

From: Huxstep, Cllr R Roger.Huxstep@hants.gov.uk
Subject: Fw: COVID-19: Support and information from your city council
Date: 24 April 2020 at 14:02

HH

To: Hambledon PC Clerk clerk@hambledon-pc.gov.uk, Diane Heppell clerk.westmeon@parish.hants.gov.uk, Jennifer Whittle clerk@curdridge-pc.org.uk, Paul Quinn p.quinn@hambledon-pc.gov.uk, C&M Clerk clerk@candm-pc.gov.uk, Rosemary Hoile clerk.droxfordpc@gmail.com, Shedfield Parish Clerk clerk@shedfieldparishcouncil.org.uk, clerk@swanmorepc.org.uk, Warnford Clerk warnfordclerk@gmail.com, Chair Droxford chair.droxfordpc@gmail.com, Janet Melson janet.melson2@gmail.com, Tim Mellor mellorfrcs@gmail.com, angietrenchard@gmail.com, angie Trenchard angiewmpc1@gmail.com, Eric Bodger cllr.bodger.cpc@gmail.com, jerrypett@candm-pc.gov.uk, Mark Rogers Parish Chairman chairman@warnfordparish.co.uk, Nicki Oliver townclerk@whiteleytowncouncil.co.uk, Cllr Mike Evans MikeEvans2000@msn.com, Margaret Jones mcjandken@aol.com, JON WOODMAN jon_woodman@btopenworld.com
Cc: Jane Isaac pjisaac@btinternet.com

Dear All,

I am forwarding this to you because it is not clear what the distribution is. I'm sure all district councillors will have received it. I have no idea what the wider dissemination is?

Nonetheless it is a useful reference.

Best wishes,

Roger

Cllr Roger Huxstep
Member for Meon Valley Division
Hampshire County Council

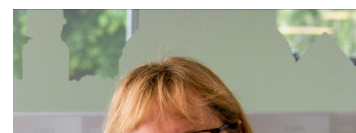
From: Winchester City Council <customerservice@winchester.gov.uk>
Sent: 24 April 2020 13:31
To: Huxstep, Cllr R <Roger.Huxstep@hants.gov.uk>
Subject: COVID-19: Support and information from your city council

[View this email in your browser](#)



We're working to support you

Staying at home other than for essential trips has a significant impact on us all. Your council is here to help you if you are feeling vulnerable during



this extended lockdown period. And we're making sure essential services like waste collections, emergency housing repairs and benefits helplines all continue to run.



Read a message to you from the Leader of Winchester City Council, Cllr Lucille Thompson [here](#).

- [COVID-19 - latest government information](#)
- [Concerned about your Council Tax?](#)
- [Getting help](#)
- [Service updates](#)
- [Waste & recycling collections](#)
- [Elections now 2021](#)

COVID-19 - latest government information

General advice from the government on coronavirus is being constantly updated and can be found [here](#) and there is specific guidance on putting social distancing into practice [here](#).

If you need health advice – the best place to visit is the [NHS website](#).





Concerned about your Council Tax?

We can provide support and advice on payment plans to help you if you're struggling financially to pay your Council Tax. You can call **01962 848 288** or email counciltax@winchester.gov.uk.

If you currently pay Council Tax over 10 months, we can spread your instalments over 12 months or alter the timing of your payments. Please contact us for further information or see our website pages [here](#).

And there's more help available...

If you are unemployed, claiming benefits or on a low income, then our **Benefits & Welfare team** can help you to claim Council Tax Reduction. This will help you to pay your Council Tax. They can also help with claiming:

- Second Adult Rebate – where you are single, pay Council Tax but share your home with another adult who is on a low income and does not pay rent
- Housing Benefit – which can help you with your rent payments.
- Discretionary Housing Payments (DHP) – this can provide you with extra help to meet your housing costs. For example, where there is a shortfall between your Housing Benefit, or Universal Credit housing costs, and your rent liability. You must be claiming Housing Benefit or Universal Credit with housing costs.

For further information, or to make a claim for these benefits, please visit www.winchester.gov.uk/benefits or phone **01962 848 539**.

To find out more about Housing Benefit, or if you will need to claim Universal Credit from The Department for Work & Pensions, then please visit www.gov.uk/housing-benefit.

Safe homes for our tenants

Landlords shouldn't be evicting their tenants at this time but some may be trying to, or at least making life difficult to tenants.

If you think your landlord is not maintaining your property safely you can

If you think your landlord is not maintaining your property safely, you can contact our Private Sector Housing team on **01962 848 381** and they will investigate. If you feel you are being threatened with homelessness, they can contact the Housing Options team on **01962 848 163**.

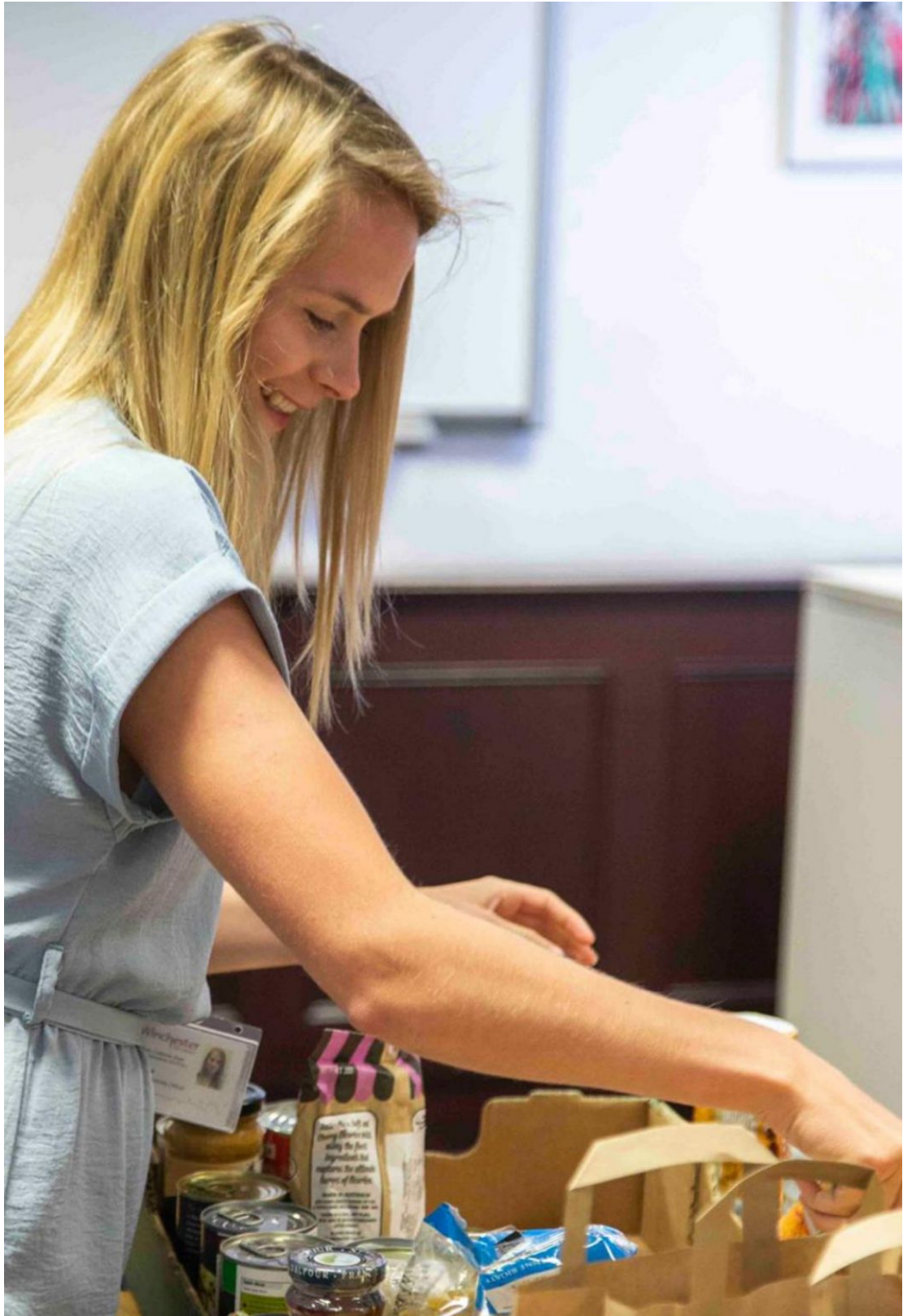
If you live in a council house and are concerned about paying rent please contact our housing team on **01962 848 205**.



Getting help

The Winchester City Council Local Response Centre is now assisting vulnerable residents during the COVID-19 crisis lockdown. If you're self-isolating and don't have anyone nearby who can support you, we can help arrange the collection and delivery of food, prescription medicines and other essential items; we can also put offer you someone you can chat to on the phone.

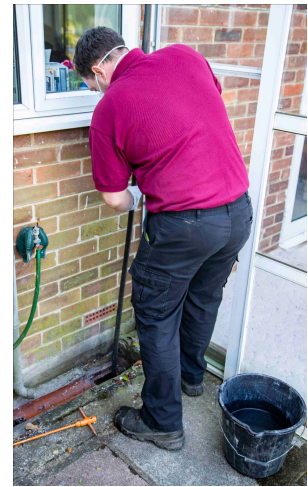
Call HantsHelp4Vulnerable on **0333 370 4000** or visit the **COVID-19 support pages** on the city council [website](#). Once your query is referred to us our team will look to respond to you directly or pass your details onto the community group closest to where you live. You may wish to look up the nearest support to your home – groups in the city can be found [here](#) and from across the district [here](#).





Service updates

Some services have needed to make changes due to the impact of COVID-19 – to find out about service changes click [here](#).



Waste & recycling collections

Household waste and recycling collections are running to schedule with around 95,000 collections still happening every week.

We're collecting more waste at the moment as households are continually at home - this means the crews are having to empty the lorries more frequently during a round. Therefore we're asking you to help crews by putting bins out by 6.15am to ensure crews extra time to do their rounds safely. All the latest information on waste collection service is [here](#).

Although our crews wear gloves, to keep them safe and well we'd be grateful if you could disinfect their bin handles when they put the bin out.

We really want to keep our waste collections running to schedule for as long as possible so we have temporarily paused our bulky waste service to move staff across to support the essential household rounds. We know that residents are concerned about this, but in this unusual time we are asking people to store any bulky items until we can collect them. The latest advice relating to reducing waste from Hampshire County Council is [here](#).

We have, however, sadly seen an increase in fly tips and this means we have to divert our frontline teams to respond to these with an eye to prosecution. Please continue to report flytipping [here](#).



[Click here to read our special COVID-19 About Winchester newsletter for more on how we are supporting our communities.](#)

Elections now 2021

All elections have been deferred until May 2021 meaning there will be no change to your ward councillors over



the next year. You can find out who your ward councillor is [here](#) and they are here to help.

You can register to vote [here](#).



PRIVACY NOTICE

We are sending you this service delivery update because you have either:

- registered to use Winchester City Council's portal, My Council Services , or
- we hold your email address in connection with the carrying out of a public task or providing a service to you.

For further information about how we use your personal data, please see our corporate Privacy Policy [here](#).



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