

Van vouchers frequently asked questions

Q1. What is the van voucher scheme?

Warwickshire residents whose only means of transport is a small car-derived van or pick with a gross vehicle weight of up to 2.2 tonnes may apply for 6 FREE vouchers to use any of the county's 9 household waste recycling centres up to six times a year.

Q2. How do I find out the Gross Vehicle Weight (GVW) of my van or pick-up?

This information can usually be found on your vehicle registration document (V5C), or on an information plate located in either the engine compartment or near the driver's door of the vehicle (although it may be located elsewhere).

Q3. Why have van vouchers?

The voucher (originally permits and vouchers) system was introduced as part of the vehicle and trailer restriction policy because of a range of issues including the illegal disposal of commercial (trade) waste. Implementation of this scheme is also helping to reduce congestion, improve health and safety and increase recycling at the sites.

Q4. Is everyone entitled to van vouchers?

No - vouchers will only be issued to residents of Warwickshire. You will not be eligible for vouchers if you or other members of your household have access to a car in addition to a van or pick-up. Vouchers are only for the disposal of household waste and recyclable materials.

Q5. Who needs van vouchers?

Vouchers are needed by residents whose only form of transport is a small car derived van or pick up. You will not be eligible for vouchers if you or other members of your household have access to a car in addition to a van or pick up.

Q6. If I don't qualify for van vouchers, does that mean I can't use the recycling centres?

If your vehicle is excluded from the van voucher scheme, you may qualify for four vouchers. This will allow you up to four visits to a household waste recycling centre a year.

Q7. I have a large twin cab pick-up, can I use my recycling centre?

If your household's only vehicle is one which weighs over 2.2 tonnes and which is fitted with side windows and two rows of seats, you may be issued with four vouchers entitling you to deliver household waste in that vehicle up to four times a year.

Q8. I own a modified Range Rover. Am I eligible for vouchers?

Range Rovers and similar 4 x 4 vehicles will be treated as:

- a car provided they have windows in the sides of the rear compartment and have rear seats (no vouchers required)
- if they do not have windows in the sides of the rear compartment or rear seats, then they will be treated as a small van, provided the manufacturer's gross legal weight does not exceed 2.2 tonnes and qualify for six vouchers.
- if they exceed 2.2 tonnes they will be eligible for four vouchers, provided their gross legal weight does not exceed 3.5 tonnes.

Q9. Where do I apply for vouchers?

- Leaflets / application forms are available from:
- Warwickshire household waste recycling centres - ask an advisor on site
- The Waste Management Team
- The Warwickshire County Council website - download the HWRC Van Voucher Application Form Applicants must return completed and signed application forms to Waste Management. A copy of your V5C Vehicle Registration Document must be enclosed. If you are applying for vouchers for your company vehicle, you must also enclose a letter from your employer stating that personal use of the vehicle is permitted.

Q10. Is there a charge for van vouchers?

No. Vouchers are available free of charge for Warwickshire householders wishing to deposit household waste and recyclable materials.

Q11. How long does the voucher application process take?

We will try to turnaround voucher applications within 5 working days. If the form is filled in incorrectly the application process may take longer.

Q12. Can voucher applications be made online?

No. Applications must be made by post.

Q13. How long are the vouchers valid for?

Vouchers are valid for 12 months. You will need to re-apply for more vouchers – if required – in 12 months' time. You will also need to re-apply for vouchers if you change your vehicle or address.

Q14. Do I need a voucher to bring a trailer to the recycling centre?

Vouchers are not required for a car towing a trailer of up to of 1.83 metres (6 feet) in length. Trailers are not accepted on vans or any other vehicle for which voucher or permit has been granted. Residents using a trailer over 1.83 meters (6 feet) in length must use Princes Drive or Hunters Lane where a charge will be made for the cost of disposal. See

www.warwickshire.gov.uk/commercialwaste

Q15. Can I take my household waste to the recycling centre in a company van?

If you have no other means of transport in your household, you are eligible to apply for vouchers (depending on the size of vehicle) to deposit your own household waste and recycling materials only.

Q16. I have a people carrier. Can I use the recycling centre?

Specialist vehicles such as caravanettes, people carriers and minibuses will be treated as a car provided the rear seats have not been completely removed. If the seats have been removed, they will be considered to be in the same category as any other vehicle over 2.2 tonnes and eligible for four vouchers for the delivery of household waste in that vehicle each year.

Q17. What if I hire/borrow a vehicle to dispose of household waste?

Vouchers will not be issued for hired or borrowed vehicles.

Q18. Is there a limit to how much waste I can take to the recycling centre?

The issuing of vouchers does not allow unlimited quantities of waste to be deposited at the recycling centres.

Q19. Can I bring fridges and large household items to the site in van or pick up?

Three bulky household electrical and electronic equipment such as washing machines, televisions computers and fridges, may be delivered in a van to household waste recycling centres (fridges and freezers are not accepted at Wellesbourne). The items must not be accompanied by other waste and the person delivering the items must satisfy the operator that the items are not commercial (trade) waste. NB: This exemption also applies to larger commercial vehicles and vouchers are not required in this instance. All household waste recycling centres (with the exception of Wellesbourne) can accept fridges and freezers in cars for which no vouchers are required.

Q20. Can I apply for vouchers for trade's people working on my house?

No, the vehicle must be driven by the applicant for the vouchers. Applications cannot be made on behalf of other people such as trades people employed by you to undertake work. This waste must be paid for – if you take commercial (trade) waste to a household waste recycling centre without paying, you are breaking the law.

Q21. When is the recycling centre open?

The opening times of the household waste recycling centres and the materials accepted are provided on the specific site webpages.

Q22. Should I provide the original documents when applying for vouchers?

No. Copies of original documents can be provided.

Q23. How many vouchers can be issued per household?

One batch of four or six vouchers will be issued per eligible household.

Q24. What are the terms and conditions of vouchers?

Vouchers are only valid for individuals to dispose of their own household waste and recyclable materials from their own home. They are not for the disposal of anybody else's waste or for the disposal of any type of commercial (business/ trade) waste.

Q25. Do you monitor the way vouchers are being used?

Yes! Closed circuit television (CCTV) and automatic number plate recognition (ANPR) are used to monitor the household waste recycling centres. The County Council reserves the right to make further enquiries to the owner of the vehicle or at the premises from which the waste originated, if its operators suspect any abuse of the scheme. Where this is proven, details will be passed onto the relevant enforcement authorities.

Q26. I own a Ford Transit van (2.6 tonnes), can I apply for vouchers?

No – a permit or voucher will not be issued for a van which has a legal gross weight of over 2.2 tonnes.

Q27. Can I park my van or car outside the site and walk the waste in?

No – Vans form part of the vehicle restriction policy and residents are banned from delivering waste in a van without a valid voucher. Waste must be delivered in a vehicle for health and safety reasons.

Q28. I am a taxi driver and my liveried mini cab is the only vehicle in my household. Can I use the car to take waste to my local recycling centre?

Yes - providing the waste is only from your household. Liveried vehicles such as saloon cars and estates are not restricted if the materials carried are from the driver's household. However, vehicles hired or used to convey waste material from another household will not be permitted and the driver risks being reported to the Environment Agency as an unregistered Waste Carrier. 4

Q29. I'm disabled. Can I get van vouchers?

If the household's only vehicle is a van or pick-up and has been modified for your needs, then you can apply for an annual permit, instead of vouchers.