

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

- 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.

On-site parking

- Only park in the marked parking areas or where 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). 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 [our website](#) as some containers at St Albans, Ware and Waterdale (Garston) have step-free access.