

Recycle Centre opens to public at Level 2 – with precautions in place

Q: When will Recycle Centre reopen to the public?

A: The Recycle Centre reopened to the public on Friday 29 May at 10.30am.

Q: What hours will Recycle Centre be operating?

A: The Recycle Centre will be open normal hours, 8.30am – 4.30pm Monday to Saturday, and 9.00am – 4.30pm on Sundays.

Q: When's the best time to go to the recycle centre to avoid queues?

A: If possible, we recommend that you either delay your visit or come to the recycle centre 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 recycle centre is a busy place. At level 2, we are required to manage physical distancing – this limits the number of people who use the recycling station at any one time. This means we will be operating at a much reduced capacity to normal and mean that your wait will likely be longer than normal.

Q: How will you manage queues?

A: We will have traffic control on site to make sure that the queues are managed and that appropriate physical distancing between people is maintained.

The site is set up differently to how we normally operated, and staff will be on site to guide you the right place.

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 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 recycle centre 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: Will the recycling that I drop off be recycled?

A: Yes, the sorting plant has reopened so all recycling dropped off will be taken there to be processed.

The bins will be emptied on a daily basis.

Please make sure that what you drop off is clean and not contaminated, as contamination in a bin has the potential to send all of the contents in the collection truck to landfill.

Q: What happens if the bins fill up during the day?

A: If the bins are all full part way through the day, the site will be closed until the following day. We'll advise the contact centre and social media teams if and when this happens.

Q: Will contact tracing be in place?

A: Yes, we will be recording your vehicle registration and the time of your visit. This will be done by taking a photo of your registration and this will be downloaded into our system – we won't be taking any images of people. 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 here 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: No. The WCC app is designed for indoor facilities and not appropriate for the recycle centre.

Q: Why don't you have a contact tracing app?

A: The WCC app is designed for indoor facilities and not appropriate for the recycle centre.

Q: Will the Tip Shop be open?

A: No. The Tip Shop will remain closed at Level 2, so we are advising customers not to bring any reusable items as these will be landfilled.

Q: Why isn't the Tip Shop open?

We are still working through how the Tip Shop will operate with the required hygiene requirement, contactless transactions and physical distancing. All of the items that are dropped-off at the Tip Shop need to be manually handled and closely inspected by our staff, so we need to make sure we can do this safely without putting our staff at risk of contracting the COVID-19 virus.

At this stage we plan to reopen in Level 1, but we'll be reviewing this, particularly if Level 2 is extended beyond mid-June.

We're working really hard towards getting our plans in place and the Tip Shop cleaned up so that we will be ready to open when Alert Level 1 is announced.