Recycling Centre Customer Charter

Cambridgeshire County Council is committed to providing a high quality service to all our customers.

As a user of this site, you can expect:
- The site to be clean, tidy and managed in an orderly manner
- The site to be safe from hazards
- The staff to be approachable, professional, friendly and helpful
- The staff to provide assistance when requested
- The staff to answer questions and give advice on recycling
- The staff to listen to any suggestions or complaints and work with customers to resolve any issues

As a user of this site, you are requested to:
- Be patient when asking for assistance
- Dress appropriately to use the site
- Act safely to ensure that your behaviour does not cause harm to yourself, other users or our staff
- Place your waste in the appropriate skips/containers
- Abide by the Council’s policies – these can be found on the Council’s website or from the Site Manager
- Refrain from smoking on the site

Our staff are here to help. Abusive or threatening behaviour will not be tolerated. Any visitor behaving in such a manner will be required to leave the premises immediately. Offenders may be banned from using Cambridgeshire Recycling Centres. Legal action may also be taken.

These guidelines have been compiled in accordance with Cambridgeshire County Council’s Customer Service Charter

Cambridgeshire County Council manages a network of nine Recycling Centres across the county designed to meet its statutory obligations under the Environmental Protection Act 1990.
WASTE FROM LOCAL GOVERNMENT AND OTHER SOURCES THAT IS CLASSED AS CHARGEABLE HOUSEHOLD WASTE OR COMMERCIAL WASTE

County Council Recycling Centres are provided and licensed **ONLY** for local residents to deliver their **own household waste**.

It is an offence under section 33 of the Environmental Protection Act 1990 for anyone to deposit on this site waste which is not authorised by the waste management licence, i.e. waste not being household waste.

Persons delivering waste which is not their own household waste will be turned away by Centre staff, no matter what the source of the waste, including but not limited to:
- Parish Councils
- The Probation and Prison Services
- Educational Establishments
- Charity shops and premises
- Any club, society or other association of persons.

Residents or organisations affected by this policy may:

1. Use their local District Council trade waste collection service.
2. Arrange for collections by commercial waste management or skip hire companies or waste bag services (see yellow pages).

Charges may be made for these services and customers should contact the organisations or companies first to check the costs and to ascertain whether the waste they have is accepted.

**The site management’s decision is final.**

**This Policy was approved by CCC Cabinet on 18 December, 2007.**

Anyone requiring further information regarding this or any other County Council waste policy should contact the Waste Management Team at the above address or phone number.
WASTE ACCEPTANCE FROM TENANTED PROPERTIES

1. The Council will accept waste generated by Cambridgeshire tenants from their own rented accommodation at all recycling centres free of charge.

2. A tenant may request another person to deposit household waste they have generated, as long as they accompany the movement to the recycling centre (to ensure that they are complying with their Duty of Care regulations). Exceptions on the basis of ill health or infirmity may be made at the Authority's discretion.

3. The Council will not accept waste brought by a landlord from one of their tenanted properties to a recycling centre where the landlord is not accompanied by the tenant that produced the waste.

4. Where a tenant vacates a property and leaves waste that they generated during their tenancy, this waste becomes the responsibility of the landlord to dispose of. Costs of disposing of this waste fall to the landlord and the tenant's deposit is the preferred method of enforcement.

5. Disposal of the fixtures and fittings that are supplied under the terms of the lease which later become a waste are a matter for the landlord.

6. The Council will advise tenants who have no transport and wish to dispose of large items of waste to use the relevant WCA bulky waste collection service.

The site management’s decision is final.

This Policy was Approved by CCC Cabinet on 18 December, 2007.

Anyone requiring further information regarding this or any other County Council waste policy should contact the Waste Management Team at the above address or phone number.
CONSTRUCTION, DEMOLITION AND DIY WASTE

County Council Recycling Centres are provided and licensed ONLY for local residents to deposit their own HOUSEHOLD WASTE.

Under the Controlled Waste Regulations 1992;
- Construction includes improvement, repair or alteration.
- Construction and demolition waste, including waste arising from preparation works, is classified as industrial waste and not household waste.

1 Construction and demolition wastes not accepted at any Recycling Centre:
Waste from large-scale construction, demolition, renovation and DIY projects e.g. building extensions or demolition of buildings.

2 DIY Waste
Waste from small scale DIY work (e.g. changing a bathroom suite or kitchen cabinets or removing a patio wall), including soil, hardcore, bricks, general rubble and certain redundant fixtures and fittings may be accepted at Recycling Centres under the following conditions;
- Where the site operators are unsure whether or not the waste is household, the person bringing in the waste will be required to sign a disclaimer form confirming the waste is from their own household
- Plaster and plasterboard is accepted only at Recycling Centres with dedicated facilities.
- The waste is delivered by the resident and is the result of their own work
- Repeat or regular visits with these types of waste may be refused at the site manager’s discretion, and may involve follow up visits by a Council officer.

Residents affected by the above have the following alternative options for disposal: District Council’s bulky waste services; commercial waste/recycling facilities able to take such wastes; skip hire companies and waste bag services.

The site management’s decision is final.

This Policy was approved by CCC Cabinet on 18 December, 2007.

Anyone requiring further information regarding this or any other County Council waste policy should contact the Waste Management Team at the above address or phone number.
THE DISPOSAL OF VEHICLE PARTS

County Council Recycling Centres are not licensed for the disposal of whole motor vehicles, including caravans, trailers, motor cycles, scooters and invalid carriages. The End of Life Vehicles Regulations (2003) stipulates that end of life vehicles can only be stored, dismantled and treated in accordance with strict environmental treatment standards at licensed sites.

1 Vehicle parts not accepted.
   • Vehicle tyres
   • Vehicle parts that contain fluids.

2 The only fluid from a motor vehicle that the site is licensed to accept is engine oil.

3 Quantity of permissible parts that will be accepted.
   • Only single items or set equivalents (e.g. wing mirrors) from 1 vehicle will be accepted.
   • Residents making repeat or regular visits with any part(s) may be refused entry at the site manager’s discretion, and such residents may receive follow up visits by a Council officer.

Residents who have any vehicle parts that contain fluids (including engine oil), whole vehicles or tyres for disposal must take them to an End of Life Vehicle licensed facility or other site licensed to accept such waste (e.g. vehicle breakers). Residents can also contact their local District Council for information of vehicle dismantlers that are contracted to take away redundant or abandoned vehicles.

The site management’s decision is final

This Policy was approved by CCC Cabinet on 18 December, 2007.

Anyone requiring further information regarding this or any other County Council waste policy should contact the Waste Management Team at the above address or phone number.
TRADE WASTE

County Council Recycling Centres are provided and licensed ONLY for local householders delivering their own household waste.

It is an offence under section 33 of the Environmental Protection Act 1990 for anyone to deposit on this site waste which is not authorised by the waste management licence, including commercial and industrial waste.

The Controlled Waste Regulations (1992) stipulates what waste is classed as commercial and industrial. The following wastes will not be accepted at any Recycling Centre;

- Waste from shops, offices, showrooms or other trade or business premises;
- Waste produced for which earned income or other remuneration is obtained by person(s) running a business or trade of any kind;
- Waste from an employee of a householder or from anyone who is being paid to provide any sort of service to a householder.
- Waste from people employed by a business based elsewhere but working at home.

1 Disclaimer Forms

Site operators will make regular checks of waste brought to Recycling Centres to ensure that the law and site licence is being complied with, including asking people about the type, nature and source of their waste and inspecting waste in vehicles and trailers before it is off loaded. Site operators and Council staff will err on the side of declining to accept uncertain or mixed material. Where the site operator or Council staff are subsequently prepared to give someone the benefit of the doubt, on ‘grey areas’, people depositing waste will be required to sign a disclaimer form, giving their name and contact details and confirming the waste is from their own household.

2 Alternative collection or disposal sites

People and companies affected by the above have the following options: District Council trade waste services; commercial waste/recycling facilities able to take such wastes; commercial waste collection and skip hire companies and waste bag and bin services.

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This Policy was approved by CCC Cabinet on 18 December, 2007.

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VEHICLE SIZE RESTRICTIONS

The County Council has a duty to ensure that the recycling centres under its jurisdiction are operated safely and with minimum risk to the public, site operators and Council staff. **Vehicle size restrictions at Recycling Centres are for health and safety reasons.** Site managers reserve the right to refuse entry to vans and cars with trailers or other large vehicles, which present a risk to safety on the site at that time, in particular when the site is busy.

In order to avoid inconvenience, members of the public wishing to use a van or car with a trailer should **contact the Centre in advance** to ascertain when they would be permitted onto the site.

1 **Restrictions on vans for health and safety reasons**
   a) No vehicle larger than a standard size transit type van will be allowed into any Recycling Centre at any time.
   b) Permitted vans may be refused entry to a Centre during busy periods.

2 **Restrictions on trailers for health and safety reasons**
   a) No trailers over 8’ 6” (2.5 metres) in length will be allowed into any Recycling Centre at any time, whether pulled by a car or van.
   b) Vans or cars pulling permitted trailers may be refused entry to a Centre during busy periods.

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