



Gosport Borough Council | A Housing Services Production

At Your Service

Newsletter for tenants and leaseholders

Summer 2023 Edition

in this issue

**A message from
Councillor Sue Ballard**
page 2

**How to pay your
housing charges**
page 6

**Information about
asbestos**
page 8

**New advice service
on housing issues**
page 9

**Tenant satisfaction
measures**
page 13

Switched on Gosport
page 16

Coronation celebrations
page 18 & 19

Communal aerials survey
page 22

A-Z of services
page 23

Summer word search
last page

**Chance to win
£50 Morrisons
voucher**

by completing the
tenant satisfaction
survey, page 13

Communal aerials survey

Help us make decisions about the future of communal aerials on page 22

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GOSPORT
BOROUGH COUNCIL



A message from Councillor Sue Ballard

Welcome to the summer edition of At Your Service. We hope you find the contents enjoyable and informative. With At Your Service being delivered twice a year now, there are lots of articles to look at in this edition.

The cost of living crisis is very much still at the forefront of people's minds. If you need help and support, there is a cost of living page on the GBC website, which offers a directory of contacts for help and support. This can be found by visiting www.gosport.gov.uk/costofliving

I've been pleased to see many achievements and positive community events since the last edition.

I attended the first Resident Opinion Panel since the lockdown restrictions were lifted. The meeting was well attended, with updates provided from Hayley McKay, Neighbourhood Operations Manager and a presentation about the latest Fire Policy, delivered by Dean Pickett, Property Services Manager.

Spinnaker View is progressing well and we are working closely with Hampshire County Council and Places for People to see residents begin moving in from July.



Spinnaker View

It was great to see the local community come together, to celebrate the King's coronation, with lots of events being held around the borough for all to enjoy, you will see a gallery of photos from various events on pages 18 and 19.

Plans to build 15 new council houses have now been approved and we have moved to the next stage, working towards engaging a contractor to complete the build.

The Housing team will continue to provide updates, to see the latest you can visit www.gosport.gov.uk/newhomesgosport

The South Coast Training event in Southampton was well attended and residents reported a very successful training day.



Coronation celebrations in Fortune House

A new advice service has recently launched to provide assistance with housing issues, the online hub is available for advice 24 hours a day.

For more information on this service please visit page 9.

On behalf of myself, members and all the staff in Housing Services, I wish you all a healthy and happy summer.

Council services and public access to the Town Hall

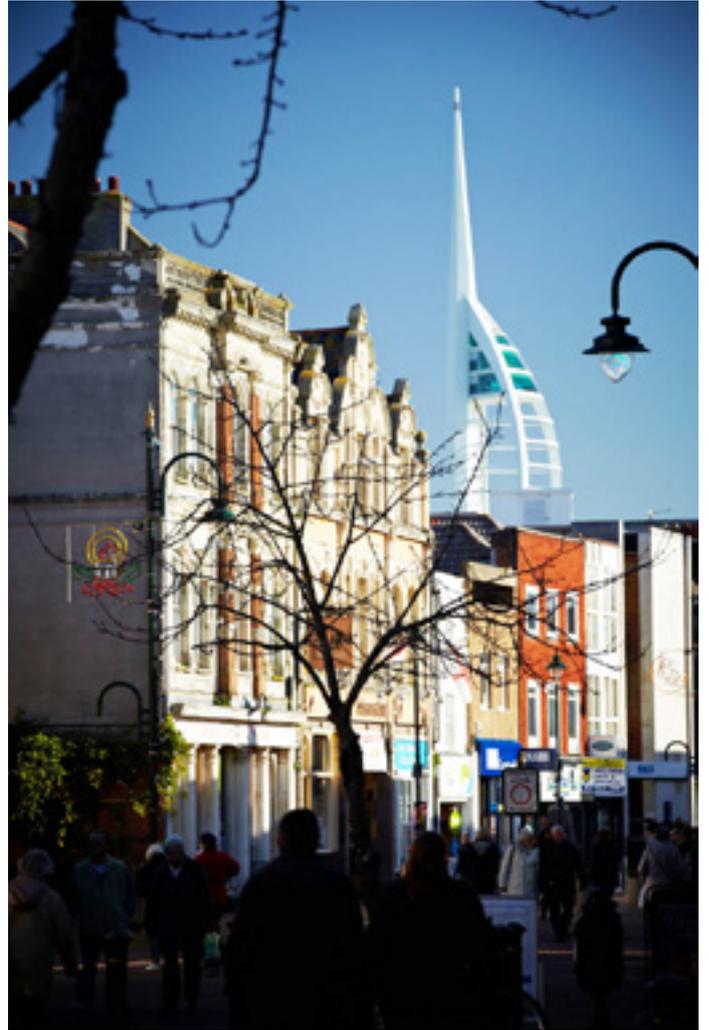
The Town Hall is open Monday to Friday 9am – 5pm. Please note the cashiers' desk will close at 4:45pm.

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

Or call us on **02392 584242**.

Book an essential 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



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) call **023 9254 5665**
- If you live in sheltered accommodation or need to speak to someone about your lifeline pendant call the Older Persons Services Team on **023 9254 5453**
- 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
- If you are homeless, threatened with homelessness or need help to find accommodation call our Housing Advice Team on **023 9254 5476**
- If you are living in temporary accommodation allocated by the Council, call the Temporary Accommodation Team on **023 9254 5586**
- If you have a query about the allocation of a property or housing register assessment call the Housing Advice Team on **023 9254 5476**
- 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 below 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, Stradbrook, 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

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

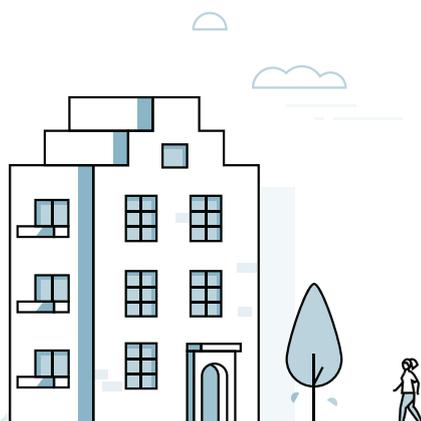
Area 4

Lisa Smith

023 9254 5522

lisa.smith@gosport.gov.uk

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

- **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 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

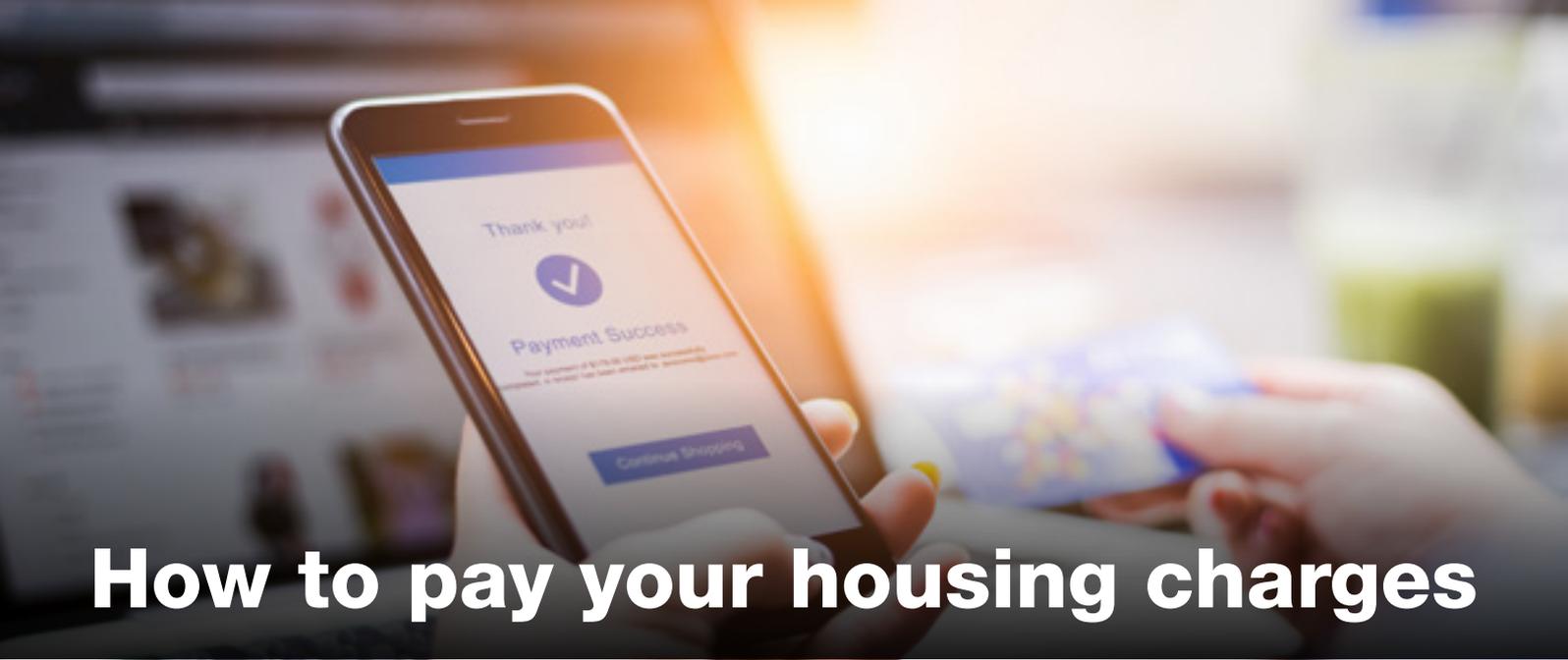
Dominique Allison

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





How to pay your housing charges

Rent is due in advance either weekly or monthly, and is payable in these ways:

Direct Debit

Paid monthly via your own bank or building society on **1st, 15th or 22nd of each month**.

This can be set up over the telephone by contacting **023 9254 5665**. When setting up please ensure that the bank account holder is present. Direct Debit mandates are available on request.

Over the 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**.

Internet

Payments can be made anytime via our online payments.

Standing Order

Weekly, fortnightly, four weekly or monthly through your bank.

Account name: Borough of Gosport

Account number: 00000000

Sort code: 57-81-43

Quote your tenancy reference number when setting up payment.

Faster/Online Payment

Set up online or with your bank.

Account name: Borough of Gosport

Account number: 00000000

Sort code: 57-81-43

Quote your tenancy reference number when setting up payment.

In person

At the Town Hall cash desk Monday to Friday between 9am and 4.45pm.

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.

By cheque

Cheques can be sent in the post or through the secure letterbox at the front of the Town Hall.

Cheques 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.

It is not advisable to send cash as the Council cannot accept any responsibility for lost payments.

Kier Gosport Repairs and Maintenance 2022/23

166 Empty properties refurbished
For new customers



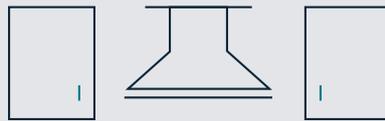
20,166 Calls taken by the local Gosport Team



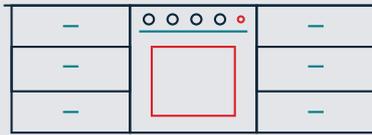
170 Properties rewired



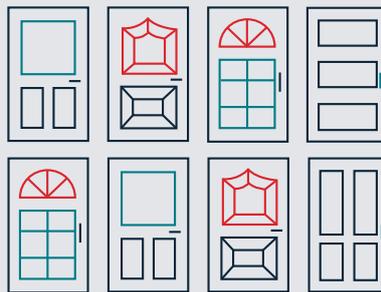
2,839 Out of hours jobs attended



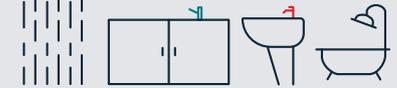
56 Kitchens replaced with customer own choices



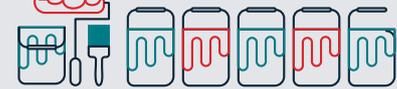
164 External UPVC doors installed



38 Bathrooms replaced with customer own choice



25 Internal decorations completed to nominated elderly designated customers



9,889 Repairs carried out



9/10 Customer satisfaction



60 People employed on the Gosport contract



4

Apprentices



1

Female technician



47

Gosport residents

Over 82% local employment



7

Portsmouth residents



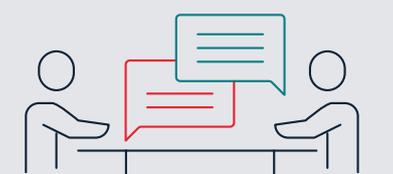
4

Fareham residents



2

Southampton residents



Mock interviews at Brune Parks and Crofton schools

Gosport Borough Football Club shirt sponsor



147 Gas systems installed



55 Major disabled adaptations completed



3,386

Gas services carried out



4-6 Students per year

Work experience with local schools and EBP



Local charity support including McMillan, Children In Need and Oakley Waterman



Asbestos

Due to the age of the council's housing stock, it's likely some asbestos will be present. The council has carried out asbestos surveys in a large proportion of properties and overall risk was found to be low.

If you are a council resident you should seek permission before making any alterations to your home. You must also make the council aware immediately, if you suspect asbestos to be damaged.

Contact the council if you:

- Are planning any alterations to your home
- Want any advice regarding asbestos
- Are reporting any damage to suspected asbestos

Don't disturb anything you think may have asbestos in it (disturbing it means things like drilling, sawing, scrubbing or sanding). We might already have an asbestos survey for your home.

Property Services

If you're planning any works in your home, Property Services will need to be contacted on:

☎ 023 9254 5289/5681

✉ property.services@gosport.gov.uk

🖥 www.gosport.gov.uk/article/994/Repairs-and-maintenance

Common locations where there may be asbestos in your home:

- Decorative texture coatings (artex) to ceilings and walls
- Vinyl or thermoplastic products (such as floor tiles or underlay)
- Wall panelling and boxing (such as lining in meter cupboards or service risers)
- Soffit boards (asbestos cement products)
- Corrugated sheets (such as garage or shed roofs)

Although there may be other areas in your home you can find asbestos, generally, asbestos is usually safe in your home unless it is damaged or disturbed.

Reporting Repairs

You can report non-urgent repairs by calling **Kier** on their free-phone number, available 24 hours a day.

Any emergency repairs, including boilers, can also be reported on the free-phone number.

☎ 0800 028 0835

✉ gosport.repairs@kier.co.uk



New advice service on housing issues

AdviceAid

Local people can now get advice on housing problems 24 hours a day, thanks to a new online advice hub.



The Advice Aid service has been set up by Gosport Borough Council to help people get the information they need at a time that suits them.

It covers topics such as homelessness, benefits, harassment, eviction, domestic abuse, rent or mortgage arrears, housing rights and debt.

The Leader of the Council, Cllr Peter Chegwyn/Cllr Sue Ballard, who chairs the council's Housing Board, said:

"Sadly, we're finding an increasing demand for advice on housing issues. This service is a way people can get information tailored to them, whenever they need it.

"It's always important to know your rights and responsibilities when it comes to housing, as issues can arise at any time. Whether you're threatened with eviction from your landlord, or going through a relationship breakdown, getting the right advice at the right time is vital."

Contact Advice Aid

For housing advice email or call between the hours of 9am–5pm:

 gosport.adviceaid.uk

 023 9254 5476

 housingadviceteam-mbx@gosport.gov.uk

 Residents can also drop in at the Town Hall on weekdays between **9.30am – 12.45pm** or **1.30pm – 4.30pm**



New way of sending information

Gov.uk Notify is a facility, which allows Gosport Borough Council to send out information to residents, using text messages and emails.

This was announced at the recent Resident Opinion Panel and has been tested and approved.

This means you may now receive some notifications about your tenancy via text message and email with the GOV.UK Notify logo appearing at the front of the message.

For those residents who don't have a mobile number, email address or prefer only to receive letters, the GOV.UK notify will not be used.



Mental Health and Money Support

Citizens Advice Gosport

For support on all money related matters including benefits and debt.

☎ 02392 520112

💻 www.gosportcab.org.uk

📍 Ground floor, Martin Snape House, 96 Pavilion Way, St George Barracks, Gosport PO12 1GE

🕒 Monday to Friday, 9am – 4pm

Gosport Voluntary Action

For information on GVA's services and projects that support local residents, including those struggling with financial hardship.

☎ 02392 583396

💻 www.gva.org.uk

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

🕒 Monday to Thursday, 9am – 3pm, Friday, 9am – 1pm

Solent Mind Support Line

If you feel low, anxious or need someone to talk to, speak to trained mental health advisors through our support line.

☎ 023 8017 9049

🕒 Weekdays, 9am – 7pm
Weekends, 10am – 2pm

Fareham and Gosport Well-being Service

☎ 01329 281445

✉ afg@solentmind.org.uk

🕒 Monday, 8am – 4pm
Tuesday, 8am – 6:30pm
Wednesday, 8am – 4pm
Thursday, 8am – 6pm
Friday, 8am – 3pm

The Harbour

An informal, non-judgmental, out-of-hours mental health service for anyone who needs short-term support in times of great difficulty or is struggling with poor mental health. Text or call.

☎ 07418 364911

🕒 Every evening between 4.30pm – 11pm

italk Talking Therapies Service

For support to improve their mental well-being through education, guided self-help tools and evidence-based talking therapies.

Self-referrals accepted by:

☎ 02380 383920

💻 www.italk.org.uk

🕒 Monday to Thursday, 8am – 6pm
(Appointments until 8pm)
Friday, 8am – 4:30pm

Samaritans

Speak to a Samaritan for free, available 24 hours a day, 365 days a year.

☎ 116 123

Solent Mind General Enquiries

☎ 023 8202 7810

✉ info@solentmind.org.uk

Bulky household waste collections



Did you know you can contact Streetscene to arrange for the removal of a large household item such as fridge freezers, sofas, beds, wardrobes and more.

For more information search '**Bulky Household Waste**' at www.gosport.gov.uk or if you are interested in making a booking, please call Streetscene on **08000 198598**.

More information

Items must be outside on the day of collection by 7am.

Collections can take place any time between 7am - 5pm.

Domestic items only. We do not collect commercial items or from commercial addresses.

Payment must be made to secure a booking.

Remember to put your bins out for 7am

All wheeled bin and sack collections are undertaken between the hours of 7am - 5pm, Monday to Friday.

Unfortunately, Streetscene cannot guarantee collection times so we ask that all residents place their bins out for collection by 7am on their scheduled collection day.

Number your bin

Please help our refuse and recycling crews and number your wheeled bins.

As well as helping to prevent theft, numbering bins assists crews when bins are left at collection points and rear access way collections.



Garden Recycling Scheme 2023

Why not join over 6,000 other residents and sign up for Urbasers Garden Recycling Scheme.

With fortnightly collections and a brown bin delivered to your property the service is easy and convenient.

For more information call Urbaser on **023 9399 0039**.

This information comes from Streetscene, in partnership with Urbaser Ltd. Search '**Streetscene**' on www.gosport.gov.uk for more information about our services.



WHAT WE WILL DO DURING A VISIT...

- 1 Identify any potential fire risks** and discuss how you can prevent or reduce the risk
- 2 Ensure you, or someone you refer to us, has working smoke alarms**
- 3 Fit carbon monoxide detectors where needed**
- 4 Help put together a household escape plan** and identify any mobility issues that may impede an evacuation
- 5 Issue fire retardant bedding, furniture throws and nightwear** where needed
- 6 Give basic advice** on topics such as falls prevention and smoking



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

CALL 023 8062 6751

community.firesafety@hantsfire.gov.uk

#safeandwell



WHO DO WE VISIT?

Do you - or someone you know - need our help?

- Those aged 65 and over
- Evidence of fire risk concerns such as burn marks on bedding or furniture
- Signs of hoarding or unsafe cooking practices
- Hearing, cognitive or mobility impairments
- Those who are substance or alcohol dependent



Barbecue safety

- Keep a bucket of water, sand, or a garden hose nearby for emergencies
- Follow the safety instructions provided
- Never use a barbecue indoors or in a tent
- Never leave a lit barbecue unattended
- Make sure your barbecue is well away from sheds, fences, trees, shrubs, garden waste, children, pets or garden games
- In public areas only use disposable barbecues where there are specially designated areas
- Use enough charcoal to cover the base of the barbecue but not more
- Empty ashes onto bare garden soil; not into dustbins or wheelie bins
- Never use petrol or paraffin to start or revive your barbecue; use only recognised lighters or starters on cold coals

Preventing mould

Mould can cause serious health issues if it is not addressed. Luckily, there are lots of simple techniques to prevent black mould from spreading in the home. Have a look at the top tips for keeping a mould-free home:

- Open curtains and blinds during the day
- Make sure window vents are left permanently open
- Wipe down moisture on windows to prevent mould growth
- Open windows to let fresh air inside, even during wet weather
- Close all doors when cooking or bathing
- Use extractor fans and open windows when cooking and bathing
- Place lids on pots and pans when cooking
- Heat your home to a constant minimum of 19-20°C
- Wipe down shower screen, tiles and mirror after use
- Dehumidifiers reduce moisture in the air
- Where possible, dry clothes outside
- Do not put damp clothes on radiators

Tenant Satisfaction Measures survey

Share your thoughts and help us improve our services and be in with a chance of winning £50 Morrisons voucher.

Further to the Government's Charter for Social Housing Residents: Social Housing White Paper (2020), The Regulator of Social Housing (RSH) has consulted on proposals for Tenant Satisfaction Measures (TSMs). The TSMs are designed to provide data about landlords' performance and the quality of their services. TSMs are intended to help tenants evaluate how their landlord is performing and where they need to improve.

Registered Provider landlords, including local councils, will have to demonstrate to the Regulator that the voices of their tenants are being heard and acted on. The proposed TSMs both include information measures such as health and safety compliance and tenant perception measures, to be collected through landlords' surveys.

The survey will be live from 14 July 2023.

You can access the survey online by using the QR code or visiting www.research.net/r/GBCTSM2023



There is an easy read version, which is available by contacting Emma Vanson, Neighbourhood Involvement Officer on **02392 545403** or via email emma.vanson@gosport.gov.uk

The survey will also be available in paper format from the Town Hall reception and local libraries.

Your thoughts and opinions play a vital role in helping us to shape the services we provide, so we would appreciate you taking the time to complete the survey.

If you would like more information about the Social Housing White Paper please visit www.gov.uk/government/publications/tenant-satisfaction-measures-standard

We're here to help!



Drop in sessions

- Tuesday 12.30-3.30pm
- Friday 9.30am-12.30pm

Telephone and email advice*

- Monday-Friday, 9am-4pm
*advice is not immediate

📍 Martin Snape House, 96 Pavilion Way, Gosport PO12 1GE

☎ 02392 52011

☎ AdviceLine: 09092787903

✉ advice@gosport.cabinet.org.uk

💻 citizensadvicegosport.org.uk

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



Notice boards

To provide updates and general information, you will see that Notice Boards are being installed at all the blocks in the Borough.

If you have any questions about this, please contact Emma Vanson, Neighbourhood Involvement Officer, **02392 545403** or email emma.vanson@gosport.gov.uk



Fire safety in communal areas

Following recent fires in our properties, we would like to highlight the importance of keeping all communal areas clear. This is essential to provide the safest exit possible in case of a fire.



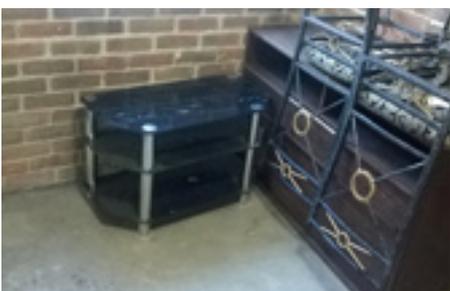
Our housing staff, and the community fire safety officer, have been visiting the blocks, to identify what actions can be taken, to allow for the safest exit route possible. The most helpful action is for residents to keep areas clear and to report any issues, as soon as they are spotted.

To help keep you and your community safe, please do not leave items in shared walkways, stairways and gardens.



Items can be bicycles, white goods, buggies, planters, door mats, toys, refuse bags and sometimes furniture – no items are permitted to be left in communal areas.

We understand that storage can be limited, but your safety is our main priority. As your landlord we have an obligation to ensure everyone can leave their property safely in an emergency situation.



The photos shown here are recently taken from communal areas around the borough. It really highlights the extreme nature of this issue and your cooperation is very much appreciated.

Report it



To report blocking of communal areas and rubbish being left, please call Housing Services on **02392 545665** or email **housingofficersgroup@gosport.gov.uk**

Thistle contents insurance

Your landlord does not cover your home contents and personal belongings. So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood. Limits and exclusions apply, a full policy wording is available on request.

Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?

Email tenantscontents@thistleinsurance.co.uk leaving your contact details and request a call back today!

Protect your belongings against fire, theft, flood and much more.

For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at www.thistleinsurance.co.uk/Privacy-Policy

Reasons to choose the Thistle Insurance Scheme:

- Apply over the telephone or complete an application form
- Covers theft, water damage, fire and many more household risks
- Covers tenants improvements (up to £2,000 or 20% of the sum insured)
- Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000)
- Covers damage to external glazing for which you are responsible for
- Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen
- You don't need to have special door or window locks (just a lockable front door)
- Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge)

SAVE ENERGY. SAVE MONEY. STAY WARM.

If you're worried about your energy bills, you may be eligible for an energy scheme to help reduce these bills.

Residents in Gosport may be able to benefit from:

- Free energy saving advice and in depth case support
- Free replacement of old white goods
- Free home insulation measures
- Free installation of solar panels and air-source heat pumps
- Grants for boiler upgrades

Households may be eligible for up to £38,000 worth of energy efficiency improvements if you are:

- On a low income or receive means tested benefits
- Living in a property with an Energy Performance Certificate rating D or below
- In a household not heated from a gas boiler

How to apply



Call the Hitting the Cold Spots number funded by Hampshire County Council on **0800 804 8601**. Switched On Gosport have a wide range of free services that offer households support and measures around the home, visit the website to see how they can help you switched-on-gosport.co.uk



Summer fun for young people

Plans are under way to make sure young people can take part in fun activities over the summer holidays, through the **Summer Passport** and other schemes.

Summer Passport, which offers free outdoor activities for secondary school students, is back from **25 July to 17 August**.



For the latest updates on the Summer Passport scheme, search '**Summer Passport**' at www.safergosport.co.uk

Or follow '**Gosport Passport Scheme**' on Facebook.

There's more information on services for young people at motiv8.org.uk

Follow '**Motiv8 South – Gosport and Fareham Team**' on Facebook.

Practical parenting advice and help

Parenting can be very rewarding, but it isn't always easy. It can be especially hard if your child is experiencing emotional or mental health problems, or their behaviour is challenging and you're not sure why or how to help.

If you are going through a tough time with your child, it's important to look after yourself. If you are struggling, speak to your GP or consider connecting with other parents who might be experiencing similar issues.

Click '**Parents and Carers**' at www.hampshirescp.org.uk for practical advice and help on supporting your child.

Coronation celebrations



There were many fantastic events around Gosport and Lee-on-the-Solent to celebrate the Coronation of King Charles III.

Along with official events and many street parties, we would like to share the wonderful celebration pictures from our residents in Seafield, Gloucester House and Fortune House.

Fortune House and Gloucester House had their own celebration of the Kings Coronation, much enjoyed by the many residents who attended.

“We all had a lovely time on coronation day, we enjoyed a sit down buffet, with great food. It was a really good afternoon.” Barbara, Annabel and Janet from Woodlands House.





Residents in Seafield celebrate Kings Coronation with Right Royal Bake Off.

Local charity Teentalk hosted a royal themed bake off competition, provided games and crafts, held a raffle and served a delicious buffet to mark the historic occasion for the local community at their venue, Seafield Community House.



South Coast Training



Bringing tenants together from the South Coast region for an informative and interactive day of training and networking.

Tenants have received training on a variety of subjects from welfare reform and tackling anti-social behaviour to Housing Law, mental health, and public speaking – learning both information and skills that enable them to get involved more and make a difference where they live.

An important benefit of South Coast Training is the opportunity it provides for residents to mingle with people from other towns and organisations, to compare issues and share ideas. The atmosphere is open, relaxed and friendly.

The networking amongst staff is another added benefit – we exchange our experience, seek and get advice and share the best practice amongst ourselves. We have become quite a community!

South Coast Training events are held at the Novotel hotel in the historic city of Southampton, a fantastic and easily accessible venue, only a short walk from Southampton Central Train Station and the National Express Coach Station. There is also convenient access by car, with parking available on site.

Lunch and refreshments are provided free of charge on the day. In addition, a contribution can be made towards delegates' travel fares and any dependant costs. Transport can be provided.

The event held on 22 April 2023 was a great success, with the next one scheduled for October.

If you would like to become a member of the Resident Opinion Panel and access this free training, please contact Emma Vanson, Resident Involvement Officer.

☎ 02392 545403

✉ emma.vanson@gosport.gov.uk

Spring and Summer Beauty

Children picking the whites of fairy wishes,
Blowing them in the air,
Hoping their dreams come true one day,
Only the white fairies know when and where,

The blossoms of spring on trees and all around,
So beautiful, as they drop to the ground,
Their beauty and colour have given so much,
As we look forward to new flowers, that we will see, smell and touch,

Bees on the flowers, the butterflies and birds passing by,
How beautiful the colours, as they see them from the sky,
Within it all, the rays of the sun,
Beaming down for all natures' life,

The warming of the summer, the touch of the rays on our skin,
Always wearing a hat, and applying the sunscreen,
Laying on the beach, children playing in the water and sand,
Then splashing water, and fun from the bucket in their hand,
Some, blowing large or small bubbles in the air,
Where they go, they ask, only the sun knows where,

**By the poet and author
Amanda A Smith
For my wonderful family**



Gosport Voluntary Action

How easy has it been for you to access health care?

How would you like your experience to be improved?

Will you share your ideas and help us turn the problems into opportunities?

Will you help us understand the barriers so that we can make a difference?

At Gosport Voluntary Action (GVA), we are working alongside NHS Hampshire and Isle of Wight on an exciting project to enable the voices of the people to be heard by health services in Gosport and Fareham.

The areas being looked into are high blood pressure (hypertension) and continuity in maternity care. We would love to hear any experiences of health inequality that you or someone you know have faced. Please contact us at sreya.chattopadhyay@gva.org.uk or text or leave a message on **07354 845191** to know more. If you would like to get involved, do reach out to us!

All information shared will be anonymised and kept confidential. A Core20PLUS5 Initiative.

DUSTBUSTERS

The Service Provides:

- Housework
- Laundry & Ironing
- Vacuuming
- Shopping
- Changing bed linen
- Cleaning windows

Affordable service

- A Minimum of 1 hour per week for the service payable directly to the cleaners at each visit. To ensure a continuous and reliable service we charge a monthly administration fee. Please call for current rates
- All Dustbusters are subject to references and enhanced DBS checks

www.gva.org.uk

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

T: 02392 601314 | E: jessica.gant@gva.org.uk | W: www.gva.org.uk

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.



Communal aerials

Do you live in a block? If so, please spare a few minutes to answer the following questions. This survey is being carried out to understand the need for communal aerials and whether any savings can be made.

Do you use the communal aerial? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Who is your internet provider?	
How do you access your television service?	
Where do you live?	

Return by post

You can tear off this page and free post using the following address:

 FREEPOST Plus RTHS-RGCZ-ATBU
Gosport Borough Council
Town Hall, High Street
Gosport, Hampshire, PO12 1EB

Call or email us your answers

Call Emma Vanson and give the results over the phone, alternatively you can take a picture of your answers and email them:

 02392 545403
 emma.vanson@gosport.gov.uk

Completing this survey is important, it will help us make decisions about the future of communal aerials.



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 excrement	08000 198 598
Access for the Disabled	01329 824823	Elections/Electoral Register	023 9254 5218/5227
Allotments	08000 198 598	Food safety	01329 824399
Beach Huts	023 9254 5564	Fraud – Benefit fraud hotline	023 9254 5545
Benefits	023 9254 5325	Freedom of Information	023 9254 5340
Building Control Partnership	01329 824823	Garden waste – green sacks	08000 198 598
Building Regulation Applications	01329 824823	Grass cutting	08000 198 598
Bus Passes	0300 555 1376	Health and Safety at work	01329 824339
Business Rates	023 9254 5470	Highways	0300 5551388
Business Enquiries	023 9254 5723	Housing repairs	0800 028 0835
Citizens Advice Gosport	023 9252 0112	Land Charges	023 9254 5221
Car Parks	08000 198 598	Licensing	01329 824399
Cashiers	023 9254 5334	Parks and open spaces	08000 198 598
Cemetery	08000 198 598	Pest control	01329 824399
Charitable collection of money (Licensing)	01329 824399	Planning enquiries	023 9254 5382/5483
Civic Events	023 9254 5202	Pollution	01329 824399
Community Safety	023 9254 5421	Public conveniences	08000 198598
Conservation & Design Buildings conversion	023 9254 5483	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
Dog control	01329 824 823	Voting	023 9254 5227/5218
		Wild grounds	08000 198598

SUMMER

WORD SEARCH

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

HOLIDAY
SUNSHINE
SAND
LAUGH
QUEST

CAMPING
PARADISE
SPLASHING
PARTY
DAWN

SEESAW
SEASHELLS
GARDEN
FLOWERS
LOLLIPOP

BEACHES
WATER
BEAUTIFUL
SLIDE
PLAY

