



24th April 2019

Dear resident

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We are sending emails like this one to residents of the New Forest with information about our services as we respond to the Coronavirus (COVID-19) outbreak. You can unsubscribe at any time – see the end of this email.

Financial support for residents

If you are struggling to pay your Council Tax, we can offer flexible payment plans. Contact our Revenues Team at counciltax@nfdc.gov.uk or 01590 646111 between 8.45am and 1pm on weekdays to discuss different payment options and get advice.

There is information on our website about applying for Council Tax Reduction, benefits, food bank vouchers, and mortgage payments.

<http://newforest.gov.uk/coronavirusmoney>

Garden waste collections

Garden Waste collections will restart from Monday 27 April 2020 for current customers.

Unfortunately, we are not yet able to accept new subscribers to the service, but we will let you know when we can.

If you are a current customer please see <http://newforest.gov.uk/gardenwaste> for all information concerning the restart, when your waste will be collected and how we will compensate you for your missed collections.

Essential travel

Our seafront car parks remain closed. This is in line with the government rules around social distancing.

Town and village car parks remain open and charges have been suspended to help volunteers and key workers.

If you are going out to exercise once a day, where possible, you should continue to exercise using the outdoor space close to your home.

- Keep at least 2 metres apart from others at all times
- Exercise alone or with other members of your household only
- If you are walking your dog in areas used by other people, you should keep your dog on a lead to ensure you can safely stay 2 metres away from others
- Remember to wash your hands as soon as you return home

You can read up to date advice on leaving your home at <https://www.gov.uk/government/publications/coronavirus-outbreak->

VE Day

Community celebrations arranged to take place on the bank holiday weekend of 8 to 10 May to commemorate VE Day 75 are advised to cancel or postpone to keep people safe and follow social distancing rules.

You can join in with the 'Nation's Toast to the Heroes of WW2' at 3pm on 8 May, from the safety of your own home, by standing up and raising a glass of refreshment of your choice with the toast, "To those who gave so much, we thank you".

BBC Local Radio's Make a Difference project is encouraging you to mark the occasion by taking part from home and making your own VE Day 'Great British Bunting' to display in your windows.

More information and how to make your own bunting is available from the BBC's website <https://bbc.co.uk/makeadifference>

At NFDC we would love to see pictures of your bunting, especially if you make it out of your recycling. Please send any pictures to us on facebook or twitter, or email communications@nfdc.gov.uk

Care and wellbeing

Connect to Support Hampshire is a website for adults in Hampshire. Its aim is to help you stay independent and to manage your own care.

You will find local groups, activities and services within your community as well as formal care services, and there is specific advice and links to information about Coronavirus.

<https://www.connecttosupporthampshire.org.uk/>

Business Support Grants

We have paid out more than £30 million in Business Support Grants to 2,595 businesses in the New Forest affected by the coronavirus – but around 1,000 eligible local businesses have yet to apply.

The grants are available to businesses in the retail, hospitality and leisure sectors with a rateable value of up to £51,000, and to businesses getting Small Business Rate Relief.

It's free and easy to claim. If you know of a business that could be eligible, please ask them to visit <http://newforest.gov.uk/Business-Grants-Information>

Latest information from NFDC:

<http://www.newforest.gov.uk/coronavirus>

Latest information from central government:

<https://www.gov.uk/coronavirus>

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