

Cheshire West and Chester Council

In partnership with Cheshire West Recycling

Household Waste Recycling Centres

Frequently Asked Questions

Registration, visits, DIY waste and site rules

Answers to common questions about the new registration system and updated procedures at Household Waste Recycling Centres across the borough.

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1. About the changes

Why are we making changes to the HWRCs?

A ten-year [Waste Management Strategy](#) was adopted by the Council in 2021, aiming to reduce overall waste, increase recycling and provide a cost-effective service. Reviewing the way HWRCs work is the next step towards this.

A public consultation took place between 1 July and 1 September 2024, giving residents the opportunity to comment on the Council's proposals to improve the visitor experience at all sites and meet the aims of the Waste Management Strategy. Taking on board feedback from the consultation, new rules for visiting HWRCs were approved at the Council's Cabinet meeting on 11 June 2025 ([Item 16, Cabinet agenda, 11 June 2025](#)).

The changes will ensure recycling and waste disposal are better managed and provide a more user-friendly and cost-effective service for the future, reflecting the needs of the community.

2. Registration

1. What is the new HWRC registration system?

We are introducing a digital registration system that allows borough residents to register their household and vehicles before visiting any Household Waste Recycling Centre (HWRC). This makes visits quicker and removes the need to bring proof of address each time.

2. Why do I need to register?

Registration helps to:

- prevent unauthorised commercial use by businesses or non-residents of the borough
- speed up site entry by removing document checks
- replace old processes, including the paper permit system previously used at Neston
- keep waste disposal costs down by ensuring only eligible users access the service.

No booking needed: Residents do not need to book a slot. The new registration system allows registered residents to visit at any time when sites are open.

3. How do I register?

Complete a simple online form before your first visit. You only need to do this **once per household**, unless you change your vehicle or move home.

Register here: [Find a recycling centre | Cheshire West and Chester Council](#)

4. Is it free to register?

Yes. Registration is quick and free.

5. Will I receive a permit, sticker or pass?

No. This is a fully digital system, there is nothing to display in your vehicle. Your number plate is your permit.

6. How does the system work when I arrive at a HWRC?

All sites use **Automatic Number Plate Recognition (ANPR)**. When you arrive, your number plate is scanned, and the system checks that your vehicle is registered.

7. Who needs to register?

All households in the borough using any HWRC must register their vehicles.

8. Can I visit a HWRC on behalf of someone else?

Yes. If a resident is unable to visit themselves, needs support, or does not have access to a vehicle, you may bring their household waste using **your own registered vehicle**.

9. How many vehicles can I register?

Each household can register up to:

- **3 standard domestic vehicles**, or
- **2 standard domestic vehicles and 1 commercial-type vehicle** used for domestic purposes.

10. What counts as a “standard” vehicle?

Examples include:

- cars (including SUVs, estates and people carriers)
- minivans and minibuses with windows all round and full seating
- camper vans
- motorcycles
- vehicles adapted for a disabled person.

11. What counts as a “commercial-type” vehicle?

Commercial-type vehicles used domestically include:

- cars with rear seats removed or panelled windows
- minibuses with panelled windows or 10 or more seats
- vans
- open-back vehicles or pick-up trucks (with or without covers).

Households may register **one** such vehicle.

12. Can I register a vehicle that is not registered at my home address, such as a company car, lease vehicle or Motability vehicle?

Yes. When registering, you will be asked whether the vehicle is registered at the same address as your application. If it is not, for example a company, leased, hired or Motability vehicle, or a vehicle owned by friends or family, you can still register it by selecting the reason from the list provided.

13. Can I bring business or commercial waste?

No. Waste from commercial premises, traders, or paid-for work is not allowed at any HWRC.

14. Do I need to register my trailer?

No, trailers do not need to be registered, but large trailers count as two visits:

- **Trailers over 1.6m internal length** — 2 visits
- **Trailers 1.6m or shorter** — 1 visit (2 visits if towed by a commercial-type vehicle).

15. What if I change my vehicle or move house?

Update your details in your online registration account: [Find a recycling centre | Cheshire West and Chester Council](#)

16. Do I need to bring ID or proof of address after registering?

No. Once your vehicle is registered, you will not need to bring proof of address for your visits after the 1 October 2026.

17. What if my vehicle isn't recognised when I visit?

Staff will be able to support you on site, but you may be asked to show proof of address or amend your registration online.

18. What if I don't have access to the internet to register?

If you don't have internet access and only need to register a standard vehicle, call **0300 123 7042** for help completing your application. Help will also be on hand at HWRCs on specific dates in August for face-to-face support, and you can get help registering online or completing a form at your local library.

19. How will I know if my application has been approved or rejected?

You will receive a confirmation email once your application has been processed, confirming whether it has been approved or rejected. If approved, the vehicle will be recognised immediately by the sites' ANPR system.

Access to your online account will only be available once your application has been approved. If you did not provide an email address, a text message will be sent to the mobile number you gave during the application.

20. Can a friend or family member who lives outside Cheshire West and Chester use my permit account to visit an HWRC?

Yes. If you are a Cheshire West and Chester resident and need help from a friend or family member who lives outside the borough, you can add their vehicle to your Household Waste Recycling Centre (HWRC) pre-registration account using your address, provided that:

- The vehicle is a **standard vehicle**. (Commercial vehicles owned by non-residents cannot be registered.)
- The vehicle is **not already registered** to another Cheshire West and Chester household.
- You cooperate with any verification checks carried out by the Council or site staff. This may include completing a **Waste Declaration Form** if requested.

Please note: The Council reserves the right to verify registration details and eligibility before allowing access to an HWRC.

3. Your data

1. How long is my data stored in the registration system?

Your data will be securely stored within the HWRC registration system for up to 18 months from the date it is collected or last updated.

2. Why is my data retained for this period?

The 18-month retention period allows the Council to manage site access, monitor visit usage, investigate any suspected misuse, and support service planning and improvements.

3. What happens to my data after 18 months?

After this period, your data will be securely deleted or anonymised in accordance with the Council's data protection obligations.

4. How is my data protected?

All personal data is handled in line with applicable data protection legislation and the Council's privacy policies to ensure it is stored and used securely.

4. Registration renewal and visit allocation

1. When will I be asked to renew my HWRC registration?

You will receive an email approximately one month before your registration reaches 12 months, inviting you to renew using a link provided in the email.

2. How is my first 12-month registration period calculated?

In the first year, your 12-month registration period runs from the date you first registered.

3. When does my 30-visit allowance start?

Although your registration begins from your sign-up date, your allocation of 30 visits within a 12-month period will start counting from **Autumn 2026**.

4. Does this mean my registration and visit allowance timelines are different in the first year?

Yes. In the first year only, your registration lasts 12 months from the date you sign up, while your 30 visits begin counting from Autumn 2026. After the first year, both your registration period and visit allowance will align.

5. Visits and reasonable use

1. Why are the reasonable use procedures being updated?

The Council is updating the procedures to make sure HWRCs operate efficiently, fairly and safely. There has been a significant rise in very frequent visits, and in cases where commercial or non-household waste may have been brought to sites. By updating the system, we can protect the service from misuse, manage costs and provide a clearer, more convenient system for residents.

2. What are the main benefits of the updated procedures?

The new approach will:

- encourage residents to plan visits, helping to reduce peak-time congestion
- protect HWRCs from commercial or unauthorised use
- give households flexibility over which registered vehicle they use
- allow residents to check their remaining visits online
- let residents bring waste on behalf of someone else
- ensure visits to reuse shops (without depositing waste) do not count as a visit.

Overall, the system becomes simpler, fairer and more transparent.

3. How will visits be monitored under the new system?

Every time a vehicle enters a site, it is captured by ANPR and linked to the corresponding household address. This ensures fairness for households that rely heavily on one vehicle or share vehicles between family members.

4. How many visits does each household get?

Each household is permitted up to **30 visits within a 12-month period**. You can use these flexibly, whether spread evenly across the year or used more heavily during DIY projects, home moves or busy periods.

5. How can I check how many visits I have left?

Once you are registered, you can log into the online system at any time to see how many visits remain for your household. If you are unable to log into your registration account, call **0300 123 7026**.

6. How is a “visit” counted?

Every time a vehicle enters a site, it is counted as a visit. The number of visits deducted depends on the vehicle type and whether it is towing a large trailer (over 1.6 metres).

Standard domestic vehicles = 1 visit. Examples: cars, SUVs and people carriers; minivans/minibuses with windows and seats throughout; camper vans; motorcycles; vehicles adapted for disabled residents. A standard vehicle towing a small trailer (under 1.6m) still counts as 1 visit; towing a large trailer over 1.6m counts as 2 visits.

Commercial-type vehicles (used domestically) = 2 visits. Examples: cars with panelled windows or removed seats; minibuses with panelled windows, removed seats or 10+ seats; vans; pick-ups and open-back vehicles. These may also tow a small or large trailer and count as 2 visits.

7. Does entering a site count as a visit even if I don't deposit any waste?

Every vehicle entry captured by ANPR is counted as a visit, with one exception: if you are only visiting the reuse shop to donate or purchase goods, and you are not depositing waste, this will not count towards your allocation.

8. Can I still bring waste on behalf of another resident?

Yes. If you are helping a family member, friend or someone who cannot visit themselves or does not have access to a vehicle, you may use **your registered vehicle**.

9. Can I help my neighbour or an elderly relative to register online?

Yes, you can. When registering on someone else's behalf, please provide **their** contact details and **their** vehicle information against their address. If they don't have an email address, you (or they) will need to call the Council to complete the registration.

Please note: If you choose to use your own email address to help them register, you will receive their visit reminders and notifications.

10. What type of waste is allowed?

Only **household waste** is permitted. Waste from businesses, commercial premises, or paid-for work is not allowed at any HWRC.

11. Can I request extra visits to the recycling centre?

Yes. If you have exceptional circumstances and need more visits than your annual allowance, you can request additional visits through your registration account once you have 10 or fewer visits remaining.

You can apply for additional visits **once within any 12-month period**. Further applications will not be considered within the same 12 months.

The number of additional visits granted depends on the reason for the request:

- **Moving home, property clearance, home improvements, or excess waste:** up to 5 or 10 additional visits
- **Garden waste (e.g. regular garden waste deposits or landscaping):** up to 5, 10 or 15 additional visits, depending on the scale of work
- **Supporting another resident (friend or relative within the borough):** up to 5 or 10 additional visits. You must provide the address(es) of the household(s) being supported. Supported properties must be within the borough and must not already be registered and actively using their own visit allowance.

Please note: Households subject to restricted access or suspension are not eligible to apply for additional HWRC visits until the restriction has been lifted.

12. What counts as exceptional circumstances?

Each request is considered on its own merits, but examples may include moving house; bereavement-related property clearance; one-off events such as storm damage; helping a relative, neighbour or friend in the borough; or regular garden waste deposits (e.g. landscaping work).

13. Will additional visits be granted for ongoing extra waste?

No. Additional visits are not normally granted for regular or ongoing excess household waste.

14. Do I need to provide evidence for additional visits?

The Council may ask for supporting evidence where appropriate to support your request.

15. Can I use a commercial vehicle or trailer for additional visits?

Additional visits are only available for standard (non-commercial) vehicles. You may use a trailer, but only if it does not exceed 1.6 metres in length, larger trailers are not permitted for additional visits.

16. What about charity permits?

There are no changes to charity permits or the application process. Charity volunteers or workers using their own vehicle should show their charity permit on arrival, so their personal household allocation is not affected.

17. Do reuse shop visits count as HWRC visits?

No. If you are only visiting the reuse shop to donate or purchase goods, and you are not depositing waste, this will not count towards your 30-visit allocation.

18. What were the old procedures, and how are they changing?

Previously, ANPR flagged vehicles visiting more than 4 times in 28 days or 24 times in 180 days. These users had to complete a form explaining the waste, commercial-type vehicles also needed to give details, and restrictions were applied if the waste was questionable or required investigation.

Under the new system, visits are monitored per household, there is a clear annual allocation of 30 visits, residents can check usage online, and additional flexibility and fairness is built in.

19. Do I need to register to use my visits?

Yes. Registration connects your household, your vehicles and your visit allocation — so everything starts with registering your details online at [Find a recycling centre | Cheshire West and Chester Council](#)

20. What do I do if I am struggling to register?

If you are having trouble with the online registration process, contact the Council's Contact Centre, where staff can support you with the registration process or complete it on your behalf. If you arrive at a site from Autumn 2026 without being registered, staff can explain how to complete the process and will allow entry for that visit only.

21. How do I help my neighbour, parent or a family member with their waste?

If you are supporting someone who cannot visit a HWRC themselves, for example an elderly parent, a neighbour, or someone you care for, you can bring their household waste using your own registered vehicle.

Important — you cannot be paid to take other people's waste: Residents must not pay anyone to bring waste to a HWRC on their behalf, even if that person has a waste carrier's licence. Anyone bringing waste for others must do so free of charge, and the waste must come from a single household, not multiple properties. If someone is collecting waste from several households or receiving payment, this is a business activity and the waste becomes commercial waste, which cannot be brought to any HWRC.

22. I only have a pickup. It's classed as a commercial-type vehicle, but I only use it for personal reasons. Will I be limited to 15 visits per year?

Yes. Commercial-type vehicles, including pickups, are more commonly used to bring trade waste to our recycling centres, sometimes presented as household waste. To prevent this and keep the service fair for residents, these vehicle types are counted as 2 visits, so if you only use a commercial-type vehicle you are limited to 15 visits per year. Most genuine household users with a pickup visit far less than this, so the limit should still allow you to dispose of your household waste as normal.

23. What do I do if I've bought a new car?

Please update your registration using the amend link provided in your confirmation email or on the website. If you do not have digital access, call **0300 123 7026**. Your new car must be registered before you can visit a HWRC, so it's important to keep your information up to date to avoid any delays.

24. What do I do if I've moved address?

If you've moved within Cheshire West and Chester, please update your details as soon as possible, this helps ensure the new occupiers at your previous address can register their own vehicle without any issues. If you've moved out of the Cheshire West area, please cancel your registration so the new resident can register promptly. You can update or cancel your details using the link in your confirmation email, or via [Find a recycling centre | Cheshire West and Chester Council](#)

25. Can anyone in my household drive a registered vehicle to the HWRC?

Yes, registration links vehicles to the household, so any member of the household can drive a registered vehicle to site. Visits are counted against the household's allocation regardless of who is driving.

26. What happens if the ANPR camera or barrier fails when I arrive?

Site staff can check your registration manually and record your visit; entry will not be refused because of a technology fault. Other councils publish this reassurance explicitly (e.g. West Northamptonshire).

27. Can residents from outside the borough use CWAC HWRCs, or CWAC residents use neighbouring councils' sites?

HWRCs are available exclusively to residents of Cheshire West and Chester who contribute towards the funding of these facilities. All residents must register to use a Household Waste Recycling Centre (HWRC).

Residents from outside the borough may visit the reuse shops to browse and purchase items without registering but are not permitted to dispose of waste at Cheshire West and Chester HWRCs.

If Cheshire West and Chester residents wish to use a recycling centre operated by another local authority, they should check the relevant council's requirements before visiting, as access arrangements and registration schemes vary between councils.

28. Is there an age requirement to register?

The person registering must be 17 years of age or older, or otherwise old enough to legally access the site as the driver of a vehicle. Each registered vehicle must be linked to an eligible Cheshire West and Chester residential address.

6. Hire vehicles

1. Can I use a hire (rented) vehicle to visit a HWRC?

Yes. Residents may use a hire vehicle to access the site up to four times within a 12-month period.

2. Do I need to register a hire vehicle before visiting?

Yes. Hire vehicles must be registered in advance through the online registration system for a specified period, including a selected start date.

3. How long can a hire vehicle be used to access a HWRC?

Each hire vehicle registration is valid for a maximum of **three consecutive days**, starting from the date selected during registration.

4. Can I choose when the three-day access period starts?

Yes. When registering a hire vehicle, you can select the start date for the three-day access period to coincide with your vehicle hire arrangements.

5. What if I don't know the vehicle registration number at the time of booking?

You can still complete the registration process even if the vehicle registration number is not yet known.

6. What do I receive after registering a hire vehicle?

A QR code will be issued by email. This QR code is valid only for the approved booking period.

7. What do I need to bring with me on the day of my visit?

You must bring your QR code (to present to site staff on arrival) and valid hire documentation for the vehicle.

8. When do I need to show the QR code?

The QR code must be presented to site staff on arrival, before any waste is deposited.

9. What happens if I don't bring the required documents?

Failure to present a valid QR code and the relevant hire documentation may result in access being refused.

10. Does using a hire vehicle affect my normal household visit allowance?

Yes. Hire vehicle visits are subject to the limit of four hire periods within a 12-month period, and each visit will also be deducted from the registered household's annual visit allowance.

11. How many visits will be deducted when using a hire vehicle?

Visits made in a standard hire vehicle count as **one visit**. Visits made in a commercial-type hire vehicle count as **two visits**. Normal trailer and vehicle restrictions apply.

7. DIY waste

1. Why are changes being made to DIY waste at HWRCs?

New Government legislation (December 2023) sets national limits on the types and amounts of DIY waste that councils must accept free of charge. At the same time, DIY waste at our HWRCs increased by 11% in 2023/24, and disposal costs continue to rise. To comply with the law, protect the service and keep it affordable, the Council is introducing limits on how much DIY waste can be brought for free, with charges for additional amounts.

2. What is considered DIY waste?

DIY waste is material produced by a householder while carrying out **small-scale** construction, demolition or home improvement work **at their own property**, and not as part of any paid-for work. Examples include rubble, tiles, sinks, soil, plasterboard, baths, doors, guttering and similar materials.

3. What is the free DIY waste allowance?

You can still dispose of some DIY waste for free, as long as it meets national requirements. Each visit can include **either**:

- **up to two 50-litre rubble bags** (100 litres total), **or**
- **one bulky or fitted item** no larger than 2m × 0.75m × 0.7m (for example, a bath).

You can make up to **four free DIY waste visits in any four-week period**, provided each visit stays within these limits.

Flexible disposal allowance: To make things easier, you can bring your full four-week allowance in one trip if you prefer. This means you can bring up to eight bags, four bulky items, or a mix of both in one visit, for free, once every four weeks.

4. What materials are classed as DIY waste?

DIY waste materials include:

Material type	Examples of DIY waste accepted at HWRCs (These items are accepted for free until your DIY waste allowance has been used, after which, charges apply.)
Plastic/fibreglass/PVC	Shower trays, baths, shower screens, guttering, fascia, drainage pipes, window and door frames, PVC doors
Rubble, hardcore, concrete, gravel, tarmac	Bricks, breeze blocks, paving slabs, concrete lintels, mortar/render, cement board, gravel/pebbles, mixed or powder cement, marble or granite worktops
Glass	Window glass, shower screens, tiles
Pottery, ceramics, porcelain	Baths, bidets, shower trays, sinks, wash basins, toilets with cistern
Sand	Sharp sand, play sand, sandbags
Slate	Roof, slate aggregate
Soil/stone	Soil, clay, flagstones
Turf	Lawn edging/removal
Plaster/gypsum	Plasterboard, removed plaster, powder plaster
Other	Insulation, roofing felt, carpet, linoleum

Are there any exemptions? Yes — wood and metal waste from DIY projects are not included in the charges.

5. How should I bring rubble, soil and hardcore?

All rubble, soil and similar materials must be brought in containers, not loose. This helps keep sites tidy and speeds up unloading. Containers should be a manageable size and light enough for one person to lift safely.

6. What happens if I bring more than the free allowance?

If your waste exceeds the free limit, or you have already made four DIY waste visits within four weeks, you can still dispose of your material, but charges will apply.

7. How much will additional DIY waste cost?

Charges are **£3.70 per 50-litre bag** (or equivalent loose material) and **£3.70 per additional bulky item**. Charges reflect the full cost of disposal and will be reviewed annually to ensure they remain fair.

8. How do I pay?

Payments will be taken at HWRCs through a simple, cashless payment system. Staff will apply the policy consistently and will be available to advise you.

9. Does this apply to waste from tradespeople or paid work?

Yes. All waste produced by a tradesperson working in your home is commercial waste, and they must arrange disposal by hiring a skip or taking the waste to a licensed disposal site.

10. Are any DIY-related materials still accepted for free without limits?

Yes, two materials remain free to support responsible disposal: **DIY wood waste** (to discourage garden burning) and **scrap metal** (as disposal costs are minimal).

11. What if I have a very large DIY project?

For bigger renovations or projects generating large amounts of waste, you may find it more cost-effective to use a registered skip company or a licensed waste carrier.

12. Will these changes reduce queues?

They may help. By limiting very large DIY loads and encouraging fair use, the new system is expected to improve traffic flow and reduce delays during busy periods.

13. When will the new rules start?

These changes are coming soon, the start date is to be confirmed. The Council will provide clear advance notice before the new system goes live.

14. What is the Flexible Disposal Allowance Policy?

It is a Council policy allowing residents to use their four-week household DIY waste allowance more flexibly. Instead of spreading waste across several visits, households may bring the total allowance in fewer visits if needed.

15. How much waste can I bring in a single visit?

You can bring up to the total of your four-week allowance: 8 bags, or 4 bulky items, or any combination of bags and bulky items totalling the equivalent amount. This still counts as your usual visit allocation for your vehicle type (e.g. one visit for a standard car).

16. Will bringing more waste increase my visit count?

No, as long as the total amount does not exceed the four-week allowance. For example, bringing all 8 bags in one visit still counts as one visit for a standard vehicle.

8. Neston permits

1. What is changing at Neston HWRC?

The Council is phasing out the old paper permit system and introducing the new digital HWRC registration system. From **Autumn 2026**, paper permits will no longer be valid, and all residents will need to register their vehicle(s) before using the HWRC.

2. When do these changes happen?

- **Now to 17 July:** paper permit system continues as normal; no registration yet.
- **From 20 July:** registration opens; paper permits are no longer issued. Residents requesting a Neston permit should register their vehicle and bring proof of residency to site until 31 August.
- **From Autumn 2026:** registration is required for all HWRC access.

3. Can I still use my existing permit?

Yes, until **31 August**. From **Autumn 2026**, permits will no longer be accepted, and you must be registered to use the site.

4. When do paper permits stop being issued?

Paper permits will be issued up to and including **17 July**. After this date, no new permits will be available.

5. Do I need to register even if I already have a permit?

Yes. Registration becomes the only valid way to access the site from Autumn 2026. Your existing paper permit will not grant site access after that date.

6. I'm visiting before 20 July. What do I need to bring?

If you already have a permit, bring your paper permit as usual, but make sure you register before Autumn 2026. If you do not have a permit and it is after 17 July, bring proof of residency.

7. What happens if I request a permit before 17 July?

You will still be issued a paper permit, but you will also be advised that registration opens from 20 July, that you will need to register to use the HWRC from Autumn 2026, and that you should continue using your paper permit until 31 August.

8. What if I request a permit after 17 July?

Permits will no longer be issued. You will need to register your vehicle to use the HWRC from Autumn 2026 and bring proof of residency if visiting before then.

9. What if I arrive on or after Autumn 2026 with my old paper permit?

You will be informed that paper permits are no longer accepted — only registered vehicles can access the site. If you are not yet registered, staff will provide instructions on how to register and allow you to enter for that visit only.

10. How do I register?

A link to the online registration system will be provided on the Council website from **20 July**. Registration is quick, free, and only needs to be completed once per household (unless you move home or change vehicle): [Find a recycling centre | Cheshire West and Chester Council](#)

11. Will the website be updated?

Yes. From 20 July, the Neston HWRC permit page will be updated to state that permits are no longer being issued, that registration will be required from Autumn 2026, that proof of residency is needed for visits before Autumn 2026 if you do not have a permit, and to provide a direct link to the registration system.

12. Why is the Council making this change?

Moving to digital registration replaces an outdated paper-based process, simplifies site access for residents, helps reduce misuse from non-residents, allows automated checks using number plate recognition, and supports faster, more efficient site operation.

9. Reuse shops

1. What are reuse shops at HWRCs?

Reuse shops are retail areas at selected HWRC sites where donated, good-quality items are sold at low cost. These items are saved from disposal and given a second life.

2. Where can I find the reuse shops?

Reuse shops are located at the Winsford, Ellesmere Port and Chester HWRCs.

3. What can I buy at the reuse shops?

A wide range of affordable, good-quality items, including bric-a-brac, small electrical goods and selected furniture. All electrical items are safety tested before sale.

4. Do I need to register to visit the reuse shops?

Residents from within the borough: all residents must register, but you can visit the reuse shops without it counting towards your HWRC visit allowance.

Residents from outside the borough: no, you may visit the reuse shops to browse or buy items without registering, but you cannot deposit waste.

5. Can I donate items to the reuse shops?

Yes. Donating suitable items helps reduce waste, supports reuse and keeps valuable items in circulation. Note that only borough residents who meet HWRC access rules and have registered may deposit waste or donations at the site.

6. Do reuse shop visits affect my HWRC visit allocation?

No. Visiting the reuse shops, whether to browse, buy or donate, does not count as an HWRC visit if you are not depositing waste.

7. Why is reuse important?

Reuse prevents items from being thrown away unnecessarily, reduces carbon emissions (even more than recycling), conserves resources, reduces waste treatment costs, supports a local circular economy, and provides low-cost items to residents. Reuse aligns with the Waste Hierarchy: **Reduce** → **Reuse** → **Recycle** → **Recover** → **Dispose**.

8. What happens to items donated to reuse shops?

Items are assessed, cleaned and displayed for sale if reusable. Electrical goods undergo full safety testing. Unsuitable items are recycled or disposed of correctly.

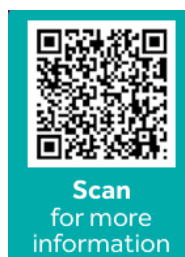
9. How do reuse shops help the environment?

By extending the life of items, reuse reduces carbon emissions from manufacturing, the amount of waste sent for disposal, and pressure on recycling systems.

10. What are the Council's future plans for reuse?

Over the next few years, our new site operator, Cheshire West Recycling, will be expanding and improving reuse facilities while building stronger partnerships with community-based reuse organisations.

Scan the QR code to stay updated with all HWRC, waste and recycling news:



10. Sorting your waste

1. Why do I need to sort my waste before visiting a HWRC?

Sorting your waste helps us increase recycling from 60% to 70%, reduces the amount going to disposal and makes visits quicker for everyone. Around 30% of items placed in non-recyclable skips could actually be recycled, so sorting makes a big difference.

2. What should I do before I arrive?

Please separate your waste at home so recyclable materials are grouped together. This speeds up your visit and helps ensure items go into the right containers.

3. Is there somewhere on site to help me sort my waste?

Yes. New sorting stations are being introduced at the Chester, Ellesmere Port, Neston, Northwich and Winsford HWRCs. Sorting stations will have gloves, hand gel, paper towels and clear instructions to make the sorting process easy. Staff may check bags or containers of mixed waste and ask you to remove any items that can be recycled elsewhere on site.

Sites without sorting stations: Sorting stations are not available at Frodsham or Tattenhall due to space. If you visit a site with unsorted waste, you may be asked to take your waste home to sort before returning to dispose of it.

4. Will staff help me if I'm unsure where something goes?

Absolutely. Staff are available to check loads, answer questions and guide you to the correct recycling or disposal containers. They're there to help make recycling easy.

5. What happens if I don't sort my waste?

Unsorted waste often ends up in general waste skips. This leads to fewer materials being recycled, higher disposal costs, and longer unloading times, which can cause queues. Sorting beforehand helps keep the site running smoothly. Anyone attempting to leave unsorted waste at a HWRC without permission may be placed on restricted access.

6. What types of items should I separate?

Common recyclables include wood, scrap metal, cardboard, glass, electrical items (WEEE), plastics and garden waste. If you're unsure, staff can advise when you arrive.

7. Does sorting my waste really make a difference?

Yes. Nearly 30% of items placed in non-recyclable skips at HWRCs are actually recyclable. By sorting your waste, you help increase recycling rates, reduce the cost of waste disposal, and support better environmental outcomes for the whole borough.

8. Will sorting help reduce queues?

Yes. Sorting your waste before you arrive helps you unload more quickly, which keeps traffic moving smoothly and reduces waiting times for all visitors.

11. Vehicle and trailer restrictions

1. Are there limits on the types of trailers I can bring?

Yes. Trailer limits vary by site:

- **All sites:** trailers over 3.5m in length, and vehicles above 3.5 tonnes gross vehicle weight, are not permitted at any recycling centre.
- **Tattenhall and Frodsham:** no trailers are permitted.
- **Northwich and Neston:** trailers over 2.5m are not allowed.

If your trailer exceeds the limit for the site you wish to visit, please use an alternative HWRC where it is permitted.

2. Can I bring a car-derived van or a commercial vehicle?

It depends on the site. At Tattenhall and Frodsham, trailers, car-derived vans, commercial vehicles (including pick-up trucks) and vehicles over 5m in length are not permitted. Other HWRCs may accept certain commercial-type vehicles, depending on site layouts and access restrictions.

3. Are large vehicles allowed at all HWRCs?

No. At Tattenhall and Frodsham, vehicles over 5 metres in length are not permitted due to access and turning space limitations. In addition, at all HWRCs, vehicles over 3.5 tonnes gross vehicle weight and trailers over 3.5m in length are not allowed.

4. Why are some vehicles restricted from certain sites?

Restrictions are in place to maintain safety, reduce congestion and ensure vehicles can manoeuvre safely around the site. Smaller sites, such as Frodsham and Tattenhall, have limited space and cannot safely accommodate long or wide vehicles, large vans, commercial vehicles or lengthy trailers.

5. Do I need a number plate on my trailer?

Yes. All vehicles entering HWRCs must display legal number plates made from reflective material. If you are towing a trailer, the trailer must display a matching number plate showing the registration of the towing vehicle.

6. Can I use a HWRC if my vehicle is over 3.5 tonnes?

No. Vehicles over 3.5 tonnes gross vehicle weight are not permitted at any HWRC in the borough.

7. What should I do if my vehicle or trailer is not permitted at my usual site?

You can visit an alternative HWRC where your vehicle or trailer type is allowed, consider using a smaller vehicle or trailer for the visit, or use a licensed waste carrier for larger loads. If you're unsure, staff at your local HWRC can advise before you unload.

8. Do these restrictions affect my ability to register?

Vehicle restrictions apply on top of the HWRC registration rules. Even if your vehicle can be registered digitally, it may still be restricted from certain sites due to physical access limitations.

12. Getting help

If you need help at any point:

- **Registering a standard vehicle without internet access:** call 0300 123 7042.
- **Problems logging into your registration account, or updating your vehicle:** call 0300 123 7026.
- **In person:** help will be on hand at HWRCs on specific dates in August, and at your local library.
- **On site:** staff can support you if your vehicle isn't recognised, and can advise on sorting and site rules.

Register or update your details at: [Find a recycling centre | Cheshire West and Chester Council](#)