

**I have more than one type of waste; can I bring multiple types of waste?**

Yes, you can. However, due to COVID-19 measures, you will only be able to use the site in your 15-minute time slot, and staff cannot help with manual handling. Please only bring what you can lift and dispose of in your allocated time.

**I don't live in Brent, but I do live in one of the WLWA boroughs, can I still come to Abbey Road Household Reuse and Recycling Centre?**

Yes, we are letting in residents from other WLWA boroughs (Ealing, Harrow, Hillingdon, Hounslow and Richmond), but you will need to bring proof of residency (photo ID, utility bill).

**What are the opening times for Abbey Road Household Reuse and Recycling Centre?**

Abbey Road Household Reuse and Recycling Centre is open to the public Thursday to Monday, 8am-4pm. Last entry for vans only is at 3.30pm.

**Do I need to bring proof of residence to Abbey Road Household Reuse and Recycling Centre?**

Bring photo ID and utility bill (electricity, gas, council tax). The utility bill can be shown on a smartphone.

**How should I sort my waste?**

To maximise the efficiency of your trip, sort waste into the following categories:

Green waste, textiles, lightbulbs, small electricals, large domestic electricals, TVs, refrigerators and freezers, asbestos, non-recyclable (black bin waste), batteries (car), batteries (household), books, cardboard, hazardous household chemicals, fluorescent tubes, gas bottles, hardcore and rubble, mattresses, paint (and dry empty metal paint cans), plastics, scrap metal, used engine oil, wood and timber, tyres, fire extinguishers, cooking oil, bulky non-recyclable, bulky recyclable

**Do I need to social distance?**

Yes. You must stay at least 2 metres away from other residents, and site staff at all times. Site staff will not be able to assist you unloading

**Do I need to double-bag my waste?**

Waste does not need double bagging. Under current government guidance, you only need to double-bag kerbside waste if you have covid-19 symptoms. If you have covid-19 symptoms you need to isolate and should not be outside, including visiting Abbey Road Household Reuse and Recycling Centre.

### **What if I miss my slot time?**

We are allowing residents to enter up to ten minutes after their slot time has finished. After this time, we are unable to admit residents and you will be required to re-book. Please note that all cars are required to vacate the premises no later than 15 minutes after the slot has finished, no matter what time you arrive. Vans will have 30 minutes to unload.

### **I am unable to make my slot; can I change it to another time?**

Yes, you can change your booking via a link in your confirmation email. If you no longer have your confirmation email then please visit [here](#) and enter....

If you are unable to change your booking slot online, then please email [bookings@westlondonwaste.gov.uk](mailto:bookings@westlondonwaste.gov.uk) for further help.

### **Do I need to wear PPE at Abbey Road Household Reuse and Recycling Centre?**

Not for using our HRRC however we do recommend you wear sturdy foot wear. Gloves and a face mask.

### **Do I need to pay to dispose of my waste and recycling?**

DIY waste and three or more mattresses are chargeable, for more information please see [here](#)

### **Do I have to come on my own?**

No, but you must adhere to social distancing rules with anybody outside your party. Two people maximum from the same household are allowed in one vehicle.

### **I am planning to hire a vehicle and don't know the registration plate, what should I do?**

You can write HIRE into the registration field box.

### **How far in advance can I book my slot?**

We will be releasing booking slots two weeks in advance only. Please check back for new slots being released.

### **What if I need help unloading my waste?**

You can bring someone you live with to help unload, but only bring what you can lift. Staff cannot assist you with manual handling.

### **What recycling can I bring?**

Metal, Wood, Carpet, non-recyclables, Bulky non-recyclables, green waste, Mattresses, Paper and Cardboard, Electrical equipment, Fridges and freezers, Textiles/Clothes, Gas small gas bottles, Small fire extinguishers, Soil, Stone, Ceramics, Plasterboard, Cooking oil, engine oil, fluorescent tubes, books, print cartridges, glass bottles, plastic bottles, Car batteries, household batteries.

### **Can I bring my trailer?**

Yes, Cars can bring a small trailer; visits to Abbey Road Household Reuse and Recycling Centre. You only have 15 minutes on site to unload before you will be asked to leave.

### **Can I bring my neighbours waste and recycling?**

As long as you can lift the waste you are bringing to site, then it is okay to bring your neighbours waste and recycling. Please abide by social distance measures when collecting neighbour's waste and make sure you wash your hands thoroughly. If your neighbours are showing symptoms then do not take their waste and recycling.

### **What if I need to make multiple trips to Abbey Road Household Reuse and Recycling Centre?**

Unfortunately, due to the anticipated demand from residents we are limiting visits to two per day per resident, with a cap of three maximum for the week, for the foreseeable future. When we can amend this policy, we will announce the change.

### **I didn't get a booking reference number?**

If you have lost your booking reference number but do not need to cancel or amend your booking then it is fine to come to site without it. We will be able to find your booking with additional information. If you do need to cancel or amend...

### **I am self-isolating, can I come drop off my waste and recycling?**

No. If you have experienced any COVID-19 symptoms or are self-isolating to protect other people, you cannot use the site. If you are self-isolating because you are vulnerable, we would advise against coming to Abbey Road Household Reuse and Recycling Centre under government guidelines.

### **What waste is not accepted at Abbey Road Household Reuse and Recycling Centre?**

We are currently accepting all waste. However, where possible please use your kerbside collection for black bins (non-recyclables) and dry mixed recycling (plastics, paper, cardboard, tins and glass).

**What waste is chargeable, how much is it and how do I pay?**

- Three or more mattresses
- If you bring a mix of chargeable waste with non-chargeable waste, you will be charged as a whole
- There is also a charge for DIY waste.

Please see [here](#) for more information.

**What can I put in the black bag (non-recyclables) waste bin?**

Please place non-recyclable plastics, CDs and DVDs, bulky waste and general household waste in the black bin.

Please do not include: textiles, wood, electricals (small and large domestic), fridges and freezers, lightbulbs and fluorescent tubes, batteries (car and household), green waste, asbestos, books, cardboard, hazardous chemicals, gas bottles, hardcore and rubble, mattresses, paint, recyclable plastics, scrap metal, TVs, engine oil and wood, tyres, cooking oil, fire extinguishers, gas bottles, hazardous household chemicals.

**How do I know which bin to use?**

There will be clear signs around Abbey Road Household Reuse and Recycling Centre and if you need help, you can ask a member of staff by standing by your vehicle and raising your hand

**What if I need to change the vehicle I am bringing to Abbey Road Household Reuse and Recycling Centre?**

Amendments can be made to your booking by following the link provided in your confirmation email. If you no longer have your confirmation email then...

Please email [bookings@westlondonwaste.gov.uk](mailto:bookings@westlondonwaste.gov.uk) with as much notice as possible to let us know the change of registration.

**What if I can't book a slot online?**

If for some reason you are unable to book online, you can give us a call on 020 8937 5050. However, we are expecting high call volumes, please be prepared to queue.