

20th July 2020

Dear resident

In this email:

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We are sending emails like this one to residents of the New Forest with information about our services, and updates as we respond to the Coronavirus (COVID-19) outbreak.

You can unsubscribe at any time – see the end of this email.

How to present your waste for collection

- **Stack-piling sacks:**
During lockdown, we asked you not to pile your black and clear sacks with other households' refuse sacks before collection. This was because of staff shortages, and we needed to be sure that if we could not collect your waste and recycling, that you would be able to take it in.
Our staffing levels have now returned to normal, and so if you previously stacked your sacks in a safe communal place, you can return to doing this.

- If you have Coronavirus:
If you or anyone in your household has coronavirus or symptoms, or are self-isolating you must double bag your waste and not put it out for collection for at least 72 hours.

You can read more about storing and presenting your waste at <https://newforest.gov.uk/article/1579/Coronavirus-Waste-and-Recycling-Changes>

Getting crabby about litter

We have seen some increase in litter across the district and, whilst a lot of people look out for the forest and take their litter home, we know that some people sadly do not.

We have been taking more action to encourage people not to litter. As well as frequent emptying of bins, flytipping operations with the police, and notices on bins that read 'if this bin is full take your litter home', from August we will also be running a fun selfie competition on billboards at the coast featuring #crabby, with a chance to win £100.

At these sites there will also be free bags, while stocks last, to make it easier for people to be responsible for their own waste and take their rubbish home. Look out for the billboards at Milford on sea, Barton on sea, and Calshot.

Report a problem with a litter

bin: <https://newforest.gov.uk/article/1213/Public-Litter-Bins>

Grants and loans for home adaptations

Do you have difficulty using your bath, or find stairs and steps difficult?

We offer grants and loans for adaptations to your home that could help make your life easier.

We can help with a wide range of adaptations, including installing level access showers, widening doors for wheelchair access, and fitting grab rails, ramps or stair lifts.

We can also assist with arranging a needs assessment, surveyor and builder to carry out the work.

Read more and see who can apply at <https://newforest.gov.uk/article/999/Private-Housing#grants>

Council or housing association tenants, private tenants and home owners can apply. Applications for adults will be means tested and you may have to contribute to the cost. Applications for children are not means tested.

Face coverings

From Friday (24 July), it will be mandatory to wear a face covering in shops and supermarkets in England, as well as on public transport.

Face coverings protect others.

There is government information which explains what face coverings are, their role in reducing the transmission of coronavirus, the settings in which they are recommended, and how they should be safely used and stored.

For many people wearing a face covering is possible. However, there will be some who are exempt from wearing one and you should not challenge anyone for not wearing a face covering.

See guidance <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Help and support

Find out what you can do if you're struggling because of coronavirus:

- feeling unsafe
- going in to work
- paying bills or being unemployed
- getting food
- having somewhere to live
- mental health and wellbeing

<https://www.gov.uk/find-coronavirus-support>

Useful contacts:

- Citizens Advice New Forest
0300 330 9009
www.newforestcab.org.uk
- New Forest Disability
01425 628750
www.newforestdis.org.uk
- Age Concern New Forest
023 8084 1199
www.ageconcernnewforest.org.uk
- Community First New Forest
01425 482773
www.cfnf.org.uk

- Hampshire Council for Voluntary Service
<https://www.hampshirecvs.org.uk/>
 - Hampshire domestic abuse service
0330 016 5112 (Call 999 if it is an emergency)
www.stopdomesticabuse.uk
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NHS test and trace

If you're contacted by the NHS Test and Trace service, you will NOT be asked to provide any passwords, bank account details, or pin numbers.

They will also never visit your home.

Find out more about how NHS test and trace works:

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Latest information from

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

Latest information from central

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

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