

Waste Permit Changes FAQs

Applying for a waste permit

Q. What is the waste permit scheme?

A. HWRCs are licensed and designed to allow residents to dispose of small quantities of their own excess waste. The waste permit scheme was introduced in 2004 to control access of non-permitted waste and this included vehicle restrictions. So if you want to use a van, pick up or trailer to take your waste to one of our Household Waste Recycling Centres (HWRCs) you will require a waste permit. We also work with HW Martins, the sub-contractor who manages the HWRCs, to identify residents who attempt to deposit excessive amounts of waste and people disposing of waste which is not their own household waste.

Q. What changes have been made to the waste permit scheme?

A. You can now apply for an electronic waste permit where it can be automatically approved and emailed to you instantly.

One application is one permit whereas it used to be up to three permits in one application.

Every household in County Durham is allowed up to 12 waste permits a year.

Household waste permits can now be used at any HWRC.

Q. Why have we made changes to the waste permit scheme?

A. We have introduced electronic or e-permits in response to customer feedback. We have made the waste permit scheme much more accessible, by providing an option for you to receive your waste permit via email; it is quicker to obtain a permit and is more efficient and cost effective for us.

Q. When will the changes take effect?

A. 25 June 2018.

Q. Will I still be able to use up my old permit after the 25 June?

A. Yes, there will be an overlap where the old paper permits will still be accepted if they have not past the expiry date.

Q. What is an e-permit?

A. An e-permit is an electronic waste permit that you can apply for online and have it emailed to you. It has a QR code on, which will be scanned at the HWRCs without the need for the permit to be printed out.

Q. How do I apply for a waste permit?

A. There are three ways to apply:

1. Online

To apply on line, log onto DCC's website, <https://www.durham.gov.uk/doitonline>, log into your customer account or register for a customer account if you are not already registered and apply

for a waste permit. The permit will be sent by email instantly to the email address, with which you are registered. This can be changed, when you complete the waste permit application form, if required.

2. Telephone

To apply by telephone, please call Customer Services on 03000 260000.

3. Face to face at a Customer Access Point (CAP)

<http://www.durham.gov.uk/customeraccesspoints>

To apply face to face, you can call into any CAP and ask to apply for a waste permit. The CAPs are:

Barnard Castle Customer Access Point

Durham County Council
2 Hall Street
Barnard Castle
County Durham
DL12 8JB

Chester-le-Street Customer Access Point

The Cestria Hub
166 Front Street
Chester-le-Street
County Durham
DH3 3AZ

Consett Customer Access Point

Durham County Council
36-38 Front Street
Consett
County Durham
DH8 5AQ

Crook Customer Access Point

Durham County Council
Council Offices
Civic Centre
Crook
County Durham
DL15 9ES

Durham City Customer Access Point

Millennium Place
Durham
DH1 1WA

Seaham Customer Access Point

St Johns Square
Sophia Street
Seaham

County Durham
SR7 7JE

Spennymoor Customer Access Point
Council Offices
Green Lane
Spennymoor
County Durham
DL16 6JQ

Stanley Customer Access Point
The Louisa Centre
Front Street
Stanley
County Durham
DH9 0TE

Help Desk
Durham County Council
County Hall
Durham
DH1 5UL

Q. What are the essential requirements for a waste permit to be approved automatically?

- You must have at least one waste permit remaining.
- It must be a household waste permit with no hazardous waste items selected
- The vehicle registration number of the vehicle taking the waste, this includes hire vehicles.
- The vehicle must not be a banned vehicle such as a HGV, a vehicle over 6 metres, a flatbed vehicle, horsebox or trailer over 3 metres.

If you do not provide an email address the first 12 waste permits are still automatically approved but they must be collected or posted, as they cannot be emailed to you.

Q. How quickly can I obtain a waste permit?

A. Almost as soon as you have submitted your e-permit application, your waste permit will be emailed to your email account. However, if you choose for it to be posted, we will send it by 2nd class post. However, if there is a query with your application it will go to the waste permit team and will take longer to process.

Q. What if I don't receive an email with my waste permit?

A. Most of the time you should receive your waste permits without any issue, but occasionally your mail provider's spam filter automatically sends emails from us to the "junk emails" or "spam" folder. You should check this folder first and call Customer Services on 03000 260000 or email wastepermits@durham.gov.uk, if they do not receive it within 30 minutes of applying.

Q. How many waste permits can I apply for?

A. 12 waste permits are allocated per year per household. You need to apply each time you require a waste permit, and it is up to you when you use your permits, but when you have used your quota of 12, you will not be allowed to apply for any more until the 1 January the following year. However,

additional waste permits can be requested in extreme circumstances and will be reviewed on a case-by-case basis.

Q. Can other people in my house also get waste permits?

A. The quota of 12 applies to the whole household, not each individual.

Q. How long do I have to use the waste permit, before it expires?

A. If there are no hazardous waste items, waste permits will expire 31 December of the year that you have applied. Therefore, no matter which date of the year you apply for a household waste permit, it will be valid until the last day of the year if you have not used it. At the start of the next year, your quota of 12 is renewed again. Unused waste permits from previous years do not roll over.

Hazardous waste permits are only valid for 24 hours, so must be used on the date of the waste permit.

Q. Can I use all my waste permits up at once?

A. Yes, but when you have used your allowance of 12 waste permits; you will need to wait until 1 January the following year until your allocation is renewed.

Q. If my permit is rejected or cancelled does it come off my allowance of 12?

A. No, it will be reset so you can use it again.

Q. Do I have to register for Do it on line to obtain a waste permit now?

A. No, you can still phone customer services and they can print a permit for you to collect or to be posted or you can call into a CAP and apply face to face to receive a paper permit.

The waste permit will still need to be scanned at the HWRC. However, we advise that you register for a customer account as you will be able to see previous cases, keep a track of how many permits you've applied for, use your customer account for other council services and printing requests will take much longer.

Q. Can I still obtain a printed waste permit?

A. Yes. You can print an e-permit yourself from your email or you can ask customer services to print it for you, to be collected or posted to you, by 2nd class post. **(If you are printing your permit please print A4 and in black and white. Open up the permit to print it rather than printing straight from the browser. Please don't fold the paper across the QR code as this may affect how it scans)**

Q. I am applying for a waste permit on behalf of someone else. Do I complete the application in my name and address or theirs?

A. You will complete the initial name and address as your own and there is a question asking if the waste is your own. If you select No, it then allows you to provide the name and address of who the waste belongs to and the waste permit will be taken from their quota and not yours. You may be asked to sign a legal declaration when you arrive at the site to declare that it is not waste that has been produced by a business. Where possible the person who the waste belongs to should be present in the vehicle at site.

Q. Can I apply for a waste permit on behalf of someone I am paying to conduct work on my behalf e.g. builder, plumber, gardener?

A. No, the HWRCs are only licensed to accept household waste. Waste that has been produced in connection with a business is deemed [commercial waste](#) and cannot be accepted. If waste is suspected to be from a business, you may be required to complete a legal disclaimer on site, which will be investigated and further action could be taken against you.

Q. Can I apply for a waste permit for waste from a place of worship?

A. If the waste is from a dwelling attached to a place of worship such as a vicarage then it is classed as household waste and we would allow a waste permit for that waste. However, if the permit is required for waste from inside the place of worship such as furniture then we would not allow a waste permit.

Q. Can I apply for a waste permit for waste from a charity?

A. No we do not allow waste permits for customers to [dispose of waste from a charity](#).

Q. How will I know if my waste permit has expired?

A. No matter which date during the year you apply for your waste permit, it will be valid from the day you apply to the 31 December. After this date, your permit will no longer be valid and you will need to apply for a new one. If there are any hazardous waste items, the permit will only be valid for one day.

Q. I am hiring a van; can I apply for a waste permit without the vehicle details?

A. No. You need to input the vehicle registration number, but as you can now obtain waste permits instantly on your mobile device such as a phone or tablet, you can apply for the permit when you have collected the hire vehicle.

Q. I am borrowing a vehicle from someone; do I apply using their name and address?

A. No, if the waste is your own waste then the waste permit needs to be in your name and address. You can just enter the registration number of the vehicle you will be using.

Q. What happens if I need to change any details on the waste permit such as my address?

A. If you need to change any details on your waste permit including waste items, please email wastepermits@durham.gov.uk or call customer services on 03000 26 0000.

Q. What happens if my vehicle registration number is not recognised and I cannot complete my application?

A. There is an option to select that your vehicle registration number is not being recognised, when you select that, your application will be sent to the Waste Permit Team who will then contact you and process your application.

Using a waste permit at site

Q. How do I use my e-permit?

A. We recommend that you download the approved waste permit attachment on your email to your mobile device file so it can still be accessed at site even without a phone signal. The operative will

then scan the QR code or you can print the permit yourself from home and take the paper copy for the operative to scan the paper permit.

Q. Do I need to take the waste permit to the HWRC with me?

A. Yes, either the email with the attachment of the waste permit, the downloaded waste permit on your mobile device or the paper copy as it needs to be scanned at the HWRC. However, we strongly recommend that customers download the waste permit onto their mobile device or phone in case there is a problem with the mobile phone signal on site which prevents customers from accessing emails.

If you have printed the waste permit, you will be asked to keep it, unless it does not scan and then site operatives will need to retain it to scan later.

Q. My mobile device doesn't have a good signal at my local HWRC, what if I cannot access my email to show the site operative my email of the waste permit?

A. We recommend that you download the waste permit from your email onto your mobile device so you do not need to rely on the network signal to access the waste permit, or you can print a copy of the permit and take the paper copy to site to be scanned. If you do not have a printer at home, you can call into any CAP and ask for it to be printed.

Q. Can I use my waste permit at any HWRC?

A. Yes, if it is a permit for household waste and not hazardous waste, your permit will be valid to use at any HWRC. At the time of application, you will be asked which site you prefer to go to, but you will still be able to use your waste permit at another site.

Q. What if I go to the site with additional items not listed on my waste permit?

A. You will be asked to apply for a separate waste permit for the additional items, as the details on every permit are checked on site before you will be allowed to deposit your waste.

Q. What happens if my waste permit will not scan?

A. There will be a procedure in place to deal with these situations so that you will still be able to deposit your waste. The site operative will retain your waste permit or take a note of your permit reference number so that the status of it can be changed to 'used'.

Q. Can I take whatever waste I want to the HWRC now without it being approved by someone at the council?

A. We have set the system up in such a way that we will be alerted to certain criteria such as multiple applications or items of the same waste type, which allows us to still monitor, query and reject applications if we deem it necessary. Site operatives may also reject your waste permit at site if they are not satisfied the waste is from your own household or that you have provided incorrect information. Therefore, it is important to check all details on your application are correct and that you have read the HWRC guidance on our website.

Q. How can you tell if my waste permit is valid?

A. If you try to use a waste permit twice, when the site operative scans your permit it will flag up with a message stating that the permit has already been used. If the permit has not been used, it will scan normally.

Hazardous Waste Permits

Q. How I dispose of household hazardous waste?

A. You will still need to apply for a waste permit, but as it is hazardous waste you will be disposing of, it needs manually approving. Hazardous waste permits will only be approved from Monday to Friday, when the office is manned; when it has been approved, you will receive an email and your permit will be valid for one day only.

You can only take hazardous waste to the following HWRCs:

- Annfield Plain HWRC - Morrison Busty Industrial Estate, DH9 7XW
- Horden HWRC - Peterlee, SR8 3SX
- Romanway HWRC - Romanway Industrial Estate, Tindale Crescent, Bishop Auckland, DL14 9AW
- Tudhoe HWRC - Tudhoe Industrial Estate, Spennymoor, DL16 6TL

For information on opening times of hazardous waste sites or more information on hazardous waste, please visit: <http://www.durham.gov.uk/article/1885/Household-hazardous-waste-permits>

Q. Do I have to apply for two separate waste permits, if I have hazardous waste and non-hazardous waste?

A. No, you can take non-hazardous waste on a hazardous waste permit, but you will only have the one day it is valid to dispose of all the waste, as hazardous waste permits are valid for one day only.

Q. Can I use a hazardous waste permit at any HWRC?

A. No, hazardous waste must be taken to one of the above specially licensed facilities, so you will be given a choice of four sites to take the waste to, you choose your preferred site and are then given a specific day in which to take the waste.

Q. Are hazardous waste permits included in the quota of 12 permits allowed per household per year?

A. Yes.