



At Your Service

Newsletter for tenants and leaseholders

Autumn 2021 Edition

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Message from Julie Smith, Head of Housing

Welcome to our Autumn edition of the AYS housing newsletter.

We are continuing to deliver all our housing services in response to Government guidelines and housing staff are available to support you with your housing needs. I hope that you enjoy this edition and find the information useful.



Message from Councillor Tony Jessop

I am delighted to be the new Chairman for Housing and look forward to working with the team to deliver the housing services to you our residents. I am especially looking forward to the delivery of new Council houses, which are planned to meet Passivehaus standards and help the Council meet its Climate change agenda. I hope you find the information in this edition interesting and informative.

Council services and public access to the Town Hall

We are open on the following days for essential pre-booked appointments and payments at the cashiers' desk:

- Mondays and Tuesdays from 9am to 5pm. The cashiers' desk will close at 4:45pm on Mondays & Tuesdays.
- Wednesday, Thursday & Friday from 10am to 2pm

Face coverings must be worn unless you are medically exempt and customers must sanitise their hands upon entry to the Town Hall.

Appointments can be booked by telephone (see below) and access to the Town Hall will be available from the High Street entrance only.

Book an essential in-person appointment at the Town Hall

Council Tax	02392 545470
Benefits	02392 545325
Planning	02392 545461
Housing Needs and Support	02392 545476
Housing Neighbourhood Services	02392 545665
Streetscene	08000 198598
Licensing and Environmental Health	01329 824399
Town Hall general enquiries	02392 584242

Accessing Council services during the pandemic

We are working hard to continue to provide our services during the pandemic whilst ensuring the safety of residents and our staff.

As a result Council staff are continuing to work from home and the Town Hall (where necessary), to deliver our services to Gosport's communities.

Going forward we will continue to review updates from government as they are published and assess what they mean for the delivery of council services. In doing so our top priority is the health and wellbeing of our residents, people who work in the Borough, and our staff.

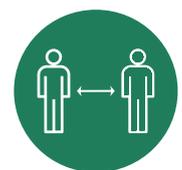
For more details on how to contact a specific service please visit www.gosport.gov.uk and click **Accessing Council services, information and general advice**.



HANDS



FACE



SPACE

Please remember to continue wearing a face covering, wash hands regularly and maintain a safe distance.

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 198 598** 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** and search site for **Fair Processing Notices**.



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

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

Right to Buy and Leaseholder Officer

Sam Downing

023 9254 5686

sam.downing@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, Stradbroom, Sunningdale Close
- **Town** - Nelson House, Nyria Way, Ramillies House, Renown House, Resolution House, Revenge House, Rodney House, Slocum House

Area 3

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 4

Joanna Wu

023 9254 5522

joanna.wu@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, Trinity Close



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, 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

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 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
- **Privett** - Wilmott Close

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



Remember Remember...

The National Safety Council advises everyone to enjoy fireworks at public displays conducted by professionals, and not to use any fireworks at home. They may be legal but they are not safe.

The National Safety Council advises everyone to enjoy fireworks at public displays conducted by professionals, and not to use any fireworks at home. They may be legal but they are not safe.

In 2017, eight people died and over 12,000 were injured badly enough to require medical treatment after fireworks-related incidents. Of these, 50% of the injuries were to children and young adults under age 20. Over two-thirds (67%) of injuries took place from June 16 to July 16. And while the majority of these incidents were due to amateurs attempting to use professional-grade, homemade or other illegal fireworks or explosives, an estimated 1,200 injuries were from less powerful devices like small firecrackers and sparklers.

Additionally, fireworks start an average of 18,500 fires each year, including 1,300 structure fires, 300 vehicle fires and nearly 17,000 other fires.

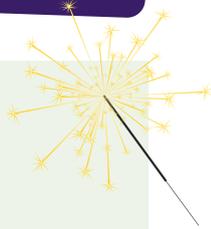
If You Choose to Use Legal Fireworks

If consumer fireworks are legal to buy where you live and you choose to use them, be sure to follow the following safety tips:

- Never allow young children to handle fireworks
- Never use fireworks while impaired by drugs or alcohol
- Anyone using fireworks or standing nearby should wear protective eyewear
- Never hold lighted fireworks in your hands
- Never light them indoors
- Only use them away from people, houses and flammable material
- Never point or throw fireworks at another person
- Only light one device at a time and maintain a safe distance after lighting
- Never ignite devices in a container
- Do not try to re-light or handle malfunctioning fireworks
- Soak both spent and unused fireworks in water for a few hours before discarding
- Keep a bucket of water nearby to fully extinguish fireworks that don't go off or in case of fire
- Never use illegal fireworks

Grab a blanket and a patch of lawn, sit back and let the experts handle the fireworks show.

Sparklers are dangerous



Every year, young children enjoy sparklers, but sparklers are a lot more dangerous than most people think.

Sparklers burn at about 2,000 degrees – hot enough to melt some metals. Sparklers can quickly ignite clothing, and children have received severe burns from dropping sparklers on their feet. According to the National Fire Protection Association, sparklers alone account for more than 25% of emergency room visits for fireworks injuries. For children under 5 years of age, sparklers accounted for nearly half of the total estimated injuries.



Community Alarm Service

The Gosport Community Alarm Service is available to all residents in the borough and provides peace of mind for our customers and those that care for them.

The service is a telephone-based alarm system that is available 24 hours a day, every day of the year, providing help, support and security.

The alarm system is made up of an alarm base unit and a pendant, which can be worn around the neck or on the wrist.

How does it work?

- We connect the alarm base unit to your telephone line
- If the pendant is pressed there is instant two-way speech contact with our specialist call centre, PPP Taking Care
- Our call centre will contact the emergency services, next of kin or our staff if required

Please call us on **02392 529308** for more information or advice on the Community Alarm Service.

Fire safety

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

Talented resident takes to poetry

Now that the country is moving towards a new normal it is hard to forget how difficult the past 18 months have been. One of our talented residents, Tracy Fitzgibbons, Bridgemary North has taken to writing some fantastic poetry. Tracy has written a thought provoking poem that reminds us how far we have come.

Lockdown

Lock-down? The fears abound, as people started falling down.

COVID spread throughout the land, indiscriminate of races quickly it went GLOBAL!

There were no more safe places!

A PLANETARY-PANDEMIC....PANIC!

A reported hundred thousand cases.

The figures rises every day...incredulous, frightened looking faces.

Everyone was buying face masks, everyone now sanitised.

Except for some, who just believed, "it's all a pack of lies"!

In care-homes and establishments, the cared-for were cut-down.

Outside, their families cried for them, they weren't allowed too near.

They were denied, one last goodbye, to the loved-ones they held dear.

The masses they were sent home, furloughed paid 80%.

Kids became home-schooled, parents patience, came and went.

All non-essential businesses were told to shut their doors. Economics-forced to liquidate, some gone for evermore.

The airports too, affected, planes sat idle on the floor.

When would things return to normal and service be restored?

No-one had the answers, so no-one knew for sure.

For many, they watched Netflix, ordered 'take-out' on the phone.

For some it was harder, felt imprisoned in their home.

The stresses of confinement brought within this situation.

Reported-high's, of fights, abuse, depression, desperation as thousands died every week, our mental health was ailing.

We queued at supermarkets in controlled two-metre zones whilst we were on the hunt for the elusive toilets rolls.

The streets and roads were vacant, just flying-ambulances wailing.

Inside, another fearful patient, whose lungs had started failing.

The NHS was under pressure, getting close to breaking point.

The sick, they kept arriving-hospitals were inundated.

Health care staff-they rallied, though they felt enervated.

They 'suited-up', worked non-stop, they watched their colleagues fall.

Paramedics and researchers, Doctors, Nurses, Midwives....all we truly, owe you our lives!

GOD BLESS and THANK YOU ALL!

Mother Nature has reminded us, she really is the Boss.

For those that didn't make it through, so sorry for your loss.

COVID-19 Vaccination



GP Practices in Gosport are encouraging everyone aged over 18 to come forward to receive their vaccine.

Contact your surgery to make an appointment. If you do not want to receive the vaccine, could you please help your GP practice by letting them know and you will then not be contacted further about the vaccine.

If you later decide you want the vaccine you can still request to have this. Please refer to your GP practice website for details of how to get in touch online, via email or phone.



For more information about why vaccines are safe and important visit [Why vaccination is safe and important at **www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/**](https://www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/)



Voting

Make sure your voice is heard

Being registered to vote means you have a say in who makes the decisions in local and national government.

We're busy checking that the electoral register is up to date, so as many local people as possible have the ability to vote.

Graeme Jesty, our electoral registration officer, said: "It's important to look out for messages from the council, so we can make sure we have the right details. We'll send you either an email, a text or a paper form. You just need to follow the instructions.

"If we don't hear from you, we may need to contact you by phone, or by visiting you at home."

The easiest way to register is to go to **www.gov.uk/register-to-vote**

If you've moved home recently, checking your registration details is especially important.

For more information see **www.gosport.gov.uk/Canvass2021**

For help please contact us on **023 9254 5227** or **electoral.registration@gosport.gov.uk**

Successful Summer fun for young people



Just fewer than 570 young people signed up, which is higher than the number registered for the 2017 scheme and years prior to that - a fantastic number given the difficult circumstances of the past 18 months!

The highest attendance was at Gosport Leisure Centre with 175 young people enjoying swimming, ice skating, climbing tower and other activities despite the rain!

Approximately 25% of the participants were from Free School Meal eligible families – food provision or cooking activities were provided at each location thanks to Hampshire County Council Holiday and Food funding. Free bus travel provided by First Bus once again which proved essential for some young people to get to the variety of locations on offer.

In addition, Fort Brockhurst provided a unique opportunity for young people to enjoy this rarely open facility with driving taster sessions, falconry, laser clay shooting and tie dye amongst the fun activities on offer.

Gosport Summer Passport formed part of a pilot project 'Let's Get Connected' co-ordinated by Gosport Local Children's Partnership to provide a co-ordinated approach to holiday and food activity provision across Gosport.

Some family and young person feedback:

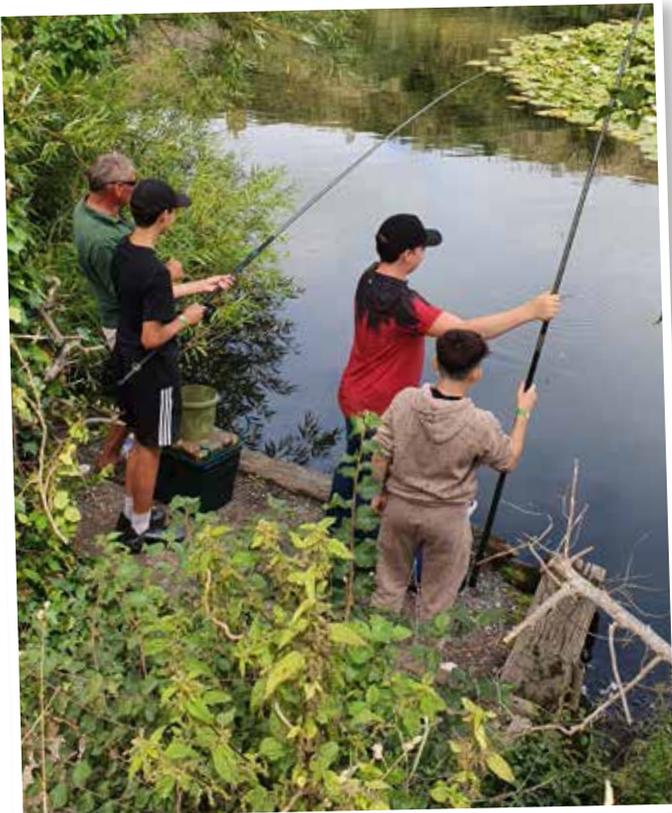
"Thanks a million, to all involved! My two boys have thoroughly enjoyed every day. They've come back full of smiles after every session.....sometimes I forget they can actually smile and not just grunt so it's been lovely for me too"

"Really fab time had by all. Excellent! Well done all involved. You have made so many children happy."



"Thank you, Gosport council, for putting this on over Summer holidays x my girls are really enjoying it x especially the driving yesterday."

"...see if he can get some friends from school. Jamie met people there I don't think he knew anyone the first year and he made friends he still has now."





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

All Pay card

Pay at the Town Hall cashiers desk or your local pay point/shop/post office. Please call **023 9254 5665** to re-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 let-terbox 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**

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?

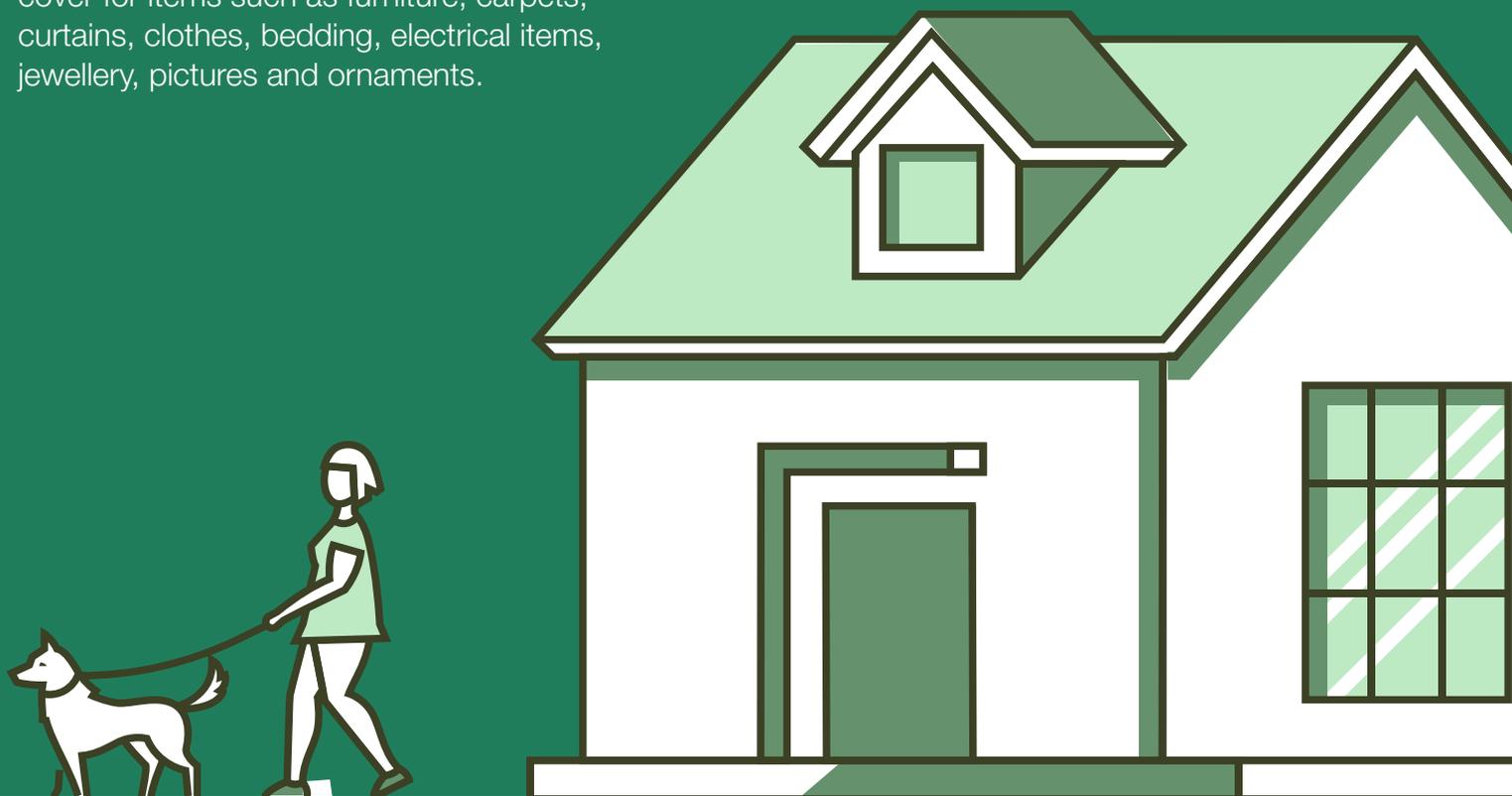
Call Thistle Tenant Risks on **0345 450 7286**

Alternatively, please visit the **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 see our Privacy Policy at **www.crystal-insurance.co.uk/Privacy-Policy**



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 or 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

Bin safety warning and other advice

Hampshire residents are being asked to be careful when they dispose of electrical items and batteries, following an increase in the number of fires at waste facilities.

Lithium-ion (Li-ion) batteries are common in electronic goods, but if they're put in your rubbish or recycling bin, there's a risk of them being damaged and starting a fire.

These batteries, or electrical items that contain them, should never be placed in a bin or bag for household collection.

Batteries and electrical equipment can be taken to any Hampshire household waste and recycling centre. Many shops have battery take-back services.



More top tips

- Please don't put disposable BBQs in your rubbish bin until they have been fully extinguished and are cold.
- Please only put cardboard, paper, metal tins and cans, plastic bottles and empty aerosols in your recycling bin. Other materials are classed as contamination. They cause problems at the sorting factory, and when they get mixed with correct material, they can stop it being recycled.



Citizens Advice Gosport

- 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.

Call us:

Please call **02392 520112** and choose which option suits you best.

Go online:

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: **0300 330 9031**
Open from Monday – Friday, 9am to 4pm

Problems with goods and services:

Call our Consumer helpline: **0808 223 1133**
Open from Monday – Friday, 9am to 5pm

Universal Credit help to claim:

Call our Help to Claim helpline: **0800 1448 444**
Open from Monday – Friday, 8am to 6pm

Victim of a scam:

Call our Scams Helpline: **0808 250 5050**
Open from Monday – Friday, 9am to 5pm

Email:

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

Chat to us online:

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.

HELP AVAILABLE FOR GOSPORT RESIDENTS

**An energy support service provided by
Portsmouth City Council in partnership
with Gosport Borough Council.**

Available to all PO12 & 13 residents providing:

- Energy advice e.g. advice on tariffs, bills, smart meters
- Heating support
- Help to access energy support you may be eligible for e.g. Warm Home Discount or Priority Services Register.
- Help applying for grant funded energy efficiency measures such as insulation, solar PV and air source heat pumps
- Referrals for a free home energy visit provided by our partner organisation which can provide small energy saving measures such as LED bulbs, draught-excluders and more.
- Free broken boiler scheme has reopened, owner occupiers with a broken gas boiler could be eligible for a fully funded repair or replacement.
- Free home energy visits have restarted, this can support you with switching energy supplier, providing free energy saving measures like LED lightbulbs as well as referring you for larger grant funded measures and to an income maximisation service.
- Training, if you would like to book in any free energy training for frontline staff OR have one of our energy experts attend community event please contact
louise.hyde@portsmouthcc.gov.uk

**AVAILABLE
MONDAY TO
FRIDAY
9AM TO 5PM**

For more info, eligibility criteria and to apply please visit our website or telephone using the following:

 **www.switchedongosport.co.uk**

 **023 9284 1947**

Tackling climate change together

Cutting carbon emissions across the whole of Gosport is a massive challenge and needs everyone to work together.

That's why we've set up the independent Gosport Climate Change Partnership, bringing together a wide range of local organisations.

Cllr Zoe Huggins, Deputy Mayor of Gosport, chairs our Climate Change Board. She said:

"We need to take on this challenge as a community. This partnership is a great step forward."

Cllr Graham Burgess, Leader of Gosport Borough Council, said:

"I welcome this as a major contribution to achieving our and Hampshire County Council's aim of carbon neutrality by 2050."

Organisations in the partnership include:

- Abri (housing association)
- Co-operative Group
- Gosport and Fareham Friends of the Earth
- Gosport and Fareham Multi-Academy Trust
- Hampshire and Isle of Wight Wildlife Trust
- HMS Sultan
- Loud and Proud (young volunteer group)
- Sustrans (walking and cycling charity)

Any organisation which would like to join the partnership can email

climate.change@gosport.gov.uk

For more information you can go online and search **Climate Change** at **www.gosport.gov.uk**

Hitting the Cold Spots

An alternative energy support service which is available to all Gosport residents.

This is funded by Hampshire County Council and is delivered by the Environment Centre, a charity based in Southampton.

This service helps with all of the above and more but can provide additional home visit support to cover issues not captured by Switched On Gosport. For example, help to access grant funding for repairs or replacements of broken heating and hot water systems.

You can read more on Hitting the Cold Spots on Hampshire County Council's website

www.hants.gov.uk/socialcareandhealth/adultsocialcare/coldspots

and The Environment Centre's Website

www.environmentcentre.com/hitting-the-cold-spots/

or call on **800 804 8601**.

Open Monday to Friday 9am to 5pm.





WOULD YOU LIKE TO **GET BACK INTO** EDUCATION?
RETRAIN IN A NEW VOCATION?
DO YOU WANT TO **IMPROVE** YOUR JOB PROSPECTS?
WOULD YOU LIKE TO **TRY SOMETHING NEW?**

WHAT WOULD YOU LIKE TO LEARN?

IN PARTNERSHIP WITH:



At St Vincent College, we are proud to welcome all members of our community, whether you are a school leaver, looking to get back into education or to enhance your career prospects.

Located in the heart of the community, we offer quality education for all.
Check out our website for a full list of qualifications: www.stvincent.ac.uk



TAKE A LOOK AROUND. JOIN OUR OPEN EVENTS.

TUESDAY 12TH OCTOBER 2021 4:00PM - 7:30PM

WEDNESDAY 17TH NOVEMBER 2021 4:00PM - 7:30PM

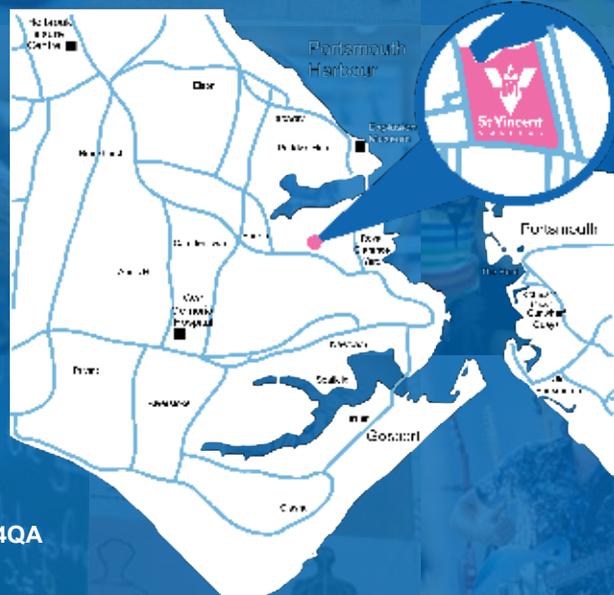
**WORK BASED LEARNING
(VOCATIONAL QUALIFICATIONS)**
COURSES TO STUDY WHILST WORKING
OR VOLUNTEERING, FROM LEVEL 1-5
LEADERSHIP AND MANAGEMENT

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

STUDY AT HOME
ONLINE COURSES ARE AVAILABLE

WE TAKE APPLICATIONS ALL YEAR

www.stvincent.ac.uk
023 9258 8311 | info@stvincent.ac.uk
St Vincent College, Mill Lane, Gosport, PO12 4QA



Dustbusters Retirement



We have recently wished one of our long standing Dustbusters a happy retirement as she turns 81! Pam has been with us for a whopping 21 years.

21 years of helping vulnerable clients keep their homes as they like them, to remain independent in their own homes, cleaning their bathrooms, their kitchens, changing their bedsheets, hoovering from top to bottom, dusting and ultimately being a friend to so many clients over the many years that we have been lucky enough to have Pam on the team.

It takes a special person to do this for so many years. We are sad to lose Pam but we would like to give our heartfelt thanks for all of those years of service to Dustbusters. Pam has been a huge asset to the team and we think she is inspirational.

We managed to visit her whilst she was visiting one of her clients, Mrs N, who also expressed her thanks to Pam and told us how wonderful Pam's service has been from start to finish.

She will miss her coming round to help her but they shall be keeping in touch as friends. A great example of what Dustbusters is all about.

We need more Pam's! If you think you could fill Pam's boots we would love to hear from you.



— Advertisement —

SELF EMPLOYED DOMESTIC CLEANING FLEXIBLE ROLE £9.00/hr

Do you like housework? Are you patient with a sense of humour?
Are you looking for great job satisfaction with flexibility?
Would you like to help older/vulnerable people in your community?

**If you answered yes PLEASE CONTACT US
ABOUT BECOMING A DUSTBUSTER!
Flexible hours Monday to Friday, self employed**



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www.gva.org.uk



Enhanced DBS check required

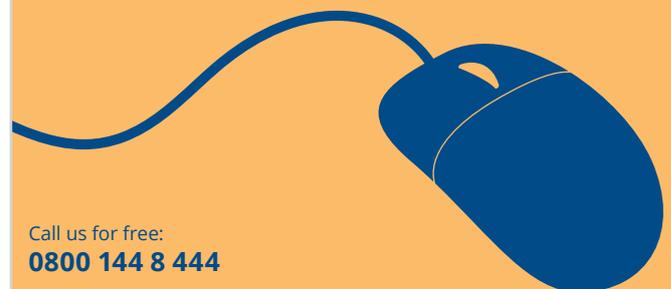
Martin Snape House, 96 Pavilion Way, Gosport PO12 1FG

T 02392 601314 | E homeserve@gva.org.uk | W www.gva.org.uk

**citizens
advice**

Get help applying for Universal Credit

We can help with the early stages
of a Universal Credit claim, from the
application through to the first full payment.



Call us for free:
0800 144 8 444

Advisers are available 8am to 6pm,
Monday to Friday.

Get support online or find your nearest face to face
service at: citizensadvice.org.uk/helptoclaim

Help to Claim is a dedicated service from Citizens Advice.
It's free, independent, confidential and impartial.

Brendoncare Clubs in Gosport



Brendoncare is a registered charity that brings joy and friendship to older people across Hampshire and Dorset through its friendship and wellbeing clubs.

The doors to more of the Brendoncare clubs in Gosport will be opening very soon for fun, friendship and group activities. In addition to the community clubs, the community support service will continue to support anyone who is not ready for face-to-face clubs yet. There will be ongoing online and telephone support and online clubs to help members maintain their positive connections and friendships.

To make life simpler and safer for everybody, a new membership scheme is being introduced. There will be a monthly subscription of £12.

These benefits include:

- Visits to Brendoncare clubs, such as social clubs, singing groups or exercise classes. (Subject to signing-up to booking and club capacity.)
- Access to online and phone support service.
- Personalised help to get online, as well as being able to attend the online clubs, such as seated exercise, or live cook-along sessions.
- Access to an exclusive respite offer in Brendoncare homes.

Trudy Didymus, Brendoncare Locality Manager, said:

“We are really looking forward to opening up more of the clubs and seeing more of our lovely members and volunteers. There are online clubs available too, so please let us know if you would like to join us.”

Sam Agnew, Head of Brendoncare Clubs, said:

“I am really pleased that we be able to welcome our members and volunteers back to more of our clubs. I am delighted 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 year or so.

“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.”



Initially, priority will be given to pre-booked members of Brendoncare clubs so please contact **Brendoncare Clubs** for further details and to book a place:

 **Call 01962 857099**

 **Go online at www.brendoncare.org.uk/clubs**

 **Email clubs@brendoncare.org.uk**

Find us on Facebook and Twitter @Brendoncare

Located at: Club Hampshire, The Anchorage, Willis Road, Gosport, Hampshire, PO12 1LZ

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).

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.
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.



The UK's largest community for mutual exchange

HomeSwapper

It's free to join! Easy to register! Find your new home!

HomeSwapper allows you to:

- See how close a match your home is with a % match
- View who's liked your home
- Avoid timewasters with helpful profile badges
- Message with real-time chat
- See if another swapper is online.

14,000+ listings
43,000+ multiswaps created
95% of members use HomeSwapper for free
200,000+ live adverts
Over 540 partner landlords

Join today at www.homeswapper.co.uk

Recycling

recycle for Gosport

Green Bin - Yes please...

Paper e.g. newspapers, magazines, junk mail, scrap paper, envelopes.

Card e.g. cereal boxes, cardboard packaging, cardboard boxes.

Plastic bottles all types of plastic bottles e.g. fizzy drinks, squash, milk, shampoo. Please rinse out & remove lids.

Cans all types of food & drinks cans e.g. pet food, baked beans, fizzy drinks cans. Please rinse out.

Just put all items in loose - no plastic bags please!

Get support
Get advice
Get connected

Connect to Support Hampshire

- Search for free or low-cost community activities and groups near you
- Shop for care providers and paid services to help you stay independent and well
- Find information and advice



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

Gosport Borough Council A – Z of services

Abandoned cars	Streetscene	Freephone 08000 198 598	Planning		
Access for the Disabled	Building Control	01329 824 823	- applications enquiries	Legal, Democratic and Planning Services	023 9254 5483
Air Pollution	Environmental Health	01329 824399	- appeals, inquiries	Legal, Democratic and Planning Services	023 9254 5414
Alcohol Licensing	Environmental Health	01329 824399	- Local Plan	Legal, Democratic and Planning Services	023 9254 5461
Allotments	Streetscene	Freephone 08000 198 598	Playgrounds	Streetscene	Freephone 08000 198 598
Asbestos Advice	Environmental Health	01329 824399	Pollution	Environmental Health	01329 824399
Beach Barbecues (booking)	Economic Prosperity, Tourism & Culture	023 9254 5425	Recycling	Streetscene	Freephone 08000 198 598
Beach Huts	Housing Services	023 9254 5564	Refuse Centre (Grange Road)	General enquiries	0300 555 1389
Beach/Prom (Management)	Streetscene	Freephone 08000 198 598	Reprographics and Printing	Financial Services	023 9254 5270
Bulky Item Collection	Streetscene	Freephone 08000 198 598	Road Signs	Hampshire County Council	0300 555 1388
Building Regulations	Building Control	01329 824823	Road Gritting	Hampshire County Council	0300 555 1388
Business enquiries	Economic Prosperity, Tourism & Culture	023 9254 5723	Roads & pavements	Hampshire County Council	0300 555 1388
Car Parks	Streetscene	Freephone 08000 198 598	Rubbish collection	Streetscene	Freephone 08000 198 598
Cemetery - Anns Hill	Streetscene	Freephone 08000 198 598	Rubbish - Fly Tipping	Streetscene	Freephone 08000 198 598
Charity Street collections	Environmental Health	01329 824399	Sale of land & property	Housing Services	023 9254 5564
Citizen of the Year Award	Legal, Democratic and Planning Services	023 9254 5340	Slipways	Streetscene	Freephone 08000 198 598
Civic Events	Legal, Democratic and Planning Services	023 9254 5202	Sport - pitches	Streetscene	Freephone 08000 198 598
Coastal flooding	Streetscene	Freephone 08000 198 598	- Pools : Splash Park	Streetscene	Freephone 08000 198 598
Coastline Magazine	Press & PR	023 9284 1395	- Pools : Gosport Leisure Park	Places for People	023 9253 4950
Community Safety	Community Safety	023 9254 5241	Street lights	Hampshire County Council	0300 555 1388
Concessionary Travel	Hampshire County Council	0300 555 1376	Street Name Plates	Streetscene	Freephone 08000 198 598
Conservation/Listed building	Legal, Democratic and Planning Services	023 9254 5483	Taxi Licensing	Environmental Health	01329 824399
Council Housing			Toilets	Streetscene	Freephone 08000 198 598
- Community Alarms	Housing Services	023 9252 9308	Tourist Information Centre	Economic Prosperity, Tourism & Culture	023 9252 2944
- Housing Options	Housing Services	023 9254 5476	Traffic lights	Hampshire County Council	0300 555 1388
- Housing Repairs	Kier	Freephone 0800 028 0835	Traffic Regulation Orders	Hampshire County Council	0300 555 1388
- Neighbourhood Involvement	Housing Services	Freephone 0800 328 6958	Trees		
- Right to Buy	Housing Services	023 9254 5403	- alongside roads	Hampshire County Council	0300 555 1388
- Sheltered Accommodation	Housing Services	023 9254 5453	- other trees	Streetscene	Freephone 08000 198 598
- Neighbourhood Management (including rental income)	Housing Services	023 9254 5665	- preservation orders	Legal, Democratic and Planning Services	023 9254 5414
Council Tax			Voluntary Sector		
- Benefits	Financial Services	023 9254 5325	- Conservation Groups	Streetscene	Freephone 08000 198 598
- Business Rates	Financial Services	023 9254 5470	- Recreation Groups	Economic Prosperity, Tourism & Culture	023 9254 5723
- Enquiries	Financial Services	023 9254 5470	Voting	Legal, Democratic and Planning Services	023 9254 5227/5218
Council Meetings	Legal, Democratic and Planning Services	023 9254 5340	Wildgrounds	Streetscene	Freephone 08000 198 598
Countryside Section	Streetscene	Freephone 08000 198 598			
Crime Prevention	Non-Emergency / Emergency	101 / 999			
Dangerous Structures	Building Control	01329 824823			
Dog Fouling	Streetscene	Freephone 08000 198 598			
Dog Warden (lost & found)	Environmental Health	01329 824399			
Dropped kerb (requests)	Hampshire County Council	0300 555 1388			
Dustbins (emptying)	Streetscene	Freephone 08000 198 598			
Energy efficiency at home	Energy Services Team	023 9284 1947			
Flooding (roads)	Hampshire County Council	0300 555 1388			
Food hygiene & safety	Environmental Health	01329 824399			
Gosport Market	Environmental Health	07983 994071			
Gosport Local Plan	Legal, Democratic and Planning Services	023 9254 5461			
Grants					
- Disabled Facilities	Hampshire Social Services	0300 555 1386			
Grass Cutting	Streetscene	Freephone 08000 198 598			
Health & Safety					
- At work	Environmental Health	01329 824399			
Health Education/Promotion	Environmental Health	01329 824399			
Infectious Diseases	Environmental Health	01329 824399			
Jobs (council only)	HR Services	023 9254 5650			
Land Bookings	Economic Prosperity, Tourism & Culture	023 9254 5425			
Land Searches	Legal, Democratic and Planning Services	023 9254 5221			
Listed Buildings	Legal, Democratic and Planning Services	023 9254 5483			
Litter & Street cleaning	Streetscene	Freephone 08000 198 598			
Lotteries (Registration)	Environmental Health	01329 824399			
Noise Nuisance	Environmental Health	01329 824399			
Parks & open spaces					
- maintenance	Streetscene	Freephone 08000 198 598			
- policy and strategy	Streetscene	Freephone 08000 198 598			
Payments	Customer Services	24 hour hotline 0800 0213 995			
Pest control	Environmental Health	01329 824399			

MEND & TEND

Enabling you to maintain your home and garden

An accredited, not-for-profit service, providing practical help with basic gardening, decorating and repairs for Gosport residents who are older and for those with a disability

WE HAVE A VACANCY FOR A SELF EMPLOYED, FLEXIBLE ROLE - £9.00 per hour

Do you have gardening and D.I.Y skills?
Are you looking for great job satisfaction with flexibility?
Would you like to help older/vulnerable people in your community?

If you answered yes, please
contact Emma for more information

 **023 9250 3871**

 **homeserveadmin@gva.org.uk**

ENHANCED DBS CHECK REQUIRED



At the Heart of
Our Community



www.gva.org.uk

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

Gosport Buddy Brigade

NEW service!

Rebuilding confidence together



Are you aged 55+?

Have you been shielding?

Do you feel ready to go out,
but nervous about going alone?

A Buddy Brigade volunteer can help you get back into the community.



Take a short stroll



Visit a cafe



Use public transport

Our helpful volunteers will be with you every step of the way, providing companionship and conversation.

If you'd like to use the Buddy Brigade service, or become a volunteer, please contact Emma on **02392 503871** or **emma.may@gva.org.uk**



At the Heart of
Our Community

www.gva.org.uk



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