

## **Cove Street toilet Frequently Asked Questions (FAQs)**

### **Q. Are the toilets open? What are the opening times?**

A. Yes, we have reopened the facilities following an extensive refurbishment.

Toilet opening times are currently 9am to 6pm until the summer when opening times are extended.

### **Q. Why did it take six months to complete?**

A. Due to the condition of the building, the floor had to be completely removed and replaced. All interior fixings and tiling removed and replaced, as well as the old pipework. A new ventilation system had to be installed and building works to move the disabled door access and to increase the size of the current Gents doorway was undertaken. Then final snagging had to be carried out, and checks made to ensure everything was working as it should before reopening the new facilities. We did have a contingency in case any of the works overran, but we are pleased to be able to open them in the spring, and ahead of the Easter holidays when more people will be out and about in Weymouth.

### **Q. What Improvements have been made?**

A. Improvements include moving the disabled toilet door so that it is more accessible. The new urinals and toilets are fed from the mains supply meaning there is a more efficient use of water. Sensor flushes, and sensor taps were also be put in. LED lighting was also installed making the facilities a lot lighter than the previous block, as well as being more energy efficient. And a better ventilation system was also installed.

### **Q. Why is a 50p charge being introduced to use the facilities?**

A. To assist with the ongoing maintenance and cleaning costs involved in keeping the town's public toilets clean and in good working order for members of the public to use.

### **Q. Isn't this what I pay my Council Tax for?**

A. The ten public toilet blocks across Weymouth cost around £325,000 to operate, which is around £16 per household, per year on public toilets. The costs of water and staff costs are rising faster than inflation, so that figure will grow in future; hence the need to introduce a charge.

### **Q. How do I pay to use the toilets?**

A. An electronic payment system was installed, and visitors can use a bank card or smartphone to make the payment.

### **Q. Is there be a cash option?**

A. No, it is contactless payments which can be made using a smartphone or a card. This keeps the costs down as we would need staff to regularly empty the cash collection machine.

### **Q. Will the disabled toilets still be free?**

A. Yes, they will continue to be free to use for anyone with a Radar key.

### **Q. Will the gents and ladies toilet facilities stay separate?**

A. Yes, these are separate.

**Q. Who decided the toilets needed to be refurbished?**

A. Due to the significant age and problems with the interior of the old building, Councillors made the decision to upgrade the Cove Street toilet block and invest in the facilities for future years to come.

**Q. Are other toilet facilities free to use?**

A. Yes, except for the public toilets at the Swannery car park which incur a 30p charge to use.

**Q. I have further questions about the toilet refurbishment, who do I contact?**

A. Contact Weymouth Town Council by email: <mailto:office@weymouthtowncouncil.gov.uk> or call us on 01305 239839.