

COVID-19: North Luffenham Household Waste and Recycling Centre

This guide aims to help if you need to use North Luffenham Household Waste and Recycling Centre (HWRC) to dispose of essential waste while COVID-19 restrictions are still in place.

Waste should only be brought to the site if it can't be stored safely at home or disposed of in other legitimate ways.

Wherever possible, please continue to use weekly kerbside waste and recycling collections, our [Bulky Waste Collection Service](#) or hold on to bulk waste for a few more weeks.

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1. When will North Luffenham HWRC reopen?

We are planning to reopen North Luffenham HWRC from Tuesday 19 May 2020.

The site will be open six days a week (Tuesday to Sunday), from 10am to 4pm.

Vehicles that began queuing prior to 4pm will be able to access the site before gates close at 6pm.

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2. Why is only one site reopening?

Cottesmore HWRC remains closed until further notice. Operational constraints mean that it's not possible to reopen both sites at this time and North Luffenham is the larger of the two.

Although North Luffenham HWRC is reopening this is NOT a return to normal service. Reopening is subject to a number of special measures needed to maintain social distancing and run the site safely.

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3. Who is allowed to use the site?

Only people who live in Rutland and have registered their vehicle through the Council's website can use Rutland's household waste and recycling centres:

www.rutland.gov.uk/hwrcpermit

At this time, we can only accept essential waste. This means that waste should only be brought to the site if it can't be stored safely at home or disposed of in other legitimate ways.

Wherever possible, please continue to use weekly kerbside waste and recycling collections, our [Bulky Waste Collection Service](#) or hold on to bulk waste for a few more weeks.

No trailers of any size will be accepted on-site because of the need to move vehicles in and out as quickly as possible.

Please do not visit the site if you've had coronavirus symptoms in the last 14 days, are self-isolating or at high risk of contracting the virus.

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4. Why can't I book or make an appointment to use the site?

We cannot operate an appointment or booking system that offers pre-arranged timeslots to visit the site.

We can't predict how long people will need to unload and dispose of their waste, given the need for social distancing. A booking system would likely lead to wasted time, with some 'slots' being underused and other bookings 'running over'.

Large waste containers are also collected and transported away from the site at irregular intervals, when full. It's not possible to say when this will happen because the containers are filled at varying rates, depending on how much of a particular type of waste is brought to site. Because each collection takes 30 minutes or longer and requires part of the site to be closed, this would lead to 'bookings' being cancelled or overrunning.

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5. What special measures are in place?

To support social distancing and help keep everyone safe, a maximum of four vehicles are allowed to unload on-site at a time, with no more than two persons per vehicle.

Please avoid bringing excessive amounts of waste, so that we can get vehicles in and out as quickly as possible to help reduce queue times.

We're also asking people to pre-sort waste and separate out materials like metal, wood and plastic before traveling, to help reduce the amount of time spent on-site.

You must stay two metres away from anyone who is not a member of your household.

Staff at the site will provide instructions but can't help you unload or put waste items into containers.

The site will close for 15 minutes at 12.00pm, 2.00pm and 4.00pm each day so that areas can be cleaned.

To help manage congestion during opening hours, we're temporarily closing Glebe Road and Willoughby Road to through traffic so that these routes can be used exclusively by vehicles accessing and leaving North Luffenham HWRC. The closure will be in place between 8am and 6pm, Tuesday to Sunday, from Pilton Crossroads to the village of Morcott.

From Tuesday 19 May, access to North Luffenham HWRC will be from the direction of Pilton Crossroads only.

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6. Are trailers permitted on site?

No trailers of any size will be accepted on-site because of the need to move vehicles in and out as quickly as possible.

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7. What materials are being accepted?

The following items and materials are currently being accepted at North Luffenham HWRC:

- Non-recyclable household waste
- Garden waste
- Cardboard
- Wood
- Scrap metal
- Glass
- Hard plastics
- Carpets and mattresses
- Fridges and freezers
- Electrical items

Unfortunately, we can't take any textiles at the moment because the contractor who collects them is not currently accepting this type of waste.

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8. Where is North Luffenham HWRC?

North Luffenham HWRC is located just off Glebe Road, half way between the villages of North Luffenham and Morcott. The postcode for the site is: LE15 9DW.

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9. How do I get to the site?

To help manage congestion during opening hours, we're temporarily closing Glebe Road and Willoughby Road to through traffic, so that these routes can be used exclusively by vehicles accessing and leaving North Luffenham HWRC. The closure will be in place between 8am and 6pm, Tuesday to Sunday, from Pilton Crossroads to the village of Morcott.

From Tuesday 19 May, access to North Luffenham HWRC will be from the direction of Pilton Crossroads only.

There will be clear signage and extra staff in place to help direct traffic to and from the site. Please check the route before you travel as diversions will be in force.

Because only four vehicles are allowed to unload on the site at a time, please be prepared to queue. Stay in your vehicle while queuing to help with social distancing. Please do not leave your vehicle until it is necessary to get out.

There will be clear signage along Glebe Road to indicate the length of queue and your distance from the site entrance.

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10. What will happen when I arrive at the HWRC?

When you arrive at the site, staff will be on hand to provide directions and instructions but cannot help you unload your vehicle or put waste items into containers.

You will be shown where to unload and must stay two metres away from anyone who is not a member of your household.

Please bring only what you can handle safely and pre-sort your waste based on type of material before you travel. This will help to reduce the amount of time each vehicle needs to spend on site.

We ask all customers to be patient and respectful. We have a zero tolerance approach to any inappropriate or abusive behaviour towards our staff, contractors or other customers.

When you leave, exit from the site is right-turn only, heading towards the village of Morcott. Remember to wash your hands when you get home.

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11. How can I dispose of waste without using a HWRC?

We have lots of information about how to manage your household waste and recycling while COVID-19 restrictions are in place. Find out more at:

www.rutland.gov.uk/canyourwastewait.

Our paid-for bulky waste collections have also been increased and are currently available five days a week until 17 May.

We take a zero tolerance approach to fly-tipping and investigate all incidents that are reported to us. Where we have sufficient evidence we will prosecute fly-tippers to the full extent of the law.

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