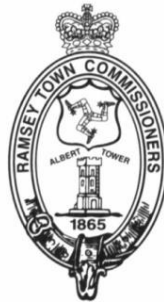


**Halley Baljagh,  
Rhumsaa,  
Ellan Vannin.**

VAT Reg. No. GB 000 0631 62

Please address all correspondence  
to the Town Clerk.



**Town Hall,  
Parliament Square,  
Ramsey,  
Isle of Man  
IM8 1RT**

Telephone: (01624) 810100

Fax: (01624) 810101

Website: [www.ramsey.gov.im](http://www.ramsey.gov.im)

Dear Householder

We are writing to each household, in the light of the further announcements made by Government this week, with an update on our services.

**Town Hall & Library** - The Town Hall and Library remain closed to the public. We are continuing to provide essential and emergency services whilst complying with social distancing requirements and our phones are manned during normal working hours.

**Refuse Collection** - We recognise the additional pressures that the lock down has caused for families and that many households are storing household waste they would normally dispose of at the Civic Amenity Site. Arrangements are being made to reopen the Northern Authorities Civic Amenity Site, in addition to which the Commission will be providing an additional refuse collection to all households in Ramsey during the week 27<sup>th</sup> April to 1<sup>st</sup> May.

The collection will be in addition to the normal weekly collection and will take place on a different day. The following table details your normal collection day and the date on which the additional collection will take place.

<b>Normal Collection Day</b>	<b><u>Additional Collection Date</u></b>
Wednesday	Monday 27 <sup>th</sup> April
Thursday	Tuesday 28 <sup>th</sup> April
Friday	Wednesday 29 <sup>th</sup> April
Monday	Thursday 30 <sup>th</sup> April
Tuesday	Friday 1 <sup>st</sup> May

It is hoped this additional collection will assist those who either do not have the means to get to a Civic Amenity site, are self-isolating or wishing to maintain social distancing, and reduce the demand on the Northern Authorities Civic Amenity Site. Please only put your bin out if you have additional household waste to be taken which you cannot manage within your normal weekly refuse collection, and do not seek to dispose of items which are not burnable such as glass and tins.

Please continue to assist our bin crews to work safely by leaving your bins out by 6am on collection day with the lid firmly closed and handles facing outwards. If you are able please regularly sanitize the handles before and after collection to protect yourselves and our bin crews.

**Northern Authorities Civic Amenity Site** – the site will reopen with a number of operational restrictions from 8:00am Saturday 25<sup>th</sup> April. The site will only be accepting burnable household waste and green waste. In order to comply with social distancing requirements and for the safety of the staff and visitors the site will initially operate under a booking system with no more than 3 vehicles permitted on the site at any time, there will be a time limit for each visit to the site of 10 minutes.

We are advised by Government that the recycling facility at the site should not operate until further notice, and we will only be able to accept waste whilst on-site storage capacity exists.

over/....

To book an arrival slot for the Northern Civic Amenity Site you should visit the Commissioners' website [www.ramsey.gov.im](http://www.ramsey.gov.im) and follow the instructions given. If you do not have internet access you can ring 810100 during office hours only, however please note that calls to this line may be busy and telephone bookings will not be taken outside office hours.

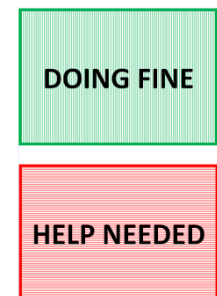
Vehicles arriving at the site will be checked in against the booking system, any vehicle not booked in advance will be turned away. Please only bring what can be unloaded within the ten minute window to enable others to use the site, if a vehicle isn't discharged within that period it will be asked to leave.

The Islands recycling bring-bank facilities, including those at Station Road Car Park, which are operated by Government, are being opened from Friday 24<sup>th</sup> April. Please only use these sites whilst the bins have capacity, do not deposit material outside the bins. Persons found doing so will be subject to Fixed Penalties for littering.

**Community Safety** - Please be aware that there are reports of scam callers purporting to be calling as banks, police or other parties. Please do not provide bank details or undertake money transfers to third parties on the basis of a telephone call, email or text, always check with your bank using a known number. Also be wary of cold callers - always ask for identification and check that they have a legitimate reason to call. Ramsey Town Commissioners staff and contractors all carry identification and you can always check the validity of their visit by phoning the Town Hall.



In our first newsletter we provided a sign to display in your window to let those around you know if you need help or if everything is ok. These have been well received and have drawn attention to a number of instances where help had been sought. Please continue to use the signs and look out for any seeking help in your neighbourhood. If you see a red sign displayed please contact the Town Hall or, if not available, the Coronavirus Information Line using the number below. If you want another sign please ring the Town Hall on 810100 and we can arrange to deliver one.



While there will be a reduction in the movement restrictions please note that play areas remain closed and that there has been no change to the Dog Byelaws, dogs are not allowed in the Mooragh Park or other restricted areas. Finally please remember that outside existing restricted zones there is an all-island 40mph speed limit on our roads.

**Food, Grocery and Retail Delivery Services** – a number of companies and organisations are providing delivery and assistance during this time and appreciate the support being received from people who shop local. A list of these can be found on our website [www.ramsey.gov.im](http://www.ramsey.gov.im), this information is updated regularly. If you do not have access to the internet and would like a list of these services sent to you, or you need to contact us, please call us on 810100.

We would ask that all residents continue to follow the Government advice in relation to Coronavirus which can be found by visiting <https://covid19.gov.im/>. Regular updates can also be heard by tuning into local radio stations.

You can visit [www.ramsey.gov.im](http://www.ramsey.gov.im) or follow our Facebook page for regular updates on our services.

Yours faithfully

Ramsey Town Commissioners, 23<sup>rd</sup> April 2020.

### Useful Telephone numbers

Ramsey Town Commissioners	810100
Cornavirus Helpline - Medical queries	111*
Cornavirus Information Line - for non medical queries	686262*
Income Tax	685400*
Social Security	685656*

\*calls to these numbers are free of charge