

31st March 2021

DOUGLAS BOROUGH COUNCIL

EFFECTS OF CORONAVIRUS (COVID-19) ON SERVICES AS OF CLOSE OF BUSINESS ON TUESDAY, 2nd MARCH, 2021

DOUGLAS TOWN HALL (reception and payment counter)

Closed to the public from 2.30pm. 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

It is with regret that the Council has decided to suspend the Kerbside Recycling Service. 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.

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 is open with restrictions in place, including

- Disposal limited to household burnable, garden waste and recycling bring banks;

- No white goods, televisions or metal;
- The re-use sheds will remain closed until further notice;
- Only one family member and one other adult to help as required will be permitted on site;
- Social distancing must be adhered to and face coverings worn at all times.

The site is now operating on summer hours, 8am to 5.45pm Monday to Saturday and Sundays 8am to 3.45pm.

The Site will be closed as usual on Good Friday and will re-open Saturday 3rd April.

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 3rd March 2021.

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.

CEMETERY AND CREMATORIUM

To continue to open with restrictions. Book of Remembrance available to view online.

CEMETERY GROUNDS

To remain open.

DOUGLAS GOLF COURSE

To remain open today while regulations on outdoor leisure are established. A further decision to follow.

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. Visits by Council staff are restricted but frequency of telephone contact with residents will be increased.

DRINKING WATER REFILL STATIONS

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

PUBLIC CONVENIENCES

Open as normal with the exception of Noble's Park Bowling Green unit.

BEACH MANAGEMENT

The contractor will continue to work under social distancing measures.

COMMUNITY AND ENFORCEMENT

To continue to work with restrictions.

TOWN CENTRE MANAGEMENT

To continue to work remotely.

BUILDING CONTROL

To continue to work remotely.

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

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

For the duration of the circuit-break, 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.