

If you want to use a Sort It recycling centre on foot, you must make an appointment before you visit so a member of site staff can meet you at the entrance. This procedure is in place for your safety and is for residents who do not have access to a vehicle. You must not walk on to any of the sites unaccompanied at any time.

Make an appointment

Contact our Customer Services Team at least 4 days before you plan to visit:

- email streetcare@southglos.gov.uk
- call 01454 868000
- leave a message on www.facebook.com/sglosstreetcare
- drop into our [One Stop Shops](#) in Kingswood, Patchway or Yate.

You will need to provide:

- your name and address
- your contact details – phone and/or email address
- the [Sort It recycling centre](#) you wish to use - Little Stoke, Mangotsfield, Thornbury or Yate
- the date and time you would like to visit (Monday to Sunday 8.30am to 4.30pm)

Our Customer Service Team will raise the request with the Sort It recycling centre. A member of staff will contact you within 2 working days to confirm your visit or offer an alternative date or time.

When your appointment has been confirmed, you can bring items to site on foot. Make sure you are able to carry your items safely yourself. You can use a hand operated trolley or wheelbarrow. You cannot bring a trailer that would normally be towed by a car.

Sort your waste before you visit or open bags of mixed waste on site and use the sorting tables next to the general waste areas to remove recyclable items.

If you cycle to the site, the security of your bicycle is your responsibility. You can wheel your bike on to the site or secure it outside. The council and Suez cannot accept responsibility for the security or any damage to your bicycle.

All personal information held by us will be treated in confidence. It will be held and used only in accordance with the terms of the General Data Protection Regulations and other applicable legislation. Find out more on our [data protection policy](#) page.