

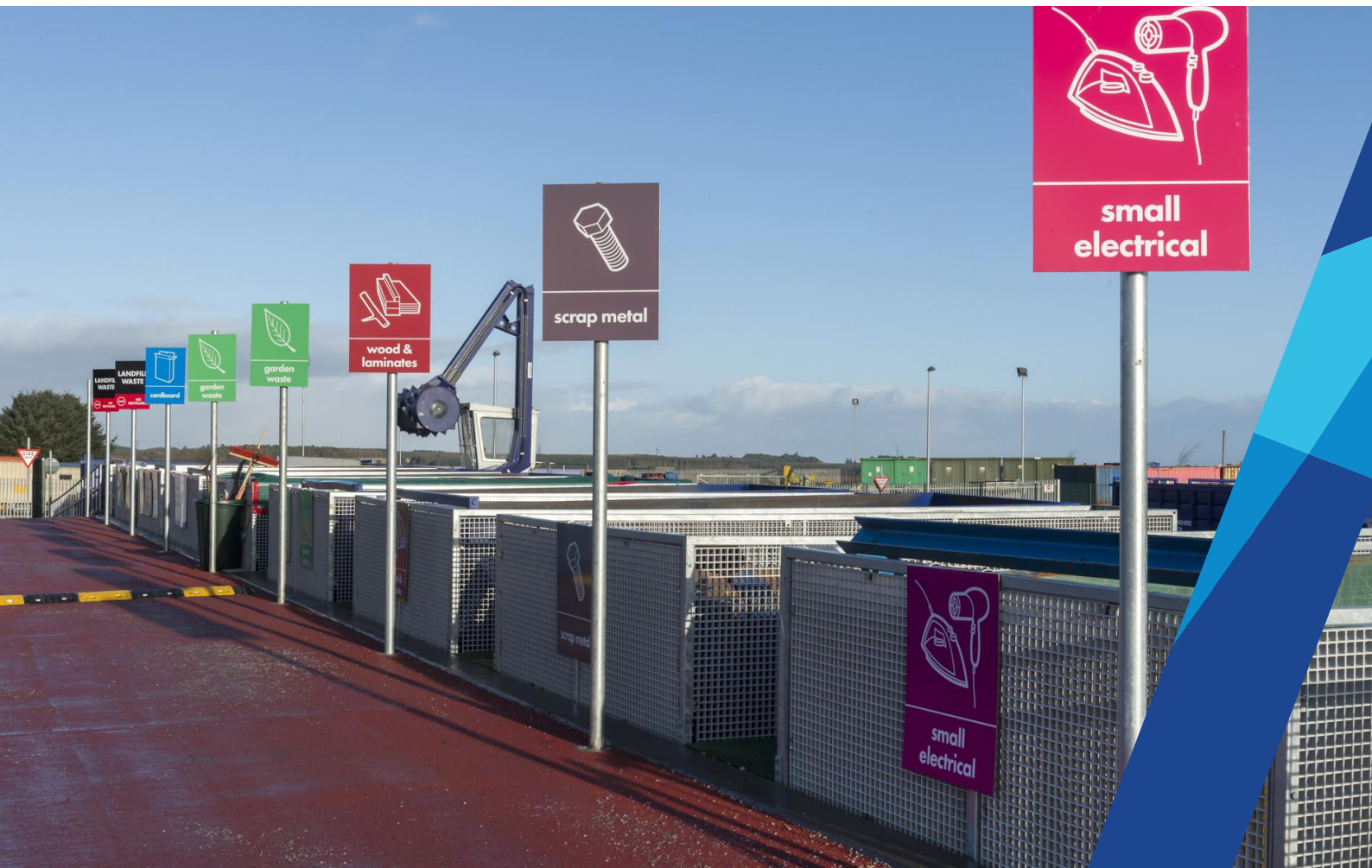


From mountain to sea

# Recycling Centre Procedure

## Approved

August 2019  
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## Contents

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<b>1</b>	<b>Introduction</b>	<b>3</b>
	<b>Procedure 1: Locations, Opening Hours and Materials</b>	<b>4</b>
	<b>Procedure 2: Access Arrangements for Commercial-Type Vehicles</b>	<b>9</b>
	<b>Procedure 3: Business Waste Disposal and Recycling</b>	<b>13</b>

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## 1 Introduction

Aberdeenshire Council operates a network of 15 recycling centres located in towns and villages across Aberdeenshire for households to use. There are 6 sites designated as Hub sites namely Banchory, Stonehaven, Ellon, Peterhead, Macduff and Inverurie where maximum recycling streams possible will be offered at these sites. The remaining sites are designated as spoke sites that will support the hub sites in maximising recycling provision in communities.

The primary purpose of recycling centres is to maximise recycling of waste produced by households in Aberdeenshire by allowing households to recycle materials that cannot be recycled through the kerbside collection service provided by the Council.

The recycling centres also provide a facility for residents to take excess recycling and non-recyclable waste which does not fit into their kerbside bins.

The procedures below define what services are available through the network of recycling centres to households.

Business waste customers and charities can use the chargeable recycling and disposal facilities available through waste transfer stations or sign up to a business waste collection service from their property.

The procedures also explain the process for dealing with breaches of these procedures, including businesses that are found to be taking waste or recycling unlawfully to recycling centres.

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## Procedure 1: Locations, Opening Hours and Materials

This procedure details the materials that can be recycled through the network of recycling centres and the locations and opening hours of recycling centres.

### Locations and Opening Hours

Aberdeenshire Council operates a network of 15 recycling centres located in main towns and villages across Aberdeenshire. Their opening days and hours are shown in Table 1 below.

**Table 1 - Location and Opening Hours of Recycling Centres**

Recycling centres	Opening hours
Alford - Mart Road AB33 8BZ	Friday 9am-4pm Saturday-Sunday: 9am-4.30pm Monday 9am-4.30pm
Banchory - Crow's Nest, Upper Lochton Road AB31 4EQ	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Ellon - Balmacassie Commercial Park, Balmacassie Brae AB41 8BY	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Huntly - Steven Road AB54 8SX	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Fraserburgh – Anderson Place AB43 9SU	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Insch - Market Street AB52 6LA	Tuesday & Saturday: 9am-12pm & 12.30-4.30pm
Inverurie - Souterford Road AB51 0TP	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm

Recycling centres	Opening hours
	Saturday-Sunday: 9am-4.30pm
Laurencekirk - Market Road AB30 1DG	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Macduff - Old Gamrie Road AB44 1QD	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Peterhead - Damhead Road Dales Industrial Estate AB42 3JF	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Portlethen - Badentoy Drive, Badentoy Industrial Estate AB12 4ZD	Thursday: 9am-4.30pm Friday: 9am-4pm Saturday & Sunday: 9am-4.30pm Monday: 9am-4.30pm
Portsoy - Station Yard AB45 2QX	Tuesday & Saturday: 9am-12pm & 12.30-4.30pm
Turriff – Markethill AB53 4AZ	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Stonehaven – Redcloak AB39 3SR	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm
Westhill - Westdyke Avenue AB32 6QX	Monday-Thursday: 9am-4.30pm Friday: 9am-4pm Saturday-Sunday: 9am-4.30pm

## Materials Accepted at Recycling Centres

The range of materials that can be recycled at recycling centres are shown in Table 2 below.

Whilst the Council aims to provide recycling facilities for all materials listed in Table 2 at all recycling centres, at some of the smaller sites this is not currently possible due to space limitations.

An up-to-date list of materials recycled at each of the recycling centres is provided on the Council's website [www.aberdeenshire.gov.uk/waste/recycling/household-waste-recycling-centre-hwrc-opening-times/](http://www.aberdeenshire.gov.uk/waste/recycling/household-waste-recycling-centre-hwrc-opening-times/).

**Table 2 - Materials Recycled at Recycling Centres**

Materials for Recycling	Additional Information
<b>Batteries (household)</b>	
<b>Blue-bin recycling</b> ✓ Paper, card & cardboard	<ul style="list-style-type: none"> <li>• Flatten cardboard.</li> <li>• No soiled food takeaway boxes</li> </ul>
<b>Car batteries (lead acid)</b>	<ul style="list-style-type: none"> <li>• From cars, motorbikes and other vehicles</li> <li>• No E bikes or scooters</li> </ul>
<b>Cooking oil</b>	<ul style="list-style-type: none"> <li>• Make sure the cooking oil is clean and not mixed with other oils.</li> <li>• No glass containers.</li> <li>• Up to 5 litres per visit.</li> </ul>
<b>Engine oil</b>	<ul style="list-style-type: none"> <li>• Don't mix engine oil with cooking oil or any other oils or fats.</li> <li>• Don't mix alloy cleaner with engine oil.</li> <li>• Up to 10 litres per visit.</li> </ul>
<b>Electrical appliances (anything with a plug or battery)</b> ✓ Household appliances ✓ White goods ✓ TVs ✓ Computers ✓ Small electrical appliances ✓ Mobile phones	<ul style="list-style-type: none"> <li>• Empty food stuffs out of fridges and freezers.</li> <li>• Erase all data from phones, computers etc. - this is not secure disposal.</li> </ul>
<b>Fluorescent tubes (incl. energy saving light bulbs)</b>	

Materials for Recycling	Additional Information
<ul style="list-style-type: none"> <li>✓ Straight and compact fluorescent lamps</li> <li>✓ High intensity discharge lamps</li> <li>✓ Energy saving light bulbs</li> </ul>	
<p><b>Garden waste</b></p> <ul style="list-style-type: none"> <li>✓ Grass, cuttings, prunings, small branches, rhododendron and weeds</li> </ul>	<ul style="list-style-type: none"> <li>• Remove contaminants including plastic sacks, stones, plant pots, fencing material.</li> <li>• No Japanese knotweed, ragwort, yew, giant hogweed, Himalayan balsam.</li> <li>• No tree root balls.</li> </ul>
<p><b>Gas cylinders</b></p> <ul style="list-style-type: none"> <li>✓ Gas bottles (such as LPG and camping gas)</li> <li>✓ Fire extinguishers and similar potentially dangerous containers</li> </ul>	
<p><b>Glass bottles &amp; jars</b></p>	<ul style="list-style-type: none"> <li>• Separate the glass into colours.</li> <li>• No Pyrex, drinking glasses, plate glass.</li> </ul>
<p><b>Orange bin recycling</b></p> <ul style="list-style-type: none"> <li>✓ Metal tins, cans, aerosols &amp; foil</li> <li>✓ Food &amp; drink cartons</li> <li>✓ Plastic bottles, pots, tubs &amp; trays</li> </ul>	<ul style="list-style-type: none"> <li>• Empty aerosols.</li> <li>• Remove food and other residue from any foil packaging or trays.</li> <li>• Empty and rinse any containers</li> </ul>
<p><b>Plasterboard</b></p>	<ul style="list-style-type: none"> <li>• Make sure it is clean and remove tiles, wood, insulation and dirt as much as possible.</li> </ul>
<p><b>Polystyrene</b></p> <ul style="list-style-type: none"> <li>✓ Expanded polystyrene</li> </ul>	<ul style="list-style-type: none"> <li>• Clean expanded packaging polystyrene</li> <li>• No polystyrene food or drinks containers</li> <li>•</li> </ul>
<p><b>Rubble &amp; ceramics</b></p>	<ul style="list-style-type: none"> <li>• Ceramics include sanitary ware, crockery and tiles.</li> <li>• Remove wood, metal, wires and glass.</li> <li>• No cement board.</li> </ul>
<p><b>Soil &amp; turf</b></p>	<ul style="list-style-type: none"> <li>• Remove wood, metal, wires, plant pots, tubs plastic bags and glass.</li> <li>• No Japanese knotweed, ragwort, yew, giant hogweed.</li> </ul>

Materials for Recycling	Additional Information
<b>Scrap metal</b>	<ul style="list-style-type: none"> <li>Remove any flammable materials and engine oils.</li> </ul>
<b>Textiles</b> <ul style="list-style-type: none"> <li>✓ Clothes &amp; shoes</li> <li>✓ Bags</li> <li>✓ Belts</li> <li>✓ Towels</li> <li>✓ Bed linen</li> </ul>	<ul style="list-style-type: none"> <li>Clean and wrap in plastic bags to protect from moisture and dirt, tie shoes together in pairs.</li> <li>No duvets, quilts, sleeping bags, pillows, rugs.</li> </ul>
<b>Wood incl. treated</b> <ul style="list-style-type: none"> <li>✓ Untreated wood</li> <li>✓ Painted wood</li> <li>✓ Chipboard</li> <li>✓ MDF</li> <li>✓ Plywood</li> <li>✓ OSB</li> </ul>	<ul style="list-style-type: none"> <li>Remove any nails and screws if possible.</li> <li>No creosote-treated wood, such as railway sleepers or some fencing.</li> </ul>
<b>Reusable furniture and household goods</b>	<ul style="list-style-type: none"> <li>Soft furnishings must have a fire-retardant label.</li> </ul>

All recycling centres accept non-recyclable waste. Customers may be required to separate out non-recyclable waste and deposit it in the correct containers such as bulky waste, waste upholstered domestic seating containing persistent organic pollutants, non-recyclable waste etc.



## Procedure 2: Access Arrangements for Commercial-Type Vehicles and Trailers

Recycling centres are for householders to use. To limit unlawful use of recycling centres by businesses, arrangements have been put in place to provide an alternative for businesses to take their recyclable materials and non-recyclable waste to (see [Procedure 3](#)) and to effectively limit the use of recycling centres by commercial vehicles and trailers.

In practice this means that the number of times householders can visit recycling centres using a commercial-type vehicle (a van, a minibus or a trailer) is lower than with other vehicle types. The number of visits will be controlled through a pre-booking system.

### Arrangements by Vehicle Type

At Westhill and Inverurie all vehicles need to book a visit in advance and sections 1, 2 and 3 apply. At all other sites no booking is required for cars, domestic style pickups, campervans, motorhomes and mobility adapted vehicles and only sections 2 and 3 apply.

1. At Westhill and Inverurie householders can visit recycling centres using their own private cars unlimited times but must make a booking for every visit made. Accepted vehicles for unlimited visits include:
    - Cars, estate cars, mpv, 4x4s and people carriers.
    - Camper vans and motorhomes (motorhomes may be subject to size limits depending on access at individual sites).
    - Mobility adapted vehicles
    - Domestic style pickups.
  2. Householders using types of vehicles that could potentially be in commercial use, have limited access to recycling centres. **Vehicles with 24 visits per year** include:
    - Vans (all type of vans, including car-derived and crew vans).
    - Minibuses.
    - Trailers up to 10ft (3.0m) in length (excluding the tow bar).
    - Hire vans (with ID and hire documentation).
  3. **Vehicles banned** from recycling centres, which are deemed as commercial or non-household, include:
    - Vehicles over 3.5 tonne gross weight.
    - Trailers longer than 10ft (3m) (excluding the tow bar).
    - Vehicles with twin wheels or more than 4 wheels
    - Tippers.
    - Plant vehicles and tractors.
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4. **Combinations of vehicles banned** from recycling centres include:

- Large vans towing trailers
- Large vans towing a horse trailer
- Horse Box towing a trailer

### Application of Limits

The number of visits will be controlled through the pre-booking system and the number of visits available per household depend on the vehicle type used.

At Westhill and Inverurie, households can use vehicles under both rules, i.e. they have 24 visits in a year for visiting recycling centres using commercial-type vehicles (i.e. vans, minibuses, trailers up to 10ft in length and hire vans) and unlimited visits using non-commercial type vehicles (i.e. cars, estate cars, people carriers, domestic style pickups, MPVs, 4x4s, or mobility-adapted vehicles).

In practice this means that a household could use a car to visit a recycling centre unlimited times and use the same car to tow a trailer (less than 10ft) to take materials to a recycling centre 24 times a year.

Please note that trailers can only be towed with non-commercial vehicle types, i.e. cars, estate cars, domestic style pickup, people carriers, MPVs, 4x4s, or mobility-adapted vehicles.

The year for commercial-type vehicles runs from 1st April to 31st March,

In addition, the following conditions apply:

- **Trailers** - the trailer size is limited to 10ft (3m) in length excluding the tow bar. The trailer must have a lawful number plate that matches the registration of the permitted vehicle. The trailer permit will be linked to the car, MPV, 4x4, domestic style pick-up or mobility-adapted vehicle towing the trailer. This means that residents can hire or borrow a trailer and tow it with their own vehicle. It should be noted that a trailer cannot be towed by another commercial-type vehicle, i.e. a van, horsebox or a minibus.
  - **Hire vans** - anyone hiring a van should make a booking for a 'van' and type in 'hire van' instead of a vehicle registration number and toot their horn at the gate if the barrier is not open. Hire documentation (not a lease) together with matching personal identification (e.g. driving licence) should be shown to a recycling centre attendant to access a recycling centre. It should be noted that only hired vans and not leased ones can use this option. Hire vans should meet the criteria of acceptable vehicles. Any hire vehicles listed in section 3 of procedure 2 will not be allowed onsite.
  - **Towable horse trailers** - households with towable horse trailers or horseboxes are limited to 6 visits per year.
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- **Local community groups** - local community groups can, in addition to using their personal household allocation of visits, organise access for their group via their local Community Waste Officer by emailing [awo@aberdeenshire.gov.uk](mailto:awo@aberdeenshire.gov.uk).
- **Moving house** - if a household moves to a new house, they should make bookings using their new address. If the previous owner of the property has used all the visits allocated to that property, these can be amended through the back office system – customers affected should call 03456 081207.
- **Changing car** - whilst a vehicle registration is required to make a booking, the limit on the number of visits is applied by address. Hence bookings can continue to be made even if a household changes their car.
- **Emergency situations** - in emergency situations, for example due to an urgent house clearance following a death, relatives can make a booking using the relevant Aberdeenshire address. If all visits have already been used, relatives can call 03456 081207 to request an additional visit.

### Compliance with Access Arrangements

Whilst mistakes and misunderstandings happen, any circumstances where a customer is suspected of abusing the arrangements put in place to prevent businesses from unlawfully using recycling centres will be investigated and followed up as follows:

- **Not following site rules** – site rules are in place for everyone's safety and customers agree to following site rules when making a booking. Site attendants help customers to follow the rules and will let customers know if they are breaking site rules. Customers repeatedly ignoring the advice given will be contacted by writing and given a warning that if they will breach the site rules again, they will be banned from using recycling centres for 6 months.
  - **Bookings made with a wrong vehicle type** - an investigation will be carried out by a waste management officer to see if this is a deliberate act to obtain additional bookings or a genuine mistake. If the act is deliberate, a block will be put on the number plate so the customer cannot book additional visits to a recycling centre. The block will remain in place until the start of the next booking period at the start of April.
  - **Business waste disguised as household waste** - if site attendants have a reason to believe that waste or recycling taken to a recycling centre may be of business origin, they have the right to refuse the customer access to the centre, even if a booking has been made.
  - Where site staff suspect that the waste may have come from a business, they will request that a household waste declaration form be completed. Any refusal to complete this will mean that this waste is to be viewed as business and will therefore be turned away from the site.
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- Investigations of suspected trade waste deposits will be carried out by a waste management officer to establish whether the vehicle is used for carrying business waste, and if so, the vehicle will be blocked from making a booking permanently, or until such times that the vehicle is no longer used for carrying business waste. The customer is informed in writing (email or letter) of the decision and provided information on alternative services available to businesses.

Similarly, a temporary block may be put on a customer whose pattern of usage and usage history suggests that the waste or recycling is not of household origin. The customer is informed in writing (email or letter) of the temporary block and invited to get in touch to discuss the origin of their waste. If the customer can satisfy the investigating officer that the waste or recycling is of household origin, the temporary block will be removed. Future bookings will be monitored, and compliance checks may be carried out during the customer's visits to a recycling centre. However, if the customer cannot satisfy the investigating officer that the waste or recycling is of household origin, the block will remain in place.

- **Abusive behaviour** - we operate a zero-tolerance policy at recycling centres. Abusive behaviour, verbal or physical, will not be tolerated and the customer will be asked to leave the centre. Depending on the seriousness of the abusive behaviour, the customer will either be given a written warning and informed that any further occurrences of such behaviour will lead to a six month ban from using recycling centres, or, in the case of more serious incidents, the customer is immediately blocked from using recycling centres for 12 months and the incident reported to the police. On rare occasions an immediate permanent ban may be imposed as a proportionate means of dealing with incidents. If the abusive behaviour continues after any temporary ban has been lifted, the customer will be permanently banned from using recycling centres.
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### Procedure 3: Business Waste Disposal and Recycling

The purpose of the procedure is to detail the arrangements for the disposal or recycling of business waste at the Council's designated waste transfer stations.

Waste produced during any activity for gain and reward, whether on business or domestic premises, while self-employed, or working for others is by law classed as commercial waste. For the avoidance of doubt, grass cut by a gardener, or an old bathroom suite taken out by a plumber are classed as business waste. However, householders can dispose of such waste themselves as household waste.

Businesses are legally obliged to separate out recycling from waste, store their waste securely and to dispose of it responsibly through a licenced contractor as set out in the Environmental Protection Act 1990 and Waste (Scotland) Regulations 2012.

The Council provides a business waste collection service from business premises, however, businesses wishing to take their **cardboard, garden waste, plasterboard, rubble, soil, wood or non-recyclable waste** to a waste transfer station can do so as follows:

1. The following three waste transfer stations will accept recyclable materials and non-recyclable waste from businesses on Tuesdays, Wednesdays and Thursdays 7.30am-10.30am:
    - Banchory - Crow's Nest, Upper Lochton Road AB31 4EQ
    - Ellon - Balmacassie Commercial Park, Balmacassie Brae AB41 8BY
    - Macduff - Tarlair Way, Macduff AB44 1RU
  2. No pre-booking is required.
  3. Businesses can take **cardboard, garden waste, plasterboard, rubble, soil, wood or non-recyclable waste** to waste transfer stations.
  4. Businesses should segregate their waste into non-recyclable waste and into the various recycling streams before arrival at a transfer station.
  5. Site staff may carry out random checks on waste and provide advice about which skips or containers any recyclable items found should be placed into.
  6. On arrival, businesses should drive onto the weighbridge or designated area and report to the weighbridge office.
  7. Businesses are required to present their Waste Carrier Registration, or proof of a registration as professional collectors and transporters of waste, when visiting a transfer station to show they are licensed to carry waste.
  8. Businesses will be advised by site staff of site rules they should adhere to during their visit. This includes wearing of appropriate Personal Protective
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Equipment, typically a hi-visibility top (e.g. t-shirt, vest or a jacket), hard hats and protective footwear.

9. Site rules, and in particular any traffic management arrangements put in place to ensure the safety of all site users, must be followed.
  10. The Council operates a zero-tolerance policy – businesses may be required to leave the waste transfer station and any serious incidents will be reported to the police.
  11. Regular breaches of site rules may result in businesses being refused access to the facility.
  12. Businesses will be directed by site staff to deposit recyclable materials or non-recyclable waste at specific locations.
  13. A ticket specifying the recyclable materials in the load must be handed in at the neighbouring recycling centre to allow access. The ticket will be provided by the weighbridge office and is time limited.
  14. For loads consisting of recyclable materials and non-recyclable waste, multiple weights will be required to ensure materials can be charged at the correct rate. This means businesses must drive over the weighbridge multiple times – on arrival, after unloading each material stream.
  15. Payment must be made by card at the end of the visit and will be charged based on weight. To incentivise recycling, the charge by tonne for recyclable materials is significantly lower than the charge for non-recyclable waste.
  16. CCTV and is in use at waste transfer stations. Information collected will be used for monitoring access to the sites, and it may be shared with other organisations for the purpose of investigating breaches of waste regulations and the prevention and detection of crime.
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