



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

At Your Service

Newsletter for tenants and leaseholders

Winter 2022 Edition

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GOSPORT
Borough Council



A message from

Councillor Sue Ballard

Welcome to the winter edition of At Your Service. We hope you find the contents enjoyable and informative.

As the country mourned the loss of Queen Elizabeth II, the community of Gosport came together. The Town Hall offered a place for flowers to be laid, along with a book of condolences for people to reflect and send messages to the Royal Family. It was a great credit to our community to see the outpouring of gratitude for her incredible reign.



The cost of living crisis is on everyone's mind, and in this edition we have provided information to help anyone who needs support during this time. Our housing staff continue to maintain a professional and hands-on approach, to provide help and guidance to our residents.

With a nationwide shortage of housing, we are pleased to report, plans are being progressed to provide fifteen new Council homes.

These will be a mixture of four, three, two and one bedroom properties, details about this project are in this edition.



Representatives from Gosport recently attended a topping up ceremony, held to celebrate the progress of a new extra-care facility, to be known as Spinnaker View. This scheme is in partnership between Hampshire County Council, Gosport Borough Council and Places for People Living Plus.

We ask all our residents to take care, during the cold winter months, to keep homes warm and well-ventilated. For anyone needing help with fuel costs, please contact your Housing Officer to see what support is available.

On behalf of myself, members and all the staff at Gosport Borough Council, we wish you a very merry Christmas and a peaceful new year.

Competition winner

The winner of the Summer edition competition is...

Trudie Finkle, Holbrook



Council services and public access to the Town Hall

The Town Hall is open Monday to Friday 9am to 5pm. Please note the cashier's desk closes at 4:45pm.

Face coverings are encouraged.

Appointments can be booked by telephone (see right).

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 in-person appointment at the Town Hall

Council Tax	023 9254 5470
Benefits	023 9254 5325
Planning	023 9254 5461
Housing Needs and Support	023 9254 5476
Housing Neighbourhood Services	023 9254 5665
StreetScene	08000 198598
Licensing and Environmental Health	01329 824399
Town Hall general enquiries	023 9258 4242

Christmas opening

The Town Hall will close at 4pm on Friday 23rd December and remain closed from Monday, 26th December to Monday, 2nd January 2023. Re-opening on Tuesday, 3rd January.

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 homeless, 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



Welcome to the Neighbourhood Management Team

We have had some new Neighbourhood Housing Officers start within the team meaning that there have been some changes to area patches.

Please see to the right for details of the new area patches.

Neighbourhood managers

Denise Hudson

023 9254 5439

denise.hudson@gosport.gov.uk

Roz Weaver

023 9254 5356

roz.weaver@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, Ham Lane, Hamlet Way, Naish Drive, Pannall Road, Richard Grove, Sedgeley Grove, Woodlands House
- **Hardway** – Goodwood Road
- **Brockhurt and Privett** – Anns Hill Road, Cheriton Road, Droxford Close, Hamble Road, Normandy Gardens, Salerno Drive, Selborne Gardens, Warnford Close
- **Harbourside and Town** – Hilton Road, Hornet Close, Old Road

Area 2

Sarah Parsons

023 9254 5540

sarah.parsons@gosport.gov.uk

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

Area 3

Jenner Moore

023 9254 5369

jenner.moore@gosport.gov.uk

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

Area 4

Vacant (covered by the team)

023 9254 5522

housingofficergroup@gosport.gov.uk

- **Leesland and Newtown** – Avenue Road, Holly Street, St Andrews Road
- **Forton** – Ferrol Road
- **Harbourside and Town** – Alliance Close, Aspen Grove Austerberry Way, Fleet Close, Gilbert Close, Landon Road, Lawn Close, Tichborne Way, Turner Avenue
- **Rowner and Holbrook** – Chester Court, Endeavour Close, Park Terrace, Trinity Close



Area 5

Syed Haque

023 9254 5273

syed.haque@gosport.gov.uk

- **Peel Common** – 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
- **Harbourside and Town** – Portland House The Mews, York House

Area 6

Jordan Phillips

023 9254 5359

jordan.phillips@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 and 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
- **Leesland and Newtown** – Gloucester House, Ivy House
- **Forton** – Dukes Road
- **Lee East** – Elmore Road, Elmore Avenue, Elmore Close, Hiller Walk, Maple Close, Skipper Way
- **Lee West** – Hove Court, Queens Close, Queens Road
- **Harbourside & Town** – Astra Walk, Burnhams Walk, Burney House, Farriers Walk, Seahorse Walk, Shamrock Close, White Lion Walk, Willis Road

Area 8

Bev Strong

023 9254 5293

bev.strong@gosport.gov.uk

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

Area 9

Paul Wilson-Suffield

023 9254 5351

paul.wilson-suffield@gosport.gov.uk

- **Bridgemary** – Braemar Road
- **Rowner and Holbrook** – Acorn Close, Beauchamp Avenue, Copse Lane, Gorselands Way, Green Crescent, Rowner Close, The Spinney
- **Forton** – Greenway Road, Mill Lane, Mill Pond Road
- **Anglesey** – Dolphin Crescent
- **Harbourside and Town** – Mariners Way, Tamworth Court

Area 10

Dominique Allison

023 9254 5294

dominique.allison@gosport.gov.uk

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





Housing repairs

These are financially challenging times for everyone, and our repairs service is no exception.

The price increases due to inflation have contributed to the significant rise in the cost of materials over the last year, and forecasts predict these costs will continue to rise at least until the new year. This financial pressure means we are having to prioritise some of our services to ensure we can continue to undertake essential works. It is important that you continue to report all repairs as usual.



Be scam aware

Our Property Services team have been made aware that some residents in our homes are being contacted by, management companies encouraging them to make claims for disrepair in their property.

These companies are not working on behalf of Gosport Borough Council.

Please contact Gosport Borough Council, Property Services **023 9254 5289** or email **propertyservices@gosport.gov.uk** to report any suspicious requests relating to your council home repairs.



Report housing repairs

Housing repairs need to be reported by contacting our repairs contractor Kier in the following ways:

- 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**

Insurance

Your landlord does not cover your home contents and personal belongings. It is tenant's responsibility to arrange their own insurance to protect personal possessions and home contents.

How to pay your housing charges

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

The Rent Free Weeks for 2022/2023 are:

- Monday 19 December 2022
- Monday 26 December 2022
- Monday 20 March 2023
- Monday 27 March 2023

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

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.

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.

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**

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, cheques can be sent in the post or through the secure letterbox at the front of the Town Hall (it is not advisable to send cash as the Council cannot accept any responsibility for any payments lost).

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. It also includes a useful section on Money and Debt. For more information visit:

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

Connect To Support Hampshire money matters offers information on a range of money themes for adults. For more information visit:

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**

People are being urged to report dog walkers who don't clean up after their pets



To highlight the issue, the council will charge a £75 fine to anyone who lets their dog foul the pavement – and then walks away. The council wants people to report incidents of repeated dog fouling to the StreetScene team. If people tell them when it is happening and what the dog looks like, uniformed Enforcement Officers will include the area on their patrols.

People who fail to clean up dog mess are leaving children at risk of toxocariasis, a disease which is found in animal faeces.

The Enforcement Team are responsible for the Enforcement of the Clean Neighbourhoods Act, Council Car Parks and Bye Laws.

There are eight Enforcement Officers who each have responsibility for their own patch. You may see officers walking, cycling or driving around the neighbourhood. They'll mainly be in uniform, but may use plain clothes if necessary, to help them detect offences.

Their duties include inspecting council-run facilities such as parks and issuing penalty notices for offences such as dropping litter or dog fouling.

Enforcement Officers will also investigate fly-tipping cases and help make sure businesses and residents are dealing with their waste properly. Officers are issued with body-worn video cameras which are used overtly to gather evidence when conducting such investigations.

The team operate seven days a week and work in close partnership with our Community Safety Unit, Hampshire Constabulary, Hampshire Fire and Rescue and other outside agencies such as Housing Associations and Management Companies to help improve the environment we all live and work in.

Our aim is for officers to be visible to residents and have real responsibility for their patch. We believe that being close to the local community will make Gosport a better place to live and work in.

Report it

All calls are dealt with in confidence. You can report regular dog fouling to the council by calling StreetScene on **08000 198 598**.



Community skips

The Gosport Borough council community skip scheme will run for a six month trial period, which began in October.

This scheme brings skips to local neighbourhoods so the residents of Gosport can safely dispose of bulky household rubbish.

This scheme is for the residents of Gosport only.

No commercial waste or vans (marked and unmarked) will be accepted.

Three skips will be available from 10am.

If these fill up, a fourth one will be added.

Sessions will run until 12noon, but may end earlier if all skips are full. Skips will be sited in parks, open spaces and car parks throughout the borough.

These locations will be decided by the council based on safety and accessibility provisions. Skips will be monitored by GBC staff.

Items accepted:

- Wood
- Metal
- Glass
- Electrical cabling
- Flooring and carpets
- Cement, rubble, tiles, and bricks
- Items from kitchen and bathroom refits, including sinks, baths etc
- Garden items including toys, equipment, and furniture
- Garden waste
- Items from garage and loft clearances

Items not accepted:

- Asbestos and plasterboard
- Clinical waste
- Fridges or freezers
- Batteries
- Fluorescent tubes
- Car engines or tyres
- Japanese knotweed
- Liquid waste (including paint)
- TV or computer screens
- Creosote, oil, petrol, diesel, or lead-based paints
- Pressurised containers

More information

For more information on disposing of waste go to www.gosport.gov.uk/waste

To find out where the next community skip will be located, please visit www.gosport.gov.uk/article/2394/Community-Skips or contact Streetscene

☎ 08000 198598

✉ streetscene@gosport.gov.uk

Fly-tipping

Householders beware. When arranging private waste removal, it's your responsibility to ask collectors to produce a waste carrier's 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 that 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 calling **08000 198 598** or using the online form www.gosport.gov.uk/article/795/Fly-tipping

— Advertisement —

We're here to help!



Drop In Sessions

Tuesday 12:30 - 3:30
Friday 9:30 - 12:30

Telephone and Email Advice*

Monday - Friday 9am - 4pm
(*Advice is not immediate)

Where to find us
Martin Snape House, 96 Pavilion Way,
Gosport PO12 1GE



Phone: 02392 520112
AdviceLine: 08082787903
Email: advice@gosport.cabnet.org.uk
Online: citizensadvicegosport.org.uk

Citizens Advice Gosport © (Limited by Guarantee). Company registration number 5971208. Charity registration number 1116994 and FCA FRN 617613



Looking for Work?

We can help.

Pathways is a free project open to anyone wanting to find employment.

We can help with

- Online job searching
- CV writing
- Interview skills
- Basic self-employment guide
- And much more

To find out more email pathwaysdo@gosport.cabnet.org.uk or call 02392 520112 or 07725 480889



This project is part-funded by the European Social Fund.



New affordable homes



We're working on a proposal to build affordable homes on three sites in Gosport.

The developments will provide fifteen, high quality, affordable homes for Gosport residents, with all sites located on former garage sites within the borough.

It is proposed to build a range of good sized two, three and four bedroom family homes along with a number of wheelchair accessible one bedroomed bungalows.

All developments will include parking provision that meets with GBC's parking requirements so as not to adversely impact local parking provision. The sites will also include associated landscaping to enhance the bio-diversity of the area.

All properties will be designed and constructed to achieve the Passivhaus standard. This is a low energy building design standard that will ensure energy use associated with heating and hot water provision is minimised, helping to ensure that residents energy bills are manageable. This is achieved through super insulating properties with very high levels of insulation, use of triple glazed windows, ensuring properties are extremely air-tight, use of mechanical ventilation systems, use of efficient heating methods such as air source heat pumps and the provision of renewable energy such as photovoltaic panels.



Summary of the proposed units per site

Stoners Close

- Two, three bedroomed, six person houses
- Five, four bedroomed, eight person houses
- Sixteen parking spaces
- Total units – seven

Glebe Drive

- Three, two bedroomed, four person houses
- Twelve parking spaces
- Total units – three

Wheeler Close

- Three, one bedroomed, two person wheelchair accessible bungalows
- Two, two bedroomed, four person houses
- Three. disabled parking bays and twelve standard parking spaces (fifteen spaces in total)
- Total units - five





Christmas Tree collections

This will be a booking system like last year.

Residents will be asked to email or call Streetscene to book in their collection from the beginning of December 2022 with collections taking place between 16th – 20th January 2023.

When the residents call to make their booking they will be advised which day their collection will take place.

Contact Streetscene by emailing **streetscene@gosport.gov.uk** or call **08000 198598**.

Garden waste service

Last collections for 2022 of the brown garden waste bins are from 5th December up to 9th December.

Should people wish to sign up for the garden waste collections, which will start again in the new year, they can do so by visiting **gosportgardenwaste.co.uk**

Remember bins need to be out for 7am ready for collection.

For more information on this service and to sign up for the garden waste collections please call Urbaser on **023 9399 0038**.



Bulky and Special collection service

We offer a bulky item waste collection service for household items such as sofas and white goods. Spaces are limited and bookings are only confirmed once payment has been received.

Charges are as follows;

- 1 item – £25.00
- 2 Items – £40.00
- 3 to 5 items – £60.00
- Over 5 items – personalised quote will be provided by our Contractor.



Food waste

The Climate Change Partnership's food working group is running a project to help people reduce food waste and promote HCC's Hampshire Kitchen Heroes website.

According to Hampshire Kitchen Heroes, food waste costs the average family £60 per month.

Rubbish and recycling collections 2022/23

November 2022					December 2022					January 2023					February 2023					March 2023				
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				1	2	2	3	4	5	6			1	2	3			1	2	3
7	8	9	10	11	5	6	7	8	9	9	10	11	12	13	6	7	8	9	10	6	7	8	9	10
14	15	16	17	18	12	13	14	15	16	16	17	18	19	20	13	14	15	16	17	13	14	15	16	17
21	22	23	24	25	19	20	21	22	23	23	24	25	26	27	20	21	22	23	24	20	21	22	23	24
28	29	30			26	27	28	29	30	30	31				27	28				27	28	29	30	31
April 2023					May 2023					June 2023					July 2023					August 2023				
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	4	5	6	7		1	2	3	4
3	4	5	6	7	8	9	10	11	12	5	6	7	8	9	10	11	12	13	14	7	8	9	10	11
10	11	12	13	14	15	16	17	18	19	12	13	14	15	16	17	18	19	20	21	14	15	16	17	18
17	18	19	20	21	22	23	24	25	26	19	20	21	22	23	24	25	26	27	28	21	22	23	24	25
24	25	26	27	28	29	30	31			26	27	28	29	30	31					28	29	30	31	
September 2023					October 2023					November 2023					Non-recycling (black bin) week									
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	Recycling (green bin) week									
				1	2	3	4	5	6			1	2	3	Christmas tree collection 16 to 20 January. Please contact Streetscene on 08000 198 598 to book yours.									
4	5	6	7	8	9	10	11	12	13	6	7	8	9	10										
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17										
18	19	20	21	22	23	24	25	26	27	20	21	22	23	24										
25	26	27	28	29	30	31				27	28	29	30											

Advertisement



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

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.

Free HomeSwapper App

Find out more at www.homeswapper.co.uk



AGE Concern Gosport

Gosport's local, independent information service.

Our friendly volunteers provide

- ✓ A broad range of information to help Gosport residents aged 55+ and their families.
- ✓ Domestic help information such as cleaning, gardening, repairs, help with fuel and food costs
- ✓ Details of local social clubs, health and wellbeing services, bereavement and financial support
- ✓ Form filling service including:
 - Attendance Allowance
 - Blue Badge Applications
 - Carers Allowance
 - Personal Independence Payment

Martin Snape House
96 Pavilion Way
Gosport PO12 1FG

Opening times
Monday to Friday
10 am – 12 pm

Phone: 02392 604699 | Email: info@ageconcerngosport.org.uk
Website: www.ageconcerngosport.org.uk

Please call or email to ask a question or make an appointment.

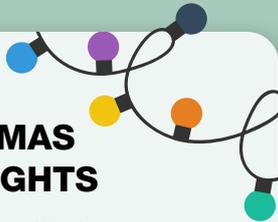
Supported by 

12 days OF CHRISTMAS FIRE SAFETY TIPS

DAY 1

CHRISTMAS TREE LIGHTS

Check your Christmas tree lights conform to the British Standard (British or European safety mark).



DAY 2

CANDLES

Never place candles near your Christmas tree or furnishings and don't leave them burning unattended.



DAY 3

EXIT

FIRE ESCAPE PLAN

Make a fire escape plan – just in case you have an emergency during the festive period.



DAY 4

CHRISTMAS DECORATIONS

Decorations can burn easily. Don't attach them to lights or heater.



DAY 5

SWITCH OFF

Always switch Christmas lights off and unplug them before you go to bed.



DAY 6

ACCIDENTS

Remember! After drinking alcohol, the risk of accidents in the kitchen is greater.



DAY 7

UNATTENDED COOKING

Most fires start in the kitchen, so don't leave cooking unattended.



DAY 8

DRIVING

Drive safely this Christmas.



DAY 9

SMOKING

If you smoke, make sure that your smoking material is extinguished before you go to bed.



DAY 10

SMOKE ALARM

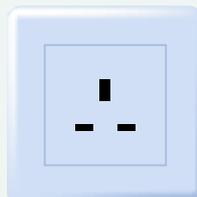
Use Christmas as a reminder to clean your smoke alarm to remove dust.



DAY 11

PLUGS

Don't overload plug sockets.



DAY 12

CHECK IN

Check on elderly relatives and neighbours - make sure they are fire safe.



Christmas biscuits

Ingredients:

- 175g dark muscovado sugar
- 85g golden syrup
- 100g butter
- 3 tsp ground cinnamon
- 350g plain flour
- 1 tsp bicarbonate of soda
- 1 egg, lightly beaten
- 100g white chocolate



Method:

- Heat the sugar, golden syrup and butter until melted. Mix the spices and flour in a large bowl. Dissolve the bicarbonate of soda in 1 tsp cold water.
- Make a well in the centre of the dry ingredients, add the melted sugar mix, egg and bicarbonate of soda. Mix well. At this stage the mix will be soft but will firm up on cooling.
- Cover the surface of the biscuit mix and leave to cool, then put in the fridge for at least 1 hour to become firm enough to roll out.
- Heat oven to 190C/170C fan/ gas 5.
- Turn the dough out onto a lightly floured surface and knead briefly. Thinly roll the dough out on a lightly floured surface.
- Cut into shapes with cutters, then transfer to baking sheets, leaving a little room for them to spread.
- Bake for 12-15 mins until they darken slightly.
- Break up the chocolate and melt in the microwave on Medium for 1-2 mins, or in a small heatproof bowl over simmering water.
- Drizzle the chocolate over the biscuits.



Autumn

The cool breeze, for autumn is here.

Summer gone, yet it sheds its own tears.

As the leaves and flowers drop to the ground, the trees lay bare to us, gardens, and parks, all around.

Autumn blushing away its colours.

Yellow, brown, red and blossoms from flowers, shades of clouds and small rain drops on coats and shoes.

As we watch the children splashing in the park to their own amuse.

All that drops within the breeze of the fall.

Little ones enjoying the wonder of the gifts now on the pavement floors.

Building them up like castles in sand

What joy to be had from natures hand.

Birds and wild animals seeking anew, keeping warm and drinking the morning dew.

Appearing at night to find some food.

No matter what!

Autumn is here.

So let's enjoy what is given to us from nature so precious and dear.



Thank you to the author Amanda Smith, for sharing this lovely Autumn poem.

EXPLORE Gosport

WITH GVA WALK LEADERS

MONDAY 10:30 - 11:30

GOSPORT TIC
MEETING AT THE TOURIST INFORMATION CENTRE PO12 1EP

TUESDAY 10:00 - 10:45

FORTON CIRCULAR
MEETING OUTSIDE FORTON MEDICAL CENTRE PO12 3JP

WEDNESDAY

CAMBRIDGE WALK 10:00 - 11:00
MEET AT FORTON MEDICAL CENTRE PO12 3JP

LEE-ON-THE-SOLENT STROLL 10:30 - 11:15
MEETING BY THE WINDSOCK ON THE SEAFRONT NEAREST POSTCODE PO13 9BA

THURSDAY 10:00 - 11:30

ST GEORGES BARRACKS CIRCULAR
MEETING AT THE PUMP HOUSE CAFE PO12 1AX

FRIDAY 10:00 - 11:00

PRIVETT PARK CIRCULAR
MEETING AT PRIVETT PAVILION PO12 3XS

SUNDAY

MONTHLY HISTORIC WALKS
ON THE LAST SUNDAY OF THE MONTH JOIN US ON A HISTORIC WALK IN GOSPORT
MEETING AT THE TOURIST INFORMATION CENTRE PO12 1EP

FOR MORE INFORMATION ON OUR WALKS PLEASE CONTACT US OR VISIT OUR WEBSITE

02392 583836

Annette.Wincott@gva.org.uk

<https://www.gva.org.uk/individuals/ramblers-wellbeing-walks-gosport/>

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-7pm, 365 days a year.

Jobcentre Plus

Help paying bills using your benefits.

Contact Jobcentre Plus **www.gov.uk/contact-jobcentre-plus**

Or Pension Service **www.gov.uk/contact-pension-service** if you are on Pension Credit.

Money and Debt Advice

Contact Citizens advice for help with managing debt.

See information below about how to get in touch with Citizens Advice Gosport or go to

www.citizensadvice.org.uk/debt-and-money

Citizens advice

Grants and benefits to help you pay your energy bills.

Opening hours Monday to Friday 9am to 5pm. Go online to **www.citizensadvice.gosport.org.uk** or call **02392 520112**.

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 currently very high, so the earlier you apply, the earlier a visit can be arranged.

Click **Get FREE help with your energy bills** on **switchedongosport.co.uk** or call **023 9284 1947**

SWITCHED ON
GOSPORT

Keeping Warm

If you can't heat all your rooms, heat the one you spend most time in during the day and your bedroom just before bedtime.

Most people are fine at 18° but you may need slightly higher if you're older or unwell. Close curtains before sunset and shut doors and windows to keep heat in. Slippers or thermal socks will keep your feet toasty, but make sure they fit well and have non-slip soles to avoid slips and trips.

If you're able, moving around indoors helps keep you warm – spreading chores through the day can help. Remember to drink enough water – keeping hydrated is as important in winter as summer.

When to let fresh air in

While you have visitors, you should regularly ventilate the rooms you're using to protect against the spread of coronavirus. Regularly opening windows for just a few minutes makes a difference. Wearing layered clothing or thermal underwear will help to keep warm when you have windows open.

Cheaper broadband and phone packages



Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits.

Some providers call them 'essential' or 'basic' broadband. They're delivered in the same way as normal packages, just at a lower price.

How a social tariff could help you

It's available to those on a variety of benefits. If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.

It's cheaper than a regular package. Current prices range from £10 to £20.

You'll pay next-to-nothing to get set up. If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up.

It could cost nothing to switch. If your provider offers a social tariff, you can switch to it at any time, free of charge. The price won't go up mid-contract. You won't pay any more than what you agree at the start of the contract. It costs nothing to leave. You won't pay a fee to leave the tariff before the end of your contract.

Who could qualify

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.

Some providers also include people on other benefits such as Pension Credit, Employment and Support Allowance, Jobseeker's Allowance, and Income Support. The person receiving the benefit will need to be the main person on the contract.

How to apply

First, check if your current provider offers a social tariff. You can apply for most tariffs online, or call your provider and ask to switch.

If your provider doesn't offer a social tariff, you can switch to one that does.

Your provider might let you leave your current contract without paying a penalty fee. Read our guide to switching broadband to find out more.

More information

For a full list of broadband and phone social tariffs and links to all the websites visit www.ofcom.org.uk and search **Cheaper broadband and phone packages**.

The big red chair project

Are you street homeless, sofa-surfing or living in temporary housing in Gosport?

- Are you worried about your health and wellbeing?
- Do you have a health issue that's been worrying you and which needs checking out?
- Do you have a wound or injury that needs sorting?

We are here to help you access friendly, free and non-judgemental healthcare.

You don't need to be registered with a GP in Gosport, but it doesn't matter if you are registered here or elsewhere.

What can we offer?

Accessible advice and practical help with your health:

- Wound management and dressings
- Long term conditions review - Diabetes, COPD.
- Annual health checks
- Diabetes checks, advice about living with diabetes and foot checks
- Vaccinations including: Pneumonia, Covid (1st and further boosters), Flu, Hepatitis C, Tetanus
- Help with lumps and bumps
- Sexual health advice and support
- A variety of cancer screening
- Links with Inclusion, Bereavement Services and Mental Health Team
- General health promotion and well-being support

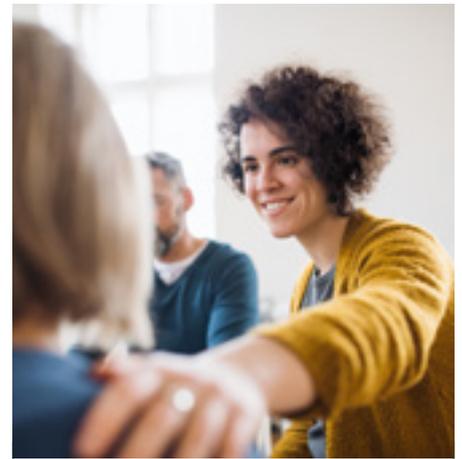
Gosport's homeless health outreach project

Where can you find us?

Two Saints, 51 Forton Road, Gosport, PO12 4TD

Every Tuesday afternoon from 2:30pm - 4:30pm

All these services are free, please drop in and see a member of the team. This project has been made possible with financial support and good will from many local agencies, working in partnership to reduce health inequalities in Gosport.



When:

Every Tuesday afternoon
from 2:30pm - 4:30pm

No need to book, just turn
up and drop-in!

We can also offer:

- Hot and cold drinks
- Light refreshments
- A hot shower and washing facilities
- Helpful advice and support
- Food parcels
- Links for veterans to other services who can help
- Kit bags for rough sleepers
- Phone charging
- A listening ear...

Contact us

For more information, to refer a partner seeking further information or if you would like to contribute a service or offer resources to help benefit this project email **Fareham&Gosport outreach@twosaints.org.uk**



GOSPORT
Borough Council



“Every now and then I feel so insecure”

The NHS is here to help

Feelings of anxiety and depression can affect us all. If you need help with your mental health, you can refer yourself, or your GP can refer you. Let us help you get your feet back on the ground. Go to nhs.uk/help



“Help me if you can, I’m feeling down”

The NHS is here to help

Feelings of anxiety or depression can affect us all. If you need help with your mental health, you can refer yourself, or your GP can refer you.

Talking therapies are also available in your chosen language, including British Sign Language, through multi-lingual therapists or confidential translators.

Let us help you get your feet back on the ground.

To find out more visit nhs.uk/help

Help us help you – Mental health matters



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 Snape House, 96 Pavilion Way, Gosport, PO12 1FG www.gva.org.uk

Privacy Notice

From Gosport Borough Council Housing Service

Gosport Borough Council is a registered Data Controller (Registration Number Z5578313).

The Council tries to meet the highest standards when collecting and using personal information in accordance with data protection law.

This privacy notice tells you about how the Gosport Borough Council – Housing Services collects and uses personal information. It applies to information we collect about people who use our services, or request a service from us.

Why do we collect your information?

Gosport Borough Council - Housing Services uses personal information to:

- Deliver services.
- Manage tenancies.
- Facilitate both planned and response repairs to our properties and buildings.
- Ensure that your needs are met and understood.

How we use your information?

Gosport Borough Council uses personal information to:

- Ensure that we can contact you when we need to. For example make you aware of any changes, for example your tenancy agreement or discuss your housing application.
- Allow you to pay for services via Direct Debit.
- Help you to access services relating to Housing.

How do we keep your personal information secure?

We will take appropriate steps to make sure that the personal information we hold (on paper and electronically) is kept securely and only used by people who have a right to see it. The Council's security measures include encrypting personal data and equipment, system access controls and training in data protection for all staff.

Where another company or organisation processes personal information on behalf of the Council, they will only process your personal information in line with the Council's instructions and are obliged to provide security assurances to the Council and to certain regulatory bodies.

Our full Privacy Notice can be viewed on our website www.gosport.gov.uk/sections/your-council/council-services/housing/privacy-notice/



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 **Fair Processing Notices**.



MHA Communities
Gosport & Fareham

Lunch Club



£4.50
per
week

Join us for a home cooked two course meal followed by entertainment.

Where: Bridgemary Methodist Church

When: Every Tuesday 11.45am-2.15pm

To find out more or to become a member of MHA contact us on 01329 234409
Charity No.1083995 www.mha.org.uk



MHA Communities
Gosport & Fareham

Lee Social Club



£3.50
per
week

Friends, refreshments and weekly entertainment or talks.

Where: Lee-on-Solent Methodist Church

When: Every Wednesday 1.30pm-3.30pm

To find out more or to become a member of MHA contact Debbie on 07517860693
Charity No.1083995 www.mha.org.uk



MHA Communities
Gosport & Fareham

Cheerleading Club



Only
£4
per
session

Fully
qualified
instructor

A really fun and energetic group, learning simple routines to popular music

Where: Freedom Centre, Brockhurst

When: Every Thursday 10am-10.45am

To find out more or to become a member of MHA contact us on 01329 234409
Charity No.1083995 www.mha.org.uk



MHA Communities
Gosport & Fareham

Bridgemary Afternoon Club



£4.50
per
week

Join us for a light, home cooked, two course meal followed by entertainment.

Where: Bridgemary Methodist Church

When: Every Thursday 12.45pm-3pm

To find out more or to become a member of MHA contact us on 01329 234409
Charity No.1083995 www.mha.org.uk

Gosport Borough Council A – Z of services

Gosport Borough Council

Gosport Borough Council, Town Hall,
High Street, Gosport, Hampshire
PO12 1EB

Office opening hours:

Monday to Friday 9am-5pm

www.gosport.gov.uk

Switchboard

023 9258 4242

Out of hours (Duty Officer)

0800 0280835

24 hour payment hotline

08000 213995

Abandoned Vehicles	08000 198 598	Dog control	01329 824 823
Access for the Disabled	01329 824823	Dog excrement	08000 198 598
Allotments	08000 198 598	Elections/Electoral Register	023 9254 5218/5227
Beach Huts	023 9254 5564	Food safety	01329 824399
Benefits	023 9254 5325	Fraud – Benefit fraud hotline	023 9254 5545
Building Control Partnership	01329 824823	Freedom of Information	023 9254 5340
Building Regulation Applications	01329 824823	Garden waste – green sacks	08000 198 598
Bus Passes	0300 555 1376	Grass cutting	08000 198 598
Business Rates	023 9254 5470	Health and Safety at work	01329 824339
Business Enquiries	023 9254 5723	Highways	0300 5551388
Citizens Advice Gosport	023 9252 0112	Housing repairs	0800 028 0835
Car Parks	08000 198 598	Land Charges	023 9254 5221
Cashiers	023 9254 5334	Licensing	01329 824399
Cemetery	08000 198 598	Parks and open spaces	08000 198 598
Charitable collection of money (Licensing)	01329 824399	Pest control	01329 824399
Civic Events	023 9254 5202	Planning enquiries	023 9254 5382/5483
Community Safety	023 9254 5421	Pollution	01329 824399
Conservation & Design Buildings conversion	023 9254 5483	Public conveniences	08000 198598
Council house enquiries		Recycling	0300 555 1389
Housing Advice	023 9254 5476	Refuse collection	08000 198 598
Neighbourhood Management Team	023 9254 5665	Roads	0300 555 1388
Right to Buy	023 9254 5686	Slipways	08000 198598
Repairs	0800 028 0835	Street lights	0300 555 1388
Council Tax – General enquiries	023 9254 5470	Tourist information	023 9252 2944
Dangerous structures	01329 824823	Travel tokens	0300 5551376
Demolition applications	01329 824823	Vehicle crossings	0300 5551388
		Voting	023 9254 5227/5218
		Wild grounds	08000 198598

CHRISTMAS WORD SEARCH

V	E	O	T	E	L	T	S	I	M	U	Y	J	S	S
G	A	T	H	E	R	I	N	G	S	T	F	I	G	N
O	J	P	T	E	K	A	L	F	W	O	N	S	S	B
S	T	O	P	O	T	T	U	R	K	E	Y	P	Y	E
S	S	R	L	R	Y	S	N	O	W	M	A	N	M	L
A	N	E	E	L	E	S	T	H	A	N	K	F	U	L
M	O	H	R	E	Y	C	N	G	R	M	Z	E	R	S
T	I	S	T	O	C	K	I	N	G	S	D	S	E	L
S	T	G	D	N	A	L	R	A	G	U	V	A	I	E
I	I	R	E	K	C	A	R	C	T	U	N	N	N	I
R	D	G	A	S	T	D	X	I	A	I	A	T	D	G
H	A	L	E	S	N	I	T	K	H	K	O	A	E	H
C	R	H	E	U	Z	A	W	D	J	O	Y	N	E	X
H	T	S	G	L	R	R	U	D	O	L	P	H	R	O
I	V	H	B	G	F	S	T	N	E	M	A	N	R	O

JOY
TINSEL
THANKFUL
GARLAND
TURKEY
NUTCRACKER

SANTA
REINDEER
TOYS
SNOWFLAKE
MISTLETOE
CHRISTMAS

STOCKINGS
JOLLY
ORNAMENTS
TRADITIONS
RUDOLPH
APPRECIATION

GRATITUDE
TREE
SLEIGH
SNOWMAN
GIFTS
GATHERING