Coronavirus - FAQs

Will my bins still be emptied?

Green bin collections were suspended from 30 March 2020. This is to allow us to prioritise more resource on emptying our black bins and mitigate the increasing risk of Coronavirus impact on our staff. You are advised to put food waste in your black bins during this temporary suspension period. We also ask that you present your black and burgundy bins for collection by no later than 6am on collection day as timings of collections are likely to change (i.e. when the vehicle normally arrives on streets) given we have placed extra resource in our black bin rounds. Please continue to recycle as much waste as possible through your burgundy bins.

We recognise that during this 'lockdown' people still want to get into their gardens to keep them neat and tidy. Therefore during this suspension garden waste including grass clippings can be placed in your black bin but more substantial garden waste such as branches, hedge clippings, etc should be stored in your green bin or if you do not have room retained until the green bin suspension is lifted. Alternatively you could look to home composting, which is the most environmentally-friendly way of dealing with kitchen and garden waste, plus it produces compost that can be used as an excellent soil improver.

Are the Council offices still open?

All council buildings are closed to the public. You can still telephone us on 01246 242424 and speak to a Customer Advisor, visit our website www.bolsover.gov.uk or email enquiries@bolsover.gov.uk

Are the Council still carrying out repairs?

Our housing repairs are only carrying out emergency work and gas commissions. All other work including gas servicing, internal/external works, voids, welfare works and capital works have been suspended until further notice.

What is a business grant and how can I make a claim?

Please use the following link for more information - https://www.bolsover.gov.uk/index.php/business/business-rates
Can I get help towards paying my Council Tax?
If you have concerns regarding the payment of your 2020-2021 Council Tax bill please check our Benefits Calculator on the following link as you may be entitled to Council Tax Support - https://www.bolsover.gov.uk/index.php/resident/benefits-council-tax-support
Alternatively if you are not entitled to Council Tax Support but still in financial difficulty please email revenues@bolsover.gov.uk directly to request a payment arrangement.
We are happy for you to defer payments until June, regardless of payment method but this must be agreed by the Revenues Department so please send an email to the above address.

What can I do if I am struggling to pay my rent?
If you have concerns about paying your rent then please use the following link that has more information about Benefits and Council Tax Support - https://www.bolsover.gov.uk/index.php/resident/benefits-council-tax-support

If I am self-isolating due to coronavirus is there anything the Council can do to help me?
We are spearheading a major push to help provide advice and support to people affected by the Covid-19 virus and have set up a Community Support Team. For people who are currently self-isolating or in need of assistance we are asking you to register with our Support Team so we can direct resources to those in need across Bolsover District. Contact us on 01246 242424 or complete our self-isolation form.

How do I register for support/assistance during lock down, self-isolation restrictions?
Please either telephone us on 01246 242424 or complete this form online - https://selfservice.bolsover.gov.uk/en/service/Coronavirus_Self_Isolation_form - and we'll contact you to discuss what help and assistance you require.

Can I burn waste or have a garden bonfire?
With the current Government advice for people to stay at home, we are providing extra advice on garden bonfires and the burning of waste to keep our residents safe during the Coronavirus Pandemic.
Residents across the District are being asked to think of others and not light bonfires during the current pandemic. It is important to be especially considerate
at this time, when people are confined to their home and unable to escape unpleasant fumes. Bonfires can also become out of control or cause accidents, creating extra pressure on the already busy emergency services.

We understand that the changes to collection services and the closure of recycling centres may create a storage issue for some residents. Where possible, residents are urged to consider other methods of dealing with garden waste, such as composting, or bagging up the green waste and storing until the current emergency is over.

The Coronavirus is known to cause serious respiratory illnesses. Therefore, our Environmental Health Service will continue to investigate complaints about smoke nuisance during this period, including visits where appropriate. If someone is found to be causing a nuisance by burning, they could be issued with a Community Protection Notice (CPN). Failing to obey a CPN carries the possibility of criminal sanctions and can lead to seizure and forfeiture of items, default works and recovery of costs and / or a fine of up to £2,500.

Any other types of waste besides garden waste (e.g. household waste or packaging) cannot be burned at any time. This is an offence under Section 33 of the Environmental Protection Act (1990) and if prosecuted carries penalties of up to 5 years imprisonment and / or an unlimited fine. If you are experiencing nuisance from the burning of waste, please contact our Joint Environmental Health Service on: 01246 242424.