

HWRC ENQUIRIES

Please direct all HWRC enquiries/compliments/complaints to Hantsdirect on 01962 841841.

A brief summary of the permit scheme is below...

The Permit Scheme - Vehicle Access and Limits

Research shows that the majority of trade waste is delivered to HWRCs in commercial type vehicles such as vans and large trailers. As trade waste is not permitted at HWRCs, vans and commercial vehicles have restricted access to prevent trade waste being deposited. The household permit scheme allows access for householders who use a commercial type vehicle to dispose of their household waste.

- **Cars and 4 x 4's** can enter the HWRCs without a permit
- **Commercial vehicles** are defined as those that have no rear windows and/or no rear seats, and/or an open back and need a permit to enter the HWRC. However, vans that have been hired for fewer than two days are permitted to enter the HWRCs as long as they show the site staff their hire purchase agreement document. The weight restriction for commercial vehicles is **3.5 tonnes**, vehicles heavier than this cannot enter the HWRCs as they cause congestion and studies suggest they are most commonly used to deposit trade waste.
- **Trailers** up to **1.8 meters** in length can enter the HWRC's without a permit. Trailers between 1.8 and 3 meters in length need to apply for a permit and trailers longer than **3 meters** are not allowed to enter the HWRCs.

For further questions on the permit scheme or to apply for a permit, please forward customers to Hantsdirect.

FREQUENTLY ASKED QUESTIONS

[How do I apply for a permit?](#)

[How can I dispose of bulky furniture items from my home?](#)

[How can the business I work for start recycling?](#)

[Why did I have to fill out a disclaimer form when I visited the HWRC?](#)

[Where does the money go from the HWRC sales area?](#)

[Where can trade waste be taken?](#)

How do I apply for a permit?

Call Hantsdirect, or apply online at: <http://www3.hants.gov.uk/waste-and-recycling/tradewastecontrols.htm>

How can I dispose of bulky furniture items from my home?

Bulky household waste such as fridges, sofas or televisions can be taken to any HWRC by the home owner and disposed of free of charge. If this cannot be done, the district council may be able to offer a collection service.

If neither of these options are viable, [please see the information available on alternative disposal routes.](#)

How can the business I work for start recycling?

Contact the Environment Agency on 08708 506 506 for details of commercial or industrial waste services in your area, or see:

<http://www.integra.org.uk/wastedirect.html>

For ad hoc disposals of trade waste, [please see the information available on alternative disposal routes.](#)

Why did I have to fill out a disclaimer form when I visited the HWRC?

This is to verify that the waste is from your own home. HWRCs are for household waste delivered by the house owner only, they are not licensed to accept trade waste. Due to the nature of the waste and/or the vehicle being used, site staff may have reason to believe that the waste may have come from a trade source or activity (e.g. you may have been driving a branded vehicle).

Where does the money go from the HWRC sales area?

Site staff are encouraged to recycle or reuse as much waste as possible to prevent it going to landfill. As part of their site management contract, they receive any money from selling items on the site as an incentive for reusing and recycling more.

Where can trade waste be taken?

There are a number of options for disposing of trade waste. Many charity and community organisations offer reuse and/or recycling schemes for unwanted items or materials. There are also a variety of facilities which will recycle or dispose of trade waste for a fee, [please see the information available on alternative disposal routes.](#)

Useful Website Links

The following links may be of use when answering other frequently asked questions:

- **Main website**
<http://www3.hants.gov.uk/waste-and-recycling.htm>
- **Find my nearest HWRC**
<http://www3.hants.gov.uk/waste-and-recycling/hwrCs/find-hwrc.htm>
- **Waste acceptance and site regulations**
<http://www3.hants.gov.uk/waste-and-recycling/hwrCs/hwrc-wasteacceptance.htm>
- **Permit scheme for vans and trailers**
<http://www3.hants.gov.uk/waste-and-recycling/tradewastecontrols.htm>
- **Waste disposal infrastructure**
<http://www3.hants.gov.uk/waste-and-recycling/infrastructure.htm>