Frequently asked questions

1. The only vehicle I own is a van or Pick-up van, so does this mean I won’t have unlimited access as other residents who have smaller vehicles?

Access is restricted to a limited number of times for large vehicles, on the understanding that there are certain households who have a commercial vehicle as their only vehicle. It is therefore deemed reasonable to allow 18 free times per year to such vehicles. One needs to keep in mind that the household users have the bulky refuse service at their disposal and any disposal of Electronic and Electrical products should be taken care of either by the seller of new appliances or through the bulky refuse service provided by the Local Council.

2. The vehicle I have falls under Category A, does this mean I will only have access once a year?

There will be the possibility of extending the one entry (Category A) to 18 entries (Category B), should it be proven that only that particular vehicle is owned by the household.

3. If residents (not a business) have more than one vehicle that falls under Category A or B, are they given a permit for each vehicle?

Those households having more than one vehicle falling under Category A or B will get full entitlement of permits for each vehicle.

4. Can non-Government organisations dispose of their waste at a Civic Amenity Site?

Requests for disposal of waste by NGOs are to be submitted in writing to Wasteserv on casoperations@wasteservmalta.com and considered on a case by case basis.

5. If my vehicle does not have a permit, can I park outside the site and dispose of my waste on foot?

Access to the Civic Amenity site will be denied for pedestrians, for Health & Safety reasons.

6. Where can I dispose of my waste once I don’t have access to the Civic Amenity Sites?

Common waste streams arising from works carried out at home are:

- Inert – can be disposed of directly to permitted quarries, by the hiring of skips from registered waste carriers
- Bulky items and Wood – calling the local council bulky refuse service or at Maghtab Environmental Complex and at Tal-Kus Transfer Station. Vehicles need to be registered with ERA and Wasteserv to be granted access.
- Paint – Paints may be considered for incineration via the Waste Acceptance Unit
- Appliances and parts thereof – can be disposed of via authorised WEEE (Waste Electrical and Electronic Equipment) Schemes or by calling the local council bulky refuse service
• Oils – can be disposed of via private contractors or at the Incinerator via the Waste Acceptance Unit
• Tyres – contact the Waste Acceptance Unit to dispose of tyres at an approved facility
• Metal and other recyclable materials – contact the Waste Acceptance Unit for disposal. Alternatively, hire skips or contact scrap dealers. This material is considered as a resource to economic operators.

For more information and queries on any other waste stream not mentioned above, kindly contact the Waste Acceptance Unit by filling up the online request, by email on wao.ws@wasteservmalta.com or call on 80072200.

7. Can I collect all mixed waste in a skip or go to Maghtab Environmental Complex?

Rather than disposing of everything in one skip or going to Maghtab Environmental Complex with comingled waste, there are other options which are cheaper and at the same time ensure that resources are not sent to the landfill. In fact, comingled waste disposed at the landfill costs €20 per tonne, recyclables disposed of at the Sant’Antnin Waste Treatment Plant and Tal-Kus Gozo cost only €0.50 per tonne; all prices excluding VAT.

8. Apart from the Civic Amenity Sites, are all vehicles accepted at Wasteserv Facilities?

Only registered waste carriers by ERA are accepted at Wasteserv Facilities other than the Civic Amenity Sites. Potential users of these sites need to know that from a legal point of view: Any other use of a vehicle or sea-going vessel for the transport of wastes, including professionals and traders who carry other peoples’ waste for disposal in the course of their business (e.g. a builder or plumber removing waste from a property in which he had undertaken his trade) is to be registered as a waste carrier. (Article 38 (2) of L.N 106 of 2007)

9. I am a registered waste carrier; can I just go into any other Wasteserv Facility to dispose of my waste?

Prior to use of any of the Wasteserv facilities, other than the Civic Amenity sites, registration with Wasteserv through the Waste Acceptance Unit is required. In addition, the Waste Carrier need to have the Waste Disposal Sheet to enter Wasteserv’s Facilities other than the CA Sites.

10. How long does it take to get a permit?

Waste Acceptance Team Permits (WDS) are normally issued within one week depending on the type of waste. To reach the Wasteserv Waste Acceptance Unit you can fill the online waste enquiry form, send an email on wao.wasteservmalta.com or call on 8007 2200. Civic Amenity Sites – can apply online and permit issued immediately or else go the CA Sites and the permit is done on site and the user is allowed entry instantaneously.