

Waste Management <waste.management.operation@norfolk.gov.uk>
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To:

- Waste Management

Good afternoon

I am writing to let you know that we are planning on reopening Bergh Apton Recycling Centre on Friday this week, this will be in the second wave of the part time sites to reopen along with Snetterton Recycling Centre.

Snetterton and Bergh Apton will bring the number of sites we have open to 18 out of the network of 20 and we plan to reopen the remaining two the following week. We have provided details on how the sites will operate on our website here www.norfolk.gov.uk/recyclingupdates and below are some answers to common questions about the sites. We will update the parish council and our website over the next two days.

What measures are we taking to protect the health and safety of our customers, staff and the wider community?

Social distancing of 2m and a strict cleaning regime will be in place at all sites, which will be reviewed following guidance on 1m distancing released this week. We have limited the number of vehicles allowed into each site at any one time, to give each vehicle enough space to safely empty their waste. We ask that residents only bring waste they can remove from their vehicle and deposit in the containers themselves, as staff will not be able to assist.

What type of waste and recycling are we accepting?

We are offering as full a service as is possible at this time, including all DIY Pay As You Throw and a trade waste service at our larger sites as usual. Unfortunately, we are unable to accept items for reuse.

When is the best time to visit the centre?

We expect the busiest times of day to be first thing in the morning, although we have observed that this can vary. Typical queuing times are around 20 minutes, but can be longer. We have employed traffic management teams as sites where queuing can be dangerous. If we have a significant queue then the team may ask residents to return at a later time.

Mrs J Piermont, Recycling Contracts Officer

Communities and Environment

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