What we expect from you

It is important that site users understand what is expected of them and what standard of service they can receive in return. Please take the time to read the checklist below.

- HWRCs are exclusively for the use of Cheshire West and Chester residents to deposit their household waste. Commercial waste is strictly not accepted.
- Residents must accompany their waste to the HWRC, regardless of who is transporting it, and provide proof of residency when requested.
- Hired or unmarked vans may need to provide proof of residency before being granted permission to use the site.
- Instructions given by staff, signs, notices and road markings must be adhered to at all times.
- Children (aged 12 and under) and pets must remain in vehicles at all times.
- Sensible footwear and gloves should be worn when handling waste.
- Smoking and the use of mobile phones is prohibited.
- Users should sort and separate different materials before their visit, ensuring materials are placed into the appropriate containers at the site.
- Where requested, users will be required to provide proof of residency and complete a waste declaration form. Until it has been confirmed where the waste has come from access to all sites may be restricted.
- Deposited goods may be sold or reused through a variety of outlets in order to reduce what is sent for disposal. The exchange or sale of goods on site between individual users is not permitted.
- Automatic number plate recognition (ANPR), CCTV and body camera monitoring is in place at all sites.
- For safety reasons, pedestrian access is ONLY permitted on sites where a dedicated gate is present.
- Foul or abusive language to staff or anyone else on site will not be tolerated and will result in future access being restricted.
- Waste may be checked on arrival, site attendants reserve the right to publically open any bags and/or boxes in order to check contents.
- Items that we do not accept should not be left on site.
- Where a resident or charity permit is required it must be presented before using the site.
- Trailers over 3.5m in length and vehicles above 3.5 tonnes gross vehicle weight are not permitted to use the HWRCs. Due to access restrictions, trailers over 1.5m are not permitted at either Tattenhall or Frodsham HWRCs, and trailers over 2.5m are not permitted at Northwich or Neston.
- Depositing waste when the site is closed, either outside the gate or elsewhere, is fly tipping and subject to enforcement action.
- All vehicles entering any HWRC must display number plates that meet legal requirements. In particular, all plates must be made from a reflective material and if towing a trailer the plate must match the vehicle towing it.

working in partnership

Cheshire West & Chester Council
What you can expect from us

We aim to provide the highest standard of customer service to our residents’.

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**Staff code of conduct**

- Members of staff will be available to assist customers in operational areas. If requested, assistance will be provided where safe to do so.

- Staff will assess customers’ needs, provide guidance and offer assistance. Staff will be helpful, polite, respectful and fair.

- Staff members are easily identified by their work wear, branded hi-vis waistcoat and unique ID badge. Staff will provide their first name when asked to do so.

- Customer queries will be dealt with in a polite, honest and courteous manner.

- Staff will be able to provide contact details of the Council’s customer services team.

- Staff members demonstrate competence by operating in accordance with HWM’s policies and procedures to ensure all sites are operated in a safe and compliant manner. This includes giving regard to health and safety, the environment, equal opportunities, ethical and corporate responsibility, and social media use.

- Incidents of bad practice will be investigated and dealt with in accordance with the company’s disciplinary process.

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For more information

visit: cheshirewestandchester.gov.uk

or tel: 0300 123 7042