



Dear resident

As we approach the late May Bank Holiday, this e-newsletter includes your revised waste and recycling collection dates and a range of coronavirus-related updates as the fight against COVID-19 continues.

On 10 May, the government issued new guidance on rebuilding the UK and reopening society, to return life to as close to normal as quickly and safely as possible.

At the heart of the government's plan is the message for everyone to 'stay alert to stay safe'.

To control the risk of infection residents should continue to stay at home as much as possible, not leave home if you or anyone in your household has symptoms and regularly wash your hands.

However, some restrictions have now been eased. This includes exercising or resting outside as often as you want – either alone, with members of your household or with one other person from outside your household while keeping two metres apart. You can also go to work if you cannot work from home. But if you do go out, you should keep a safe distance (two metres) from others where possible.

The government has also updated its guidance on symptoms. People now need to self-isolate if they lose their sense of smell or taste, or if they spot a change in their sense of smell and taste.

Most people can now get tested to see if they've got coronavirus if they are showing symptoms. Anyone over the age of 5 who has any of the main symptoms of coronavirus [can apply for a test](#).

As a result of the easing of restrictions, we are pleased to be able to reopen a range of facilities for residents with social distancing measures in place. You can read more about this below.

We are also working with the borough's schools to discuss the preparatory work taking place for their reopening for Reception, Year 1 and Year 6 pupils and ensure that they are informed of the latest Department for Education guidance.

Thank you to all of you who continue to follow the government guidelines. If all of us stay alert, we can control the virus and save lives.

You can keep up to date with the latest government coronavirus advice and council service updates on our [website](#) and our [Twitter](#) and [Facebook](#) pages.

## Supporting residents most at risk



The council is providing a range of services as part of a [community support hub](#) to support hundreds of residents who are at risk at this difficult time.

If you are unable to leave the house because you're ill, because of your caring role or if you are self isolating due to coronavirus and do not have a friend, neighbour or family member available to support you, then we can offer:

- help with food shopping
- emergency food parcels for eligible residents
- prescription registering and delivery
- a regular telephone call for those feeling isolated or struggling with their emotions
- information and advice on the welfare benefits system
- dog walking and posting mail

If you would like to use this service, email [COVID19Hub@hillingdon.gov.uk](mailto:COVID19Hub@hillingdon.gov.uk) or call 020 3949 5786. The hub is open 9am to 5pm Monday to Friday and 10am to 2pm on Saturday 23 May and Bank Holiday Monday (25 May).



### Guidance and support for local businesses

The government has set out a package of temporary and targeted measures to support businesses through this period of disruption.

A range of business advice is available on our website, including new guidance on keeping workplaces safe.

[Find out more](#)

### Parks, green spaces and golf courses

Our parks provide residents with opportunities for physical activity and help mental wellbeing.



You can use parks to spend time outdoors alone, with your household or with one person who is not in your household as long as you keep two metres apart.

You can exercise, play sports, walk, sit, sunbathe and walk your dog.

Please do not use areas of the park that remain closed, such as play areas, outdoor gyms and sports facilities.

You can also now book online to use Fasnidge Park, Hillingdon Court Park and Cavendish tennis courts, and Haste Hill and Uxbridge golf courses. Social distancing guidelines apply.

[Read more](#)

## Late May Bank Holiday waste and recycling collection dates

Normal collection day	Revised collection day
Monday 25 May	Tuesday 26 May
Tuesday 26 May	Wednesday 27 May
Wednesday 27 May	Thursday 28 May
Thursday 28 May	Friday 29 May
Friday 29 May	Saturday 30 May

Please leave your rubbish out for collection by 6am, near your front gate, but not on the pavement. Separate arrangements are in place for flats and business premises.

## Waste and recycling updates

We have reopened Harefield Civic Amenity Site for residents and registered trade waste carriers who have a credit account with the council. Our Waste Weekends at Tavistock Road, West Drayton have resumed for Hillingdon residents.

Residents will be required to show their HillingdonFirst card or a driving licence and a household bill.

New measures are in place to limit the spread of coronavirus and ensure that visitors adhere to social distancing guidelines.

Residents are asked to be patient as queuing times may be longer than normal.

### [Find out more](#)

To help prevent the spread of coronavirus, residents who are self isolating should double-bag their rubbish. Please wait 72 hours before putting this waste out for collection.

If you need more clear recycling bags or food caddy liners you can order these on our [website](#).

## Access your library online

Our doors may be temporarily closed, but you can still join the library and use our free online resources. You can:

- read newspapers and magazines online
- discover your new favourite author
- read interactive stories with the kids
- learn a new language, and much more...



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[www.hillingdon.gov.uk/online-resources](http://www.hillingdon.gov.uk/online-resources)