

22nd January 2021.

DOUGLAS BOROUGH COUNCIL

EFFECTS OF CORONAVIRUS (COVID-19) ON SERVICES AS OF CLOSE OF BUSINESS ON WEDNESDAY, 22nd JANUARY 2021

All public buildings controlled by the Council will be closed but telephone and e-mail enquiries will continue to be 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.

DOUGLAS TOWN HALL (reception and payment counter)

Closed to the public. Payments of Housing rent and rates and enquiries will be accepted by telephone and online.

HENRY BLOOM NOBLE LIBRARY

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

REFUSE COLLECTION

Refuse collections continuing as normal. If a member of the household has tested positive, is symptomatic or awaiting test results for Covid, please double bag any personal waste and keep separate for 48 hours before placing in the refuse bin. To protect our staff, we ask that you sanitise the wheelie bin handle after placing it out for collection.

KERBSIDE RECYCLING SERVICE – DOUGLAS & BRADDAN

Update – 15th January 2021.

It is with regret that the Council has decided to suspend the Kerbside Recycling Service for the next two weeks, after which the situation will be reviewed. It is becoming increasingly difficult to ensure protection to both the public and staff due to the potential transmission of the virus from contact with recyclables and boxes.

Bring banks remain open to the public, but please consider whether your journey is essential.

Recyclables can be stock piled for collection when the service resumes. The following Government link provides useful advice for managing your waste during the period <https://covid19.gov.im/general-information/managing-household-waste/>.

EASTERN CIVIC AMENITY SITE

The Eastern Civic Amenity site has reopened for business. Customers are advised that a face covering must be worn on site unless the customer has a medical exemption. The reuse sheds will remain closed until further notice.

Social distancing measures have been put in place which may lead to delays.

The site is open daily from 8.00 to 16.00 (last entry 15.45)

LOCAL BRING BANKS

To remain open.

STREET CLEANING

Litter bins, street sweeping, and any matters related to public health or safety, to continue, through Waste Services and Parks Department. The social distancing requirement will prevent some normal operations.

COUNCIL CAR PARKS

Levels 3 and 4 in Shaw's Brow and the Bottleneck car park will be free of charge from 00.01 Thursday, 7th January, 2021 until further notice.

PARKS AND OPEN SPACES

All open and available for use (subject to social distancing advice) excluding children's play areas. Refreshment facilities are not available.

CHILDREN'S PLAY AREAS

All closed to the public until further notice.

CEMETERIES AND CREMATORIUM

Restriction of attendees at Services to **10** maximum. Otherwise continuing as normal. Social distancing measures to be adhered to.

DOUGLAS GOLF COURSE

To remain open with restrictions in place. Please contact the Golf Course directly for more information.

ALLOTMENTS

To remain open but social distancing requirements must be adhered to.

HOUSING SERVICING AND MAINTENANCE

The service team can be contacted by telephone (696435) between the hours of 8:45am and 5:15pm or email Housing@Douglas.gov.im

Only urgent Housing maintenance repair work is being carried out, and visits to Housing properties restricted to those considered essential. All other repairs will be logged and dealt with when safe to do so.

SHELTERED ACCOMMODATION

Closed to visitors for one week. Visits by Council staff are restricted but frequency of telephone contact with residents has been increased. A further communication has been issued directly to all Sheltered residents

DRINKING WATER REFILL STATIONS

Facilities on Promenade and adjacent to the Market Hall have been disabled.

PUBLIC CONVENIENCES

Open as normal.

The Council will continue to update the public via the www.douglas.gov.im and the Council's social media channels.

Douglas



Douglas Borough Council

We apologise for any inconvenience and thank the public for your kind cooperation.