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HOUSEHOLD WASTE RECYCLING CENTRE GUIDE



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Contents

Who is this guide for?	3
What is this guide for?	3
Bickenhill Household Waste Recycling Centre Overview	4
Appointment Booking System	4
Separating materials – reuse, recycle, recover, dispose.....	5
Opening hours.....	7
Site conditions.....	7
Staying safe on site	8
Vehicle permit scheme	8
Disposal of hazardous household waste.....	9
Asbestos – Disposal Permits	9
Further information	10

Who is this guide for?

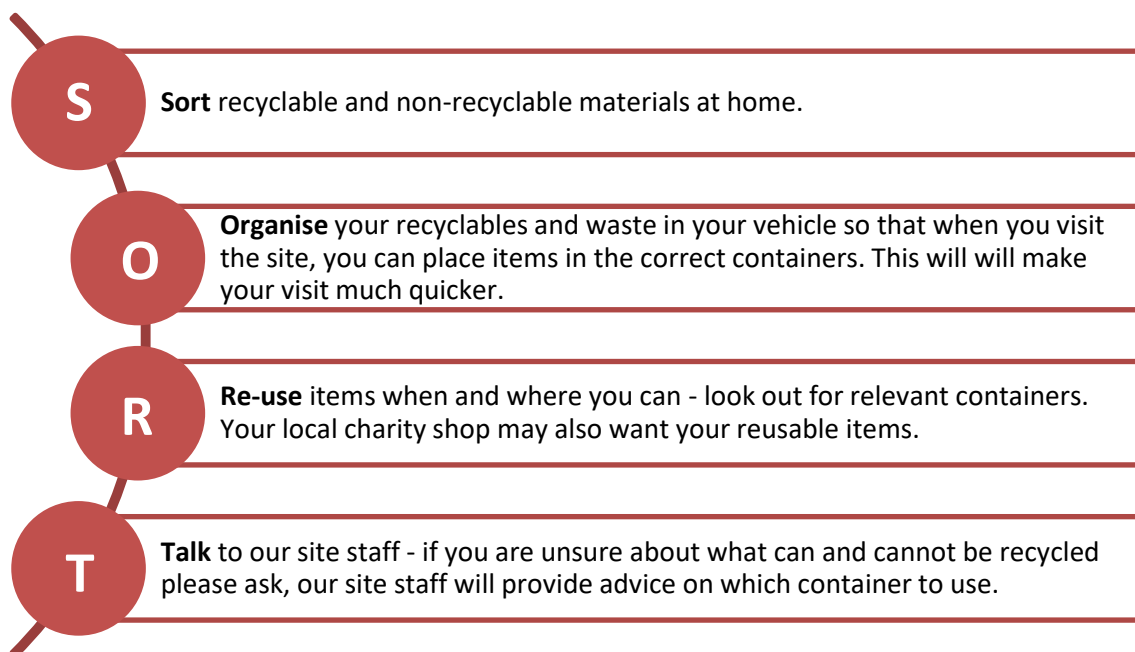
This guide has been developed for Solihull residents who use the Household Waste Recycling Centre (HWRC) at Bickenhill, Solihull.

What is this guide for?

This guide brings together all the policies which govern how we operate the household waste recycling centre.

The aim of the guide is to provide clarity about what you can expect when visiting the household waste recycling centre and what you can do to make the most of your visit. **To help reduce the amount of waste that is sent to landfill and to maximise the amount of reuse and recycling please follow the advice in this leaflet.**

To make your visit to the household waste recycling centre as quick and as easy as possible please follow the simple steps below:



Bickenhill Household Waste Recycling Centre Overview

The council is responsible for the operation of the Household Waste Recycling Centre which is located in Bickenhill, Coventry Road, Solihull (B92 0DY).

The site is for the use of residents living in the borough to reuse, recycle and dispose of large or surplus items of recycling or waste that they cannot fit in their normal collections or are not accepted as part of the kerbside collection service.

A full list of the materials that can and cannot be accepted at the site is provided on our [website](#).

To comply with legislation we have to operate the site in accordance with a Waste Permit that is issued and regulated by the Environment Agency. This means that from time to time we may have to stop accepting a material or change how we can accept it, therefore residents are advised to check the website before making a journey to the site to ensure that we can accept materials.

The site is for the reuse, recycling and disposal of **household waste only**. We do not accept trade waste (waste from businesses or commercial activities, i.e. builders or gardeners). Producers of trade waste will need to make alternative arrangements for the safe disposal of their waste and other materials, further information is available on the council [website](#).

We reserve the right to refuse entry to the site if we believe that trade or commercial waste is being disposed of.

Appointment Booking System

We operate a booking system to allow access to the site. The booking system can be accessed via our [website](#).

The booking system is in place to control traffic flows to the site and to improve safety once inside the site.

Residents should ensure that they make a booking before visiting the site. If a booking is no longer needed, it can be cancelled via the booking system.

Separating materials – reuse, recycle, recover, dispose

Visitors to the site are expected to separate their waste and recycle as much as possible using the various containers provided on the site. As the site can get very busy; visitors are encouraged to sort their materials before they visit the site. We also request that visitors sort their materials into items that can be reused, recycled, sent for recovery (incineration) and as a last resort sent to landfill for disposal.

	mobile phones		hardcore & rubble		spectacles		garden waste
	small appliances		soil		mixed textiles & clothes		mixed recycling
	batteries		wood & timber		cooking oil		mixed glass bottles & jars
	mixed light bulbs		scrap metal		hand tools		
	large appliances		used engine oil		paint		
	fridges & freezers		household waste		gas bottles		

Please note that items may change, please check our [website](#).

Reasonable use

Access to the site is on a reasonable use basis – this is particularly relevant where large or extended DIY projects are being carried out. In these instances residents are encouraged to hire a skip to accommodate any waste produced as a result of their project instead of making multiple trips to the HWRC.

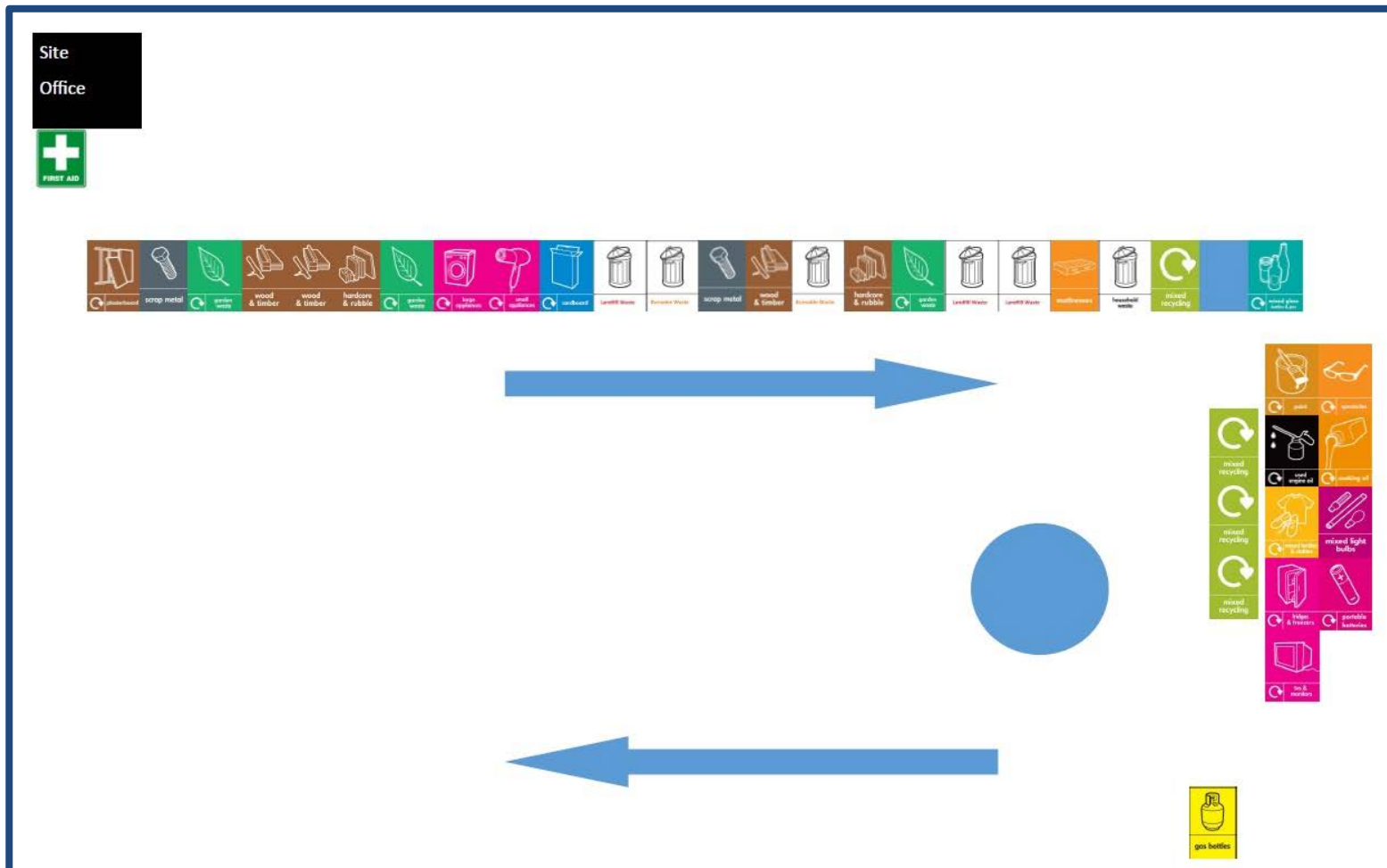
We reserve the right to refuse entry to the site if we believe that unreasonable use is taking place or if trade or business waste is being disposed of at the site.

Removal of items from the Site

Once deposited at the site all materials become the property of the council or its appointed contractor. Visitors are not permitted to remove items from the site. The council reserves the right to ban on a temporary or permanent basis users of the site who are found removing items from the site.

Site plan

Below is an overview site plan, please note that these bays may change location due to operational factors.



Opening hours

We operate seasonal opening hours – summer and winter with Tuesday's being a late night opening.

	Summer (1 st April to 31 st October)	Winter (1 st November to 31 st March)
Monday to Friday *	9.30am to 5pm	9.30am to 4pm
* Tuesday	9.30am to 6.30pm	9.30am to 5.30pm
Saturday and Sunday	8.30am to 4pm	8.30am to 4pm

The site is closed on the following days;

- Christmas day
- Boxing day
- New Years day

The site also closes early on Christmas Eve and New Year's Eve.

Adverse weather conditions

For site safety it may be necessary to close the site in adverse weather conditions. If this happens we will provide updates on our web site and via social media.

Site conditions

Before going on site please ensure that you familiarise yourself with the site conditions.

- All efforts must be made **to recycle** any recyclable materials before using the disposal skips.
- Please note that the maximum trailer length permitted on the site is 2.9m (9ft 6in).
- Regulations prevent entry to vehicles above 2.05m (6ft 9in) and with a gross vehicle weight above 3.5 tonnes. **Vehicles in excess of these limitations will not be permitted to use the site.**
- Long wheelbase vans, double or twin axle vans or a van towing a trailer will **not be allowed** to use the site.
- Commercial type vehicles and vehicle trailer combinations attempting to use the site **without a permit will be turned away** on arrival and not permitted to tip. Please telephone 0121 704 8000 to obtain a permit.
- Any vehicle attempting to deposit commercial waste will be turned away and their details passed onto the Environmental Enforcement Team.
- Abuse and threatening behaviour towards site staff and other users of the site will not be tolerated. The council reserves the right to ban on a temporary or permanent basis, users of the site who exhibit this behaviour.
- Residents are advised that they use the site at their own risk and appropriate footwear and clothing should be worn.

Staying safe on site

Safety of site users is of paramount importance. The site is a working site and can get very busy with a significant number of vehicle movements. Following guidance below will help you to keep safe on site.

- **Reverse Parking** - please note that the site operates a reverse parking system – where you will need to reverse into the parking bays.
- **Use designated footpaths** while on site and be aware of vehicles entering and leaving the site
- **Wear suitable footwear** - wear footwear that encloses and protects your feet. Open-toed footwear is not suitable.
- **Wear gloves** – take sensible precautions when moving or handling items, especially if they have sharp edges or splinters.
- **Avoid lifting heavy weights** - only lift what you can manage from your car to the container or if you are brining heavy or awkward items, bring someone along to assist you.
- **Site rules and instructions** – please respect and follow site rules and regulations. If in doubt, please ask a member of staff for guidance.
- **Site staff and other site users** – please be courteous and respectful towards other site staff – aggressive and abusive behaviour will not be tolerated.
- **Children must be supervised** – please ensure children are supervised at all times on site.

Vehicle permit scheme

A Vehicle Permit Scheme is in operation at the site. The scheme is in place to manage the number of larger vehicles that have access to the site. This is for two reasons, the permits apply to vehicles that are typically used by businesses to dispose of trade –type waste – so the permit is in place to deter use of the site by commercial users. The second reason is to help alleviate access problems at the site by restricting the times that large vehicles with large carrying capacities can access the site, as they can cause obstructions and restrict visibility on site.

Residents who own vehicles that fall into this category will need to apply for a vehicle permit to access the site. The permit allows twelve visits to the site over a 12 month period. If all the permitted visits are used within a year, no additional permits will be granted until the following year.

Permits are issued free of charge, however if replacement permit needs to be issued due to a resident losing their original permit, we reserve the right to make an administrative charge to cover the cost of the replacement permit. Full details of the exclusions and permit application process are provided on our [website](#).

Use of Hire Vans

We allow hired vans to use the site, however they have to be booked in advance and have to comply with the vehicle restrictions applicable to all other commercial type vehicles. More information can be found on our [website](#)

Disposal of hazardous household waste

Hazardous household waste

Hazardous household waste can be disposed of safely at Bickenhill Household Waste Recycling Centre via a permit scheme.



The permit scheme is provided for the safe disposal of small quantities of hazardous household waste such as chemicals, for example:

- ✓ Household chemicals, e.g battery acid, phosphoric acid, anti-freeze
- ✓ Garden chemicals e.g pesticides, herbicides, feeds
- ✓ Powdered or solid chemicals e.g lawn feeds, weed killers etc.

We reserve the right to refuse to disposal of materials that do not comply with our conditions (please refer to our [website](#) for details).

The service is limited to five items per household per permit and no individual item must be more than 5 kilograms or 5 litres in size.

It is the responsibility of the householder to arrange for the safe removal and transport of the hazardous household waste to the household waste recycling centre. This service is not available to businesses or to contractors who may be carrying out work on behalf of a householder. Further information can be found on our [website](#).

Asbestos – Disposal Permits

We do not accept Asbestos at Bickenhill Household Waste Recycling Centre.

We have an arrangement with Coventry City Council where Asbestos can be safely disposed of at Coventry's recycle and reuse centre via a permit scheme.

The following types of asbestos are acceptable at Coventry;

- Corrugated/flat roofing sheets (max 6 sheets/bags)
- Roofing tiles/slates
- Guttering/down pipes
- Plasterboard containing asbestos (max 6 sheets/bags)
- Bath/ceiling/ironing board panels
- Storage heaters containing asbestos
- Vinyl (PVC) or thermoplastic tiles containing asbestos (max 6 bags)

Permits can be obtained through our Connect Contact Centre on 0121 704 8000.

Further information about asbestos can be found on our [website](#).

Other types waste we cannot accept - Tyres

There are other types of waste which we cannot accept such as tyres. Typically the garage where you have your tyres fitted will normally dispose of them, however if you change your tyres at home, you will need to dispose of these yourself through a tyre company which may charge a fee.

Further information

For more information regarding the waste and recycling service please visit our website, email us or call us on the contact details provided below.



<http://www.solihull.gov.uk/wasteandrecycling>



connectcc@solihull.gov.uk



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