

Coronavirus (COVID-19)

Community support for our residents



If you need help and don't have family, friends or neighbours who can provide it, please contact our community helpline for advice on:



Emergency food packs if you are unable to leave the house or pay for food



Meals on wheels if you are elderly or vulnerable and struggling to make hot meals



Emergency prescription pick up by one of our friendly volunteers



Phone befriending if you are feeling lonely and isolated



Financial help if your household income has recently reduced and you are struggling to pay rent or council tax.



Community helpline: 01737 276000
SMS 07834 626468 if you are deaf or hard of hearing
Monday to Friday 9am - 5pm
Saturdays and bank holidays, 9am - 1pm*
***Subject to change**

If you have access to the internet, visit our website or follow us on social media for the latest news.



www.reigate-banstead.gov.uk/coronavirus



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Supporting our community during the pandemic

Need to contact us but don't have internet access? Call our Customer Contact team on **01737 276000** or SMS **07834 626468** if you are deaf or hard of hearing.

Here are some things you can do to help us help you:



Garden waste collections are currently suspended – try composting if you can.



Reduce food waste: remember to only buy what you need. Try freezing what you can't eat before the use by date, or use leftovers in new recipes.



Community recycling centres (CRC): Surrey County Council's recycling centres have started to reopen. Earlswood CRC is open. Please check SCC's website for opening times before you travel. Only black bag waste and garden waste will be accepted in this first phase.



Parks and open spaces: help us keep green spaces open for those who need them. Stay at least 2 metres apart from anyone who lives outside of your household.



Be scam aware: be aware of coronavirus-related scams. A genuine organisation will give you time to check credentials and consider what you want to do.

Further guidance and support

Domestic abuse: if you are being frightened, hurt or abused by a partner or family member call:

- East Surrey Domestic Abuse Services: **01737 771350**
- 24hr National Domestic Abuse Helpline: **0808 2000247**
- Domestic abuse is a crime – if you feel your life is in immediate danger, dial **999**.

Mental Health Crisis support:

- 24hr NHS helpline: **0800 915 4644**
- Samaritans: **116 123**