

HWRC RE-OPENING FREQUENTLY ASKED QUESTIONS

From 26th May we will be reopening our Recycling Centre to the public for essential visits. Whilst changes to official regulations allow for the site to re-open, additional restrictions will be 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.

Will the site be open under their normal opening hours?

We have extended the opening hours to 8am until 8pm Monday to Friday and 9am – 4.30pm on Saturday and Sunday. We will be operating a no booking, no entry policy with bookings given in slots of 30 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 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 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 the stay at home and social distancing guidance [here](#).

What is classified as essential?

In first instance you should use your kerbside 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](#).

If you are unable to or the items you have are not collected via kerbside collection then consider if you can safely store at home. **Only if you genuinely cannot store at home you should 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 in 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 going fast but we keep releasing new slots 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 can 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 any waste which could be infected with COVID-19. This includes disposed of PPE waste or general household waste if you have been suffering from COVID-19 symptoms. This waste should be double bagged and be put aside for at least 72 hours before being disposed of in your wheeled bin
- **Textiles/Shoes**- We cannot accept these items at the moment. Currently, textile recyclers are closed so we are unable to take this material. We will be reviewing this on an ongoing basis.

- **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** – Our reuse shop needs to remain closed to maintain social distancing guidelines between households. This will be reviewed on an ongoing basis.

Will vans and trailers be allowed to use the site?

We will only accept small amounts of waste, therefore vans and trailers bigger than 1.6x1.2m will not be allowed entry. If you come to the site with a van or big trailer you will be turned away even if you have a booking in place.

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 is closing mid-day to allow a thorough deep clean of all areas. We need all visitors to follow the rules

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.

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](#).

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. **The Reuse shop will remain closed until it is safe to re-open.** Where possible please continue to store items of furniture 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