

Customer charter – recycling centres

We want our residents' visits to the recycling centres to be a positive experience and this charter outlines what you can expect from us and what we expect from residents.

What you can expect from us

Recycling centres

Clean, tidy, safe and hazard-free recycling centres.

Staff

- Responsible for their safety and will not do anything to endanger others' safety on site.
- Polite, courteous, helpful and professional at all times.
- Direct you to the correct recycling containers for your waste.
- Mindful of minimising the impact of the service on the environment.

What we expect from you

Before your visit

- You can visit Hertfordshire recycling centres if you pay your Council Tax to Hertfordshire, Cambridgeshire or Essex councils. Please bring proof of address with you (e.g. your driving licence, Council Tax bill, Hertfordshire bus pass or a utility bill).
- Arrive at the site to allow enough time to unload your waste before the site closes.
- Wear appropriate clothing and footwear – no flip-flops or high heels etc.
- Bring safety or gardening gloves for off-loading your waste.
- Bring waste you can comfortably manage to carry.
- Consider if bulky or oversized items could be collected by your District and borough council for a charge.
- Separate your wastes by material before arriving at the recycling centre.
- If you're planning to visit us on foot, email us at wasteaware@hertfordshire.gov.uk in advance so we can make staff aware. They'll help you safely in and out of the centre.

On-site parking

- Only park in the marked parking areas or were instructed to do so by staff.
- Be aware of other site users and moving vehicles - walk in the marked walkways and use the pedestrian crossings.
- Children under the age of 16 and pets should always stay in your vehicle.
- Please obey site speed limits and traffic signs. (5 mph signs on sites)
- Report to staff if you have any hazardous waste, i.e., chemicals, batteries, paint etc. or spill anything on site e.g. paint, oil etc.

Behaviour and instructions

- **Please treat our staff and other site users with respect.**

Staff will not tolerate verbal or physical abuse, aggressive or bullying behaviour, and will ask individuals to leave. Police will act against any persistent and severe offenders.

- Be responsible for personal items such as keys, handbags and mobile phones.
- No smoking.
- Recycle as much of your waste as possible in the appropriate containers - What can I recycle'.

Safety

- It is your responsibility to ensure your safety and that you do not do anything to endanger others' safety on site.
- Take care when depositing waste into the containers and not lean over into them.
- Take extra care in wet, icy and snowy weather, particularly on the steps to the containers.
- Follow any staff instructions regarding health and safety and heed any fire alarms or other emergency warnings.
- Entering a waste container is strictly forbidden.

Accessibility

- There are no disabled parking bays at our recycling centres (except the new Ware site and forthcoming Welwyn Garden City site). However, all our parking bays are slightly larger than standard.
- All our recycling centres have steps to some recycling and residual waste containers – for details check www.hertfordshire.gov.uk/recyclingcentres as some containers at St Albans, Ware and Waterdale (Garston) and the forthcoming Welwyn Garden City site have step-free access.