

Updated 5<sup>th</sup> June, 2020.

## **DOUGLAS BOROUGH COUNCIL**

### **EFFECTS OF CORONAVIRUS (COVID-19) ON SERVICES**

Douglas Borough Council is bringing onto line most of the services that it had to suspend in late March, 2020 due to the Covid-19 pandemic and the consequent Regulations made by the Isle of Man Government.

All public buildings controlled by the Council were closed to staff and the public but telephone and e-mail enquiries were, and are, being dealt with. Contact details for the relevant services can be found on the Council's Website, [www.douglas.gov.im](http://www.douglas.gov.im), or the e-mail address [enquiries@douglas.gov.im](mailto:enquiries@douglas.gov.im) and telephone number 696300 can be used.

### **DOUGLAS TOWN HALL**

Payments Counter reopened to the public on Tuesday 26<sup>th</sup> May. Limited service only with people encouraged to pay via means other than cash (Direct Debit, online or telephone). Opening hours 11 a.m. to 2.30 p.m. Monday to Thursday, and 09.30 a.m. to 2.30 p.m. on Fridays.

Public Reception Counter to open from Monday 1<sup>st</sup> June with restrictions in place to maintain distancing. Opening hours 8.45 a.m. to 5.15 p.m. Monday to Friday.

### **HENRY BLOOM NOBLE LIBRARY**

To resume operations on Monday 1<sup>st</sup> June, subject to distancing restrictions. Limited service with no public computer access, newspapers or magazines, no study area and public toilets closed. Opening hours 10.00 a.m. to 3.00 p.m. Monday to Friday, 10.00 to 4 p.m. Saturdays.

### **WASTE SERVICES**

Refuse collections continuing as normal, and kerbside collections of recyclable materials has been resumed but for glass and cans only. Collection of other recyclables to be reintroduced when possible.

### **EASTERN CIVIC AMENITY SITE**

Open 08:00 – 17:45 Monday to Saturday; and  
08:00 – 15:45 Sundays and Bank Holidays.

Currently accepting all usual materials but the re-use facility remains out of use.

### **STREET CLEANING**

Continuing, targeting essential areas.

## **COUNCIL CAR PARKS**

With effect from Monday 8<sup>th</sup> June, charges will apply in Douglas Borough Council Car Parks (Drumgold Street, Shaws Brow, Chester Street & the Bottleneck).

## **DOUGLAS GOLF COURSE**

Now back in operation but with distancing requirements to be maintained.

## **PARKS AND OPEN SPACES**

All open and available for use, including the allotments, (subject to social distancing advice) but excluding children's play areas. Grass areas, flower beds and hanging baskets being planted and maintained. All work subject to distancing restrictions.

## **CHILDREN'S PLAY AREAS**

Including Splash Zone at Noble's Park – all closed to the public.

## **CEMETERIES AND CREMATORIUM**

Restriction of attendees at Services to **15** maximum. An additional 10 can be added for outdoor burials.

## **HOUSING**

Essential services maintained as follows:

- Answering tenants' calls and queries;
- Processing rent payments;
- Maintenance work where essential or where restrictions can be observed;
- Checking key systems in communal buildings;
- Supporting sheltered accommodation tenants as much as workforce resources allow, in partnership with third sector agencies and the Department of Health and Social Care.

## **SHELTERED ACCOMMODATION**

Essential visits only to residents are permitted. Visits by Council staff are restricted but frequency of telephone contact with residents has been increased.

## **DRINKING WATER REFILL STATIONS**

Facilities on Promenade, in Noble's Park and adjacent to the Market Hall have been disabled.

## **PUBLIC CONVENIENCES**

Open as normal and on summer hours.

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## **STREET CLEANSING**

Operating largely as normal, subject to distancing restrictions.

## **ELECTRICAL SERVICES**

Most works are in operation but restricted on certain operations (e.g. lantern installations) because of social distancing requirements.

## **CONTACT DETAILS**

General enquiries: 696300 [enquiries@douglas.gov.im](mailto:enquiries@douglas.gov.im)

Housing: 696435 [housing@douglas.gov.im](mailto:housing@douglas.gov.im)

Bereavement services: 696329

Waste management: 696445 [waste@douglas.gov.im](mailto:waste@douglas.gov.im)

Payment enquiries: 696344 [enquiries@douglas.gov.im](mailto:enquiries@douglas.gov.im)

Out-of-hours emergencies: 671100

Facebook: search DouglasBoroughCouncil