

18 January 2010

Perth & Kinross Council is on day 31 of its weather operation. Work has been ongoing since 19 December 2009. Tayside Contracts and Council staff have been working continuously to keep Perth and Kinross moving, support local businesses, provide our regular weekend services and support our vulnerable residents.

Although weather conditions are improving we felt it would be helpful to update you of ongoing operations and helpful information during this difficult time.

### **Perth & Kinross Council website**

Perth & Kinross Council website, [www.pkc.gov.uk](http://www.pkc.gov.uk) is a source of important information. The home page covers topics such as school closures, the temporary changes made to waste and recycling services mentioned above, road clearance and closures as well as useful contact numbers and information on priority routes and advice on getting through the cold snap as well as the Council's latest news releases.

### **Refuse/Recycling Collections**

Commercial waste collections have also been affected by the recent adverse weather. Temporary arrangements are currently in place to allow the Council to catch-up on the backlog. Temporary arrangements will continue until Friday 22 January 2010 with normal collection expected to be fully restored from Saturday 23 January.

During this temporary period businesses are asked to present their general waste bins as per their scheduled collections. If collections have been missed, any excess waste caused by the missed collection, should be bagged and placed beside the general waste bin. The Council would assure customers that there will be no additional charge for extra collections to deal with any back log or excess side waste. However, normal charges will apply when normal services resume on 23 January 2010. For further information please visit [www.pkc.gov.uk](http://www.pkc.gov.uk), e-mail [recycle@pkc.gov.uk](mailto:recycle@pkc.gov.uk) or telephone (01738) 476476.

## **Scottish Government Campaign**

At the start of last week the Scottish Government launched an informational campaign in the local press called Weather Wise. You can find out more about the campaign at [www.scotland.gov.uk/weatherwise](http://www.scotland.gov.uk/weatherwise) The website links to all Council websites in Scotland, including Perth & Kinross Council. Local radio adverts are also running featuring the voice of Elaine C Smith. The website also contains practical tips for handling the thaw which you may find useful.

### **Preparing for the thaw**

Temperatures are beginning to rise meaning that most of the snow and ice is melting. The Scottish Government have also issued information on how to prepare for the thaw at <http://scotland.gov.uk/News/Releases/2010/01/14140215>

There are several things people themselves can do to cope with the thaw and prevent flooding in or near their business:

- When moving snow and ice from pavements and paths, be sure it is not blocking drains.
- If alternatives to grit, such as salt, cat litter and sand, have been used then clear up any residues left behind after the thaw as this could lead to drain blockages.
- Burst pipes are a potential problem. If people experience a burst pipe in the home, turn off the stop valve immediately and open all cold taps to drain the system. Do not turn on the hot tap as the hot water cylinder may collapse if the pipes leading to it are frozen. If in any doubt call a licensed plumber.
- Be aware that while roads and paths may be more accessible for most, vulnerable customers may still be wary of venturing outside, so continue to help older or less able clientele.

There is also information on dealing with the thaw on the Perth & Kinross Council website, [www.pkc.gov.uk](http://www.pkc.gov.uk)

### **Information for residents and businesses**

Our Customer Service Centre (01738 475000) is open from 8am to 6pm Monday to Friday to help deal with any general enquiries. General information, and up-to-date information on schools, is available on our website at [www.pkc.gov.uk](http://www.pkc.gov.uk)

## **Message from the Leader of the Council and the Chief Executive**

We are aware that the adverse weather conditions have caused some disruption to normal Council services, and would like to apologise for any disruption to services that may have impacted on your business. We would also like to assure you that the Council has taken all steps possible to ensure that streets have been cleared and that general refuse collections have been maintained during this period of severe winter weather.

The weather shows some signs of improving for now, but the winter is not over yet and further snow is forecast in the immediate future for higher areas in Perth & Kinross. Work will continue for as long as it is necessary to support businesses and residents in our area.

We would like to take this opportunity to thank the many private residents and local businesses that have been doing extra and playing their part this winter in helping others in the community. The time and effort these people have dedicated has been invaluable during this difficult time and we greatly appreciate their continued support.



**Councillor Ian Miller, Leader  
Perth & Kinross Council**



**Bernadette Malone, Chief Executive  
Perth & Kinross Council**