



Gosport Borough Council | **A Housing Services Production**

# At Your Service

Newsletter for tenants and leaseholders

**Spring 2021 Edition**

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**Welcome to the  
spring issue...**



**GOSPORT**  
Borough Council

## Our Service during COVID

On 4 January 2021 the government announced a national lockdown for England with instructions to stay home, protect the NHS and save lives.

Which means that you must stay at home, apart from limited exceptions where necessary. You may leave home to:

- ▶ Shop for basic necessities, for you or a vulnerable person
- ▶ Go to work, or provide voluntary or charitable services, if you cannot reasonably do so from home
- ▶ Exercise with your household (or support bubble) or one other person (maintaining 2 metre social distance), this should be limited to once per day, and you should not travel outside your local area.
- ▶ Meet your support bubble or childcare bubble where necessary, but only if you are legally permitted to form one
- ▶ Seek medical assistance or avoid injury, illness or risk of harm (including domestic abuse)
- ▶ Attend education or childcare - for those eligible

## Town Hall closure and Council services

The Council's top priority is the health and wellbeing of our residents, people who work in the Borough, and our staff. We're working hard to continue to provide our services while ensuring the safety of residents.

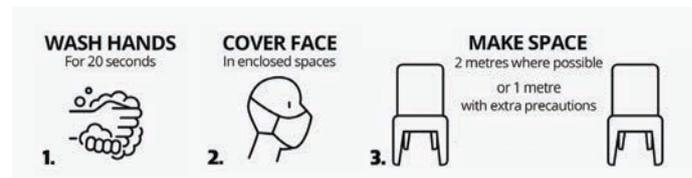
Gosport currently has one of the highest rates of infection in Hampshire. To help protect our residents customers and staff, and to reduce day to day contact, the Town Hall will remain closed until further notice.

Council staff are continuing to work from home and the Town Hall and we are continuing to deliver our services to the community.

For more information and the latest updates from the Government go to

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) and

[www.gosport.gov.uk/council-services](http://www.gosport.gov.uk/council-services)



## Message from Julie Smith

Welcome to the Spring edition of our housing newsletter. This is the first edition we have had since the coronavirus pandemic hit.

At the time of writing we have been in a national lockdown since December 2020. These restrictions required people to stay at home except for specific purposes, prevent gatherings with people who you do not live with and the closure of non-essential businesses.

The coronavirus pandemic has seen changes to the way we deliver some of our services. The council has been working hard to continue to provide essential services to our customers.

I am really proud of how all of our housing services staff have coped with the changes in which they have had to work. They have all shown real resilience and been determined to continue to offer the same level of service to our customers.

I would like to thank all our customers for their continued support and patience with the changes to the service during this difficult time.

I hope that you find this edition interesting and informative.

**Julie Smith**, Head of Housing

## Useful Contacts

It is important that you speak to the correct person or team when you contact us.

- ▶ If you are a council tenant and need to speak to your Neighbourhood Housing Officer or a member of the Neighbourhood Management team (including rent enquiries) please call **023 9254 5665**.
- ▶ If you live in sheltered accommodation or need to speak to someone about your lifeline pendant please call the Older Persons Services Team on **023 9254 5453**.
- ▶ If you are threatened with homelessness or need help to find accommodation please call our Housing Advice Team on **023 9254 5476**.
- ▶ If you are living in temporary accommodation allocated by the Council, please call the Temporary Accommodation Team on **023 9254 5586**.
- ▶ If you have a query about the allocation of a property or housing register assessment please call the Housing Advice Team on **023 9254 5476**.

- ▶ You can report any grounds maintenance issues such as grass cutting and street cleansing by calling Streetscene on **08000 195 598** or by sending an email to **streetscene@gosport.gov.uk**.
- ▶ You can report any issues regarding roads, street lamps and traffic lights by calling Hampshire County Council on **0300 555 1388** or via **www.hants.gov.uk/highways**.

## National Fraud Initiative

Gosport Borough Council is required by law to protect the public funds we administer and to this end may use information you have provided for the prevention and detection of fraud. We may also share your information provided to us with other bodies responsible for auditing and administering public funds for these purposes.

The Cabinet Office currently requires us to participate in its anti-fraud initiative. For more details, visit [www.gosport.gov.uk](http://www.gosport.gov.uk) and search site for Fair Processing Notices.

## Easter Closures

The Town Hall will close to the public at 5pm on Thursday 1st April and will re-open at 9am on Tuesday 6th April 2021.

If you need to contact Gosport Borough Council in the event of an emergency during the holiday period please contact Kier on **0800 028 0835** who operate our 'Out of Hours' service for Gosport Borough Council.



## Repairs

You can report any repairs to our repairs contractor Kier in the following ways by:

- ▶ Telephoning Freephone number **0800 028 0835**.
- ▶ Reporting emergency repairs (including boilers) 'out of office' hours by telephoning **0800 028 0835**.
- ▶ Texting non urgent repairs to **07786 204386**.
- ▶ Emailing non urgent repairs to **gosport.repairs@kier.co.uk**

# Welcome to the Neighbourhood Management Team

With effect from March 2021, we have swapped two of our Neighbourhood Housing Officers to cover a different patch, Area 3 will now be managed by Jenner Moore and Area 8 will be managed by Carol Leader.

Please see below details of your Neighbourhood Housing Officer and area patches.

## Neighbourhood managers

### Roz Weaver

023 9254 5356  
roz.weaver@gosport.gov.uk

### Denise Hudson

023 9254 5439  
denise.hudson@gosport.gov.uk

## Area 1

### Juliet Mansell

023 9254 5681  
juliet.mansell@gosport.gov.uk

- **Elson** - Blackthorn Drive, Dunkeld Road, Exmouth Road, Goodwood Road, Ham Lane, Hamlet Way, Naish Drive, Pannall Road, Richard Grove, Sedgeley Grove, Woodlands House
- **Privett** - Anns Hill Road, Cheriton Road, Droxford Close, Hamble Road, Normandy Gardens, Salerno Drive, Selborne Gardens, Warnford Close
- **Town** - Hilton Road, Hornet Close, Old Road

## Area 2

### Sarah Parsons

023 9254 5540  
sarah.parsons@gosport.gov.uk

- **Anglesey** - Archer House
- **Bridgemary North** - Chatfield Road, Conifer Grove, Gregson Close, Stoners Close, The Mead, Wych Lane
- **Elson** - Stanley Close
- **Peel Common** - Glebe Drive, High Drive, Long Drive, Rowner Lane, The Links, The Fairway, Hoylake Close, Stradbrook, Sunningdale Close
- **Town** - Nelson House, Nyria Way, Ramillies House, Renown House, Resolution House, Revenge House, Rodney House, Slocum House

## Area 3

### Jenner Moore

023 9254 5369  
jenner.moore@gosport.gov.uk

- **Brockhurst** - 263 & 311 Forton Road
- **Forton** - St Lukes Road
- **Leesland** - 46-78 Forton Road, Fortune House, Marine Cottages, St Johns Square, Warders Court
- **Peel Common** - Birchmore Close, Brading Avenue, Brookers Lane, Carisbrooke Road, Chale Close, Merstone Road, Niton Close, Totland Road
- **Privett** - Dieppe Gardens, Wilmott Close, Wilmott Lane

## Area 4

### James Sibley

023 9254 5522  
james.sibley@gosport.gov.uk

- **Christchurch** - Avenue Road, Ferrol Road, Holly Street, St Andrews Road
- **Rowner & Holbrook** - Alliance Close, Aspen Grove, Austerberry Way, Fleet Close, Gilbert Close, Landon Road, Lawn Close, Tichborne Way, Turner Avenue
- **Town** - Chester Court, Endeavour Close, Park Terrace



## Area 5

### Syed Haque

023 9254 5273

syed.haque@gosport.gov.uk

- **Bridgemary North** - Dayshes Close, Kent Road, Laphorn Close, Nesbitt Close, Osborn Crescent, Pettycot Crescent, Tukes Avenue
- **Forton** - Keith Close, Parklands Close, St Vincent Road, San Diego Road, The Crossways, Varos Close, Wheeler Close
- **Town** - Portland House, The Mews, Trinity Close, York House

## Area 6

### Rosie Swannack

023 9254 5293

rosie.swannack@gosport.gov.uk

- **Bridgemary North** - Boyd Road, Vian Close
- **Forton** - Beryton Close, Beryton Road, Coulmere Road, Durley Road, Giles Close, Hewitt Close, Kealy Road, Rogers Close
- **Rowner & Holbrook** - Almondside, Charnwood, Forest Way, Kielder Grove, Lombardy Close, Orange Grove, Pinewood, Savernake Close, Sycamore Close, The Chine, The Coppice, The Firs, The Glen, The Hoe, The Limes, The Nook, The Thicket, Vineside, Yewside

## Area 7

### Laura Wise

023 9254 5637

laura.wise@gosport.gov.uk

- **Anglesey** - Mabey Close
- **Christchurch** - Gloucester House, Ivy House, Queens Road
- **Forton** - Dukes Road
- **Lee East** - Elmore Road, Elmore Avenue, Elmore Close, Hiller Walk, Maple Close, Skipper Way
- **Lee West** - Hove Court, Queens Close
- **Town** - Astra Walk, Burnhams Walk, Burney House, Farriers Walk, Seahorse Walk, Shamrock Close, White Lion Walk, Willis Road

## Area 8

### Carol Leader

023 9254 5359

carol.leader@gosport.gov.uk

- **Bridgemary South** - Agnew Road, Bridge House, Bridgemary Avenue, Cameron Close, Fisher Road, Gregson Avenue, Harris Road, Horton Road, Keyes Close, Layton Road, Nobes Close, Nobes Avenue, Montgomery Road, Portal Road, Southway, Tedder Road, Wavell Road
- **Bridgemary North** - Bridgemary Road, Bridgemary Grove, Fraser Road, Harwood Close, Harwood Road, James Close, Mountbatten Close, Northway, Prideaux Brune Avenue

## Area 9

### Paul Wilson-Suffield

023 9254 5351

paul.wilson-suffield@gosport.gov.uk

- **Bridgemary South** - Acorn Close, Beauchamp Avenue, Brewers Lane, Braemar Road, Copse Lane, Gorselands Way, Green Crescent, Rowner Close, The Spinney
- **Leesland** - Greenway Road, Mill Lane, Mill Pond Road
- **Town** - Dolphin Crescent, Mariners Way, Tamworth Court

## Area 10

### Dominique Allison

023 9254 5294

dominique.allison@gosport.gov.uk

- **Anglesey** - Ash Close, Arminers Close, Baronsmere, Boldens Road, Bricketts Terrace, Kennet Close
- **Brockhurst** - Alma Street, Claudia Court, Durham Street, Linnet Court, Nightingale Close, Russell Street
- **Forton** - Avery Lane, Behrendt House, Behrendt Close, Graham Road, The Crossways
- **Leesland** - Brougham Street, Chilworth Grove, Leesland Road
- **Rowner & Holbrook** - Bracklesham Road, Charden Road, St Anns Crescent, Tudor Close, Withies Road
- **Bridgemary South** - Cunningham Drive
- **Town** - Alec Rose House, Dolman Road, Watergate, Winchfield House





# census 2021

## Have your voice heard

Census 2021 is in full swing across Gosport, with many of you completing the questionnaire on your laptops, phones and computers.

The letters, with your unique access codes, have all gone out and responses are already coming in.

It takes just 10 minutes per person to take part and if you can't get online, there are paper forms available for those who need them. Now is the time to make your mark on history!

If you can't find your letter, or would prefer to complete a paper questionnaire, or need help, then please contact the Census contact centre on **0800 141 2021**, or visit [www.census.gov.uk](http://www.census.gov.uk)

Additionally, Census Support Centres are provided in the Discovery Centre and Bridgemary Library, requiring an appointment booked by calling 0300 555 1387. Staff will offer help for people who are not confident online, or who do not have a computer, or need help completing on paper.

Remember - Your answers should be about the people who were present in your household on Census Day 21st March – even if you're filling it in after that date.

### **Do I have to take part?**

If you live in England and Wales, you must take part in the census. Your Census information will help inform how billions of pounds of public funding is spent. By taking part, you help inform decisions about the services you and your community need, like doctors' surgeries and

new schools. The census makes a difference to everyone and it's a once-in-a-decade chance to have your voice heard and help inform the future of your local area.

### **Will the government use the information I share to identify me?**

No. The Office for National Statistics (ONS) carries out the census in England and Wales, and is independent from the government. We only ever publish anonymous information from the census. In fact, it's a crime to share personal census information and anything you tell us is protected. Officials dealing with payments or services you receive cannot see your census information.

The census is a once-in-a-decade survey. It has been carried out every decade since 1801 when the population of England and Wales was around 9 million. By 1851 the population had doubled to 18 million. Please take part in Census 2021 and be counted!

### **What happens next?**

Postal reminders will be sent and we also have Field officers deployed across the country (operating in line with the Government's latest Covid-19 guidance) to contact those who have not responded. They will offer help and advice to those who need it, and will also remind people that their census response is required by law.

For more information, and to find out how to get help, visit [www.census.gov.uk](http://www.census.gov.uk) or call the contact centre on **0800 141 2021**



## Elections

The Government has now announced that they are still planning that elections take place in Gosport on Thursday 6 May 2021 and we must continue to prepare for this until we are advised otherwise. It will be a combined poll for the borough council, county council and the Police and Crime Commissioner for Hampshire.

This will include the elections that had been due in May 2020 but that were postponed due to the pandemic.

Running safe and accessible elections during a pandemic takes additional planning. As part of this we are reviewing all locations and election processes to ensure that they are COVID compliant. The Electoral Services team have been recruiting staff to help in many election roles and will be making job appointments shortly for all those selected. If the elections are postponed, we will retain the details of applicants to use at a later date.

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## Update on The White Paper

The Charter for Social Housing Residents – Social Housing White Paper is a follow-up to the Green Paper that was produced in 2018 following the tragedy of the Grenfell fire.

The White Paper was published in November 2020. The 2020 Social Housing White Paper outlined the Government's plans for social housing residents, including shared owners and leaseholders.

The proposals in the White Paper will make clear the standards that every social tenant in England is entitled to expect from their landlord.

They will ensure that people feel safe and secure in their homes, can get problems fixed before they spiral out of control, and see exactly how good their landlord is at dealing with complaints.

Above all, it will give social housing tenants a voice, and ensure that they are listened to.

- ▶ To be safe in your home
- ▶ To know how your landlord is performing
- ▶ To have your complaints dealt with promptly and fairly
- ▶ To be treated with respect, backed by a strong consumer regulator for tenants
- ▶ To have your voice heard by your landlord
- ▶ To have a good quality home and neighbourhood to live in
- ▶ To be supported to take your first step to ownership

For more information please visit [www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper](https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper) to view the white paper in full. Further information on how we will implement these changes will follow in our Summer edition.

# Fire safety

**Last year 243 people lost their lives in the UK due to fire, 199 of these were in people's homes.**

These numbers are reducing every year, but more can still be done. Everyday fire risks are present in our homes.

Well-known risks include candles and cooking left unattended, covered electrical heaters, overloaded plugs and cigarettes.

Below are a few ways to keep you, your family, friends and neighbours safe:

▶ Test your smoke alarms monthly. They could save your life – but only if they are working. Smoke alarms only take a moment to test, but they could give you and your family the best chance of surviving a fire.

- ▶ Offer to test the smoke alarms of an older family member, neighbour or friend who needs help.
- ▶ Most accidental fires start in the kitchen, so take care and never leave cooking unattended.
- ▶ Don't overload plug sockets and adapters – watch out for loose wiring, scorch marks and hot plugs and sockets.
- ▶ Keep heaters clear from curtains and furniture and never use them to dry clothes.
- ▶ Stub cigarettes out properly and dispose of them carefully – put it out, right out.

By following these quick and simple steps, we can reduce the number of fatalities and injuries caused by accidental fires.

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# Revamp in Beryton Road

**Our external Decorations contractor, Novus has been continuing their work to the houses in Beryton Road.**

Last year they decorated the majority of properties, and this year they have been improving the mock Tudor style properties.

The rotten wooden beams have been replaced with a material made from a mix of recycled plastics. This material will not rot, is maintenance free, while preserving the original look of the properties.

The works also included a wash down of guttering, painting of render, front doors replaced with composite doors rated for security and thermal performance, and new timber front fencing. I am sure that you will agree that the finished effect looks great.



Before and after photos



# How to pay your housing charges

Your rent is due in advance, either weekly or monthly.

Your rent, charges or arrears can be paid in the following ways:

- ▶ Direct Debit – pay monthly via your own bank or building society on 1st, 8th, 15th or 22nd of each month. This can be set up over the telephone by contacting **023 9254 5665**, when setting up please ensure that the bank account holder is present. Direct Debit mandates are available on request.
  - ▶ By telephone – Call **023 9254 5665** to pay using your debit or credit card, between 9am and 5pm. If you want to make multiple payments for rent, council tax and any other payments please call **023 9258 4242**.
  - ▶ Standing Order – you can set up a standing order either weekly, fortnightly, four weekly or monthly through your bank. GBC Bank sort code is 57-81-43 and account number is 00000000 – Borough of Gosport. Please quote your rent reference number when setting up this payment.
  - ▶ Online Payment – set this up online or with your bank using the account details, GBC Bank sort code is 57-81-43 and account number is 00000000 – Borough of Gosport. Please quote your rent reference number when setting up this payment.
  - ▶ Internet – **[www.gosport.gov.uk/online-payments](http://www.gosport.gov.uk/online-payments)**
  - ▶ All Pay card – Pay at the Town Hall cashiers desk or your local pay point/shop/post office. Please call **023 9254 5665** to request an All Pay card.
  - ▶ In person – pay at the Town Hall cashiers desk by cash, cheque, debit or credit card between 9am and 4.45pm.
  - ▶ Outside office hours – Via the post or through the secure letterbox at the front of the Town Hall (it is not advisable to send cash as the Council cannot accept any responsibility for any payments lost.) Cheques and postal orders should be made payable to ‘Gosport Borough Council’. Please ensure that you write your account number, name and address should be written on the back of the cheque/postal order and the envelope should be securely sealed.
- Stay in touch! If you are having financial problems, please stay in touch. You can contact the Neighbourhood Management Team on **023 9254 5665** or by emailing **[housingofficers@gosport.gov.uk](mailto:housingofficers@gosport.gov.uk)**



# Insurance

## We insure the building where you live. You should insure the contents of your home and your personal possessions.

### Home Contents Insurance, why do I need it?

If you are a tenant who rents, then your landlord may not cover your contents as part of the tenancy agreement. It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, Gosport Borough Council have teamed up with Thistle Tenant Risks, and Ageas Insurance Limited who provide the Crystal Insurance Scheme, a specialist Tenants Contents Insurance policy.

The Crystal Insurance Scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

### How do I get further information?

- ▶ Ask your local housing officer for an application pack.
- ▶ Call Thistle Tenant Risks on **0345 450 7286**
- ▶ Visit the **[www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk)** for more information or to request a call back.

The Crystal Insurance Scheme is a product name arranged and administered by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited.

Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645.

Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Limited is part of the PIB Group.

For information about what we do with personal data please go to:

**[www.crystal-insurance.co.uk/Privacy-Policy](http://www.crystal-insurance.co.uk/Privacy-Policy)**

# Do you live in social rented housing? Why not **swap** homes?



HomeSwapper is the **largest** national mutual exchange service for social housing tenants wanting to swap homes both **locally** and **nationally**.

- 9/10 get matched within 24 hours
- See all your matches in an instant
- Search for swaps locally or nationally
- 100+ matches per member on average
- Thousands of homes added every week
- Build your own multi-swaps with our unique tools



[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

- ▶ We provide free, confidential and impartial advice and campaign on big issues affecting people's lives.
- ▶ People come to us with all sorts of issues.
- ▶ You may have money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options.
- ▶ Our goal is to help everyone find a way forward, whatever problem they face.
- ▶ We're an independent charity and part of the Citizens Advice network across England and Wales.
- ▶ We value diversity, promote equality and challenge discrimination wherever we see it.

At the time of writing in the light of the recent outbreak of COVID-19 in the UK we have suspended all face-to-face advice from our offices at Martin Snape House and our outreach at Gosport Discovery Centre until further notice.

We will continue to provide our service through means of telephone and digital advice such as emails or webchat. We are trying to maintain a relatively normal service in these unique circumstances however there may be some delay in getting back to you.

Please be assured that our team are dedicated to providing the best possible service although there will inevitably be some disruption. Our main telephone number will direct you to the service you require.

Please call freephone **0808 2787 903**.

Alternatively, please go to our website where you can find advice and information on a wide range of subjects, including COVID-19. Our website can be found at **www.gosportcab.org.uk**

**Telephone Advice General advice:** call Adviceline on **0300 330 9031** (Monday – Friday, 9am to 4pm)

**Problems with goods and services:** call our Consumer helpline on **0808 223 1133** (Monday – Friday, 9am to 5pm)

**Universal Credit help to claim:** call our Help to Claim helpline: **0800 1448 444** (Monday – Friday, 8am to 6pm)

**Victim of a scam:** call our Scams Helpline on **0808 250 5050** (Monday – Friday, 9am to 5pm)

**Email advice:** To receive advice by email, send your email to **advice@gosport.cabnet.org.uk**

You can also chat online to one of our advisers through our normal webchat service. Here we cover debt issues and much more. How we use your information At Citizens Advice Gosport we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential.

## Clampdown on dumped trolleys



A clampdown on dumped shopping trolleys has begun in Gosport. In January 2020, Gosport Borough Council adopted a provision created by Schedule 4 Section 99 of the Environmental Protection Act 1990.

Gosport Borough Council will arrange for abandoned supermarket trolleys to be removed

from public/private areas as they constitute a hazard and are environmentally unsightly. Stores will be charged for the cost of removing, storing and disposing of them.

To report an abandoned trolley please contact Streetscene on **0800 198 598** or by email to **streetscene@gosport.gov.uk**

# Tips for waste removal

**Fly-tipping is the illegal dumping of waste. It's a crime that damages the environment, risks public health and costs taxpayers to clean up.**

## Householder responsibilities

You could face an unlimited fine if your rubbish is found fly-tipped – even if you didn't do it yourself.

You must use a licensed waste carrier to dispose of waste, or take it to a household waste recycling centre ([hants.gov.uk/recyclingcentres](https://hants.gov.uk/recyclingcentres)).

You must show you took reasonable steps to prevent your waste being fly-tipped. This is called your duty of care.

## Using a licensed waste carrier

1. Check if your waste carrier is licensed. You can do this quickly with their name or licence number at [hants.gov.uk/fly-tipping](https://hants.gov.uk/fly-tipping).
2. Ask what will happen to your waste. A licensed waste carrier should not object to this.
3. Keep a record of their waste carrier licence number by taking a photo of the licence, or take a screenshot when you check online.
4. Keep a waste transfer note or receipt to say where the waste was collected from, by who, and where it is going.



# Hampshire Waste and Recycling Centre

**Did you know that you must have an appointment to visit an HWRC in Hampshire? This has been implemented to manage demand and reduce queuing traffic. If you visit an HWRC without an appointment you will be turned away.**

Please visit Hampshire County Councils website for more information and to book a slot;  
**[www.hants.gov.uk/wasteandrecycling/recyclingcentres/book-appointment](http://www.hants.gov.uk/wasteandrecycling/recyclingcentres/book-appointment)**

Hampshire County Council provides and manages the Household Waste Recycling Centre (HWRC) located in Grange Road, Gosport.

You can take a variety of items here to be recycled or disposed of correctly.

These include:

- ▶ Furniture
- ▶ Wood and timber
- ▶ Garden Waste
- ▶ Scrap Metal
- ▶ Car Batteries and household batteries
- ▶ Paint
- ▶ Soil, rubble and DIY waste (limited quantities)
- ▶ Electrical items and light bulbs
- ▶ Cooking Oil

For information on the Gosport HWRC and what you can and cannot take to this site, please contact Hampshire County Council on **02380 179949** or visit **[www.hants.gov.uk/wasteandrecycling](http://www.hants.gov.uk/wasteandrecycling)**

## Hazardous Waste

Some household waste is classed as hazardous and must be taken to a specially licensed HWRC site. The nearest licenced sites are at Port Solent and Segensworth.

Examples of hazardous waste include household products such as white spirit, paint brush cleaners, de-scalers, stain removers, household batteries, photographic chemicals, drain cleaners and oven cleaners. Garden products such as pesticides, insecticides, lawn treatments,

fungicides, weed killers and wood preservatives (e.g. Creosote). Car maintenance products such as antifreeze, brake fluid and lubricants.

Household electrical items such as fridges and freezers, energy saving light bulbs, fluorescent light tubes, household batteries and televisions are accepted at all of the HWRCs, including Gosport.

## Gosport HWRC Opening hours

- ▶ 1 April - 30 September: 9am to 6pm
- ▶ 1 October - 28 February: 9am to 4pm
- ▶ 1 March - 31 March: 9am to 5pm

## Permits

To find out more about the new permit scheme for vehicles, and to apply for a permit, please contact Hampshire County Council using the above information.

## Bulky Waste Collections

If you are unable to visit the HWRC and have a bulky household waste item to dispose of, Gosport Borough Council provides a collection service for a charge. Please phone Streetscene on **08000 198 598**.

Please note Gosport Borough Council cannot collect items containing or treated with hazardous waste through the Bulky Waste Service.

Please take these items to a specially licensed hazardous waste HWRC (see above), or alternatively ensure these are collected by a suitably licensed contractor. Householders have a duty of care to ensure their waste is suitably disposed of.



## Register your car to access Household Waste Recycling Centres

Hampshire residents will need to register their car for free.

This registration applies to cars and 4x4s only.

If you're a Hampshire resident, you need to register your vehicle



Do it online with our quick and easy registration form



You'll get a success message straightaway



Load up your car and head on over. The cameras will recognise your car on arrival...



...and our on-site staff will know you've registered



If you change your vehicle...



...or move to a different place in Hampshire...



...you'll need to register again



To register search 'vehicle registrations' at [www.hants.gov.uk](http://www.hants.gov.uk)

### Contact a Samaritan

If you need someone to talk to, we listen.

We won't judge or tell you what to do.

Call us any time, day or night. Whatever you are going through, you can call anytime:

Call **116 123** from any phone for **FREE**.

Write an email. Sometimes writing down your thoughts and feelings can help you understand them better.

Email [jo@samaritans.org](mailto:jo@samaritans.org)

SAMARITANS

# Bag it and bin it!

**Whether you own a dog or not, dog fouling affects everyone. It's not nice to see it on pavements or in parks and particularly not on your shoe! Dog fouling is an eyesore and a health hazard.**

Dog walkers have a legal responsibility to pick up every time their dog fouls a public place. Failure to clear up may result in a fixed penalty notice being issued, prosecution and a fine of up to £1000 in a magistrates' court.

If you are a tenant or leaseholder who allows your dog to foul, you may be subject to action for breaking the terms and conditions of your tenancy or lease.

The Streetscene Enforcement Team is responsible for the Enforcement of the Clean Neighbourhoods Act, Council Car Parks and Bye laws.

This includes the Public Space Protection Order for the Control of Dogs which includes the following rules:

- ▶ **Fouling** – The person in charge of a dog that fouls in a public place must remove dog fouling immediately.
- ▶ **Means to pick up** – A person in charge of a dog in a public place must have with them means to pick up fouling (must carry dog poop bags).

The council would like to see more owners take responsibility for clearing up after their dogs. Although many public spaces have designated bins for dog fouling, we want to stress that you can dispose of bagged dog fouling in any litter or general waste bin. If you would like to report regular dog fouling to the council call Streetscene on **08000 198598**, or speak to your Housing Officer in confidence.

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## Sustainable Communities

If you would like to see your local community working together to become more sustainable, the Greening Campaign can help you.

It guides communities through a structured process, providing information packs and expert advice. The programme is fun and involves all members of the community of all ages, and is designed to be compatible with any social distancing or lockdown restrictions due to Covid 19. Gosport Borough Council is looking for communities of between 250 and 8000

households who want to take up the challenge and see what changes they can make to become greener. The Council can provide funding to get you started, and the Greening Campaign will then support you to get everyone in your community engaged.

For more information about how to sign up and the financial support the Council can provide contact **[climatechange@gosport.gov.uk](mailto:climatechange@gosport.gov.uk)**

To find out more, please visit **[www.greening-campaign.org](http://www.greening-campaign.org)**



**Has your job been affected by the coronavirus?**

**Are you looking for advice and guidance on what to do next?**

**We understand it's a difficult time for many, and if your job has been affected by COVID-19 the National Careers Service is available to help.**

The National Careers Service is operating remotely in order to protect everyone, providing free and impartial careers information, advice and guidance to our customers.

Our professional careers advisers provide tailored support, individualised for every customer - from helping them understand their own skills and strengths through to supporting a return to employment. Our advisers provide expert advice and guidance, equipped with the latest labour market and local job information.

For furloughed workers and employers with furloughed staff, we can also offer redundancy support and additional assistance.

**We help our customers:**

- Explore their career options and aspirations
- Understand the local job market
- Develop or enhance their CV
- Search and apply for local jobs
- Identify local volunteering opportunities
- Apply for training and online learning.

To make a free telephone appointment with one of our impartial careers advisers please call **0800 100 900**.

Lines are open 7 days a week between 8am - 10pm.

For further information visit [nationalcareers.service.gov.uk](https://nationalcareers.service.gov.uk)

0800 100 900

@NationalCareersService

@NationalCareers

# Local Grants Awarded Thanks

**Thanks to players of the Gosport Community Lottery, £7,215 has been awarded in grants to Gosport good causes, via the Gosport Community Fund.**

Seven grants in total were awarded and Ian Reeves, Chair of Gosport Voluntary Action who manage the lottery, said: "The Community Grants are made possible by the fantastic support the Lottery continues to receive. All the grant applications received were very well made and it is great to be able to support these good causes as they are try restart their work in 2021"

Gosport Borough Cricket Club have been awarded a grant to start the "Privett's Pavilion Potato Project – the Good Spud Club". Their aim is to help get communities more engaged with growing their own fruit and vegetables and learning more about cooking and preparing healthy food from scratch. This project will be a fun introduction to that, linking people across the Borough with one focus – to grow a 'good spud'. The project will involve local schools, nurseries, Abri, the cricket club and members of the Gosport Food Partnership.

Friends of Hardway will be using their grant to install a bespoke remembrance bench on the Hardway memorial site. Having a dedicated and attractive graphic bench appropriately sited on the memorial site will allow residents and visitors to reflect on the history of the area and provide a constant reminder to the memory of our armed forces who departed from Hardway on 6th June 1944.

David Marshall, Chair of Friends of Hardway said:

***"We have set ourselves numerous challenges to improve the local area and in particular the Hardway Commemorative Green. Hardway witnessed the deployment of thousands of troops on D-Day 6th June 1944 and continued supporting the allied forces throughout Operation Overlord."***



***The grant from the Gosport Community Lottery will be used to purchase a decorative memorial bench which will be placed on the green and inscribed 'In memory of the brave Allied Forces personnel who deployed from Hardway'. We hope this bench will reinforce the important role Hardway played leading up to and beyond D-Day and the ultimate sacrifice paid by those servicemen and women who did not return. We plan to have the memorial bench in place for the 77th Anniversary of D-Day."***

Gosport Dolphins Swimming Club will be using their grant to get their youngest swimmers back in the pool learning to swim and boosting their water confidence, once it is safe to do so. During the past few months, the club has seen an increase in families struggling with jobs, finances etc. and not having the youngest swimmers back learning to swim has added to family pressures. The grant will help ease financial pressures as they start up again when possible.

Lee Hub is setting up an Independent Community Library and this grant will be used to enable them to fund supportive equipment/aids for those with impairments. For example, Hearing Loops for all Lee Hub spaces, wireless earphones for talks, films and events; magnifier units, tape players (Cassettes) & USB (Play-away) listening devices for USB Stories and wheelchair(s) for use by visitors with mobility challenges.

# To Gosport Lottery Players!

Marvels and Meltdowns, support families affected by Autism, ADHD and Sensory Processing Disorders. The grant will be used to fund training for volunteers in Food Hygiene, Safeguarding and First Aid to provide the community with the peace of mind that their children and families are in safe hands. Volunteers who are trained in these courses will be able to demonstrate a greater understanding of their role within the charity and the community as a whole.

Gosport Borough Hockey Club bring people together and build strong relationships in and across communities they will use their grant to help with the safe return of field hockey when current coronavirus restrictions are eased to share their passion for an outdoor sport that is often overlooked.

Gosport Allotment Holders Association has over 300 members who benefit directly from their activities and provide benefits to non-members who participate at shows and plant sales and from produce/plants at any public events. The grant will be used to install a Poly Tunnel which will dual purpose as a training room in cooler or inclement weather and then for cultivation of crops under cover during peak growing season and will also extend the growing season.



Jim More, Chair of the Allotment Holders, said:

*“Heartfelt thanks to all Gosport Community Lottery Players who have allowed GVA Grants Fund to make an award to the Growing in Gosport project. With this funding we will provide a Poly Tunnel that will, subject to the latest COVID restrictions, provide an indoor classroom when the weather is cold or wet and a nursery that will provide plants to allotment ploholders through plant sales. The growing project is about helping people to find their green fingers and you will definitely help us to do that. Thank you.”*

The Gosport Community Fund distributes grants from the funds raised through the Gosport Community Lottery, which was launched in July 2018. For each £1 ticket players purchase, 40p is paid directly to Gosport good causes and 20p is held in the Gosport Community Fund, which awards grants annually.

The lottery is already making a real difference to the local community. An amazing 160,684 tickets have been purchased since the launch in July 2018 and over £90,000 has already been raised for Gosport’s good causes. Each week players have a 1 in 50 chance of winning a prize which range from 3 free tickets to the £25,000 jackpot!

If you would like to find out more about playing the lottery or becoming a good cause, please visit [www.gosportcommunitylottery.co.uk](http://www.gosportcommunitylottery.co.uk) or contact Gosport Voluntary Action on **02392 583836**



At the Heart of Our Community  
GOSPORT Borough Council  
Gatherwell

- 60% to Gosport Good Causes
- Win up to £25,000
- Draws every Saturday
- £1 a ticket

[www.gosportcommunitylottery.co.uk](http://www.gosportcommunitylottery.co.uk)

[support@gosportcommunitylottery.co.uk](mailto:support@gosportcommunitylottery.co.uk)

02393 190222



# Brendoncare Clubs Contact and Support Service for Members in Gosport

**Brendoncare is a registered charity that brings joy and friendship to 1,500 older people through its network of over 90 clubs across Hampshire and Dorset, thus preventing loneliness and isolation.**

The clubs have been temporarily closed since March 2020 and with many members living alone, Brendoncare has been helping to maintain the positive connections and friendships they enjoy through their regular clubs.

There have been over 13,000 contacts made to members and volunteers as part of the community support service, 238 virtual club meetings and 59 digital connection sessions.

Nancy, 82, a Club member is grateful to receive a weekly phone call from a volunteer, Christine, while her Club is closed.

She lives alone and says that without these contacts, she would sometimes go all week without talking to anyone. She describes Christine as a 'lifesaver' and said,

*"We get on amazing considering we've never met. We have a little chat and she gets me motivated, she is a sweetheart. I can talk to Christine about my worries and it is very kind of her to listen. The calls are something for me to look forward to every week."*

Kerry Hicks, Brendoncare Locality Manager, said,

*"Getting to see volunteer and members' faces is a highlight of my week. We all miss seeing each other in person, but being able to sing together virtually brings such joy and we always have a giggle! Gosport Virtual Voices meet on Mondays at 6pm on Zoom if anyone would like to join in."*

Members of the 17 Brendoncare Clubs that usually run at the Gosport Club Hampshire are benefiting from this initiative.

The community support service has received such positive feedback from members that it will be a permanent part of the Brendoncare Clubs' service. This means that when the clubs re-open and some members feel unable to visit, or they need extra support from time to time, Brendoncare will be there for them. Demand for basic digital skills has also increased, and Brendoncare will continue to offer the friendship support to get members and volunteers connected if they want to be.

Brendoncare Club member, Hazel Batley, commented,

*"It brightens my day seeing friends during our Gosport Virtual Voices meetings and knowing they are well."*

Sam Agnew, Head of Brendoncare Clubs, said,

*"I am really pleased that the community support service will be continuing, as we have had such positive feedback from members. I cannot thank our current volunteers enough, they have done such a sterling job in keeping everyone connected during the past 10 months. We are currently looking for more volunteers so we can continue and expand our service. If you have a bit of spare time and would like to get involved, please get in touch. We look forward to hearing from you."*

The local centre is: Club Hampshire, The Anchorage, Willis Road, Gosport, Hampshire, PO12 1LZ.

For more information, please contact Brendoncare Clubs, **01962 857099**, [clubs@brendoncare.org.uk](mailto:clubs@brendoncare.org.uk), [www.brendoncare.org.uk/clubs](http://www.brendoncare.org.uk/clubs)



# MAKE A DIFFERENCE

## Befriending

**Help Reduce Loneliness With A Chat**

**Become a Volunteer Befriender and support an older Gosport resident.**

**As little as an hour is all it takes!**



## Advocacy

**Could you help with writing letters or filling in forms?**

**Would you like to support an older vulnerable Gosport resident to remain living independently in their home?**

**Please contact Emma for a friendly chat to find out more:**

T 02392 50 3871 | [homeserveadmin@gva.org.uk](mailto:homeserveadmin@gva.org.uk) | [www.gva.org.uk](http://www.gva.org.uk)

**Martin Snape House, 96 Pavilion Way, Gosport PO12 1FG**

*Join the team and you could make a real difference to the lives of local older people in need.*



At the Heart of  
Our Community



**GETTING READY TO LEAVE SCHOOL?  
WANT TO CHANGE OR BE BETTER AT YOUR JOB?  
LIKE TO MEET UP WITH PEOPLE AND HAVE FUN?**

**WHAT  
WOULD  
YOU  
LIKE TO  
LEARN?**





**At St Vincent College, we are proud to welcome people at all stages of life and help them enjoy learning.**

Located in the heart of the community, we believe in making sure that our courses are available for anyone who wants or needs them.

**POST 16**  
SCHOOL LEAVERS AND STUDENTS, AGED 16-19

**WORK SKILLS**  
QUALIFICATIONS FOR BOTH INDIVIDUALS AND EMPLOYERS

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ONLINE COURSES ARE AVAILABLE

**WE TAKE APPLICATIONS ALL YEAR**

**#LookAgain**



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023 9258 8311

St Vincent College, Mill Lane, Gosport, PO12 4QA

**Get support  
Get advice  
Get connected**

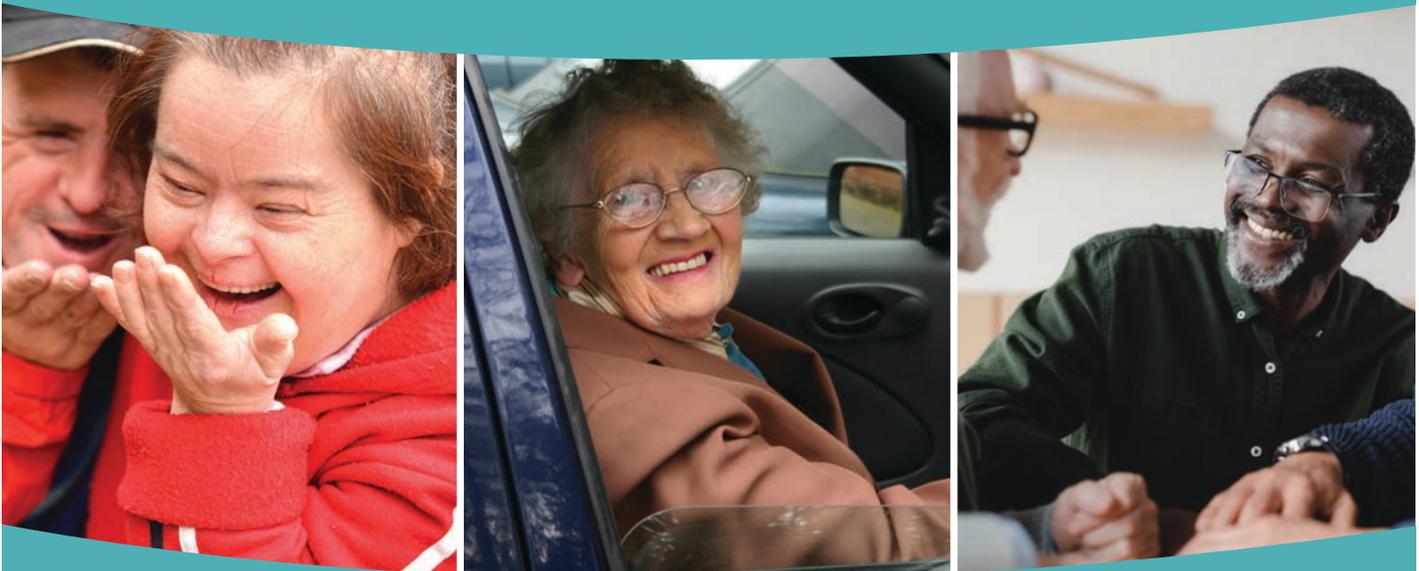
**Connect to  
Support  
Hampshire**



Find community groups, care homes and local activities near you



Practical online help to regain or maintain your independence and get the support you need



**It's easy to find the information you want:**

- Health and wellbeing advice
- Local community groups and activities
- Getting out and about
- Support for carers
- Managing at home
- Living with disability
- Equipment and aids
- Finding, arranging and paying for care
- Care providers and care homes

**Scan to download our app now**



**[www.ConnectToSupportHampshire.org.uk](http://www.ConnectToSupportHampshire.org.uk)**

# MEND & TEND

*Enabling you to maintain your home and garden*

An accredited, not-for-profit service (formerly known as **DART & Gardens**), providing practical help with basic gardening, decorating and repairs for Gosport residents who are older and for those with a disability



[homeserveadmin@gva.org.uk](mailto:homeserveadmin@gva.org.uk)



**023 9250 3871**

**Tasks the service can help with include:**

- General garden maintenance (eg. weeding, pruning, watering)
- Painting and decorating
- Installing stair/grab rails
- External painting
- Repairing fences
- Hedge trimming
- Mowing
- Minor plumbing repairs
- Building shelves
- Putting up pictures



At the Heart of  
Our Community



[www.gva.org.uk](http://www.gva.org.uk)

**Martin Snape House, 96 Pavilion Way, Gosport PO12 1FG**



# Information Directory

## Home Safety



### **Things that I can do myself:**

Smoke detectors – test regularly

Falls prevention – reduce the amount of clutter, loose rugs etc. and keep your home safe and maintained.

Key safes and mobility aids can be purchased in high street stores.

### **If I need help or advice:**

Fire Home Safety/ Safe and Well visits

Visit [www.hantsfire.gov.uk](http://www.hantsfire.gov.uk)

Home security visits with Blue Lamp Trust

Visit [www.bluelamptrust.org.uk](http://www.bluelamptrust.org.uk)

## Household Emergency



### **Things I can do myself:**

Water – find out where the mains supply/ stopcock is.

Switch off if necessary.

Gas – Turn off gas at the meter, open doors and windows, don't use naked flames or electrical switches.

Electric – Turn off mains power to the property.

### **If I need help or advice:**

Call National Grid on **0800 111 999**.

## Rogue traders, scams and doorstep crime



### **Things I can do myself:**

Request a free 'uninvited doorstep callers' sticker from Hampshire trading standards by calling **01962 833620**

### **If I need help and advice?**

▣ Call Citizens Advice Consumer Helpline on **03454 040506**.

▣ Call Hampshire trading standards doorstep crime quick response team on **01962 833666**.

▣ Visit [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

## Keeping Healthy



### **Things I can do myself:**

Enjoy life! Little changes can make a big difference in the long run – don't put off making healthy life changes, do it today.

### **If I need help or advice:**

For health information including local GPs and pharmacies visit [www.nhs.uk](http://www.nhs.uk) or call 111.

For drug and alcohol support contact Inclusion Recovery Hampshire on **01785 221 662** or visit [www.inclusion.org](http://www.inclusion.org)

For mental health support visit [www.rethink.org](http://www.rethink.org)

For health eating and weight management visit [www.change4life.org.uk](http://www.change4life.org.uk)

## Reducing Social Isolation



### Things I can do myself:

Do something new either for yourself or for others. Discover a new talent, go back to something you used to enjoy, connect with people. Get to know your neighbours and your community.

### If I need help or advice:

- ▶ Visit Gosport Voluntary Action on [www.gva.org.uk](http://www.gva.org.uk)
- ▶ Visit The Silver Line, which is a helpline for older people on [www.thesilverline.org.uk](http://www.thesilverline.org.uk) or call **0800 470 8090**.
- ▶ Visit Cruse Bereavement Care on [www.cruse.org.uk](http://www.cruse.org.uk)

## Supporting Carers



### Things I can do for myself:

Think carers! If you are a carer yourself, you are entitled to a carer's assessment to help identify your support needs and offer advice.

If you know someone who is a carer, make time to see them and make sure that they are aware of support available to them.

### If I need help or advice:

Visit The Princess Royal Trust for Carers on [www.carercentre.com](http://www.carercentre.com) or call **01264 835246**

## Bereavement



Visit [www.bereavementadvice.org](http://www.bereavementadvice.org) or call **0800 634 9494** (Monday to Friday 9am-5pm)



# Time for you, learn something new.

Hampshire Libraries have an extensive range of FREE\* courses

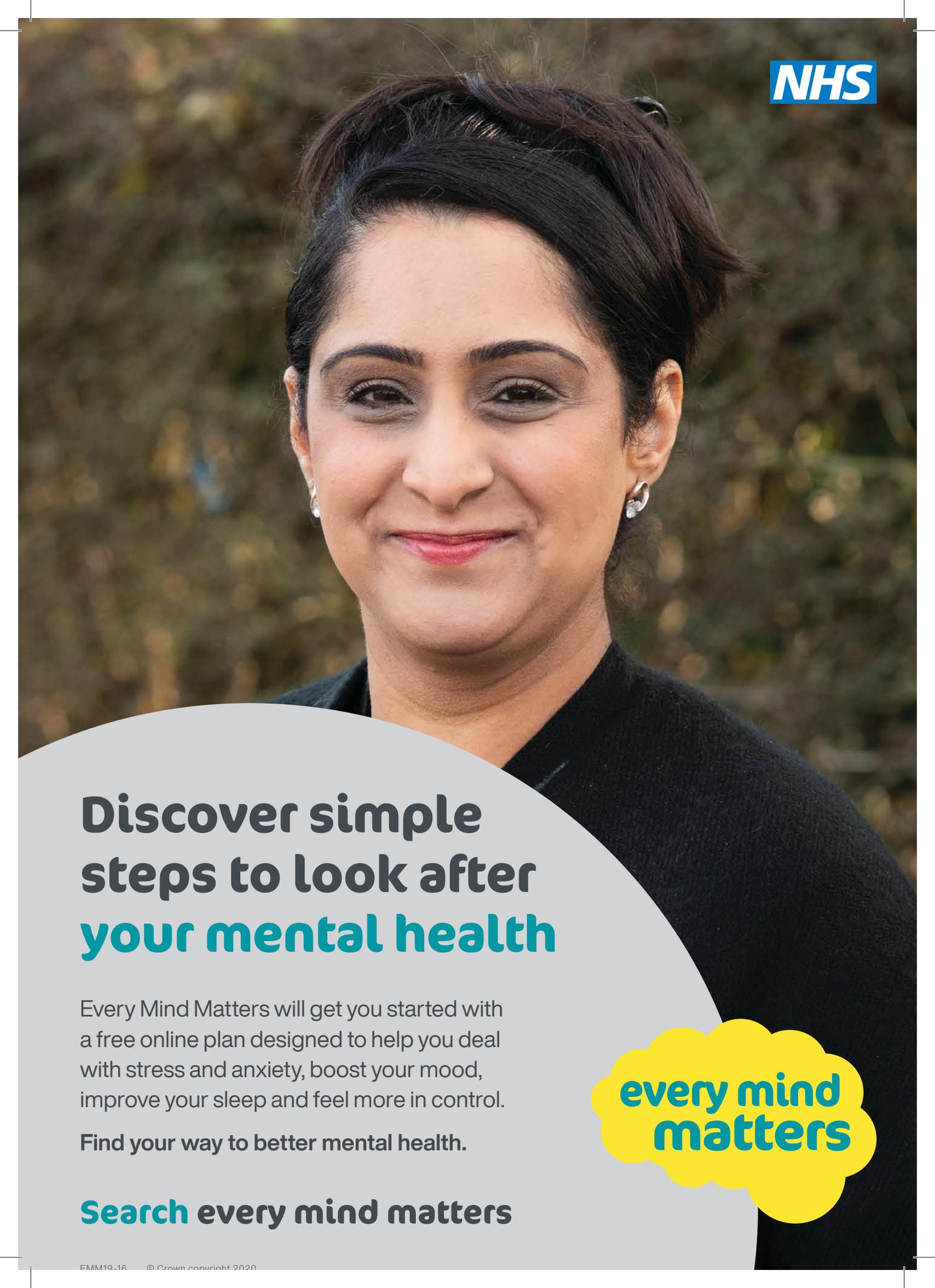


To find out more visit:  
<https://www.hants.gov.uk/shop/home.php?cat=558>

Contact us on **023 9223 2957** or email [learninginlibraries@hants.gov.uk](mailto:learninginlibraries@hants.gov.uk)



\*eligibility criteria

A close-up portrait of a woman with dark hair pulled back, wearing a black top and small hoop earrings. She is smiling slightly and looking towards the camera. The background is a blurred green and brown foliage.

# Discover simple steps to look after **your mental health**

Every Mind Matters will get you started with a free online plan designed to help you deal with stress and anxiety, boost your mood, improve your sleep and feel more in control.

Find your way to better mental health.

**Search every mind matters**

The 'every mind matters' logo, featuring the text in a blue, lowercase, sans-serif font inside a yellow, cloud-like shape.

**every mind  
matters**