

### Community support grants

A helpful summary with information on community support grants that are currently available can be found via <https://www.winchester.gov.uk/get-help/financial-support/covid-19-community-support-grants>

### Citizens Advice Bureau

General advice:

- Local Call Back Service: 01489 890 940 or 01962 848 003 (Mon to Fri)
- Regional Advice line: 03444 111 306 Operating: Mon-Fri 9.30am-5pm, and Sat 10am-12pm)
- Universal Credit Help to Claim: 0800 144 8 444 (Operating Mon – Fri 8.00am – 6.00pm)
- Consumer Issues: 0808 2231133 (operating 9am to 5pm)
- Email: [advice@winchesterdistrictcab.org.uk](mailto:advice@winchesterdistrictcab.org.uk)

### Waste and recycling collections

Household waste and recycling collections are running to schedule with around 95,000 collections still happening every week. More waste is being collected as households are continually at home - this means the crews are having to empty the lorries more frequently during a round. Therefore householders are asked to help crews by putting bins by 6.15am to ensure crews extra time to do their rounds safely. Although our crews wear gloves, it would be helpful if you could disinfect your bin handles to help keep the teams safe and well. The bulky waste has temporarily been paused to move staff across to support the essential household rounds. So please store any bulky items until they can be collected. For more information visit <https://www.winchester.gov.uk/waste-recycling/service-changes> Hampshire County Council has confirmed that all of Hampshire's 24 Household Waste Recycling Centres (HWRCs) will open on Monday 11 May 2020 for those who cannot store waste safely at home. Use of sites is only for essential disposal of waste whereby storing such waste causes a risk of injury or to health. Please visit the HCC pages for more information. <https://www.hants.gov.uk/News/060502020HWRC> Sadly fly tips continue and WCC teams continue to respond to these with an eye to prosecution. Please continue to report flytipping.

### Bonfires, BBQs and DIY on the back burner

With everyone at home at that moment please be a considerate neighbour and don't burn your waste during the current lockdown check wind direction prior to lighting a BBQ. COVID-19 makes it hard to breathe and bonfire smoke can be very irritating and cause distress to those who are exposed to it. If you have any concerns about environmental issues in your neighbourhood, our environmental health team is here to help on 01962 848097, email: [EH@winchester.gov.uk](mailto:EH@winchester.gov.uk), or visit: [www.winchester.gov.uk/environment](http://www.winchester.gov.uk/environment)

### Support for businesses

There has been a huge amount of information released by Government relating to support available to businesses at this time. Your local businesses can call 01962 848 288, email [businessrates@winchester.gov.uk](mailto:businessrates@winchester.gov.uk) for help.

If anyone needs to contact a Winchester City Council service direct, the following

numbers will take you to someone who can help during normal business hours:

General enquiries	01962 840 222
Housing - General Housing enquiries	01962 848 400
Housing Options - Homelessness	01962 848 163
Sheltered Housing	01962 848 440
Waste	0300 300 0013
Benefits	01962 848 539
Council Tax and Business Rates	01962 848 288
Environmental Health	01962 848 097
Parking	01962 848 346
Planning	01962 848 177
Planning Enforcement	01962 848 480
Trees	01962 848 301
Building Control	01962 848 176
Electoral Registration	01962 848 125
Licensing	01962 848 188
Legal	01962 848 428

**Contact your councillors:**

Vicki Weston [vweston@winchester.gov.uk](mailto:vweston@winchester.gov.uk)  
Hugh Lumby [hlumby@winchester.gov.uk](mailto:hlumby@winchester.gov.uk)  
Laurence Ruffell [lruffell@winchester.gov.uk](mailto:lruffell@winchester.gov.uk)  
Linda Gemmell [lgemmell@winchester.gov.uk](mailto:lgemmell@winchester.gov.uk)  
Frank R. Pearson [pierscroft@hotmail.com](mailto:pierscroft@hotmail.com)