



At Your Service

Newsletter for tenants and leaseholders

Summer 2022 Edition

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shopping voucher by
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WIN!

Chance to win **£50**
shopping voucher

Go to page 22



A message from

Julie Smith

As summer is now with us we can look forward to enjoying the opportunities now available, since the restrictions have been lifted.

These are still very challenging times and we are all mindful of the current crisis in Ukraine, our thoughts are with those who are affected by this conflict. It has been humbling to see the bravery of the people in Ukraine and our pride in those from the UK, who have put themselves at risk to deliver aid and support. Gosport Borough Council is working with Hampshire County council, answering any queries for families wishing to become a sponsor under the 'homes for Ukraine Scheme'. For more information about the scheme and other ways you can help, please refer to the GBC website www.gosport.gov.uk/ukraine

The cost of living crisis is concerning for everyone and 'where to go to for help and advice' has been included in the magazine along with other related articles.

In this edition we are taking the opportunity to review At Your Service, its content and how it's delivered. The consultation is a way of understanding what residents would like to see from At Your Service and asks whether you would prefer to receive the newsletter via email. As part of the review for the magazine's circulation, it will now be distributed twice a year with a spring/summer and autumn/winter edition. This will allow time to make sure the content is of value and will reduce distribution costs.

I hope you will find the articles in this edition both informative and enjoyable and thank you in advance for taking part in the survey, which you will find on page 22 of the magazine.

**Julie Smith,
Head of Housing**



Local Council Leaders

Following the recent election, Cllr Peter Chegwyn has taken over the role as Leader of the Council and Cllr Sue Ballard has taken over as Chair of the Housing Board.

For more information and contact details search **councillors** at www.gosport.gov.uk or call **023 9258 4242**.



Peter Chegwyn
Leader of the
Council (Forton)



Sue Ballard
Chair of Housing
(Elson)

Council services and public access to the Town Hall

The Town Hall is open Monday to Friday 9am to 5pm. Please note the cashiers' desk will close at 4:45pm.

Face coverings are encouraged.

Appointments can be booked by telephone, see contact information to the right.

The rear doors are now in use.

More information

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

Book an essential in-person appointment at the Town Hall

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

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 living in temporary accommodation allocated by the council, please call the Temporary Accommodation Team on **023 9254 5586**
- ▶ 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**
- ▶ If you are threatened with homelessness or need help to find accommodation please call our Housing Advice Team on **023 9254 5476**
- ▶ 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**
- ▶ If you are a leaseholder and need to speak with the Leasehold Officer please call **02392 545686** or by sending an email to **Leaseholders@gosport.gov.uk**

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

Neighbourhood Involvement Officer

Emma Vanson

023 9254 5403

emma.vanson@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, Stradbroke, Sunningdale Close

▣ **Town** – Nelson House, Nyria Way, Ramillies House, Renown House, Resolution House, Revenge House, Rodney House, Slocum House

Area 3

Vacant patch

023 9254 5665

housingofficersgroup@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 –

Grove, Fraser Road, Harwood Close, Harwood Road, James Close, Mountbatten Close, Northway, Prideaux Brune Avenue

Area 4

Joanna Wu

023 9254 5522

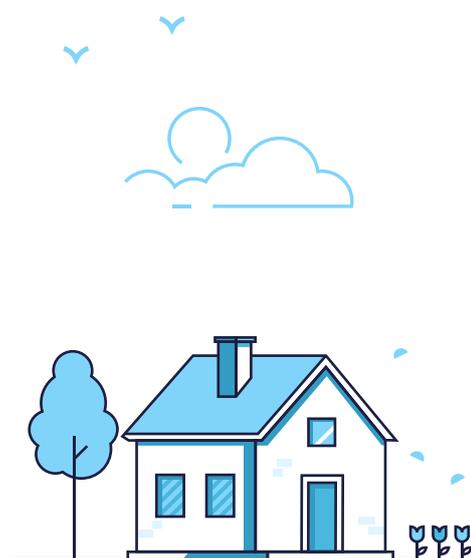
joanna.wu@gosport.gov.uk

▣ **Christchurch** – Avenue Road, 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

Vacant patch

023 9254 5665

housingofficersgroup@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 (Christchurch) Dukes 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



Upcoming events THIS SUMMER

Fareham and Gosport Health and Wellbeing event

Saturday 9 July 2022

10.30am–2pm

Gosport Leisure Centre

Showcasing Voluntary Sector Health and Wellbeing Service.

Speak to different service providers from the local area and take part in taster sessions! Free parking and refreshments.

☎ 07436 406032

✉ mandy.broom@cfirst.org.uk

Gosportarians Summer Festival

Saturday 23 July

10am–5pm

Walpole Park, Gosport

Combined Dog Show, Car Show, Flower arranging, Music stage

Contact **Maclom Dent** for more information at:

☎ 023 9248 3077

✉ wecanhelp@gosportarians.co.uk

🌐 www.gosportarians.co.uk

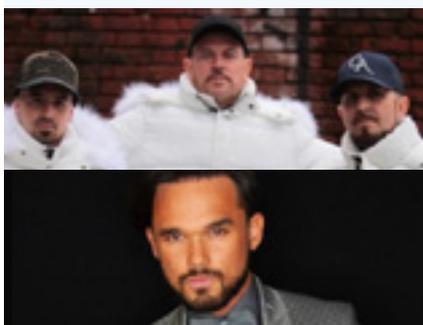


Gosport Waterfront Festival

Friday 29, Saturday 30, Sunday 31 July

Walpole Park, Gosport

Headlining East 17 and Gareth Gates.



✉ info@gosportwaterfrontfestival.com

🌐 www.gosportwaterfrontfestival.com

Fortonfest

Saturday 13 August

11am–10pm

Forton Park, Gosport

Free entry

Food and drink stalls, go karts, fair rides, bouncy castle, boxing, judo, dance displays, tombolas.

Grand Raffle raising money for Gosport boxing club and Crisis Food Gosport.

Charity stalls and live music all day.

📱 📷 🎵 Fortonfest

✉ Fortonfest2022@gmail.com

Vehicle Rally and Family day

Monday 29 August

Registration from 8am
Rally from 10am–4pm

Stokes Bay, Gosport



Pre-booked Rally entry £4 per car or £2 per motorcycle.

Public entry £2 per adult and children free.

On the day Rally entry £5 per car or £3 per motorcycle.

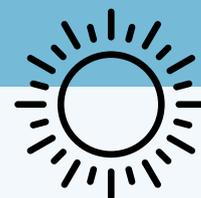
The Rotary Club of Gosport, 68th Vehicle Rally. Bank Holiday Monday. A day out for all the family by the Solent: food and drink stalls, interactive Big Noise Samba band, petting farm, juggling jakes circus skills, children's entertainment stalls, charity and general stalls and much more.

All proceeds to the Mayor of Gosport's charity and the Rotary Club Benevolent fund.

🌐 www.gosportrotary.co.uk

📘 **Gosport Rotary Club**

✉ If you would like to enter a vehicle then please email secgosportvehicle rally@gmail.com



Summer Passport

Motiv8 and Gosport Community Safety Partnership (which includes the Council) are busy behind the scenes planning fun-filled Summer activities for the young people of Gosport, including Summer Passport and Let's Get Connected schemes.

This is the 15th year that Summer Passport has been running, and is free to Secondary age children (11-17 years old).



For the latest on the Summer Passport scheme, go to www.safergosport.co.uk/summer-passport/ or **Gosport Passport Scheme** on Facebook.

Or check out the **Motiv8 South - Gosport and Fareham Team** Facebook page, you can also call Motiv8 on **02392 525026**.

Summer

The impatient summer sun
streams through the window pane;
warmth felt in its keen greeting
tempts us outside to play

As whispers of its balmy breath
sail skies of azure blue;
The cloudless zeniths' blinding
with its bright, resplendent hue

Scantly we dress
To join the flip-flopped throng;
Sun lotion smeared on sun-starved skin;
Hair coiffed, sunglasses on

Humidity assaults my skin
As I click-clack outside
To see, the graceful dancing
Of two flitting butterflies

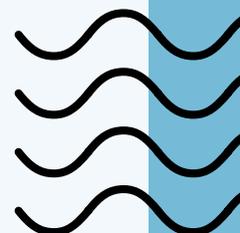
The heavy hum of lawnmowers
drowns out the noisy street;
Excited kids chase ice-cream vans
race, with bare, dirty feet

Sunshine sparkles high, then flash
through leaves of swaying trees;
Parched branches yield into the trance
of summer's sultry breeze

The smoky scents of barbecues
blend with fragrant flowers;
Back gardens fill, as friends meet up
To party, chat for hours

I saunter to the seashore
Through this sticky, muggy day;
Lay down by the water's edge
to cool down, to sunbathe

I am hypnotised with lullabies
of rippling, swashing waves;
I drift, surrender to the mood
of easy summer days



Thank you to the author Tracy Fitzgibbons of Bridgemary, for sharing this lovely summer poem.

How to pay your housing charges

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

Rent Free Weeks

Please be advised that if your account is in arrears, you will be expected to continue making payments during these periods.

The Rent Free Weeks for 2022 are:

- Monday 19th December 2022
- Monday 26th December 2022

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

Direct Debit

Paid monthly via your own bank or building society on 1st, 15th or 22nd of each month. This can now 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. Monday to Friday 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

Weekly, fortnightly, four weekly or monthly through your bank. GBC Bank sort code **57-81-43** and account number **00000000** - Borough of Gosport. Please quote your tenancy reference number when setting up this payment.

In person

Pay at the Town Hall cash desk - cash, cheque, debit or credit card Monday to Friday between 9am and 4.45pm.

Internet

Payments can be made anytime via our Online payments. **www.gosport.gov.uk/online-payments**

Faster/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 tenancy reference number when setting up this payments.

All Pay card

Pay at the Town Hall or your local pay point/shop/post office. Please call **023 9254 5665** to request an All Pay card.

Outside office hours

As well as making internet payments, cheque's can be sent in the post or through the secure letterbox at the front of the Town Hall, do not send cash.

Cheque's should be made payable to Gosport Borough council. Your tenancy reference number, name and address should be written on the back of the cheque and the envelope should be securely sealed.

Support Links

Mental Wellbeing Hampshire is a partnership of organisations working to support good mental health and wellbeing in our communities including mental health prevention and support information across the life course.

Please click on the link below to access the site for more information:

www.hants.gov.uk/socialcareandhealth/publichealth/mentalwellbeinghampshire

Connect To Support Hampshire Money Matters offers information on a range of money themes for adults. Please go to the website below to access the site for more information:

www.connecttosupporthampshire.org.uk/moneymatters

Stay in touch!

You can contact The Neighbourhood Management Team on **023 9254 5665** or by email **housingofficers@gosport.gov.uk**

Fire safety



Barbecue safety

Follow the safety instructions provided with disposable barbecues.

- ▶ Never use a barbecue indoors or in a tent.
- ▶ Keep a bucket of water, sand, or a garden hose nearby for emergencies.
- ▶ Never leave a lit barbecue unattended.
- ▶ Make sure your barbecue is well away from sheds, fences, trees, shrubs, or garden waste.
- ▶ In the countryside or public park areas, only use disposable barbecues where there are specially designated areas and carefully follow the safety guidance.
- ▶ Use enough charcoal to cover the base of the barbecue, but not more (normally around 5cm or 2 inches).
- ▶ Keep children, pets and garden games away from the cooking area.
- ▶ After cooking, make sure the barbecue is cool before moving it.
- ▶ Empty ashes onto bare garden soil, not into dustbins or wheelie bins. If they're hot, they can melt the plastic and cause a fire.
- ▶ Enjoy yourself, but don't drink too much alcohol if you are in charge of the barbecue. Never use petrol or paraffin to start or revive your barbecue; use only recognised lighters or starter fuels on cold coals.

Gas barbecues

- ▶ Never store gas cylinders under the stairs - if there is a fire they might explode and block your escape route.
- ▶ Store gas cylinders outside, away from direct sunlight and frost.
- ▶ Make sure the tap is turned off before changing the gas cylinder.
- ▶ After cooking, turn the gas supply off first and then the barbecue control. This will stop any gas from leaking.
- ▶ If you suspect a leak, turn off the gas cylinder and try brushing soapy water around all joints, watching for bubbles.
- ▶ Make sure all joints are tightened, safe and secure.
- ▶ Change gas cylinders outdoors or in a well-ventilated area.

Did you know?

- ▶ A fire can destroy a tent in less than 60 seconds.
- ▶ On average 27,000 fires are started on grass, heathland and moorland every year, an average of 73 fires everyday!
- ▶ 50,000 fires occur in refuse and rubbish containers each year.

Reminder for communal areas

Gosport Borough council do not permit BBQ's or the use of paddling pools on communal land and balconies.





Important information about using CCTV cameras

There is important information about the use of CCTV which you need to be aware of.

These rules apply to Ring Doorbells

The use of CCTV is governed by the Data Protection Act 1998 (DPA) and is regulated by the Information Commissioner. The ICO recommends that CCTV is used in a responsible way to protect the privacy of others.

The guiding principle of using CCTV should be checking that its use is necessary and proportionate.

Consider why you want to use CCTV and whether this will provide the best solution.

It is really vital that you ask yourself some important questions before you install CCTV.

Do you really need a camera to address your concerns?

Check advice issued by your local police about crime prevention. Better locks or security lighting may be a more effective and less expensive way of securing your property.

What areas will your CCTV cover?

If you decide to use CCTV you need to consider which areas will be covered and what is the most privacy friendly way to set up your CCTV.

If the camera only covers property within your boundaries then you would fall under a Domestic Purpose Exemption and would not be governed by the DPA and ICO. You will need to seek permission from the council to make a home improvement to install the CCTV.

However, if your camera covers areas beyond the boundaries of your property, including neighbouring gardens, pavements and the road, then you do not fall under the Domestic Purposes Exemption. This does not mean that you are breaching the Data Protection Act but it does mean that you will need to take some steps to comply with it. This includes:

- ▶ Paying a fee to register with the ICO as a data controller operating CCTV. You will then be put onto a public register as a data controller for the CCTV and must comply with all of associated requirements of the regulations.
- ▶ Putting adequate signage up to state recording is taking place (permission is needed from the council for this).

Other things to consider before installing CCTV cameras

- ▶ You must ensure all recordings are stored securely and only the data controller (yourself) has access to this.
- ▶ The impact your CCTV has on your neighbours. Consider speaking to your neighbours and explain what you are doing and take into account any objections or suggestions they have.
- ▶ Purchasing equipment that enables you to control what areas you record will allow you to keep privacy intrusion to a minimum.
- ▶ If your camera covers any areas beyond the boundaries of your property, individuals have the right to request a copy of any footage they may be seen in from you and you are obliged to provide this to them.

- ▶ Audio recording facilities must be disabled.

If the council identifies any use of CCTV that may be in breach of the Data Protection Act, we have a duty to report it to the regulator for investigation. If any neighbours object to you installing CCTV we will be advising them to speak directly to the ICO for further guidance.

Further information and guidance can be found at **ico.org.uk**

Permission to install CCTV will be withheld by the council until we are satisfied that you have met the conditions of the ICO.

Please register with the ICO and follow the guidance highlighted above, ensuring you provide the council with proof of these actions otherwise you will need to take the camera down completely.

Switched on Gosport

The recent sharp rise in gas and electricity prices is causing concern for many people. However there is help available.

Through our partners in Portsmouth City council, Switched On Gosport is able to offer a free energy and money saving advice service.

If you meet any of a broad range of income, health or vulnerability criteria, you can apply for a free home visit from an expert advisor.

They will provide you with tailored advice, such as helping identify simple measures you can take to reduce your bills, helping find funding for larger energy saving improvements, checking that you're on the most suitable tariff for your needs, or giving more general advice on managing your budget.

They can also answer any specific questions you might have. Demand for this service is very high, so the earlier you apply, the earlier a visit can be arranged.



You can find out more by visiting **switchedongosport.co.uk** and clicking on **Get FREE help with your energy bills**. For telephone enquiries call **02392 841947**.

Greening Campaign



Make a difference

The Greening Campaign is up and running in local communities around Gosport, helping them work together to become more sustainable. Members of the community of all ages can get involved, with support including information packs and expert advice guiding communities through a structured process.

Greening Lee-on-Solent will be holding an event in July to launch phase 1 of their campaign; look out for details from the Lee Residents Association and Lee Hub to find out more. Following the campaign they will be delivering challenge cards across Lee-On-Solent, so everyone can take part in the campaign.

Greening Leesland and Greening Alverstoke have now completed phase 1 of the campaign, with nearly 300 households committing to actions that will collectively save over 140 tonnes of CO₂ per year. These groups are now looking for more residents to join as they move into phase 2, which will help communities take action together, focusing on rewilding, retrofitting homes and preparing for the health impacts of climate change.

If you live elsewhere, Gosport Borough council is still looking for more communities of between 250 and 8000 households, who want to take up the challenge and see what changes they can make to become greener. If you are involved in any local community groups that might like to run a Greening Campaign, the council can provide funding to get you started, and the Greening Campaign will then support you to get everyone in your community engaged.

Find out more

Visit www.greening-campaign.org, and contact climatechange@gosport.gov.uk for more information about how to sign up and the financial support the council can provide. For telephone enquiries call Tim Pratt on **02392 545573**.

Rubbish and recycling collection 2021/22

November 2021					December 2021					January 2022					February 2022					March 2022				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
1	2	3	4	5			1	2	3	3	4	5	6	7		1	2	3	4		1	2	3	4
8	9	10	11	12	6	7	8	9	10	10	11	12	13	14	7	8	9	10	11	7	8	9	10	11
15	16	17	18	19	13	14	15	16	17	17	18	19	20	21	14	15	16	17	18	14	15	16	17	18
22	23	24	25	26	20	21	22	23	24	24	25	26	27	28	21	22	23	24	25	21	22	23	24	25
29	30				27	28	29	30	31	31					28					28	29	30	31	

April 2022					May 2022					June 2022					July 2022					August 2022				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
				1	2	3	4	5	6			1	2	3					1	1	2	3	4	5
4	5	6	7	8	9	10	11	12	13	6	7	8	9	10	4	5	6	7	8	8	9	10	11	12
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17	11	12	13	14	15	15	16	17	18	19
18	19	20	21	22	23	24	25	26	27	20	21	22	23	24	18	19	20	21	22	22	23	24	25	26
25	26	27	28	29	30	31				27	28	29	30		25	26	27	28	29	29	30	31		

September 2022					October 2022					November 2022				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
			1	2	3	4	5	6	7		1	2	3	4
5	6	7	8	9	10	11	12	13	14	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	14	15	16	17	18
19	20	21	22	23	24	25	26	27	28	21	22	23	24	25
26	27	28	29	30	31					28	29	30		

**Non-recycling week
(black bin)**

**Recycling week
(green bin)**

Fly-tipping

Householders beware. When arranging private waste removal, it's your responsibility to ask collectors to produce a 'waste carriers licence', and to give you a 'waste transfer note' for items collected. You should also obtain a receipt for money given. Fly tipped waste traced to you could result in your prosecution.

The council is responsible for the clearing of fly tips on adopted highways and council owned land. If the fly tipping has occurred on private land, the landlord or tenant is responsible for removing the illegally dumped waste.

Often fly tipping/dumping of rubbish occurs on private land that does not fall to the responsibility of the Local Authority to clear.

Many rear passageways are private property and are the shared responsibility of all residents who benefit from the access. Consequently the duty to maintain them falls to the residents.

If you have household rubbish to dispose of that cannot be put out with your regular collection, this can be taken to the local Household Waste Recycling Centre free of charge. Alternatively, the council offers a Bulky Household Waste Collections service, or you could employ a private contractor to collect your waste and dispose of this safely.

Gosport Borough council has a zero tolerance policy towards fly tipping and will consider prosecuting all cases of fly tipping within the Borough boundary.

Incidents of fly tipping should be reported to Streetscene by going online and completing the form at www.gosport.gov.uk/flytipping or by calling **08000 198 598**.

Pathways Project

The Pathways Project is a programme aimed at residents to help develop their employability skills and provide them with the confidence needed for modern employment and active job searching.



The programme delivered by Citizens Advice Gosport. Assistance can also be provided to those seeking to become self-employed.

For more details and to apply to join the programme please go online and search citizensadvicegosport.org.uk/Pathways.html



National Careers Service

The National Careers Service provides free careers information, advice and guidance.

Helping you to make decisions on learning, training and work at all stages in your career. Services are delivered both online and in-person locally e.g. at Rowner Community Trust's Employment Access Centre.



For more details of the services provided see nationalcareers.service.gov.uk



Cost of living crisis

Useful contacts

Age UK

We're here to help.

We offer support through our advice line on **0800 678 1602**.

Lines are open 8am to 7pm, 365 days a year.

We also have specialist advisers at over 125 local Age UK offices.

Job centre

Help paying bills using your benefits.

Contact Jobcentre Plus **www.gov.uk/contact-jobcentre-plys** or the Pension Service **www.gov.uk/contact-pension** service if you are on Pension Credit.

Citizens advice:

Grants and benefits to help you pay your energy bills.

Opening hours Monday to Friday 9am to 5pm

www.citizensadvicegosport.org.uk

Or call **02392 520112**.



ADULT EDUCATION AT ST VINCENT COLLEGE

HIGHER EDUCATION AND THE ADULT COMMUNITY COLLEGE

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.

We offer a wide range of vocational and non-vocational courses aimed at adults living in the Gosport and Fareham area.

Adult learners are welcomed into full-time, daytime, evening and online courses by students and teachers alike, while Access to University courses act as a bridge for adults seeking a route into Higher Education.

We have a well-qualified and experienced team, who have supported many learners at all levels to achieve qualifications and personal development goals.

Located in the heart of the community, we offer quality education for all and take applications all year.

Check out our website for a full list of qualifications: www.stvincent.ac.uk

WORK BASED LEARNING (VOCATIONAL QUALIFICATIONS)
COURSES TO STUDY WHILST WORKING OR VOLUNTEERING, LEVEL 1-5

ENGLISH AND MATHEMATICS
GCSE AND FUNCTIONAL SKILLS

WORK SKILLS
QUALIFICATIONS FOR BOTH INDIVIDUALS AND EMPLOYERS

STUDY AT HOME
ONLINE COURSES ARE AVAILABLE

Coffee mornings
Every Tuesday
10am–12pm



Adult Community College | 02392 603 606 | acc@stvincent.ac.uk
Higher Education | 02392 588 311 | adulthood@stvincent.ac.uk
www.stvincent.ac.uk | #ChooseCollege



Gosport Borough Council Sheltered Housing

What is sheltered housing?

Sheltered housing enables older people to live independently in flats or bungalows within a supportive environment designed to suit their needs. In Gosport these groups of flats or bungalows are called schemes. Although each scheme is different, all have a communal lounge for informal and organised social activities and 24-hour emergency assistance from locally based staff called Older Persons Support Officer (OPSO).

Sheltered housing is not residential care or a nursing home. Residents remain completely responsible for running their own household, paying bills and managing their own affairs.

Generally residents should be over 60 and meet the eligibility requirements to apply for a tenancy at one of our schemes.

Older Persons Support Officer (OPSO)

What your OPSO will do for you:

- ▶ Give advice on a wide range of services, benefits and advice on how to access services locally
- ▶ Provide a 24-hour response to emergency calls
- ▶ Give advice and information on applying for state benefits, based on individual need
- ▶ Carry out regular health and safety checks and fire alarm tests schemes
- ▶ Report and monitor repairs to the communal areas, and in residents flats, if requested
- ▶ Encourage social activities that include the wider community
- ▶ Develop and promote partnerships with other agencies.

Sheltered Housing Schemes

Facilities you might find in the schemes:

- ▶ Communal lounge
- ▶ Laundry room
- ▶ Guest room
- ▶ Door entry system
- ▶ Emergency alarm system
- ▶ Social activities
- ▶ Visiting hairdressers and chiropodists.

Older Persons Services Contacts

Principal Older Persons Services Officer

Justine Manning
(023) 9254 5254

Senior Older Persons Services Officer

Gary Elshaw
(023) 023 9254 5453

Sheltered Housing Schemes

Alec Rose House, Town
(023) 9258 6199

Behrendt House, Forton
(023) 9258 3053

Fortune House, Leesland
(023) 9252 0019

Gloucester House, Christchurch
(023) 9258 6062

Woodlands House, Elson
(023) 9251 0664

**sheltered-housing@
gosport.gov.uk**

**www.gosport.gov.uk/
housing**



Gosport Community Alarm Service

Being connected to the Gosport Borough Council Community Alarm Service enables our customers to summon help quickly and easily 24 hours a day all year round, simply by pressing a button.

Using up-to-date technology and equipment the service helps people to maintain independent living and gives families and friends the reassurance that help is just an alarm call away.

How does it work?

The alarm service operates over the telephone network via a special 'Lifeline' alarm unit.

A small alarm button is worn as a pendant or on the wrist so that in the case of an emergency the alarm button can be pressed to call for help.

This automatically alerts trained operators at PPP Taking Care and they are able to speak to you over a loudspeaker on the alarm unit.

When the call is received staff will see your details on their computer screen. Once they have established with you what the problem is they can send the appropriate help.

This could be a neighbour, a friend, a relative, Gosport Borough council responders or the emergency services.

Cost of the Service

There is a weekly charge for the service which includes installation and hire of the equipment and prices include VAT.

You may be eligible for VAT exemption on Option 1 and partial VAT exemption on Option 2 if you are chronically sick or disabled. Please ask us for an exemption form.

Option 1

£4.09 per week
(£3.41 with VAT exemption)

24 hour alarm monitoring.

Option 2

£10.68 per week
(£10.00 with partial VAT exemption)

24 hour alarm monitoring and 24 hour emergency response from our staff if required.

To discuss your options or apply for an alarm please contact the Gosport Community Alarm Service:

☎ 023 9252 9308 or 023 9254 5453

✉ communityalarms@gosport.gov.uk

🌐 www.gosport.gov.uk/communityalarms

✍ Gosport Community Alarm Service,
Housing Services Unit, Town Hall, High
Street, Gosport, Hampshire, PO12 1EB



Use your voice and improve a life

As an advocate, you could:

- ▶ Support someone to continue living independently
- ▶ Help with writing letters or form filling
- ▶ Help with budgeting and benefit support
- ▶ Support someone to access local services

Do you have what it takes to become a great Advocate? If you are patient, respectful, trustworthy, and encouraging, please get in touch today.

Call or send us an email on:

- ☎ 02392 503871
- ✉ emma.may@gva.org.uk

Time for a cuppa?

**Help fight loneliness in Gosport
Become a volunteer befriender**

All you need is:

- ▶ A caring nature
- ▶ Great communication skills
- ▶ An ability to connect with older people

"An amazing experience! Please give it a go, even if it's just an hour a week"

Sandra, Telephone Befriender

Interested in becoming a befriender?

Call or send us an email on:

- ☎ 02392 503871
- ✉ emma.may@gva.org.uk



www.gva.org.uk
Gosport Voluntary Action, Martin Snape
House, 96 Pavilion Way, PO12 1FG
Registered Charity: 1087177



Time for you, learn something new.

Hampshire Libraries have an extensive range of FREE* courses
Courses now running face to face and on-line



To find out more visit:

<https://shop.hants.gov.uk/collections/library-courses>

Contact us on 023 9223 2957 or email learninginlibraries@hants.gov.uk

*eligibility criteria



MEND & TEND

Enabling you to maintain your home and garden

A 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 can help with:

- General garden maintenance (eg. weeding, pruning, watering)
- External painting
- Repairing fences
- Hedge trimming
- Mowing and more!

Contact us:

Emma.May@gva.org.uk

02392 503871

Gosport Voluntary Action, Martin Shape House, 96 Pavilion Way, Gosport, PO12 1FG www.gva.org.uk

Gosport Borough Council A – Z of services

Abandoned cars	Streetscene	Freephone 08000 198 598
Access for the Disabled	Building Control	01329 824 823
Air Pollution	Environmental Health	01329 824399
Alcohol Licensing	Environmental Health	01329 824399
Allotments	Streetscene	Freephone 08000 198 598
Asbestos Advice	Environmental Health	01329 824399
Beach Barbecues (booking)	Economic Prosperity, Tourism & Culture	023 9254 5425
Beach Huts	Housing Services	023 9254 5564
Beach/Prom (Management)	Streetscene	Freephone 08000 198 598
Bulky Item Collection	Streetscene	Freephone 08000 198 598
Building Regulations	Building Control	01329 824823
Business enquiries	Economic Prosperity, Tourism & Culture	023 9254 5723
Car Parks	Streetscene	Freephone 08000 198 598
Cemetery - Anns Hill	Streetscene	Freephone 08000 198 598
Charity Street collections	Environmental Health	01329 824399
Citizen of the Year Award	Legal, Democratic and Planning Services	023 9254 5340
Civic Events	Legal, Democratic and Planning Services	023 9254 5202
Coastal flooding	Streetscene	Freephone 08000 198 598
Coastline Magazine	Press & PR	023 9284 1395
Community Safety	Community Safety	023 9254 5241
Concessionary Travel	Hampshire County Council	0300 555 1376
Conservation/ listed building	Legal, Democratic and Planning Services	023 9254 5483

Council Housing

Community Alarms	Housing Services	023 9252 9308
Housing Options	Housing Services	023 9254 5476
Housing Repairs	Kier	Freephone 0800 028 0835
Neighbourhood Involvement	Housing Services	Freephone 0800 328 6958

Right to Buy	Housing Services	023 9254 5403
Sheltered Accommodation	Housing Services	023 9254 5453
Neighbourhood Management (including rental income)	Housing Services	023 9254 5665

Council Tax

Benefits	Financial Services	023 9254 5325
Business Rates	Financial Services	023 9254 5470
Enquiries	Financial Services	023 9254 5470
Council Meetings	Legal, Democratic and Planning Services	023 9254 5340
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

Planning

Applications enquiries	Legal, Democratic and Planning Services	023 9254 5483
Appeals, inquiries	Legal, Democratic and Planning Services	023 9254 5414
Local Plan	Legal, Democratic and Planning Services	023 9254 5461

Playgrounds	Streetscene	Freephone 08000 198 598
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Pollution	Environmental Health	01329 824399
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Recycling	Streetscene	Freephone 08000 198 598
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Refuse Centre (Grange Road)	General enquiries	0300 555 1389
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Reprographics and Printing	Financial Services	023 9254 5270
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Road Signs	Hampshire County Council	0300 555 1388
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Road Gritting	Hampshire County Council	0300 555 1388
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Roads & pavements	Hampshire County Council	0300 555 1388
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Rubbish collection	Streetscene	Freephone 08000 198 598
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Rubbish - Fly Tipping	Streetscene	Freephone 08000 198 598
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Sale of land & property	Housing Services	023 9254 5564
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Slipways	Streetscene	Freephone 08000 198 598
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Sport - pitches	Streetscene	Freephone 08000 198 598
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Pools

Splash Park	Streetscene	Freephone 08000 198 598
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Gosport Leisure Park	Places for People	023 9253 4950
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Street lights	Hampshire County Council	0300 555 1388
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Street Name Plates	Streetscene	Freephone 08000 198 598
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Taxi Licensing	Environmental Health	01329 824399
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Toilets	Streetscene	Freephone 08000 198 598
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Tourist Information Centre	Economic Prosperity, Tourism & Culture	023 9252 2944
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Traffic lights	Hampshire County Council	0300 555 1388
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Traffic Regulation Orders	Hampshire County Council	0300 555 1388
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Trees

Alongside roads	Hampshire Country Council	0300 555 1388
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Other trees	Streetscene	Freephone 08000 198 598
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Preservation orders	Legal, Democratic and Planning Services	023 9254 5414
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Voluntary Sector

Conservation Groups	Streetscene	Freephone 08000 198 598
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Recreation Groups	Economic Prosperity, Tourism & Culture	023 9254 5723
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Voting	Legal, Democratic and Planning Services	023 9254 5227/5218
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Wildgrounds	Streetscene	Freephone 08000 198 598
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Receive At Your Service by email

If you would like to receive your copy of At Your Service via email, please complete the details below. Don't forget to include your completed survey with a chance to win £50 shopping voucher. The winner will be announced in the next edition of At Your Service. Send your survey to the freepost address at: **Freepost Plus, RTHS-RGCZ-ATBU, Gosport Borough Council, Town Hall, High Street, Gosport, PO12 1EB.**



Your chance to WIN £50 shopping voucher by completing a short survey

Have you got five minutes?

Please tell us what you think of At Your Service newsletter.

Do you find At Your Service newsletter interesting?

yes

no

Do you find the newsletter easy to read?

yes

no

Would you prefer to receive At Your Service via email?

yes

no

What else would you like to see in At Your Service newsletter?

(e.g. Puzzles, Recipes, Readers Letters, adverts)

Consent Form to receive emails

Under the General data Protection Regulations (GDPR) there are times when Gosport Borough Council must obtain your consent to use your personal information (also known as data). Personal data includes items such as your name, address, telephone number and email address. We would like to hold the personal data listed above on a mailing list for the purpose of receiving At Your Service via email.

Name:

Address:

Telephone:

Email:

I consent to Gosport Borough Council contacting me to send me the At Your Service newsletter.

You can change your consent preferences or withdraw your consent completely at any time by contacting **Gosport Borough Council** on **023 9254 5686**. For full details of how we use your information, please refer to our Privacy Statement which is available on our website **www.gosport.gov.uk**

Your Signature: **Date:**

Paper copies will continue to be distributed to those not wishing to receive a copy via email.

Become involved

Have your say on matters which affect you and your community

We actively encourage all residents, including leaseholders, to be involved in the community and decision-making by becoming a member of the Residents Opinion Panel. Being a member gives you the opportunity to access south coast training courses on various subjects, consult on changes and policies, procurement, new documents being proposed and neighbourhood matters. Please complete and return the completed form to become a member of the Residents Opinion Panel, to **Freepost Plus, RTHS-RGCZ-ATBU, Gosport Borough Council, Town Hall, High Street, Gosport, PO12 1EB.**

Consent Form to become a member



Under the General data Protection Regulations (GDPR) there are times when Gosport Borough Council must obtain your consent to use your personal information (also known as data). Personal data includes items such as your name, address, telephone number and email address.

We would like to hold the personal data listed above on a mailing list for the purpose of inviting you to get involved with Housing Services activities such as our Customer Opinion Panel. We would also like to send you minutes and documents associated with the Housing Service activities and to consult with you about any issues related to them.

Please tick all the relevant boxes below to indicate you have given your consent for us to do this. If you do not consent to us using your information to contact you then we will not contact you again.

Name:

Address:

.....

Telephone:

Email:

I consent to Gosport Borough Council contacting me to send me invites to the following groups and to contacting me about the publications and related documents:

- Residents Opinion Panel** (your chance to have a say about aspects of the service)
- Training** (to include South Coast Training and other training opportunities)
- Reading Panel** (help us to review documents/leaflets/newsletters)
- Housing Publications** (to include At Your Service)

You can change your consent preferences or withdraw your consent completely at any time by contacting **Gosport Borough Council** on **023 9254 5686**. For full details of how we use your information, please refer to our Privacy Statement which is available on our website **www.gosport.gov.uk**

Your Signature: Date:



HomeSwapper[®]

The UK's biggest mutual exchange service,
with over 400,000 registered users

Over
200,000
live adverts

Over
10,000
swaps

successfully completed in the last six months



Free
HomeSwapper App

HomeSwapper is **free** for our tenants to use and is available 24 hours a day, every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you find the swap that's right for you.

Find out more at
www.homeswapper.co.uk