

ADVICE FROM KEY SERVICES

The Parish Council has received communications from key services regarding Coronavirus (Covid-19) with advice which we have been asked to share with residents.

From SCOTTISH AND SOUTHERN ELECTRICITY NETWORKS (SSEN)

Scottish and Southern Electricity Networks (SSEN) take great pride in supporting our local communities before, during and after power cuts. The current Covid-19 (Coronavirus) situation, is no doubt raising some questions about what happens if you have a power cut.

SSEN would like to offer advice surrounding how we are prepared for power cuts and how you can be too. If you do have a power cut our staff will be working hard to ensure any power loss related to a fault is fixed as quickly as possible to reduce as much impact on our customers and communities.

If you experience a power cut, what should you do?

- Check your internal trip switches to see if they have tripped; if they have tripped reset them to the on position.
- If you have checked your trips switches and you still do not have power, please call **105** - we have staff available to take your calls and offer advice.
- We will be able to direct our local engineers either to your property or local substation if we have several calls from the same area.

Coronavirus (Covid-19) - Safety

- Safety is our number one priority, for our staff and the communities they work in. To ensure both our staff and the community stay safe, please expect some additional questions to be asked by our advisors if our engineers must enter your property.
- Please feel free to ask the questions in return; your safety is as important as our engineers.
- The questions asked will be surrounding travel and if anyone in your property has coronavirus or related symptoms.

Priority Services Register

We all rely on electricity day to day for various things, but for some a power cut can be particularly distressing and difficult. That's why we offer extra help and support during a power cut. Registering for our priority services helps us to help you when you need it most. All priority services are free.

- If you require any additional help or support during a power cut, please register on our website www.ssen.co.uk/priorityservices/ or call 0800 294 3259.

Business Continuity – keeping the lights on

We have followed guidance from the government to ensure our staff are kept safe and healthy to ensure we can keep the lights on. We are developing our strategy every day to keep our teams maintaining the electricity network.

We are aware at this time having a power cut may be more distressing than normal. However, as a company we are positive we have planned and prepared enough with our external partners and government bodies to maintain a high level of service.

From BASINGSTOKE AND DEANE BOROUGH COUNCIL

Council tax support available during COVID-19 outbreak

Support measures are being put in place by the council for residents who may struggle to pay their council tax as a result of the COVID-19 outbreak.

Following queries received today we wanted to clarify that all residents in the borough will receive payment free months in April and May 2020, instead of February and March 2021. No instalments, which includes direct debit payments, will be taken out for these two months. Payments will resume in June 2020 and will be taken over the 10 months from June 2020 to March 2021. A recalculated bill will be issued in due course, confirming their new instalment dates. Residents do not need to take any further action at this time to benefit from this change. Customers who pay annually can continue to do this.

For those who normally pay by 12 instalments, their payments will be taken as 10 monthly instalments from June 2020 to March 2021. If they wish to set up a different payment plan, we are asking them to contact us by email at localtax@basingstoke.gov.uk.

Residents who wish to continue making payments during this time can still do this.

Working age residents who receive support through the Council Tax Reduction Scheme will also receive a further reduction of up to £150 on their council tax bills. This discount will be automatically applied to eligible residents' accounts.

Updated guidance on council tax billing has been uploaded to our website. If residents wish to make an amendment to their council tax account or instalment plan, they should email localtax@basingstoke.gov.uk.

Garden Waste Collections

Garden waste collections have now been temporarily suspended to protect rubbish, clinical waste and recycling collections. Owing to staff shortages, there will be no collections after Tuesday 24th March 2020.

Follow the latest updates from BDBC

Residents and businesses can get the latest news and updates on the impact of Covid-19 on the borough council and its services via the webpage www.basingstoke.gov.uk/coronavirus, through Facebook and Twitter @BasingstokeGov or by signing up for regular e-newsletters at www.basingstoke.gov.uk/signup

From HAMPSHIRE COUNTY COUNCIL

Closure of Household Waste Recycling Centres (HWRCs)

Following the Prime Minister's announcement on 23rd March 2020, Hampshire County Council announced that all household waste recycling centres are closed due to the coronavirus outbreak until further notice.

Rosemary Coulter, Clerk to North Waltham Parish Council