

Recycling Centre Reopening – FAQ's

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When did Recycling Centres reopen?

Recycling Centres reopened with full access to facilities on Thursday 4 June. All sites are now open to households and commercial customers. If you are a Commercial Permit holder, you will also be able to tip chargeable waste and recycling through Friarton Weighbridge. Visit www.pkc.gov.uk/commercialpermits for more information.

Are all Recycling Centres open?

Yes. All 9 Recycling Centres are open. Blairgowrie, Crieff, Friarton, Inveralmond, Kinross and Pitlochry are all open Monday to Friday 9am to 7pm, and Saturday and Sunday 9am – 5pm.

Aberfeldy, Auchterarder and Bankfoot will be open Tuesday and Thursday 9am – 7pm, and Saturday and Sunday 10am to 5pm.

What are the operating hours/days?

Blairgowrie, Crieff, Friarton, Inveralmond, Kinross and Pitlochry are all open Monday to Friday 9am to 7pm, and Saturday and Sunday 9am – 5pm.

Aberfeldy, Auchterarder and Bankfoot are open Tuesday and Thursday 9am – 7pm, and Saturday and Sunday 10am to 5pm.

What can I dispose of at the Recycling Centre?

All facilities are available at each site - visit www.pkc.gov.uk/recyclingcentres for a full list.

Are there restrictions for any users?

No. All sites are open to households and commercial customers. However, there are social distancing requirements for commercial-type vehicles – please see visit www.pkc.gov.uk/commercialpermits and www.pkc.gov.uk/domesticexemptionpermit for more information.

I have a commercial permit – can I use the Recycling Centre?

Permit holders are permitted to use the site provided that you adhere to the new social distancing requirements described on www.pkc.gov.uk/commercialpermits.

If you are a Commercial Permit holder, you are also able to tip chargeable waste and recycling through Friarton Weighbridge (card payments only). Visit www.pkc.gov.uk/commercialpermits for more information. Alternatively you can

purchase pre-paid vouchers to use at PKC Recycling Centres out with Perth. Vouchers can be bought through our Customer Service Centre by calling 01738 476476. Please allow up to 7 days for these to arrive in the post. The pre-paid vouchers must be displayed on the dashboard of your vehicle for inspection by the Site Attendants. On arrival at the Recycling Centre, there is a bag that you will need to deposit your pre-paid voucher into while the Site Attendant socially distances.

I am a commercial customer – how do I buy pre-paid vouchers?

Vouchers can be bought through our Customer Service Centre by calling 01738 476476. Please allow up to 7 days for these to arrive in the post. The pre-paid vouchers must be displayed on the dashboard of your vehicle for inspection by the Site Attendants. On arrival at the Recycling Centre, there is a bag that you will need to deposit your pre-paid voucher into while the Site Attendant socially distances.

I have pre-paid Commercial vouchers, can I use the Recycling Centres?

Yes, we will only be accepting pre-paid vouchers for chargeable waste as there will be no cash or invoicing at this time.

The pre-paid vouchers must be displayed on the dashboard of your vehicle for inspection by the Site Attendants. On arrival at the Recycling Centre, there is a bag that you will need to deposit your pre-paid voucher into while the Site Attendant socially distances.

Can I bring a commercial type vehicle on site with my Domestic Exemption Permit?

Yes but you will need to adhere to the social distancing guidance featured on www.pkc.gov.uk/domesticexemptionpermit.

How much waste can I take with me?

There is no limit to the volume of waste and/or recycling you can bring in but we would ask that you separate and organise your recycling prior to your visit to reduce the amount of time you are required to be on site. We are asking users to be mindful of social distancing on site, therefore only bring someone to help you (from your household) if necessary, for example if you have a bulky item to dispose of.

Can I make multiple visits?

Yes.

What should I expect when I arrive?

When you enter the site, please remain in your car and follow on site signage and advice from Site Attendants.

You will likely be asked to queue – please stay in your vehicle. We will be operating a one-in-one-out policy. If you arrive at the site and there is no where to queue off the road, then please leave and return another time.

If you are queuing, please only access a bay when instructed by the Site Attendant. Please ask any passengers to remain in the car unless their assistance is necessary, for example in lifting a bulky item.

Please continue to socially distance when unloading. This may mean waiting until ramps and walkways are clear before accessing skips. Please also remember to wash or sanitise your hands thoroughly after visiting the site.

We ask householders to please remain patient. Our sites continue to be extremely busy. Anyone failing to follow instructions given by signage or Site Attendants will be asked to leave, and details will be passed to the police.

What do I do when I arrive?

It is most likely that you will have to queue upon entry to the site. Please stay in your car and follow the instructions on signage and those given by the Site Attendants.

If there are many cars already queuing and there is no space to wait off-road, please leave and come back at another time.

Will I have to queue?

There continues to be high demand for access to Recycling Centres, so please be prepared to wait.

Will the Site Attendants help me unload my waste?

The health of our staff and householders is paramount, therefore, to ensure a social distance, and reduce the chance of coming into contact with surfaces which may contain COVID-19, our Site Attendants will not assist in the removal and disposal of any bagged waste. If you have bulky items to dispose of, please bring someone from your household to assist you.

Can I approach staff for help?

Staff will only be able to offer verbal advice. If you wish to ask a question while at the site, we ask you please ensure you maintain a 2m distance from staff. We

encourage householders to ask any questions in advance via email on recycle@pkc.gov.uk

Is there social distancing?

Yes. Please stay in your vehicle whilst queuing and park up at the bay assigned by the Site Attendant. There is at least 2m between each bay. Only one person per vehicle is permitted to exit the car and dispose of waste unless absolutely necessary. Please continue to socially distance when unloading. This may mean waiting until ramps and walkways are clear before accessing skips. Please also remember to wash or sanitise your hands thoroughly after visiting the site.

What steps are the Council taking to minimise the risk of COVID-19 at Recycling Centres?

Staff are provided with appropriate PPE, including gloves, anti-bacterial handwipes and gel.

Housekeeping on site has been increased, with staff instructed to increase cleaning frequency of areas such as handrails, particularly in split level sites where the use of ramps is required to access skips. Disinfectant spray is provided to enable periodic wiping down throughout the day, with more thorough cleaning of high contact areas at both the start and end of the shift.

Do I need to wear any protective clothing before I go?

There is no requirement to wear any protective clothing during your visit, so this will be at the householder's discretion. We do advise that you wash your hands thoroughly after visiting the Recycling Centre.

Will compost be available?

There is currently no compost at any of the sites. Due to the limited number of vehicles permitted per site to ensure social distancing, we must prioritise those looking to dispose of waste and recycling.