

Updated 29th April, 2020.

DOUGLAS BOROUGH COUNCIL EFFECTS OF CORONAVIRUS (COVID-19) ON SERVICES

Douglas Borough Council has suspended all non-essential services until further notice.

All public buildings controlled by the Council have been closed to staff and the public but telephone and e-mail enquiries are being dealt with. Contact details for the relevant services can be found on the Council's Website, www.douglas.gov.im, or the e-mail address enquiries@douglas.gov.im and telephone number 696300 can be used.

Should it be necessary to change any contact details, as may become possible depending on the developing situation, publicity will be given to the new details.

DOUGLAS TOWN HALL

Closed to staff and public. Telephone and e-mail enquiries being dealt with. Payments of rent and rates and enquiries about them being accepted by telephone and online.

HENRY BLOOM NOBLE LIBRARY

Closed to the public. Telephone and e-mail enquiries being dealt with and on-line services (e-books, etc.) being maintained.

WASTE SERVICES

Refuse collections continuing as normal, with the exception of kerbside collections of recyclable materials which has been suspended.

EASTERN CIVIC AMENITY SITE

Open 08:00 – 17:45 Monday to Saturday; and

08:00 – 15:45 Sundays and Bank Holidays.

Currently accepting incinerable household waste, garden waste and scrap metal only. All other waste streams will be reintroduced gradually.

Recycling and reuse materials are not accepted for the time being.

Bring Bank Recycling Bins in other parts of Douglas are available for use.

STREET CLEANING

Continuing, targeting essential areas.

COUNCIL CAR PARKS

Drumgold Street, Shaws Brow, the Bottleneck and Chester Street car parks are free of charge until further notice. .

DOUGLAS GOLF COURSE

Closed for play until further notice.

PARKS AND OPEN SPACES

All open and available for use, including the allotments, (subject to social distancing advice) but excluding children's play areas. Refreshment facilities are not available. Litter-bin emptying, litter picking, including sweeping litter as resources allow, and responding to emergencies.

CHILDREN'S PLAY AREAS

Including Splash Zone at Noble's Park – all closed to the public.

CEMETERIES AND CREMATORIUM

Restriction of attendees at Services to **15** maximum. Otherwise continuing as normal.

HOUSING

Essential services maintained as follows;

Answering tenants' calls and queries;

Processing rent payments and moving tenants to more convenient automated pay solutions;

Fixing emergency property requests;

Checking key systems in communal buildings;

Supporting sheltered accommodation tenants as much as workforce resources allow, in partnership with third sector agencies and the Department of Health and Social Care.

SHELTERED ACCOMMODATION

Essential visits only to residents are permitted. Visits by Council staff are restricted but frequency of telephone contact with residents has been increased.

DRINKING WATER REFILL STATIONS

Facilities on Promenade, in ~Noble's Park and adjacent to the Market Hall have been disabled.

PUBLIC CONVENIENCES

Open as normal.

STREET CLEANSING

Litter-bin emptying/litter picking, including sweeping litter as resources allow, and responding to emergencies.

ELECTRICAL SERVICES

Emergencies only.

CONTACT DETAILS

General enquiries: 696300 enquiries@douglas.gov.im

Housing: 696435 housing@douglas.gov.im

Bereavement services: 696329

Waste management: 696445 waste@douglas.gov.im

Payment enquiries: 696344 enquiries@douglas.gov.im

Out-of-hours emergencies: 671100

Facebook: search DouglasBoroughCouncil