

## **FREQUENTLY ASKED QUESTIONS**

The NCC Household Waste Recycling Centre is open to the public for essential visits. COVID-19 restrictions are in place to ensure the safety of our staff and residents visiting the site. Please read the following FAQs for more information.

### **How long will the restrictions be in place for?**

Restrictions will remain, until such time it is safe to remove them. We will continue to follow advice from the Government and review the practices at the site on a regular basis. Please keep checking our website and social media channels for up to date information.

### **What are the site opening hours?**

Opening hours will change according to winter or summer periods. Bookings will only be able to be made within site opening hours.

We are operating a 'no booking, no entry' policy with bookings given in slots of 20 minutes – please do not arrive more than 15 minutes before your allotted time.

### **Who can visit the recycling centre?**

You should only visit the site if it is absolutely essential.

You must be able to safely unload your vehicle without assistance. If needed, a second member of the household may attend to help with the removal of bulky items but may only leave the vehicle when advised by the site attendant.

If you or a member of your household are self-isolating after displaying symptoms, DO NOT come to site.

If you are in a vulnerable group and/or shielding, advice is for you to stay home and a trip to the site will be at your own risk. We strongly advise that you follow government advice for your personal protection. For more detail please see the stay at home and social distancing guidance [here](#).

### **What is classified as essential?**

In first instance you should use your kerbside recycling service, if you need extra containers these can be requested [here](#) and will be delivered within 5 days.

Bulky waste collections are also available and can be booked [here](#).

Only if the items you have cannot be collected at kerbside or via the bulky waste service, and you cannot safely store them at home should you visit the site.

### **How do I make a booking?**

You should only visit the site if it is essential, i.e. if waste materials are not collected at the kerbside or cannot be safely stored at home.

**You must book online before visiting the site.**

You must be a Newport resident to visit our site.

If you are unable to book online, you can call us on 01633 656656, please note down the reference number and bring it with you when you attend site.

Please note, we operate a **NO BOOKING, NO ENTRY POLICY, those attempting to visit without a booking will be turned away**

**There are no slots available for booking, what do I do?**

Slots are in high demand but new slots are released every day – please keep checking online.

Please remember that you should only visit the site if it is essential, i.e. if waste materials are not collected at the kerbside or cannot be safely stored at home. This will help ensure availability for all residents who need to bring their waste to the site.

**What should I expect once on site?**

You will need a booking to access our site – our staff will be at the gate to restrict access, please display your booking on your windscreen.

Social distancing must be kept at all times while on site – please follow rules and advice at all times.

You will be asked to queue on a holding lane once on site and instructed to move to allocated spot on a one car out-one car in basis.

The new skip arrangement can be found [here](#) and new signage is in place to help you determine where to place the different materials. If you need advice, please ask a member of staff but you must ensure you keep social distancing and stay at least 2 metres away from them.

Where possible vehicles should be driver only. You must remain inside your vehicle whilst queuing.

**What can I bring to the site?**

We can accept small amounts (about a car boot load) of all materials normally accepted on our site, with the following restrictions/exceptions

- **COVID-19 infected waste** - You must not bring waste from anyone who could be infected with COVID-19 from your own or another persons household. This includes disposed of PPE waste or general household waste. This waste should be double bagged and be put aside for at least 72 hours before being disposed of in your wheeled bin

- **Unsorted mixed waste** – all waste brought to the site must be sorted, black bags must not contain any recycling. All recyclable materials and food waste must be recycled.
- **Items for reuse and sale** – These items are accepted at the tip shop. The shop will be open when permitted by Welsh Government, according to lockdown restrictions. For more information on shop opening see <http://www.newport.gov.uk/en/Waste-Recycling/Household-Waste-Recycling-Centre/tip-Shop.aspx>

### **Will vans and trailers be allowed to use the site?**

We will only accept small amounts of sorted waste at the HWRC. Only cars/passenger vehicles and small trailers (maximum 1.6m by 1.2m) are permitted on site

Commercial vehicles and any size van designed or used for the carriage of goods will be not permitted access.

### **How are you keeping us safe on site?**

Site staff are carrying out a regular cleaning regime of handrails and other areas commonly touched, and the site will close for 30 minutes during the day to allow a thorough deep clean of all areas. Bookings will not be impacted by the closure.

Please wash your hands before and after you visit. You are encouraged to bring your own gloves, but please note that no hand sanitiser will be available on site.

There is no current requirement to wear face masks on site.

### **My visit is not essential. When will the sites open without the Covid-19 restrictions?**

We are keeping up to date with government guidance, and as soon as it's safe to do so we will confirm arrangements. Please check this website or social media for updates.

Thank you for your understanding and patience.

### **Can I have help to unload my waste?**

Due the need to adhere to social distancing rules, **staff are unable to help unload waste**. If you require assistance with your waste we suggest you either store at home if safe to do so until government advice changes, or book a bulky waste collection [here](#).

Ideally vehicles should be driver only. If needed, a second member of the household may attend to help with the removal of bulky items but may only leave the vehicle when advised by the site attendant.

### **I am a Key worker, can I have a special slot?**

Yes, we have reserved slots for key workers, please provide proof of being a key worker when booking online and when attending site.

**Can I use the site if I don't live in Newport?**

No. The site is only open to Newport residents

**Can I visit the Reuse shop during my visit to the Household Waste Recycling Centre?**

No booking is required to visit the shop when it is open.

The shop will be open when permitted by Welsh Government, according to lockdown restrictions. For more information on shop opening see <http://www.newport.gov.uk/en/Waste-Recycling/Household-Waste-Recycling-Centre/tip-Shop.aspx>

Residents can visit the shop without a tip booking, but will not be permitted to access the tip after their shop visit.

When the shop is closed, where possible please continue to store items which could be used for a future donation or arrange a bulky waste collection [here](#).

**Why are you limiting black bags?**

All recyclable material, food and garden waste MUST be recycled and there should be plenty of space in your fortnightly refuse bin for the material that can't be recycled. Now more than ever we need everyone to minimise the use of natural resources. Reduce, reuse and recycle your waste.

Only black bags with non-recyclable waste can be accepted.

**I have too much cardboard for the kerbside collection, can I bring it?**

Yes, but cardboard must be pre sorted and not contain other materials such as polystyrene.

**I have too much garden waste for a standard collection can I bring it?**

Yes