

FAQs

Why do I have to make an appointment?

It is very important that we protect staff and visitors to the Household Recycling Centres. We are using this appointment system to help people keep the correct social distance, which means there are only a limited number of appointments available each day. We have made appointments available every day for 4 weeks.

How do I book a slot at the Household Recycling Centre?

The easiest way to book an appointment is using the booking form on our website. If you don't have internet access, you can ring our Advice Team on 01492 575337.

How many appointments can I book?

Each household is allowed one visit, to make sure that everyone who wants to use the centres can get an appointment.

Do I need to use the same vehicle that I booked the appointment for?

Yes – we will check your registration number against the booking.

What happens if I can't make my appointment?

If you know in advance that you can't make your appointment, please let us know so that someone can use this time.

Can I bring extra items that I didn't list when I booked?

Yes, but please remember we can't take carpets or textiles (clothes). We're asking for information on the main items you are bringing to help us manage the site.

How do I get to the Mochdre site?

Access to the Mochdre site will be from Dinerth Road only, with a one way system operating.

What will happen when I get to the Recycling Centre?

- Please arrive as close to your time slot as possible, to avoid queues.
- Stay in your car with your windows up until staff direct you to drive into the centre.
- You will then have 10 minutes for your visit to the site. Please make sure you finish unloading your waste within this time.
- Only one person will be allowed out of the car, so please only bring items you can carry yourself.
- We strongly recommend you sort your waste before you come, to make sure you can unload within your 10 minute slot.
- Please keep at least 2m (6 feet) away from all other users of the site.

If you do not respect social distancing or are abusive to staff at the site, you will be asked to leave and the Police may be called.

Can the Centre staff help me to unload my vehicle?

No. To keep you and the staff on site safe, we will be keeping to social distancing. This means staff will not be able to help you unload.

Only one person will be allowed out of the car, so please only bring items you can carry yourself.

Do I need to sort my household rubbish and separate out the recycling?

Yes, please do this before you come. You should separate out glass, plastic bottles and tubs, cartons, tin cans and paper and card.

What should I do with waste if I've been self-isolating?

If your household is currently self-isolating because someone has viral symptoms, you must not come to the site. If you have just finished self-isolating, please make sure that household waste has been double-bagged and left for at least 72 hours before you bring it to the site.

Do I have to pay to bring my rubbish to the Household Recycling Centre?

If you are bringing items such as wood, rubble, plastic doors or window frames, kitchen units or bathroom suites, you will need to pay a small fee. You can check the full list of items and the charges on our website.

To help prevent delays and reduce contact at payment machines, we are waiving some of the usual charges for non-household waste. You will not be charged for up to 3 bags of rubble, soil or wood.

How do I pay for bringing items such as wood, DIY waste or window frames?

There are chip and pin card payment terminals at the Household Recycling Centre. The machines are sanitised regularly.

We can't accept cash or cheque payments.

Why can't I bring carpets or textiles (clothes) to the Household Recycling Centre?

At the moment, some of the companies who usually take our waste are not operating, and the St David's Hospice Reuse Shop is not open. Please keep hold of these items until we can process them.

Why can't I bring a trailer or van to the Household Recycling Centre? It's a personal vehicle, not a trade vehicle.

If you have a permit for your van, you will be allowed to book an appointment. You can apply for a permit on our website.

We have limited space at the Household Recycling Centres – we are not allowing loads in trailers because these tend to take more time to offload, meaning fewer appointments would be available.

How are you protecting the staff at the Household Recycling Centre?

All staff will comply with social distancing guidelines on site, and have PPE to allow them to carry out their duties safely. Please help us to keep them safe by keeping your distance 2m (6 feet) away.