



22 May 2020

Bulky waste and garden waste services to resume

Some waste and recycling services in Basingstoke and Deane are set to resume from next week as staffing levels begin to stabilise following the COVID-19 outbreak.

Bulky waste and garden waste collections will be reintroduced in phases as part of a plan agreed by Basingstoke and Deane Borough Council and Hart District Council, working with bin contractor Serco.

The staggered approach will see those services requiring the fewest staff brought back online first to ensure the existing waste, recycling and clinical waste services can be maintained for the duration of the pandemic.

Waste collections, which were reduced to a fortnightly collection on Monday 20 April and have the biggest impact on staffing, will remain on the current collection schedule until both the council and Serco are confident the weekly service can be sustained by the crews during the pandemic.

Bookings for the council's bulky waste collection service will go live on Tuesday 26 May, with collections starting the following week. Residents can request a booking online at www.basingstoke.gov.uk/bulkywaste or by calling 01256 844844. Deliveries of bins and glass containers to residents who have requested them, will also start from this date.

Following the suspension of the service in March, garden waste customers will see a return to their fortnightly collection service from mid-June. All existing customers will receive a letter advising them of the start date and information regarding the extension of their annual subscription. No new customers can be accepted to the service at this time but this will be reviewed.

Monitoring of the services and staffing numbers affected by self-isolation will continue to take place. If a reliable service cannot be maintained or if waste, recycling or clinical waste services are affected, these services could be suspended again.

Longer opening hours at Household Waste Recycling Centre

Hampshire County Council is extending the opening hours at its Household Waste Recycling Centre (HWRC) at Wade Road.

From Saturday 23 May the HWRC will open from 10am until 6pm to allow more vehicles to pass through. The county council reopened its facility on Monday 11 May for those people who cannot store waste safely at home. It had been closed as a result of the coronavirus outbreak.

Further information on new measures in place at Hampshire HWRCs is available at: <https://www.hants.gov.uk/wasteandrecycling/coronavirus?second=waste-recycling&third=hwrcs>

For the latest coronavirus updates from the borough council:

- Webpage www.basingstoke.gov.uk/coronavirus
- Facebook [@BasingstokeGov](https://www.facebook.com/BasingstokeGov)
- Twitter [@BasingstokeGov](https://twitter.com/BasingstokeGov)
- Resident news [*Basingstoke & Deane Today* online](#)

Community hubs network

- [Basingstoke Voluntary Action webpages](#)

Other useful links for advice and information

- [Government advice](#)
- [Health guidance](#)
- [Check your symptoms](#)
- [BBC](#)

If you do not have access to the internet and need specific advice or support, remember that the Coronavirus Hampshire Helpline can be contacted on 0333 370 4000 and is available seven days a week, from 9am to 5pm.