



21<sup>st</sup> May 2020

Dear resident

In this email:

- › Take care in the New Forest
- › Bank holiday refuse and recycling
- › Coronavirus symptoms
- › Travel and transport
- › Hampshire HWRCs
- › Housing service information
- › A thank you

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.

---

## **Take care of each other and the Forest**

With the nice weather we have been experiencing and the easing of lockdown restrictions, we are seeing more people out and about enjoying our coastline, open spaces and the Forest. And we are pleased to say that most people are being sensible and are taking care when outside to still do their bit to limit the spread of Coronavirus.

We, and Forestry England, have opened some car parks so daily exercise and spending some time outdoors is possible, but our public toilets remain closed. Whilst getting outside and exercise are

important for physical and mental health, the main message is still to stay at home as much as possible.

If you are out and about in the Forest, follow the New Forest National Park Authority's New Forest Code:

- Keep your distance from the animals, don't feed or touch them
- Take home dog waste and litter
- No fires or disposable BBQs
- Keep dogs under control. Don't let dogs approach or chase any animals.
- Park only in car parks – check which ones are open at <https://www.forestryengland.uk/new-forest>
- No wild camping
- Help wildlife by keeping to the main tracks
- Drive with care – animals on the road
- Stick to the cycle tracks

Please continue to follow the 2 metre social distancing guidance.

There is a severe fire warning currently in place across the New Forest National Park. No barbecues are allowed, and you are asked to please take extra care.

<http://newforest.gov.uk/article/19464/Appeal-for-people-to-respect-and-care-for-the-Forest-during-high-fire-risk-weekend>

(We continue to review if we can re-open toilets but will only do so when we are confident it is safe and that we can meet the new Covid-secure conditions.)

---

## **Bank holiday refuse and recycling collections**

Monday 25 May is a bank holiday. We will be collecting your black and clear sacks, garden waste, and glass recycling as usual.

Please continue to follow the advice on how to correctly store and present your waste, including how to store your waste if you have Coronavirus symptoms, at <http://newforest.gov.uk/coronaviruswaste>

---

## **Loss of smell and taste Coronavirus symptom**

This week the symptom of 'anosmia', loss or change to your sense of smell or taste, was added to the list of COVID-19 symptoms which mean you should self-isolate.

You should self-isolate and get tested if you or any member of your household displays any of the following symptoms:

- a new continuous cough
- fever
- loss/change in your normal sense of smell or taste (anosmia)

Please see latest information about the symptoms and what to do if you experience them:

<https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

---

## **Travel and transport**

We have added to our website some information on how to travel safely, including useful links and cycling tips, and what transport options there are available locally.

The main advice is still to stay home as much as possible but if you do need to travel or use public transport please read the information at <http://newforest.gov.uk/article/19461/Coronavirus-Travel-and-transport>

If you are travelling try to avoid public transport if you can, but if you do have to use public transport, the government guidance recommends you:

- keep 2 metres apart from others
- wear a face covering
- use contactless payment where possible
- avoid rush hour travel where feasible
- wash or sanitise your hands as soon as possible before and after travel
- follow advice from staff and be considerate to others

There is more information on travelling safely on the Government's website at: <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

---

## **Hampshire's Household Waste Recycling Centres**

The recent re-opening of the County Council's Household Waste Recycling Centres (HWRCs / tips) did cause the expected long queues and traffic delays. This very high level of demand has continued. Therefore, please only travel to an HWRC if it is essential.

Read more at: <https://www.hants.gov.uk/News/HWRCS15052020>

---

## Changes to Housing services

Our Housing service continues to provide key services to our tenants.

Having reviewed the latest guidance from government, we have made some changes to our services including resuming routine repairs and maintenance programmes, housing allocations and tenancy sign ups.

Please see the detailed information which has been updated at <http://www.newforest.gov.uk/coronavirushousing>

---

## Thank you Thursday

Tonight we will again be joining the nation in the Clap for our Carers event from doorsteps.

Each week on our Facebook and Twitter feeds we have shown different staff members but tonight we are particularly thanking you, and all our residents, and showing our appreciation of...

1. how you have been so patient and understanding as we've adjusted our services to respond to the Coronavirus
2. how you have come together to help your local communities in many and varied ways
3. and how so many of you have helped slow the spread of the disease by following government advice.

As it is Mental Health Awareness Week, we would encourage you to think about what you appreciate about others and challenge you to tell someone the three things that you appreciate about them.

Read more about looking after your mental health at <https://www.mentalhealth.org.uk/campaigns/mental-health-awareness-week>

---

## NFDC on social media:

Facebook: <https://www.facebook.com/newforestgov/>

Twitter: <https://twitter.com/newforestdc>

YouTube:

[https://www.youtube.com/channel/UCY5ng2quINNQPcqQeQ4uf4g?view\\_as=subscriber](https://www.youtube.com/channel/UCY5ng2quINNQPcqQeQ4uf4g?view_as=subscriber)

Latest information from NFDC:

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

Latest information from central government:

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

Please share this email with your family and friends, and if they would like to sign up to receive them in future, they can subscribe at

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

To stop receiving these emails please email STOP to

[enews@nfdc.gov.uk](mailto:enews@nfdc.gov.uk)

Read our privacy notice: <http://newforest.gov.uk/article/4549/Privacy-Notice>

To stop these emails going in to your junk folder

add [communications.nfdc@notifications.service.gov.uk](mailto:communications.nfdc@notifications.service.gov.uk) to your safe sender list. If you're still having problems, contact [enews@nfdc.gov.uk](mailto:enews@nfdc.gov.uk) support for help.