

# Northumberland HWRC Customer Charter

Northumberland County Council wants our residents' visits to the Household Waste Recycling Centres (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.

## General

We would ask residents to bring their household waste to the HWRCs in loads they can comfortably manage to carry themselves. At some HWRCs this may involve negotiating steps to access 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 on request or if they have a disability, however, they cannot be held responsible for any damage to residents' vehicles when doing so and will not be able to assist with items that may put them at risk of personal injury.

Northumberland County Council provides a chargeable bulky collection service for heavier household items of furniture.

### 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.
- 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 manage any complaints in a professional and courteous manner.

### What we expect from you

- To treat site staff with respect. They are here to help you.
- To separate your waste into different categories before you arrive and recycle as much of your waste as possible in the appropriate containers.
- To make a booking and obtain a permit before visiting the HWRC in a van or with a trailer.
- To park in the designated marked parking areas and adhere to the speed limit and traffic signs.
- It is not permitted to park outside the site and carry waste in.
- All waste should be a size and weight that is manageable so that you can easily lift it into the containers.
- To take responsibility for your own safety and ensure that you do not do anything to endanger the safety of yourself or others on site. Please follow any instructions given by the operators regarding health and safety.
- Please wear appropriate clothing and footwear, and wear safety or gardening gloves for your own safety.
- To walk in the marked walkways and use the pedestrian crossings, where available.
- Report to an operator if you have hazardous waste e.g., chemicals, asbestos etc, or chargeable waste (soil, rubble, hardcore, plasterboard and tyres).

- To keep children under the age of 16 and animals in your vehicle at all times.
- To be patient if the site is closed for container exchange (this is for your safety)
- To take care when depositing items into containers.
- To not lean over into the containers.
- Notify an operator immediately if you spill anything on site e.g., paint, oil etc.
- To take extra care in wet, icy, and snowy weather, particularly on the steps to the containers.
- To take responsibility for the safety of your personal items such as keys, handbags, and mobile phones.
- You cannot take items or materials that have been deposited at these sites by others.
- Please leave any comments on the feedback section provided on the Northumberland County Council website
- To adhere to all other HWRC policies. Non compliances with site rules and policies may lead to enforcement action being taken against you.