

Tip Shop opens to public at Level 1

Q: When will the Tip Shop reopen to the public?

A: The Tip Shop will reopen to the public on Thursday 11 June at 8.30am.

Q: Why can't the Tip Shop open immediately we enter Level 1?

A: Much of the team have been seconded to other areas of the Landfill to manage physical distancing and traffic plans, so will now be free to get the shop ready for customers again – which will take a day or two.

Q: What hours will the Tip Shop be operating?

A: The Tip Shop will be open normal hours, 8.30am – 4.30pm Monday to Saturday, and 9am – 4.30pm on Sundays. However, drop off for donations and e-waste is only open 8.30am – 2pm Monday to Saturday, and 9am – 2pm on Sundays.

Q: Will the Tip Shop accept cash?

A: Yes, all forms of payment will be accepted.

Q: When's the best time to go to the Tip Shop to avoid queues?

A: If possible, we recommend that you either delay your visit or come to the Tip Shop during the week – this will allow us to better manage queues and prevent people being turned away.

Please avoid weekends if possible, as queues are anticipated to be long.

Q: Why will there be queues?

A: On a pre-COVID-19 day, the site of the Recycle Centre and Tip Shop is a busy place. We know lots of people spent time during lockdown having a clear out of their houses, garages and shed. Lots of our customers have been asking when the Tip Shop will open, so we are anticipating a spike in visitors when we reopen

Q: How will you manage queues?

A: We have made changes to the layout in the car park and in store. Staff will be on hand to advise and assist, and we ask you to continue to be patient and kind.

Q: Will I be turned away if the queues are too long?

A: Possibly. We need to make sure that queues to the Recycle Centre and the Tip Shop don't impact on other traffic and that the roads on the landfill site are kept safe.

Q: Why can't you have longer hours at the Tip Shop to deal with the demand?

A: We need to make sure that our operations are safe. As it is nearly dark at 5pm, we need to make sure that we don't have members of the public on site after this time, as it is too difficult for us to manage safety risks.

Q: Are you still accepting the same items for drop off at the Tip Shop as pre-COVID?

A: Items accepted have changed slightly, for example we can't accept any textiles at the Tip Shop or the Recycle Centre as these are difficult to clean. This includes clothing, soft furnishings, mattresses and upholstered furniture.

Please ensure all items donated are clean and fit for purpose.

Depending on sales and stock levels our accepted items can vary from day to day; please don't be offended if we are unable to take your goods.

Keep an eye on the [Tip Shop Facebook page](#) where we'll post any updates

Q: Will contact tracing be in place?

A: Yes, we'll be taking your details at the Tip Shop drop off and in store. This information is being collected to assist in the management of the COVID-19 pandemic. It will be given to the Ministry of Health and/or the District Health Board on request in the event that it is required for contact tracing purposes. We will not use it for any other purpose, and will destroy it after two months. It will be kept at the Southern Landfill. You have a right to access and correct any information we hold about you.

Q: Do you have a contact tracing app?

A: Yes, there will be the Ministry of Health QR code in place.