

An Update About Reigate & Banstead Borough Council Services

10th April 2020 - *Please note: Items in blue are links to more information*

Vulnerable Residents

If you are alone self-isolating or know someone who is? A community helpline is available for residents needing support with tasks such as picking up shopping or prescription collections. Call **0300 200 1008**, Monday to Friday, 8am – 6pm (note extended opening hours).

What's new since the last update...

Easter Bin Collections

Bin collection days will remain the same over the Easter weekend. <http://tiny.cc/q2fqmz>

Bonfires

There has been a marked increase in the number of bonfires over recent weeks. The Council is asking residents to refrain from having bonfires as neighbours suffering coughs associated with Corona virus and those with asthma are finding the smoke can affect their breathing.

Planning Committee

The Planning Committee will take place on Wednesday 15 April. In light of new regulations, the meeting will be held virtually using an application called Webex. More details here:

<https://reigate-banstead.moderngov.co.uk/ieListDocuments.aspx?CId=134&MId=1395>

Council Videos

The Council has put together a video of a few pictures, notes and messages that have been received over the past few weeks. <http://tiny.cc/ezwimz>

The Waste & Recycling Crew have made a video explaining what needs to be done to help us all stay safe and keep the waste collections running <http://tiny.cc/m0ximz>

Scams

Thankfully there have been no reported cases of Corona virus linked fraud within the Borough at this time, but we should all remain vigilant. The Borough Community Safety Officer receives a regular crime overview from the Surrey Police Borough Commander and is made aware of any trends from other areas to be aware of.

Some general scam awareness advice follows:

- Treat any flyer or offer of help with caution at all times and ensure you check if anyone else in your neighbourhood has received the flyer or can provide a reference for the service offered.
- Never give your bank card and PIN number to anyone you do not know.
- For genuine offers for shopping, it is advisable for the person undertaking the offer to purchase the goods with their own funds, and then receive cash or bank transfer payment once the goods are delivered.

- If you suspect you have been the target of a fraudster please report it: Action Fraud 0300 123 2040, Surrey Police 101 or report on-line at <https://www.surrey.police.uk/ro/report/ocr/af/how-to-report-a-crime/>

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What's been happening since over the last few weeks...

Harlequin Theatre

The Harlequin Theatre has been transformed as a community support centre to co-ordinate essential assistance for vulnerable residents, distributing food, medicines and essential supplies to high risk and vulnerable residents needing to stay at home, as well as to those in severe financial need. <http://tiny.cc/y815lz>

Pharmacies

The council has published an online list of pharmacies in the Borough, including information about home deliveries. <http://tiny.cc/mb25lz>

Supermarkets & Food Delivery

A list of supermarkets and food delivery organisations is available on the Borough council website for residents who need information about food <http://tiny.cc/wc25lz>

Road Repairs

Surrey County Council has changed its roadwork programme. Key repair and maintenance works will continue. Other works, such as resurfacing, are being paused. <http://tiny.cc/4v25lz>

Council Meetings

In consultation with the Mayor, due to the absence of government regulations on 'virtual meetings', the council meeting due to be held on 9th April 2020 has been postponed.

Council Staff

Staff are continuing to be redeployed. This week, staff across the organisation are starting to be redeployed to make welfare phone calls to vulnerable residents.

Sports & Leisure

Multi-use games areas (MUGAs) and sports courts have been closed until further notice. All our [play areas](#) have been closed, but parks and open spaces will remain open for the time being.

Business Grants

Council officers will be contacting businesses directly about **new business grants** <http://orlo.uk/HBjQV>

Council Tax

Information for residents whose income has reduced and need to defer council tax payments or apply for Council Tax Reduction, has been updated- please visit <http://orlo.uk/XYHCW>
Council Tax queries are currently being dealt with online - where you can use the **council tax checker**.

Public Toilets

Public toilets in the borough are now closed to help reduce the spread of the virus.

What you can do to help...

Bin Collections

Here's what's happening with **bin collections** and how you can help <http://orlo.uk/BiVxy>

Collections of garden waste are now suspended. Priorities for the waste and recycling service will be to maintain normal household waste collections.

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Helping to keep things running as smoothly as possible:

- Protect your bin crews – If your household has a suspected or confirmed case of corona virus you should place all used tissues and cleaning cloths in a plastic rubbish bag and tie it tightly when full. After 72 hours, the bag should be placed inside a second bag and tied tightly before being placed in your general rubbish bin.
- Please put your bins out early and leave them out until they've been emptied.
- Please be considerate when parking your car on a collection day, this will help to ensure the collection vehicles can access your road.
- Reduce your waste as much as possible.
- Compact your recycling into bins as much as possible to maximise space and only put bins out when they are full.
- Start composting at home.
- If you decide to have a Spring clear-out while you're at home, please don't put everything in the bin straight away - please wait until normal service resumes.

The latest information from Reigate & Banstead Borough Council is available live via the Council's social media on [Twitter](#) / [Facebook](#) / [LinkedIn](#)

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