

An Update About Reigate & Banstead Borough Council Services

27th March 2020 - *Please note: Items in blue are links to more information*

Bin collections

Priorities for the waste and recycling service will be to continue to collect dry mixed recycling from homes for as long as possible.

Garden Waste

Collections will be suspended from **Monday 30 March** so we can focus on priority household waste collections, which are currently continuing as usual.

For the latest updates about council services visit <http://orlo.uk/KU1RB>

Helpline

If you are alone self-isolating or know someone who is? A community helpline operated by Surrey County Council is available on **0300 200 1008**, Monday to Friday, 9am to 5pm for residents needing support with tasks such as picking up shopping or prescription collections.

What has been happening since this incident started...

Emergency Welfare Packs

The first emergency welfare packages have been assembled and sent out to vulnerable residents from the Community Support Centre.

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**.

Playgrounds & Public Toilets

All council **play areas** are closed until further notice, Parks and open spaces will remain open for the time being.

Public toilets in the borough are closed until further notice due to problems keeping them clean to help reduce the spread of the virus.

Leisure Centres

Following latest government advice the council's **leisure centres** - Horley, Tadworth and Donyngs, Redhill – are closed from Friday 20th March.

Harlequin Theatre

The **Harlequin Theatre** has closed until further notice.

Community Centres

Community Centres at Banstead, Horley and Woodhatch have been closed by the current operator, **Staywell**.

Events & Engagements

The council has had to cancel a number of the Council's key events, including 'Star for a Night' and the 'Festival of Sport'.

Mayoral engagements have been cancelled until further notice.

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Town Hall

The Reigate Town Hall reception remains open for urgent matters only. If you do come, please ensure that you are following the [latest safety advice](#) around home isolating, social distancing and hygiene. For all other enquiries please use this link to council contact details [contact us](#).

Benefits

Benefits and support for those experiencing financial hardship – visit the [I need help page](#) for an overview of the support available.

Business Rates

Business rates, financial support and advice – see our [Supporting businesses page](#).

Libraries

County wide services such as Libraries are closed - [Surrey County Council services](#).

Waste Management Sites (Council Tips)

Surrey County Council have closed the Community Recycling Centres, see [Surrey Environment Partnership](#) for information <http://surreycc.gov.uk/recycling>

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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