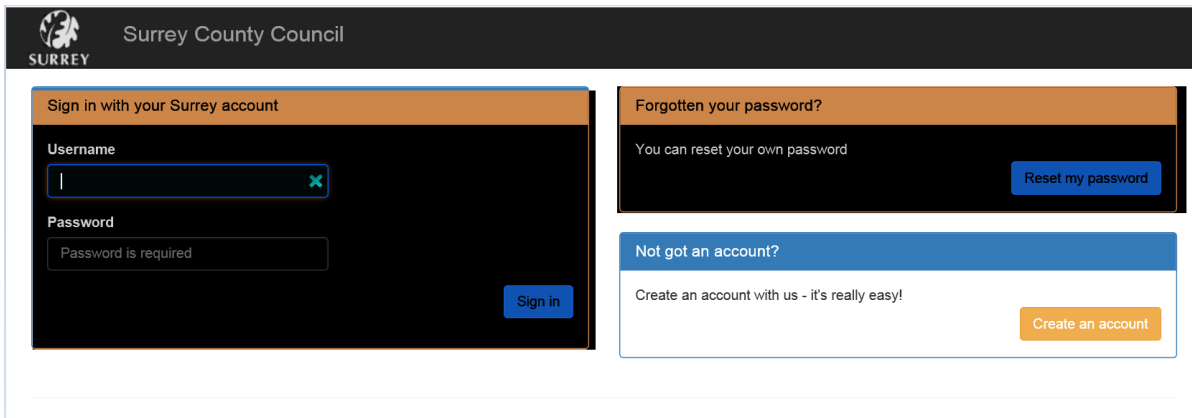


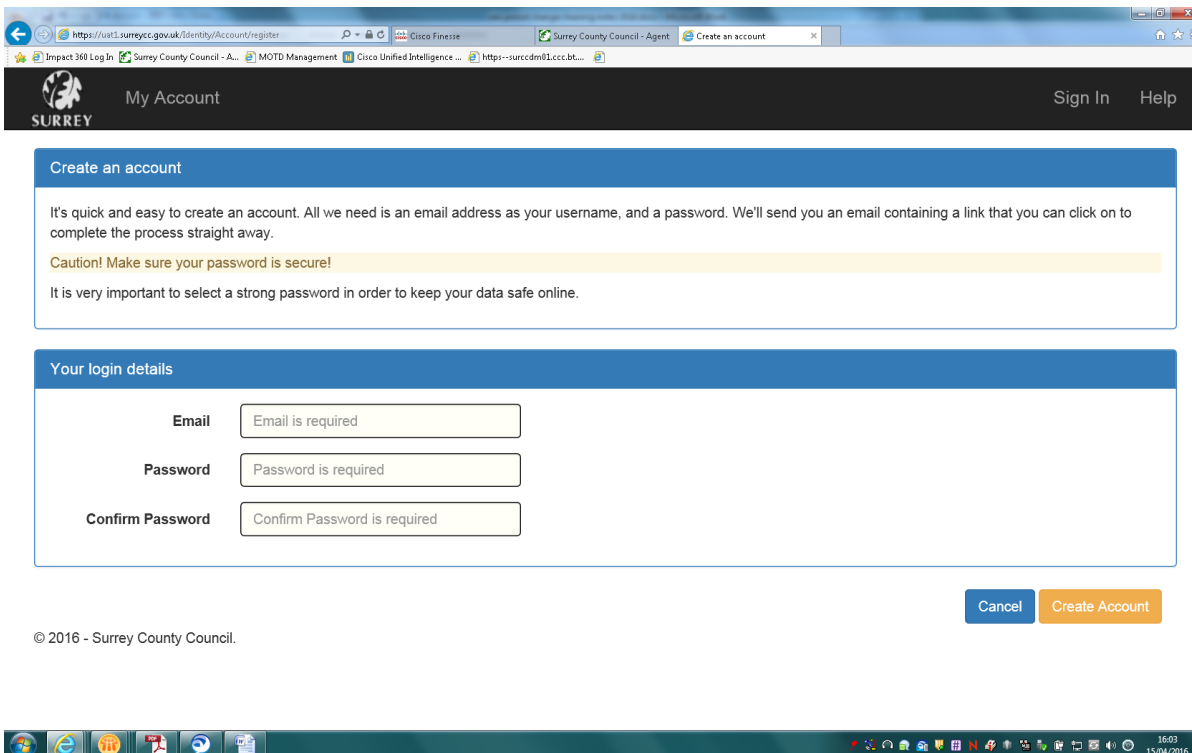
Easy step guide to 'Applying for a van permit'

1. Registration – Create an Account

Step 1: You will need to create an account before signing in. If you are using a phone or similar small device, you will need to scroll down to see the Create an Account panel.



Step 2: Enter a valid email address and create and confirm a password.



If the password is not secure it will present a red cross and a message - passwords should be at least 8 characters long. If the password is OK you will get a green tick as you type as below:

Create an account

It's quick and easy to create an account. All we need is an email address as your username, and a password. We'll send you an email containing a link that you can click on to complete the process straight away.

Caution! Make sure your password is secure!

It is very important to select a strong password in order to keep your data safe online.

Your login details

Form with fields for Email (contact centre@surreycc.gov.uk), Password, and Confirm Password, each with a green checkmark.

Cancel Create Account

© 2016 - Surrey County Council.

An email will be sent to the email address entered. The link will remain valid for 90 minutes, after which it will expire. If this happens you will have to wait 24 hours for your details to be cleared, after which you can begin the process again.

Account created

Thanks for creating an Account with us!

We've sent an email to contact centre@surreycc.gov.uk. This email contains a link to confirm your account. It will be valid until 6:17PM on 28 April 2016. If you do not follow the link within this timeframe, you will have to wait 24 hours before registering again.

In the meantime, why not visit our website.

© 2016 - Surrey County Council.

Step 3: Once you receive your email, please click on the first link to complete registration.

From: identity@surreycc.gov.uk
Date: 27/04/2016 4:33 PM (GMT+00:00)
To: [Redacted]
Subject: [Surrey County Council] Account Created

You created an account with Surrey County Council.

Username: [Redacted]

Please click here to confirm your email address:

https://www4.surreycc.gov.uk/443/Identity/Account/email/confirm/NRHmmY5T7pKqzcaT2vKA

If this was in error or not requested then click to cancel the request:

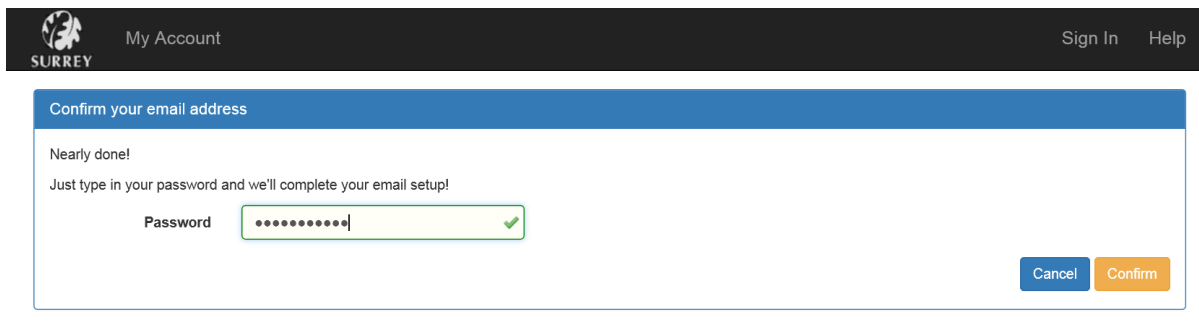
https://www4.surreycc.gov.uk/443/Identity/Account/email/cancel/NRHmmY5T7pKqzcaT2vKA

Thanks!

Surrey County Council

This email and any attachments with it are intended for the addressee only. It may be confidential and may be the subject of legal and/or professional privilege. If you have received this email in error please notify the sender or postmaster@surreycc.gov.uk. The content may be personal or contain personal opinions and cannot be taken as an expression of the County Council's position. Surrey County Council reserves the right to monitor all incoming and outgoing mail. Whilst every care has been taken to check this e-mail for viruses, it is your responsibility to carry out

Step 4: You will then be asked to enter the password you created to complete registration, then press confirm.



My Account Sign In Help

Confirm your email address

Nearly done!
Just type in your password and we'll complete your email setup!

Password

Cancel Confirm

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Step 5: Click on "Back to my account"



My Account Sign In Help

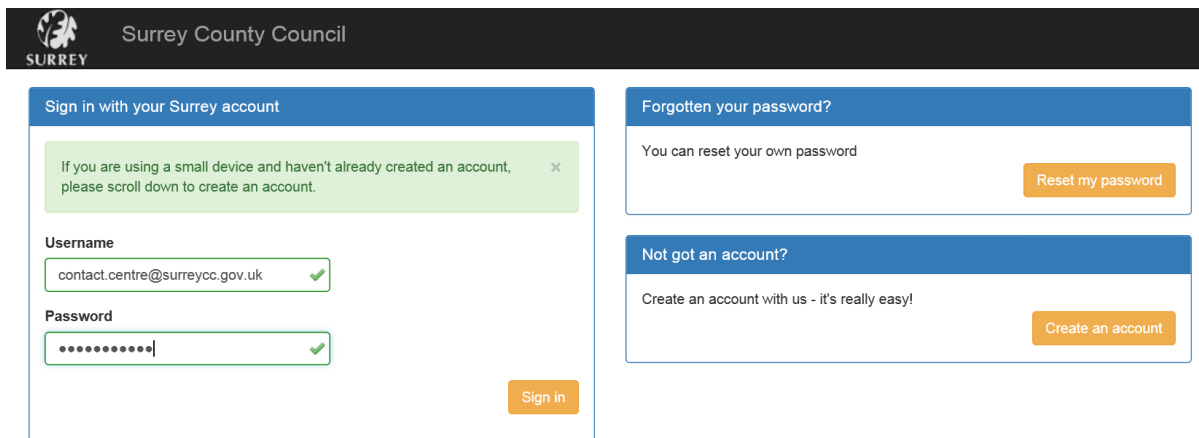
Email address changed.

Your email address has been changed to contact.centre@surreycc.gov.uk. Please use this address when logging in from now on.

Back to My Account

© 2016 - Surrey County Council.

Step 6: Enter your email address in the user name field and your password and sign in



Surrey County Council

Sign in with your Surrey account

If you are using a small device and haven't already created an account, please scroll down to create an account.

Username

Password

Sign in

Forgotten your password?

You can reset your own password Reset my password

Not got an account?

Create an account with us - it's really easy! Create an account

© 2016 - Surrey County Council.

Step 7: Click on Quick Links

The screenshot shows the 'My Account' page with the 'Quick Links' dropdown menu open. The menu options are:

- Account
 - My Account
- Social
 - FEE Portal
 - Waste Permits

The background page content includes:

- My account**: Your Account contains important information you have provided to us. It is important to keep your data safe by using strong passwords. Please take a moment to take advantage of the security features to protect your data. Information can be found by clicking the Help item in the menu bar. Once you have finished editing your details, click on the Quick Links item above to access items that require an account, or click on the Surrey logo to go to our main website.
- Email**: Email Address: contactcentre@surreycc.gov.uk [Change email address]
- Security settings**:
 - Mobile phone number: No mobile phone number registered
 - Two Factor Authentication: No
 - Secret Question: Not set[Change mobile number] [Change two factor] [Change password] [Change secret question]




Step 8: Select waste permits

This screenshot is identical to the previous one, but the 'Waste Permits' option in the 'Social' sub-menu of the 'Quick Links' dropdown is highlighted in blue, indicating it has been selected.

Step 9: Click on waste permit application

The screenshot shows a web browser window with the URL <https://surreycc.gov.uk/env/wastepermits/>. The page title is 'Van and Trailer Permit Application'. A single button labeled 'Waste permit application' is visible on the page.

Step 10: Please familiarise yourself with the new terms and conditions below. Tick the box to say that you have read and understood these and then click confirm

Home | Menu | Contact us | Sign Out

Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > Apply for a van and trailer permit

Permit Application Form

Van permit Terms and Conditions

- 1. You need to be a Surrey resident and therefore provide a valid Surrey residential address.
- 2. Our van permit scheme is not valid for commercial use, and business addresses will not be accepted
- 3. **Only one permit may be applied for per one Surrey household address.**
- 4. You will be required to provide a valid email address as we need to be able to send you a copy of your permit. Without this you will not be allowed access to our sites. Each time you visit one of our recycling centres you will be asked to show a visual copy of your permit. Failure to do so may result in you being refused entry in to a site. (If you do not have access to a smart phone or printer, all Surrey libraries have printers where you can print a copy of your permit for a small fee).
- 5. The permit number must match the registration number of the vehicle you are driving. (ie the registration number of the vehicle you registered with us).
- 6. Van permits are issued and valid for you to bring in your own personal household waste only. Your new van permit will entitle you to **'12 visits'** in any one calendar year. It will automatically renew itself on your first visit to one of our sites in a new calendar year.
- 7. No other third party (eg tradesman) should be involved or apply on your behalf.
- 8. You need to be aware of the types of waste not allowed in to our recycling centres in a van, trailer or large vehicle without windows. Please familiarise yourself with our [construction waste policy](#) before visiting as waste from home DIY projects is classified as construction waste. Household construction or business waste must be taken to a [waste transfer station](#) where it will be weighed and you will be **charged**.
- 9. We have the right to revoke your permit if we believe it is being used to bring in waste from any commercial activity.
- 10. We will not tolerate any abuse, bullying or violent behaviour towards any of our site staff. Incidents will be reported and if upheld we will have the right to revoke your permit and a ban may be imposed from the site in question.
- 11. The van and trailer permit is linked with your vehicle's number plate. When you visit our recycling centres, staff will check your permit and record the waste and recycling you have brought.

Construction and DIY waste includes but is not limited to:


- Rubble, bricks and concrete
- Earth, soils including turfs
- Bathroom suites i.e. baths, sinks and toilets
- Fitted kitchen cupboards and work surfaces
- Plasterboard and room partitions (plasterboard is only accepted at Camberley, Earlswood, Epsom, Guildford, Sunbury and Woking)
- Garden sheds
- Fence panels and posts
- Internal and external doors
- Radiators
- Garden stone (paving and ornamental)
- Tiles

Data Protection




- The information you supply will only be processed for the purposes of the van and trailer permit scheme and information will not be passed to third parties.
- A valid email address is required as this is where your permit number will be sent to.

Please check to confirm you accept the terms and conditions

FEEDBACK



Step 11: Complete the permit application form, filling in all fields. You can apply for a hire permit or a permanent permit. If you are applying for a permanent permit you will see additional fields for type of vehicle and registration which you will need to complete.

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Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > [Apply for a van and trailer permit](#)

Permit Application Form

Title

*First name

*Surname

*Post code

[Find Address](#)

*Email address

*Confirm email address

*Telephone

*Choose a vehicle permit type

Permit for hire vehicle




Permit for personal vehicle

[Submit](#)

Updated: 20 Jun 2014 [Send to a friend](#) [Top](#)



When completing the address fields please enter the postcode and click on **'Find address'**

[Home](#) | [Menu](#) | [Contact us](#) | [Sign Out](#)  

Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > [Apply for a van and trailer permit](#)

Permit Application Form

Title


*First name



*Surname

*Post code

[Find Address](#)




[Home](#) | [Menu](#) | [Contact us](#) | [Sign Out](#)

Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > Apply for a van and trailer permit

Permit Application Form


Title:



*First name:

*Surname:

*Post code:

Then click the arrow next to Select an address to drop down the selection. Find your address and select it.


[Home](#) | [Menu](#) | [Contact us](#) | [Sign Out](#)

Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > Apply for a van and trailer permit

Permit Application Form

Title:

*First name:

*Surname:


*Post code:



CORPORATE RISK ASSOCIATES, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 FUTURE SYSTEMS, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 HALCYON OFFICES, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 SHELLEY OAK LTD, WESLEY HOUSE, (Address checked), LEATHERHEAD, KT22 7AH
 SURREY COUNTY COUNCIL, FAIRMOUNT HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 DEAF SERVICES TEAM, FAIRMOUNT HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 PRO PERFORMANCE SERVICES GROUP, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 CITY SHAKS RESIDENTIAL LTD, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 VIA MEDIA UK LTD, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 SYMATRIX LTD, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH
 E NOVATION UK, WESLEY HOUSE, BULL HILL, LEATHERHEAD, KT22 7AH

*Email address:

*Confirm email address:

Finally click on the green button “select” to populate the address fields


[Home](#) | [Menu](#) | [Contact us](#) | [Sign Out](#)

Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > Apply for a van and trailer permit

Permit Application Form

Title:

*First name:

*Surname:

*Post code:

Permit Application Form

Title

*First name

*Surname

*Post code

[Find Address >](#)

SURREY COUNTY COUNCIL

FAIRMOUNT HOUSE, BULL HILL

LEATHERHEAD

Step 12: After completing all the fields, please click on 'submit'

SURREY COUNTY COUNCIL

FAIRMOUNT HOUSE, BULL HILL

LEATHERHEAD

*Email address

*Confirm email address

*Telephone

*Choose a vehicle permit type

Permit for hire vehicle

Permit for personal vehicle

*Type of vehicle

*Vehicle registration

[Submit >](#)



[Home](#) | [Menu](#) | [Contact us](#) | [Sign Out](#)

Search site...



Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > [Apply for a van and trailer permit](#)

Thank you for your application. Your details are being processed. If approved, your permit number will be sent to the email address supplied shortly. You will need this code whenever you take your vehicle to a [Surrey Community Recycle Centre](#). The [forgotten my permit number](#) page is available if required, alternatively phone the contact centre on 03456 009 009 quoting Van and Trailer Permits. For any other issues please refer to the [Frequently Asked Questions](#) page before contacting us

Step 13: Please check your email for confirmation of your permit number. You will need to print a copy and keep it in your vehicle to show to staff at the Community Recycling sites. Alternatively you can save the email on a smart phone or device and show an electronic copy.

From: "Vanpermits" <vanpermits@surreycc.gov.uk>
To: "Contact Centre" <contactcentre@surreycc.gov.uk>
Subject: Surrey County Council - Your van permit

Your permit number is 12354

What to do next

- Print this email and keep in your vehicle for future reference. You will need to produce your permit number when you visit the site.
- Re-read our conditions of use to avoid being turned away.

Van permit Terms and Conditions

1. You need to be a Surrey resident and therefore provide a valid Surrey residential address.
2. Our van permit scheme is not valid for commercial use, and business addresses will not be accepted
3. **Only one permit may be applied for per one Surrey household address.**
4. You will be required to provide a valid email address as we need to be able to send you a copy of your permit. Without this you will not be allowed access to our sites. Each time you visit one of our recycling centres you will be asked to show a visual copy of your permit. Failure to do so may result in you being refused entry in to a site. (If you do not have access to a smart phone or printer, all Surrey libraries have printers where you can print a copy of your permit for a small fee).
5. The permit number must match the registration number of the vehicle you are driving (ie the registration number of the vehicle you registered with us).
6. Van permits are issued and valid for you to bring in your own personal household waste only. Your new van permit will entitle you to **'12 visits'** in any one calendar year. It will automatically renew itself on your first visit to one of our sites in a new calendar year.
7. No other third party (eg tradesman) should be involved or apply on your behalf.
8. You need to be aware of the types of waste not allowed in to our recycling centres in a van, trailer or large vehicle without windows. Please familiarise yourself with our [construction waste policy](#) before visiting as waste from home DIY projects is classified as construction waste. Household construction or business waste must be taken to a [waste transfer station](#) where it will be weighed and you will be [charged](#).
9. We have the right to revoke your permit if we believe it is being used to bring in waste from any commercial activity.
10. We will not tolerate any abuse, bullying or violent behaviour towards any of our site staff. Incidents will be reported and if upheld we will have the right to revoke your permit and a ban may be imposed from the site in question.
11. The van and trailer permit is linked with your vehicle's number plate. When you visit our recycling centres, staff will check your permit and record the waste and recycling you have brought.

Construction and DIY waste includes but is not limited to:

- Rubble, bricks and concrete
- Earth, soils including turfs
- Bathroom suites i.e. baths, sinks and toilets
- Fitted kitchen cupboards and work surfaces

2. Editing your permit

Step 1: If you wish to edit your permit in the future because you have changed address or vehicle, or wish to apply for a hire permit alongside your permanent permit (please see website for further details), then you will need to access your account by clicking on the apply online button on Surrey's website:

<http://www.surreycc.gov.uk/environment-housing-and-planning/waste-and-recycling/van-and-trailer-permit-scheme>

How to apply for a van and trailer permit

If you live in one of the 11 Surrey districts or boroughs, you can apply for a permit. There is no charge for the permit. Only one permit will be issued per household.

[Apply online >](#)

- Our Contact Centre will no longer be able to issue a van and trailer permit on your behalf. You must now make your van and trailer permit application online as you will be required to verify your email address.
- Once you have registered your account, please click on "Quick Links" to apply for your permit.

Step 2: Sign into your account

Surrey County Council

Sign in with your Surrey account

If you are using a small device and haven't already created an account, please scroll down to create an account.

Username
contact.centre@surreycc.gov.uk ✓

Password
●●●●●●●● ✓

Sign in

Forgotten your password?

You can reset your own password

Reset my password

Not got an account?

Create an account with us - it's really easy!

Create an account

Step 3: Tick the Terms and conditions again and confirm

- Your visit and the type of waste you bring will be recorded.
- Surrey County Council may use this information to identify users with commercial waste to prevent abuse of the scheme. Surrey County Council (SCC) will not tolerate abuse of it's staff or anyone working on SCC's behalf. Your permit and access to services may be withdrawn if you abuse staff on site.

Data Protection

- The information you supply will only be processed for the purposes of the van and trailer permit scheme and information will not be passed to third parties.
- A valid email address is required as this is where your permit number will be sent to.

Please check to confirm you accept the terms and conditions

[Confirm >](#)

Step 4: Click edit contact details, change the relevant detail and then click submit.

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > Apply for a van and trailer permit

Permit Application Form

Name Mrs Test User

Email contact.centre@surreycc.gov.uk

Address SURREY COUNTY COUNCIL
FAIRMOUNT HOUSE BULL HIL
LEATHERHEAD

Post code kt22 7ah

Telephone 123456789

[Edit contact details >](#)

Permit Detail

Permit Number	Vehicle	Type of Vehicle	Permit Expiry Date
12354	VP01 SCC	Transit Van	2016-12-31

Site visits made 0

Remaining site visits available 12

[Add hire vehicle permit >](#)



*Surname

Permit Number

*Post code

[Find Address >](#)

SURREY COUNTY COUNCIL

FAIRMOUNT HOUSE BULL HILL

LEATHERHEAD

Email

*Telephone

*Type of vehicle

*Vehicle registration

[Submit >](#)

FEEDBACK

Step 5: Confirmation of the update will be sent to you by email

Waste and Recycling

[Home](#) > [Environment, housing and planning](#) > [Waste and recycling](#) > Apply for a van and trailer permit

Thank you for updating your details. A confirmation will be sent to the email address supplied shortly. You will need this code whenever you take your vehicle to a [Surrey Community Recycle Centre](#). The [forgotten my permit number](#) page is available if required, alternatively phone the contact centre on 03456 009 009 quoting Van and Trailer Permits. For any other issues please refer to the [Frequently Asked Questions](#) page before contacting us

Step 6: If you have forgotten your password, you can click on reset password and a link will be sent to your email address. Click on the link as soon as you receive it and change your password as prompted. Click set password to complete the process and click “back to account” to log in.

Sign in with your Surrey account

If you are using a small device and haven't already created an account, please scroll down to create an account. ×

Username ✓

Password ✓

[Sign in](#)

Forgotten your password?

You can reset your own password

[Reset my password](#)

Not got an account?

Create an account with us - it's really easy!

[Create an account](#)



Reset Password

Please enter your email address

Email ✓

Confirm Email ✓



Password reset request sent

An email has been sent to the address you entered to confirm your request to reset your password.
Once you have received the email please follow the instructions to set a new password.
Please note: The link in the email will only be valid for a short time, so please act promptly.

From: "Identity" <identity@surreycc.gov.uk>
To: "Contact Centre" <contact.centre@surreycc.gov.uk>
Subject: [Surrey County Council] Password Reset Request

Text

[Source](#)

You (or someone else) has requested a password reset for Surrey County Council.

Username: contact.centre@surreycc.gov.uk

Please click here to confirm your request so you can reset your password:

<https://www4.surreycc.gov.uk:443/Identity/Account/passwordreset/confirm/126gWgykqPI>

If this was in error or not requested then click to cancel the request:

<https://www4.surreycc.gov.uk:443/Identity/Account/email/cancel/126gWgykqPBpzRkURSS1>

Thanks!

Surrey County Council



Change Password

Caution! Make sure your password is secure!

It is very important to select a strong password in order to keep your data safe online. The strength of a password is stongly dependent on its length, so an easy to remember random selection of four or more words is far more secure than a short, hard-to-remember jumble of characters, symbols and numbers.

Remember! "Freddy Thomas had 27 pink freckles" is a far more secure password than "£z%fdjxvnz"

Password

Confirm Password

Set Password



Password changed.

Your password has been changed. Please use your new password when logging in from now on.

Back to My Account