AQs regarding Townmead Road Online Booking

I have more than one type of waste; can I bring multiple types of waste?
Yes, you can. However, due to COVID-19 measures, you will only be able to use the site within your 15 minute time slot and 30 minutes for vans. Site staff will not be able to help with manual handling. Please only bring what you can lift and dispose of within your time slot. Alternatively, you can book a bulky waste collection through your local council.

I don’t live in Richmond, but I do live in one of the WLWA boroughs, can I still come to Townmead Road Household Reuse and Recycling Centre?
Yes, we are letting in residents from other WLWA boroughs (Brent, Ealing, Harrow, Hillingdon, Hounslow), but you will need to bring proof of residency (photo ID, utility bill). If you arrive in a van, charges would apply for any waste you are carrying. Charges will also apply for any DIY waste brought in a van or car.

What are the opening times for Townmead Road Household Reuse and Recycling Centre?
Townmead Road Household Reuse and Recycling Centre is open to the public every day. Monday to Saturday 8am-4pm, Sunday 9am-4pm. Last entry for vans is at 3.30pm.

Do I need to bring proof of residence to Townmead Road Household Reuse and Recycling Centre?
Bring a recent photo ID and utility bill (electricity, gas, council tax). The utility bill can be shown on a smartphone.

How should I sort my waste?
To maximise the efficiency of your trip, sort waste into the following categories: Green waste, textiles, lightbulbs, small electricals, large domestic electricals, TVs, refrigerators and freezers, non-recyclable (black bin waste), batteries (car), batteries (household), books, cardboard, hazardous household chemicals, fluorescent tubes, gas bottles, hardcore and rubble, mattresses, paint (and dry empty metal paint cans), plastics, scrap metal, used engine oil, wood and timber, fire extinguishers, cooking oil, bulky non-recyclable, bulky recyclable. Tyres are not accepted at Townmead Road.

Do I need to social distance?
Yes. You must stay at least two metres away from other residents and site staff at all times. Site staff will not be able to assist you unloading.

Do I need to double-bag my waste?
No, it is not necessary to double bag your waste. Under current government guidance, you only need to double-bag kerbside waste if you have covid-19 symptoms. If you have covid-19 symptoms you must isolate and should not be outside which includes visiting Townmead Road Household Reuse and Recycling Centre.

What if I miss my slot time?
We are allowing residents to enter up to five minutes after their slot time has finished. After this time, we are unable to admit residents and you will be required to re-book. Please note that all cars are required to vacate the premises no later than
15 minutes after the slot has finished, no matter what time you arrive. Vans will have 30 minutes to unload.

I am unable to make my slot; can I change it to another time?
You are able to change or cancel your own booking online at book.westlondonwaste.gov.uk/myaccount. Please follow the instructions on our website to complete this. Please note you can change or cancel your slot up to two hours before the booked slot only. If you are unable to change your booking slot online, then please email recycling@richmond.gov.uk for further help.

Do I need to wear PPE at Townmead Road Household Reuse and Recycling Centre?
You are advised to wear appropriate PPE when visiting Townmead Road Household Reuse and Recycling Centre.

Do I need to pay to dispose of my waste and recycling?
Construction and demolition waste is chargeable if you live outside of the borough of Richmond upon Thames. If you are a Richmond upon Thames resident, you can dispose of up to six 80 litre bags of construction and demolition waste per month free of charge. Charges will apply when residents exceed the maximum free of charge quantities. Please see here for more information.

Do I have to come on my own?
No, but you must adhere to social distancing rules with anybody outside your party. Two people maximum from the same household are allowed in one vehicle.

I am planning to hire a vehicle and don’t know the registration plate, what should I do?
Please enter ‘HIRE’ into the online registration field box.

How far in advance can I book my slot?
We will be releasing booking slots two weeks in advance only. Please check back for new slots being released.

What if I need help unloading my waste?
You can bring someone you live with to help unload, but only bring what you can lift. Staff cannot assist you with manual handling.

What recycling can I bring?
Wood, green waste, glass bottles/jars, plastic bottles/pots/tubs/trays, metal, cans/tins, mattresses, lightbulbs, TVs and monitors, waste electricals, textiles (any condition – clean), batteries (car & household), books, paint, fridges/freezers, large appliances (white goods)

Can I bring my trailer?
Yes, you can bring a small trailer; visits to Townmead Road Household Reuse and Recycling Centre are limited to cars, motorcycles, bicycles and small vans only. You only have 15 minutes on site to unload before you will be asked to leave.

Can I bring my neighbours waste and recycling?
As long as you can lift the waste you are bringing to site, it is okay to for you to bring your neighbours’ waste and recycling. Please abide by social distance measures when
collecting neighbour’s waste and make sure you wash your hands thoroughly. If your neighbours are showing symptoms then do not take their waste and recycling.

**What if I need to make multiple trips to Townmead Road Household Reuse and Recycling Centre?**
Due to the anticipated demand from residents, we are limiting visits to two per day per resident, with a cap of three maximum for the week, for the foreseeable future. When we can amend this policy, we will announce the change.

**I didn’t get a booking reference number?**
Your name is your booking reference, but you will also have received a confirmation email or SMS text.

**I am self-isolating, can I come drop off my waste and recycling?**
No. If you have experienced any COVID-19 symptoms or are self-isolating to protect other people, you cannot use the site. If you are self-isolating because you are vulnerable, we would advise against coming to Townmead Road Household Reuse and Recycling Centre under government guidelines.

**What waste is not accepted at Townmead Road Household Reuse and Recycling Centre?**
Those waste materials not accepted are listed on the website (provide the link). However, and where possible, please use your kerbside collection for black bins (non-recyclables), and dry mixed recycling (plastics, paper, cardboard, tins and glass) and for those who are signed up for garden waste collection services.

**What waste is chargeable, how much is it and how do I pay?**
- There is a charge for DIY waste for non-borough residents and those residents who exceed the allocated allowance. Payment is by credit or debit card (not Amex) and charges start at £41.00 going up to £205.00 per tonne.
- All waste brought in a van from outside of the Richmond borough is charged at trade waste general rates and trade rates for green waste also apply.
- Trade waste general rates are a minimum charge of £41.00 going up to £205.00 p/t
- Trade waste green rates a minimum charge of £22.00 going up to £115.00 p/t

Please see here for more information.

**What can I put in the black bag (non-recyclables) waste bin?**
Please place non-recyclable plastics, CDs and DVDs, bulky waste and general household waste in the black bin.

Please do not include: textiles, wood, electricals (small and large domestic), fridges and freezers, lightbulbs and fluorescent tubes, batteries (car and household), green waste, books, cardboard, hazardous chemicals, gas bottles, hardcore and rubble, mattresses, paint, recyclable plastics, scrap metal, TVs, engine oil and wood, tyres, cooking oil, fire extinguishers, gas bottles, hazardous household chemicals.
How do I know which bin to use?
There will be clear signs directing you where to place the items around Townmead Road Household Reuse and Recycling Centre. If you need help, you can ask a member of staff by standing by your vehicle and raising your hand.

What if I need to change the vehicle I am bringing to Townmead Road Household Reuse and Recycling Centre?
Please email recycling@richmond.gov.uk with as much notice as possible to let us know the change of registration.

What if I can’t book a slot online?
If for some reason you are unable to book online, you can give us a call on 020 8891 1411. We are expecting high call volumes, so please be prepared to queue.