

FAQs – 24th March 2020

Will my rubbish still be collected?

Yes. Islanders should continue to put out their waste and recycling for collection as normal, unless they have symptoms of COVID-19.

Public Health is providing specific advice and support for anyone who has tested positive, as well as general advice for anyone who is self-isolating because they have potential symptoms – cough, fever, or shortness of breath.

Public waste sites, including Household Waste & Recycling Centre at Longue Hougue and the garden waste site at Chouet, will be closed.

Will Public Transport still operate?

Yes, scheduled bus services will be running to the normal timetable. Separately, Education is making transport arrangements for children of key workers who are still attending school. Taxis will still be available.

Will the post still be delivered?

Yes, and mail will still be collected from post boxes. Post office counters may not be open – Guernsey Post will clarify the position imminently.

My driving licence is about to run out, what should I do?

Anyone whose driving licence has expired will NOT be able to drive legally, and there will be no automatic extension. The Driving and Vehicle Licensing Service is looking to maintain a skeleton operation, to process urgent renewals. They can be contacted by email on DVL@gov.gg.

Will the Courts still operate?

The Courts will continue to operate for urgent matters. Anyone who currently has been given a court date appointment will be contacted and advised if there is any change.

Are marriages, baptisms and funerals still going to happen?

Anyone with a marriage ceremony booked at the Greffe will be contacted and rescheduled.

If anyone has any church services booked they should contact the church directly to advice on options.

Islanders will still be able to register births and deaths. Advice will be provided by the hospital staff.

Funerals can still go ahead and be attended by immediate family.

What States Buildings will still be open?

Sir Charles Frossard House will be closed to the public until further notice.

Edward T Wheadon House will be open but customers are being asked to please avoid visiting in person wherever possible, and to call 732516 instead. The Driving and Vehicle Licensing office at Bulwer Avenue will be closed. Any enquiries can be directed to dvl@gov.gg or 243400.

All public waste sites will be closed.

Will vital goods and supplies still be available?

Yes, the Ports will still be operating but for essential supplies and travel, including emergencies. There will be no impact on imports of food, medicines, and other essential supplies.

Will cesspits still be emptied?

Yes.

Can I still get oil for heating?

Yes, the fuel companies have all confirmed that they have adequate supplies and their staff will be classed as essential workers, as will other critical national infrastructure suppliers.

I'm going to lose my job. What happens? Can I get benefit?

Claims made through the new Hardship Fund are being prioritised to ensure that support can be given quickly to people who have already been impacted.

Customers are asked to please avoid where possible visiting Edward T Wheadon House in person, but the office will be open. All new claims for sickness benefit, unemployment benefit, income support and the hardship fund can be registered by either calling (01481) 732516, or alternatively emailing hardshipfund@gov.gg.

If you have specific questions please email: covid19enquires@gov.gg.