

2. Appendix 2

Household Waste Recycling Centre Customer Charter



We want our residents' visits to the household waste recycling centres to be a positive experience and this charter outlines what you can expect from us and what we expect from residents, based on our service policy.

1 Our commitment to you:

- We are committed to providing excellent and efficient local services and we have a duty to provide places for residents to dispose of their household waste. There are household waste recycling centres (HWRC) across the borough, where we aim to reuse, recycle, compost and treat all waste delivered to the sites
- We are committed to maintaining high standards at our HWRC and will ensure they remain safe, secure (using CCTV, ANPR and body cameras) and clean places to use, work in, or live near to.

The sites will be open at the following times:

April to September - 8.30am to 5pm

October to March - 8.30am to 4pm

- Sites are open every day for the sole use of residents of Cheshire East Borough. We may ask for confirmation of your address. We are closed on 25th December.

2 Staff

- Responsible for their own safety and will not do anything to endanger others' safety on site
- Polite, courteous, helpful and professional at all times
- Wearing uniform, high visibility clothing and an identity badge and can help you if you need assistance while using the site.

- Direct you to the correct recycling containers for your waste
- Mindful of minimising the impact of the service on the environment
- Will ensure that recycling centres are clean, tidy, safe and hazard-free.

3 What we expect from you:

Before your visit

- Give yourself enough time. Do not arrive with less than 15 minutes to closing time because there may be other users on site and you may not have time to unload
- Wear appropriate clothing and footwear – no flip-flops or high heels etc. Bring safety or gardening gloves for off-loading your waste
- Bring waste you can comfortably manage to carry
- Consider if bulky or oversized items could be collected by our charity partners, for a charge
- Separate your wastes by material before arriving at the recycling centre.

On-site parking

- Only park in the marked parking areas or where instructed to do so by staff
- Be aware of other site users and moving vehicles - walk in the marked walkways and use the pedestrian crossings
- Children under the age of 16 and pets should always stay in your vehicle
- Please obey site speed limits and traffic signs. (5 mph signs on sites)
- Report to staff if you have any hazardous waste such as chemicals, batteries, paint etc. or if you spill anything on site e.g. paint, oil etc.

4 Behaviour and instructions

- Please treat our staff and other site users with respect. Staff will not tolerate verbal or physical abuse, aggressive or bullying behaviour – see our full policy for more details
- Be responsible for personal items such as keys, handbags and mobile phones
- No smoking
- Recycle as much of your waste as possible in the appropriate containers.

5 Safety

- It is your responsibility to ensure your safety and that you do not do anything to endanger others' safety on site
- Take care when depositing waste into the containers and do not lean over into them
- Take extra care in wet, icy and snowy weather, particularly on the steps to the containers
- Follow any staff instructions regarding health and safety and heed any fire alarms or other emergency warnings
- Entering a waste container is strictly forbidden.