



# Coronavirus

## YOUR COUNCIL IS HERE TO HELP YOU

During the current situation we're working hard to provide essential services for the people of East Hampshire.

We want to make sure you know where to get the latest reliable information. This is a difficult time for the country, but we're here to help you.



**East  
Hampshire**  
DISTRICT COUNCIL

# Message from Cllr Richard Millard, Leader of East Hampshire District Council, and Gill Kneller, Chief Executive

We wanted to write to you personally at this extraordinarily difficult time to let you know that we are doing everything we possibly can to provide essential services to you.

We are facing an unprecedented national crisis and our priorities are to deliver critical services and to help those who may need us.

As part of this we are co-ordinating efforts to support local people who might need our help because they have been affected by coronavirus.

We are working alongside voluntary organisations to manage our response in the community and make sure that support, services and supplies reach everyone that needs them.

This is a worrying time and we want to help you as much as we possibly can. If you're worried about how you'll cope during the crisis, or if you have a neighbour or relative who is vulnerable please ring **0333 370 4000**.

## HELP US TO HELP OTHERS

We are looking for volunteers to sign up and help people in their community. If you can help, contact our partners Community First at [www.volunteerwessex.org](http://www.volunteerwessex.org)

We may also need to redeploy some of our staff from their traditional roles to help with this community support work, which means that non-critical services may not be delivered during the crisis - please bear with us if this is the case.

**We want to unite our communities so that we can pull together to get through this difficult time.**



## SUPPORT FOR BUSINESSES

It's a hugely worrying time for businesses, staff and the self-employed.

It is crucial both at a national and local level that everything possible is done to protect businesses from the impact of coronavirus and we are committed to doing our bit.

We want businesses to survive and for our local economy to be well placed for recovery when we emerge from this crisis so we will provide as much support as possible during this period of unprecedented disruption.

The government has announced a range of schemes to help businesses during the coronavirus outbreak.

We have been given responsibility for administering some of these schemes including 'business rates holidays' and grants for retail, hospitality, leisure and small businesses.

Other support will be through HMRC, the Bank of England and the British Business Bank – and we will provide signposting and support to help you access these where we can.

**For more information and advice please visit**  
**[www.easthants.gov.uk/coronavirus-business-support](http://www.easthants.gov.uk/coronavirus-business-support)**

## COUNCIL SERVICES

Following government advice, which includes minimising social contact, we're taking the sensible precaution of prioritising our essential services to help ensure the wellbeing of customers, staff and the wider community.

Our offices are closed to the public but you can still contact us by visiting our website at **[www.easthants.gov.uk](http://www.easthants.gov.uk)**

If you don't have access to the internet then call us on **01730 266551**.

You can also sign-up to receive immediate updates and e-newsletters with the latest information at **[www.easthants.gov.uk/email-alerts](http://www.easthants.gov.uk/email-alerts)**

And you can also follow us on social media, for links to all of our channels go to **[www.easthants.gov.uk/our-social-media](http://www.easthants.gov.uk/our-social-media)**

## BINS

Our teams are working extremely hard to ensure we empty your bins - but please bear with us as we are working in a difficult situation.

If your bin is not collected please leave it out, where it will not cause an obstruction, and our teams will collect as soon as they can. This may not be until your next scheduled collection day.

If you receive an assisted collection this will continue as normal.

We will collect excess recycling which can be left in clear plastic sacks or a cardboard box next to your bin. If your rubbish collection is missed, we will collect any extra rubbish which can also be left in sacks next to your bin.

For people suffering with symptoms associated with coronavirus please ensure you seal personal waste such as tissues and disposable cleaning cloths in smaller plastic bags and store them for 72 hours before double-bagging your waste and placing it in your green bin.

## BULKY WASTE COLLECTIONS

We hope you'll understand that we have temporarily suspended new bulky waste bookings until further notice. Norse South East (our contractor) will complete existing requests provided that the waste is left outside your property for the crew to collect.

## KEEPING SAFE

For advice from the government about keeping yourself and your family safe during the coronavirus outbreak, go to [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

We are in a fast-moving situation so for the latest updates on how council services are being affected by the outbreak go to [www.easthants.gov.uk/coronavirus](http://www.easthants.gov.uk/coronavirus)

Thank you for your cooperation and patience during this difficult time.

**We hope this is an opportunity for our community to work together to help those most in need.**

