

# FAQs – Voluntary and Community Group Household Recycling Centre Passes

## **How many visits am I allowed per year?**

Each voluntary and community group is able to purchase a maximum of 12 visits per year. You can purchase a single 12-visit permit or two 6-visit permits.

## **What if I use all my visits before the end of the year? Can I buy another pass?**

No. Each voluntary or community group is only entitled to a maximum of 12 visits. If you have items to dispose of you will have to make an arrangement with a private contractor to dispose of these.

## **What if I don't use all my visits within 12 months?**

The permits do not expire. You can continue to use the same permit until all of your visits have been used up.

## **When can I renew?**

The earliest you can renew is three weeks prior to your annual renewal date. This is because it can take up to three weeks for your request to be processed. This date will be shown on your permit.

## **What items can I dispose of?**

Your permit allows you to dispose of recyclables that have been donated by Wiltshire residents for reuse, but you have been unable to reuse or resell them. You are only able to bring in items that we are able to recycle at the household recycling centres. You are not able to dispose of any non-recyclable items. For a full list of recyclable materials, please visit <http://www.wiltshire.gov.uk/household-recycling-centres>

## **Who can apply for a permit?**

You will only be able to apply for a recycling centre permit if you are a voluntary or community group whose goods have been donated by Wiltshire residents but you have been unable to reuse or resell. Please see our Eligibility Criteria to ensure you are able to apply.

## **We held a community litter pick – can we have a one off pass?**

Yes. Please contact the council on [wasteandrecycling@wiltshire.gov.uk](mailto:wasteandrecycling@wiltshire.gov.uk) or 0300 456 0102 to see how we can help.

## **What vehicle can I use?**

You must use a vehicle which is listed on your pass. You can list up to THREE vehicles on a permit.

In addition, the following vehicles are not permitted at any recycling centres:

- Any vehicle over 3.5 tonnes gross/laden weight;
- Trailers over 3.0 metres in length;
- Horse boxes;
- Vans or commercial type vehicles towing any size of trailer.

## **What happens if we change our vehicle or move premises?**

If you change your address or vehicle please return your permit to the council, along with details of the changes required. You will not be issued a new permit until the council has

received your old permit. Your new permit will be pre-stamped to reflect the visits already recorded on your old permit.

**What happens if my permit gets damaged?**

If your permit gets damaged at any time please return it to the council. You will be issued with a replacement permit which will be pre-stamped to reflect the visits recorded on your old permit.

**What happens if I lose my permit?**

You are responsible for keeping your permit safe. If you lose your permit please contact the council to discuss your options.

**We have more than one shop or warehouse. Can we have more than one permit?**

No. Permits are issued to the voluntary or community group. Each voluntary or community group is only entitled to a maximum of one permit, regardless of the number of locations the group operates from in Wiltshire.

**We are a school, are we able to apply for a permit?**

No. You will need to make arrangements with a private contractor to dispose of your waste. You can download an information pack for recycling in schools at – [www.wiltshire.gov.uk/commercial-waste](http://www.wiltshire.gov.uk/commercial-waste)

**Can I cancel my permit and get a refund?**

You are able to cancel your permit at any time by contacting the council, however we are unable to provide any refunds for unused visits.

**Can we use waste transfer stations as one of our twelve visits?**

No, the permits only allow access to Wiltshire's household recycling centre. Pass holders will not be able to use any of Wiltshire's household recycling centres with their permit.

**Can I pay for my permit using a debit or credit card rather than a cheque?**

The council would prefer cheque payments for these permits however we can accept debit or credit card payments over the telephone.

**We need to raise a purchase order for this payment, can you issue us with an invoice?**

The council would prefer cheque payments for these permits however we can raise an invoice if that is required by your organisation. Please contact us for more information.

**Can you provide me with a receipt for my payment?**

Yes, the letter you will receive with your permit will provide you with your payment receipt number. We can also send you email payment receipts should you provide an email address.