



## Update 23.03.2020 Refuse Collection Service

We would like to assure residents that despite the further restrictions on movement announced yesterday by central government, we are continuing to provide a refuse collection service throughout the entire district.

**Our staff are working hard in difficult circumstances to keep this service going. We kindly ask members of the public to help by:**

1. Presenting bins for collection no later than 6am every morning, or alternatively the night before.
2. Where possible, not restricting bin lorry access. Please park as considerately as possible.
3. Ensuring that all bin handles are cleaned or wiped-down before and after use.
4. Not approaching our staff without following the minimum two-metre social distancing guidance.

### Non-Urgent Queries

If you have a non-urgent query, such as a missed bin collection, please email us on [recycling@nmandd.org](mailto:recycling@nmandd.org) and we will endeavour to contact you as quickly as we can.

### Urgent Queries

For all urgent queries please contact on us 0330 137 4047. You may not get through immediately, however, we would ask you to be patient until a customer service representative becomes available.

We are constantly reviewing our services in the light of rapidly changing events and may make further changes at very short notice. Please monitor the Council's social media channels to be kept informed of updates. Alternatively, you can also email us at [recycling@nmandd.org](mailto:recycling@nmandd.org)

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