

# Q&A

## Registering for the Sort It recycling centres

### Registration

#### Why do I have to register?

Vehicle registration has been introduced to make sure that only South Gloucestershire residents use the Sort It recycling centres and to stop commercial waste from being disposed of illegally at the household sites. This increases the cost of running the sites, processing waste and traffic which affects the service for South Gloucestershire residents.

#### How does the system work?

When you register your vehicle online, the information is stored and used by the ANPR (Automatic Number Plate Recognition) system at the Sort It recycling centres to identify whether vehicles have been registered.

When you register a vehicle that is restricted, the system keeps a count of how many visits that vehicle has made to the sites, so you don't need a permit book or electronic tag to get onto site.

The ANPR cameras scan the number plate of every vehicle entering the site. All of the number plates are recorded and made visible to site staff.

If a vehicle is not registered, the ANPR system will alert site staff who will turn away any unregistered vehicles.

If a vehicle is restricted to 12 visits a year, the ANPR system will show site staff when the 12 visits have lapsed.

#### How can I register my vehicle?

The quickest way to register is online at [www.southglos.gov.uk/sortitreg](http://www.southglos.gov.uk/sortitreg). If you do not have access to the internet you can call 01454 868000 or visit a One Stop Shop.

### **How far in advance will I need to register to use the site?**

You need to register at least 24 hours before you use a Sort It recycling centre

### **Can I register at the Sort It recycling centre?**

No, registration needs to be completed 24 hours before you use the site online at [www.southglos.gov.uk/sortitreg](http://www.southglos.gov.uk/sortitreg), over the phone (01454 868000) or at a One Stop Shop.

### **Can I have a form sent to me to register?**

We cannot send forms out. Registration can be completed online at [www.southglos.gov.uk/sortitreg](http://www.southglos.gov.uk/sortitreg), on the phone or at a One Stop Shop.

### **Will there be forms available in my local library or One Stop Shop?**

Registration is only available online, on the phone or at a One Stop Shop. Computers are available at the libraries for completing the form online.

### **If I forget to register, will I be turned away from site, even if I can prove I am a resident?**

From 5 September 2016 unregistered vehicles will be turned away from the sites. You can register at any time of the year, as long as you sign up 24 hours before you need to use the sites.

### **How will my personal information be stored?**

The vehicle registration scheme requires personal information to be given in order to work, including your name, address, vehicle details and contact details. This information will be held securely by the council. Registration numbers will be securely shared with SUEZ to allow the system to work but no other personal information will be passed to them.

### **When will you start to turn unregistered vehicles away from the sites?**

From 5 September 2016 only registered vehicle will be allowed on the sites. All unregistered vehicles will be turned away from the sites. Any vehicles disposing of commercial waste will be turned away and banned from site whether they are registered or not.

## **Do I have to register to use one site or can I still use all four Sort It recycling centres?**

Once you have registered you will be able to use all four sites. However we recommend that you check what can be accepted at the site you intend to use as there are restrictions in place. For example, the Little Stoke Sort It recycling centre does not have facilities to accept glass, paper, cartons, cans, paper, rubble, hard-core, plasterboard or tyres. There is also a 1.8m height restriction and ban on trailers using this site. Information about other restrictions can be found on our [website](#).

## **I have registered my vehicle, but the alarm still goes off when I enter the sites. What do I need to do?**

Occasionally the cameras may misread number plates if the fastenings are positioned very close to the letters or numbers, the vehicle approaches at an angle or too close to another vehicle. If the plate is misread, the site staff will check your vehicle number plate against the camera reading and see whether it is a misread or not.

The alarm may also go off if you did not enter your vehicle number plate correctly when you registered. You can check your registration details at [www.southglos.gov.uk/sortitreg](http://www.southglos.gov.uk/sortitreg) by clicking on 'Register now', entering your details and selecting 'check a vehicle is registered'. If the information is incorrect you will need to re-enter the details all vehicles registered to the address.

We have experienced a few issues affecting a small number of vehicles where the alarm has gone off and the camera has correctly read the number plate even though the vehicle is registered. We are currently working with SUEZ to resolve this issue. If you are affected you will need to either show proof of address and identification or confirmation receipt from when you registered your vehicle to site staff.

## **I changed my vehicle details and now the other car registered to my address is setting off the alarm. What has happened?**

When you change a vehicle's details or add a new vehicle to your address, all previously registered vehicle details are overwritten. You just need to re-register both vehicle's details.

You can check your registration details at [www.southglos.gov.uk/sortitreg](http://www.southglos.gov.uk/sortitreg) by clicking on 'Register now', entering your details and selecting 'check a vehicle is registered'. If the information is incorrect you will need to re-enter the details all vehicles registered to the address.

## **Standard vehicle registration**

### **How often is a car allowed to visit the Sort It recycling centres?**

Standard vehicle registration allows unlimited access to the sites. However, we do monitor usage and frequent users may be asked about the type of waste they are bringing to site to make sure it is not commercial.

Cars without rear or side windows or registered to a business do need to be registered as a restricted vehicle and are limited to 12 visits a year.

Registered users disposing of commercial waste using a car will be banned from using any of the sites.

### **My friend lives outside South Gloucestershire, but takes me to the Sort It recycling centre in their car. Will I still be able to do this?**

Yes, you can register your friend's car at your address, but you must go to the Sort It recycling centre with your friend to dispose of your household waste only.

### **I sometimes use my friend's car to drop items off to the Sort It recycling centre. Can I keep doing this?**

Yes, you can register your friend's car to your address.

### **I live in a shared/multi occupancy house and there are more than two cars in use. Can we register more than two vehicles to use the Sort It recycling centres?**

No, only two vehicles per address can be registered. You can change the registered vehicles at any time by visiting [www.southglos.gov.uk/sortitreg](http://www.southglos.gov.uk/sortitreg). Registering a new vehicle will overwrite **all** registered vehicles previously registered to the address.

### **I only use hire cars. Do I have to register each time?**

If your hire agreement is for five days or less you do not need to register, just bring the hire agreement, proof of address and identification to show to site staff. If your hire agreement is for more than five days you need to register the car to your address to use it at the sites.

## **Restricted vehicle registration**

### **Why are vans only getting 12 visits a year?**

A common problem at the sites is the number of people using them to dispose of commercial waste. The Sort It recycling centres are for the use of residents to dispose of their household waste and are not licensed to accept commercially produced waste.

Limiting vehicles designed for commercial use to 12 visits a year discourages those attempting to dispose of business and commercial waste illegally at the sites.

### **How will the 12 visits per year be monitored?**

Every time a restricted vehicle is used at the sites its number plate will be recorded. Once 12 visits have been recorded in a calendar year, you will be refused access in that vehicle until the 12 months have expired.

### **When do my 12 visits start?**

Your 12 visits start from when you register a restricted vehicle. The 12 month period to use your visits runs from 1 January until 31 December.

### **I have a blue badge and drive a van – will I only be allowed in 12 times?**

No. If your van has been adapted to meet your needs due to a disability then it is not limited to 12 visits a year. The 12 visit limit applies to all vans matching the definition of a restricted vehicle which can be found at [www.southglos.gov.uk/sortitreg](http://www.southglos.gov.uk/sortitreg).

Vehicles over 1.8m high and trailers are not allowed on the Little Stoke Sort It Recycling Centre at any time for health and safety reasons, even if the driver is a blue badge holder.

### **I only have access to my work van. Will I no longer be allowed on site?**

If you only have access to a work van, then you can register it as a restricted vehicle. You need to have the business owner's written approval which needs to be kept in your vehicle for verification on site. You will not be able to register any other vehicle at your address. It will be limited to 12 visits per year.

### **I come in every week to drop off extra black bags that won't fit in my black bin in my van. Will I be allowed to continue with this?**

If your van is classed as a restricted vehicle under the new definition, you can use the sites 12 times a year.

None of the sites accept bagged waste containing recyclable items. Anyone bringing bags of mixed waste to the Sort It recycling centres will have to open them for site staff to check that they only contain non-recyclable waste. If you do not wish to open the bags on site they can be taken home to be sorted.

You can recycle most of your household waste using the [kerbside collection](#). If you are struggling with the amount of waste in your black bin you can arrange a visit from the Waste Minimisation Team by calling 01454 868000.

### **I drive a 4x4 style pick-up truck. Is that classed as a car or a van?**

4x4 style pick-ups without rear seats need to register as a restricted vehicle, limited to 12 visits a year, to use the sites. If your 4x4 style pick-up truck has rear seats it can be registered as a standard vehicle. Vehicles over 3.5 tonnes are not permitted on site at any time.

### **I have a small van. Why am I only allowed to use the sites 12 times a year?**

The same rules apply regardless of the size of the van.

A common problem at the sites is the number of people using them to dispose of commercial waste. The Sort It recycling centres are for the use of residents to dispose of their household waste and are not licensed to accept commercially produced waste. Disposing of commercially produced waste at the household sites is against the law.

Limiting vans to 12 visits a year will discourage those attempting to dispose of commercial waste illegally at the sites.

### **Why are access times for large vans still restricted?**

We are confident that the registration system is working properly, however, we want to leave the access times for large vans in place until January 2017 to make sure the visits are counted properly.

### **I want to hire a van. Do I need to register it?**

If you hire a van or a restricted vehicle you need to bring your hire with a proof of address and identification when you visit a site. The hire agreement must be no longer than five days and the vehicle is allowed 12 visits - the hire document will be dated by site staff at each visit.

Access times for large vans will remain in place until further notice:

Mon to Fri 10:00am – 2:00pm

Sat 8:30am – 12:00pm

Sunday no access

There is a 1.8m height restriction and trailer ban at Little Stoke Sort It recycling centre

## **Commercial waste**

### **What should I do with my commercial waste?**

The Sort It recycling centres are provided for residents to dispose of household waste only. Anyone bringing commercial waste to the public sites will be turned away and banned from using the sites whether they are registered or not.

There are two transfer stations that accept commercial waste next to the Sort It recycling centres at Carsons Road, Mangotsfield and Collett Way, Yate. Charges apply. Alternatively you can use another commercial waste site.

You can register a business vehicle to your address, however you must have the business owner's permission to use the vehicle and you cannot register any other vehicles to your address.

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