

Customer Charter

Household Waste Recycling Centres (HWRCs)

HCC want our resident's visits to the HWRCs to be a positive experience.

In order to achieve this we ask you to follow a few simple guidelines as laid down in our Customer Charter.

Customer Charter

General

We ask residents to bring their waste to the HWRCs in loads they can comfortably manage to carry themselves. At some HWRCs this may involve going up a set of steps to the relevant container. Wherever possible, residents should bring someone with them if they need help with bulky or heavier items.

The operators at the HWRCs will assist members of the public with their waste when asked to do so, however, they cannot be held responsible for any damage to resident's vehicles when doing so and will not assist with items that may put them at risk of personal injury.

All District and Borough Councils provide a bulky collection service for heavier household items of furniture for a charge.

Please allow enough time to unload your waste before the site closes.

What you can expect from us

- Our HWRCs to be clean and tidy.
- Our HWRCs to be safe, hazard free and to comply with relevant health and safety standards.

- The operators at our HWRCs to take responsibility for their own safety and ensure they do not do anything to endanger the safety of others on site.
- The operators at our HWRCs to be polite, courteous, helpful and professional at all times.
- The operators at the HWRCs to direct members of the public to the correct recycling containers with their waste.
- The operators at the HWRCs to deal with any complaints in a professional and courteous manner.

What we expect from you

- To recycle as much of your waste as possible in the appropriate containers.
- To be polite and courteous to our operators at all times.
- To wear appropriate clothing and footwear – no flip-flops or high heels etc. Wear safety or gardening gloves for off loading your waste.
- To take responsibility for your own safety and ensure that you do not do anything to endanger the safety of others on site.
- To park in the marked parking areas.
- To walk in the marked walkways and use the pedestrian crossings.
- To take extra care in wet, icy and snowy weather, particularly on the steps to the containers.

- To keep children under the age of 16 in your vehicle at all times.
- To keep animals in your vehicle at all times.
- To take responsibility for the safety of your personal items such as keys, handbags and mobile phones.
- Follow any instructions given by the operators regarding health and safety.
- To take care when depositing items into the containers.
- Not to lean over into the containers.
- Notify an operator immediately if you spill anything on site e.g. paint, oil etc.
- Report to an operator if you have any hazardous waste i.e. chemicals, batteries, paint etc.