



GovBook | DIY Waste Booking Module.

The new DIY Waste legislation comes into effect on December 31st, 2023.

To help authorities manage this change, we've worked with stakeholders from over 70 HWRCs to build an industry-leading DIY Waste Module.

This module is designed to help:

- Stop service misuse
- Inform & educate residents
- Improve reporting
- Reduce costs & generate revenue
- Improve recycling rates &
- Streamline internal comms

Your sites, your rules.

Whether you intend to classify free usage as four visits, 2 x 50L rubble bags, 4 x 25L rubble bags, or less than 100L per visit, we'll help you govern it.

Increase visibility.

In the check-in app, all DIY waste visits are clearly marked, usage limits are flagged, & site staff can easily reconcile discrepancies in the type & amount of waste disposed of by visitors.

Improve comms with residents.

Generate automated comms & web journey prompts to inform users they have hit/exceeded disposal limits.

Industry-leading DIY Waste Module.

How the module works.

Module overview.

This configurable module is designed to help you manage every aspect of DIY waste, from accurately monitoring usage & communicating with residents to improving internal comms & streamlining on-site processes.

Option 1: bookings for all visits.

The DIY Waste Module is included as standard in our [Gold GovBook | HWRC Booking Product](#).

So, if you're looking for a way to manage the new legislation, cut costs, stop service misuse, increase recycling rates, eliminate queuing & more, then this option is for you.

To learn how booking tech has helped Kent County Council save over £150,000 per year and increase monthly recycling rates by 5%, click [here](#).

Option 2: DIY Waste bookings only.

You could also opt to take bookings for DIY waste visits only. This way, you can monitor & manage the new legislation whilst maintaining your current on-site processes for non-DIY waste visits. For more information on this option, please contact one of our team.

The screenshot shows a 'Booking Information' form with the following fields and options:

- Booking Information**
- * Vehicle registration: A text input field.
- * Are you bringing any DIY waste?: A dropdown menu with 'Yes' selected.
- * Please confirm the quantity you are bringing: Three radio button options:
 - Up to one 50 litre rubble bag
 - Up to two 50 litre rubble bags
 - Bulky item or fitted item (no larger than 2000mm x 750mm x700mm, such as a bath tub)
- What types of DIY waste will you be bringing to the recycling centre (select all that apply):** A list of checkboxes:
 - Rubble (with subtext: Rubble, bricks, rocks, stones, hardcore, slabs, asphalt and tarmac)
 - Plasterboard
 - Bathroom suites and fittings
 - Kitchen fittings
 - Soil and turf
 - Fencing and sheds
 - Roof aerials and sky dishes
 - Shelves

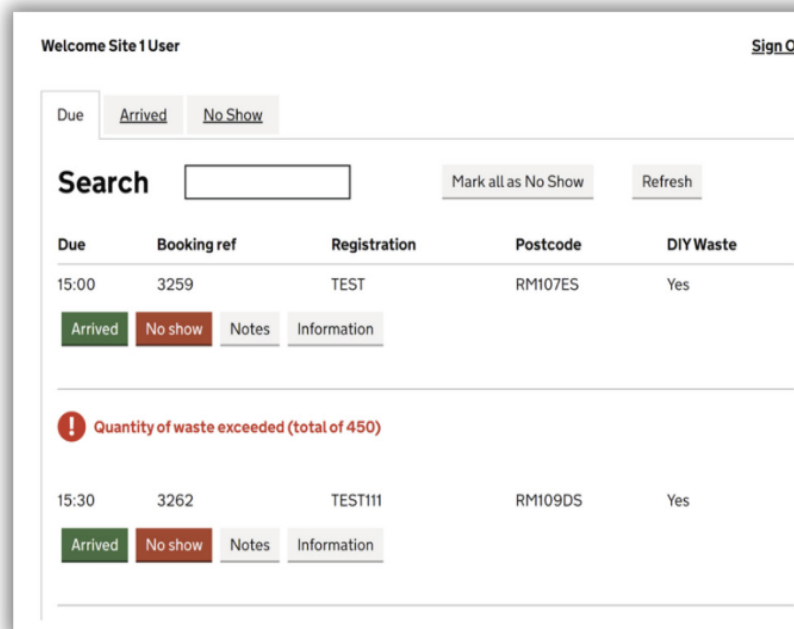
Easily manage the complexities of the new legislation.

The simple way to manage DIY waste.

All the admin tools you'll need.

With the on-site check-in app & intuitive admin portal, you'll be able to:

- Accurately monitor usage
- Provide site staff with full visibility
- Empower staff to reconcile usage on-site
- Stop service misuse
- Collect important operational data
- Easily manage access & demand &
- Improve internal comms



Increase visibility.

In the check-in app, all DIY waste visits are clearly marked, usage limits are flagged, and site staff can easily reconcile the type & amount of waste disposed of by visitors.

Improve reporting.

Get detailed reports on the frequency, amount & type of DIY waste disposed of per household. See top users by waste stream, revenues, & much more.

Stop service misuse.

Set rules to limit residents to two 50L sacks (or your chosen equivalent). Cap usage at four visits per month & capture the info you need with configurable booking questions.

Easily manage visitor access.

You'll have access to a real-time check-in app that allows staff to mark visits as arrived or no-show, reschedule slots, add notes, view additional info, and monitor usage limits.

Quick, easy & informative.

A better experience for residents.

Improve the user experience.

You'll be able to meet the expectations of modern residents by:

- Improving comms
- Enabling easy, 24/7 self-service
- Eliminating queues
- Ensuring fair access to services
- Improving the on-site experience &
- Creating two-way comms channels

The screenshot shows a web interface for entering details. At the top, it says "Enter your details" in green. Below this is a blue-bordered box with the heading "Important". Inside this box, there are two paragraphs of text: "This booking will exceed the number of DIY waste visits you are allowed within a 4 week period. You will have visited 5 times. [View Charges](#)" and "This booking will exceed the quantity of DIY waste you are allowed to bring within a 4 week period. You will have brought 450 litres of DIY waste. [View Charges](#)". A "Continue >" button is at the bottom of this box. Below the warning box are two columns of form fields. The left column is titled "Personal information" and contains three fields: "First name" (with "test" entered), "Last name" (with "test" entered), and "Email Address" (with "test@test.com" entered). The right column is titled "Your booking" and contains a summary: "Recycling centre booking", "30 minutes", "Tuesday 5 December 2023", "17:00 - 17:30", "Site 1", "Fridlands Lane Reuse and Recycling Centre", "123 Rainham Road North", "Dagenham", "RM10 7ES".

Inform at the point of booking.

Generate automated web journey prompts informing users they have hit disposal limits & provide signposts for additional information on costs & policies.

Make short work of long queues.

Spread demand evenly & eliminate queues with pre-defined visitor slots, custom booking rules & an AI-powered scheduling engine.

Automate your comms.

Generate automated email & SMS messages informing residents of their remaining free usage quota, potential charges, booking updates, site updates, policy updates & more.

Accessible. Secure. Reliable.

Your booking system will meet the WCAG 2.2 AA & comply with ISO27001 & Cyber Essentials Plus. It will also have a guaranteed up-time of 99.95%.

We work with over 70 HWRCs & facilitate over 10 million site visits each year. Recently, we've helped Kent County Council & Western Riverside Waste Authority reduce annual costs by £150,000 & £200,000, respectively. We've also seen an 8% average increase in recycling rates across our community post-implementation.

To find out more, check out our listings on **G-Cloud**.

Let's talk bookings:

 info@bookinglab.co.uk

 www.bookinglab.co.uk

 [@bookinglab](https://twitter.com/bookinglab)

 [/bookinglab](https://www.linkedin.com/company/bookinglab)

