:

- Name of applicant
 - Address
 - Telephone number
 - Vehicle registration number
 - Vehicle make and colour
 - Type of Vehicle: van, pick-up, trailer, sign written vehicle
 - Details of wording on vehicle (if sign written)
 - Signature to confirm acceptance of Terms and Conditions of the Household Recycling Centre permitting scheme
- Permits will be issued against the following criteria:
 - vehicle registration
 - household address
 - Every fully completed application form must be accompanied by the following proof that the householder owns the vehicle and lives in Conwy:
 - Vehicle Registration Document (V5/V5C) (not required for single use permits)
 - Proof of residency in Conwy (two recently received utility bills or bank statements (council tax bill, tenancy agreement or rent book, utility bill, driving licence.) All documentation must include name and address and dated within the last 3 months from the date of application
 - Photograph of the vehicle being registered
 - Permits will only be issued to vehicles at the address on the V5 registration document and must match proof of residency document. (Exceptions will be made for long-term private lease agreement vehicles where it can be verified that the lease holder is a resident of Conwy or when single use permits for hire vehicles are being applied for).
 - See 11.3 and 11.4 for permit application requirements in relation to hiring vehicles, sign written vehicles and using or borrowing works vehicles to apply for a Single use Permit.
 - A fully completed application form together with supporting documents (vehicle registration, proof of residency) may be emailed to erf@conwy.gov.uk or posted to Environment, Roads & Facilities, PO Box 1, CONWY, LL30 9GN, where the details will be checked and verified by a Council staff member.

- Permits will only be issued to individual addresses once per annum - maximum of 20 permits per household per annum (for Domestic Van permit) or maximum of 2 Single use Van Permits per annum. If a household has more than one small commercial-type vehicle at their home address they will have to decide which vehicle is most suitable for their use.
- Vehicles cannot be issued permits against multiple addresses.
- There is no distinction made between which householder drives the vehicle.
- When booking appointments for Household Recycling Centres the permit number must be entered at the time of the booking.
- A permit is only valid for the vehicle described on the permit.
- Permits are valid at both the Council's Household Recycling Centres in Conwy.
- If a householder changes their address or vehicle they must notify the Council before reapplying with new details. Amended permits will invalidate the old permit..
- If any permits are lost or damaged the householders should email Environment, Roads & Facilities erf@conwy.gov.uk or call **01492 575337** for further details.
- Conwy County Borough Council reserves the right to cancel permits or amend the operation of the Household Recycling Centre Domestic Van Permit scheme at any time.
- Householders who turn up at a Household Recycling Centre site without a permit for their van or small commercial-type vehicle will be turned away.
- Large commercial type vehicles which do not meet the size acceptance criteria will not be entitled to enter Household Recycling Centres and will not be eligible for any permits. See 11.7

11.3 HIRING A VAN OR COMMERCIAL TYPE VEHICLE (SINGLE USE PERMIT)

- A householder using a hired van to deposit their own household waste, may apply for a Single Use Permit. The householder will be required to provide the vehicle hire agreement which may be emailed to erf@conwy.gov.uk or posted to Environment, Roads & Facilities, PO Box 1, CONWY, LL30 9GN, where the details will be checked and verified by a Council staff member.
- All vehicle restrictions still apply to gain entry to the site -if the vehicle does not meet the vehicle sizing or type requirements it will not be allowed access onto the Household Recycling Centre site.

11.4 BORROWING OR USING A WORKPLACE OR COMPANY VAN AND COMMERCIAL TYPE VEHICLE (INCLUDING ANY SIGN WRITTEN VEHICLE) (SINGLE USE VAN PERMIT)

- Householders from Conwy may use their employer's van or commercial type vehicles (subject to the vehicle complying with 11.7 size restrictions) to deposit their own household waste at Household Recycling Centres subject to a maximum of 2 Single Use Van Permits per year. However, the householder will require a letter from the owner (or their representative) on company notepaper giving permission to the applicant to use the vehicle to move their own domestic waste, which will be used in place of the Vehicle Registration Document V5 for verification purposes (proof of residency in Conwy will still be required by the householder).
- Householders cannot use a permit to bring in any waste that relates to the business activity that the vehicle is normally used for. For avoidance of doubt, for example, if the vehicle was predominantly used for grass cutting services, the site would not be able to accept any grass cuttings, however small amounts of other household waste (in compliance with the Policy) would be accepted.

11.5 VEHICLES AND TRAILERS THAT WILL NOT REQUIRE A PERMIT

- The permit scheme will not affect the majority of site users including the following vehicles:
 - standard sized cars
 - 4x4s (excluding pick up 4x4s which will require permits, see 11.6)
 - people carriers
 - single axle trailers

11.6 VANS AND COMMERCIAL TYPE VEHICLES THAT WILL REQUIRE A PERMIT

- A HRC household permit will be required by Conwy householders to access Household Recycling Centres using vans or a commercial-type vehicle which are **no longer than 5 metres in length or no higher than 2.0 metres** (inclusive of any external fixtures and fittings such as roof racks, ladders etc.). Commercial type vehicles are defined as a vehicle with one or more of the following features:
 - No rear windows
 - No rear side windows
 - No rear seats
 - Has an open back, or back which is separate to the main cab (closed cab pick-ups)
 - Any vehicle type (including cars and 4x4 vehicles) with external sign

writing advertising a commercial business (Single Use Permit only).

11.7 LARGE COMMERCIAL TYPE VEHICLES THAT WILL NOT BE ALLOWED TO ACCESS THE HOUSEHOLD RECYCLING CENTRE SITES

- The Household Recycling Centres have vehicle size restrictions in place due to environmental permit conditions, traffic management, health and safety and to control trade waste abuse.
- Large commercial type vehicles over 5.0 meters in length or over 2.0 meters high (inclusive of any external fixtures and fittings such as roof racks, ladders etc.) are not allowed to access the Household Recycling Centre sites.
- In addition to the size of a vehicle, the following specific vehicle types will not be allowed to access the Household Recycling Centre sites;
 - long wheel base vans
 - high-top vans (Luton box vans)
 - flatbed trucks
 - tipper vehicle
 - tractors and similar agricultural plant or vehicles (such as telehandlers)
 - Large trailers (with a double-axle) are restricted (Single Use Permit).

11.8 NON CONWY RESIDENTS

- Permits will only be issued to Conwy households. (Only households in Conwy paying standard Council Tax are entitled to use the Council's Household Recycling Centres).
- Householders from outside of Conwy County Borough who wish to use Conwy Household Recycling Centres for household waste originating from an address in Conwy may do so, however more information may be required by officers prior to processing a request.

11.9 TRADE WASTE DISCLAIMER FORMS

- A permit provides permission to enter the Household Recycling Centre only and is not a permit to deposit waste. Any material (types and quantities) brought into sites will still be subject to Conwy County Borough Council's Household Recycling Centre Policy and householders may be required to verify that waste is from their own household.
- Trade waste disclaimer forms will continue to be in use, where the site staff cannot distinguish that the waste is the result of trade or domestic activity, as the vehicle is being permitted and not the waste. Depending on the frequency of visits or type of waste being deposited, permit holders may be

asked to complete a disclaimer form to confirm that the waste is from a household source (their own home), and is not being carried for profit or in relation to some commercial activity. Records and photographs will be maintained for monitoring purposes and if appropriate will be used as evidence in any breach of site rules or legislation, for example fly tipping.

- Household Recycling Centres are strictly for household waste only and trade waste is not permitted. Trade waste is defined as waste arising from any trade, business, industrial or commercial activity. Anyone who has received any payment for carrying waste or produces waste from their work cannot take this waste to a Household Recycling Centre.

11.10 SITE RULES

- Householders will be asked to comply with the site rules and Household Waste Recycling Centre Policy for the Household Recycling Centres in Conwy in relation to use of Domestic Van Permits or Single Use Permits.

11.11 MONITORING AND ADMINISTRATION

The Domestic Van Permit scheme will be administered by the Council. Domestic Van Permits and up to 2 Single Use Permits will be issued electronically and permit numbers must be entered in to the booking form when making an appointment to visit a Household Recycling Centre.

Monitoring to prevent illegitimate applications or use of the permit will take place as following:

- via the application form by administration staff at the Council
 - each permit will have a unique permit number
 - by the site staff at the Household Recycling Centre validating each permit referenced on the appointment booking vehicles entering the site
 - Automatic Number Plate Recognition (ANPR) camera software records all vehicles entering the sites. Number of visits recorded on the ANPR system will be cross referenced against number of permits issued and used at both Household Recycling Centres in Conwy.
 - CCTV at both Household Recycling Centres
 - Trade waste disclaimer forms
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- Visits will be recorded and information will be kept by the Council for monitoring purposes.
 - Further crosschecking will be done with the trade waste disclaimer forms and any disputes over the 12-month period will be recorded.

- If a householder changes address, or their vehicle details, the householder must notify the Council to update their details and be issued with new permits. The new information may be emailed to erf@conwy.gov.uk or posted to Environment, Roads & Facilities, PO Box 1, CONWY, LL30 9GN, where the details will be checked and verified by a Council staff member. Householders will only be issued new permits based upon the amount of permits that have not been used to date during their current 12 month limitation. Previous permits will be invalid and must be handed back to the Council. Should unused permits not be handed back, the Council will treat this situation the same as if a householder has lost their permits.
- The Council will monitor visits to prevent and control duplicated requests for replacement of lost or stolen permits, that is, householders that continue to use the supposedly lost permits, after receiving new ones.
- The Council will monitor visits to identify any permits that have been copied or faked.
- The Council will have the right to reject any person from a Household Recycling Centre if it suspects they have contravened any of the conditions highlighted within the Household Recycling Centre Policy.