



Reuse and Recycle Centre User Guidelines

General Advice

- Please take advice and instructions from the site staff.
- Visitors to the site enter at their own risk, and must assume responsibility for their own health and safety and should dress appropriately.
- Staff will remove items from vehicles but only if a request for assistance is made.
- All items deposited at the recycling centre are the property of Lewisham Council and must not be removed.
- Please be patient and considerate to other centre users.
- In event of fire or emergency where the centre has to be evacuated, the public should leave in an orderly, but speedy fashion, centre staff will instruct the public in this action.

Conduct on Site

- Drivers must observe the centre speed limit and observe all prohibition, direction, information and warning signs.
- Walkways provided should be used and items must not be thrown from the floor into containers.
- Smoking is not allowed in the centre.
- Children and animals are not allowed out of vehicles at any time, the centre is a high risk area.
- Do not approach, touch or operate any machinery or plant.
- Vehicles with inappropriate loads will be rejected.
- Vans with unacceptable and acceptable mixed loads, e.g. DIY waste and green waste, will be rejected.
- "Man & Van" vehicles are not allowed on site, even if hired by a resident. This is due to the fact that the waste will then be classed as trade waste, as it is being dealt with on a hire and reward basis. This has in the past been abused by traders attempting to dispose of commercial waste.
- If a resident hires a man and van they are advised that they will no longer be able to bring that waste into the centre and the waste carrier is responsible, along with the resident, to ensure the waste is disposed of properly.
- Residents who hire a van and drive it themselves will be allowed on to site.

Vehicles

- No commercial vehicles are permitted to use the site, other than authorised contractors, where the centre may be closed for a period for health and safety reasons.
- All vehicles may be subject to inspection of their load prior to admission to the centre and throughout unloading.
- Vans are allowed in four times per financial year (1st April to 31st March) regardless of place of origin. All vehicles will be monitored and enforcement action taken if the number of visits is abused.
- Vans will not be allowed entry to the site from 30 minutes before closure.
- All other vehicles will not be allowed entry to the site from 10 minutes before closure.

- Residents are not permitted to park their vehicles outside of the site and walk items in. This may cause congestion outside the site and poses a significant health and safety risk.
- No trailers allowed.
- No open back vehicles allowed.

Materials

- No trade waste allowed including waste removed by private contractor on behalf of a resident.
- Excess "Non- Household" (Construction & Demolition (C&D) waste & landscaping waste) waste will be monitored and details of the load and resident will be taken.
- Display units (TVs and monitors), fridges and freezers will be counted and numbers deposited will be recorded. (You may be asked to fill out a form regarding this). Please ensure refrigerant units are cleared of all food.

DIY waste will not be accepted at the Reuse and Recycle Centre as it is classified as industrial waste. Examples of DIY waste are:

- Bath • Window frame • Sacks of general DIY waste • Kitchen unit
- Sack of rubble • Fence panel/post • Water tank • Toilet Pan • Plasterboard
- Sack of soil • Worktop • Cistern • Standard door

Whilst every effort is made to accept as much and varied waste types as possible, the site is licensed by the Environment Agency and has to work within laid down parameters.

Our promise to you:

- We seek to provide you with the highest standard of customer service. We will treat you with respect and courtesy and we expect the same in return.
- Abusive behaviour will not be tolerated.
- Any verbal or physical abuse – including sexist, racist or homophobic behaviour – will be reported to the appropriate authorities.

CCTV Cameras operate on this site

The Objectives of the CCTV system are:

- To protect buildings and assets.
- To increase personal safety and fear of crime
- To support the police in a bid to deter and detect crime
- To assist in identifying, apprehending and prosecuting offenders
- To protect members of the public and private property
- To assist in management of the facility

Please Note: Data collected on site will not be shared outside of the council.