



At Your Service

Newsletter for tenants and leaseholders

Winter 2023 Edition

in this issue

**A message from
Councillor Sue Ballard**

Page 3

**Beware of 'no win
no fee' claims for
housing disrepair**

Page 7

Noise nuisance

Page 11

Universal Credit update

Page 15

**Follow us on social
media**

Page 18

**Book your Christmas
tree collection**

Page 21

**Rubbish and recycling
collection calendar 2024**

Page 22

Christmas crossword

Last page



Fire risk
What you
need to know

Pages 12-13

Saving money and energy this festive season

Page 8



Follow **Gosport Borough Council** on
Facebook and **X** (formerly known as Twitter)

Council services and public access to the Town Hall

Town Hall

The Town Hall is open Monday to Friday, 9am to 5pm. Please note the cashiers' desk will close at 4.45pm.

The Town Hall will close to the public at 5pm on Friday 22 December.

The council will be closed to the public from Monday 25 December and reopen on Tuesday 2 January 2024.

In-person appointments

Book an essential in-person appointment at the Town Hall by calling:

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

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

Follow us

Sign-up to the Gosport Borough Council webpage for latest news and updates.

Visit **Gosport Borough Council** on **Facebook** and **X** (formerly known as Twitter).

 www.facebook.com/safergosport

 www.facebook.com/discovergosport20

 www.facebook.com/GBCStreetscene

Useful contacts

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

Neighbourhood Housing Officer

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**

Older Persons Services Team

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**

StreetScene

You can report 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

Housing Advice Team

If you are homeless, threatened with homelessness or need help to find accommodation call our Housing Advice Team on **023 9254 5476**

Accommodation and Lettings Team

If living in temporary accommodation allocated by the Council call the Accommodation and Lettings Teams on **023 9254 5525**

Housing Advice Team

If you have a query about the allocation of a property or housing register assessment call the Housing Advice Team on **023 9254 5476**

Hampshire County Council

You can report issues regarding roads, street lamps and traffic lights by calling Hampshire County Council on **0300 555 1388** or at www.hants.gov.uk/highways



A message from Councillor Sue Ballard

Chair of Gosport Council's Housing Board

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

This summer there has been a number of fantastic, free community events for residents, across the borough. These were well attended, and it was great to see the community coming together and enjoying everything on offer.

We also saw some excellent entries for Gosport in Bloom. In particular, Teen Talk, who took the prize for best newcomer and the residents of Chilworth Grove, who scooped three awards.

Spinnaker View is now complete and residents have moved in, they are settling in well and enjoying the security and care being offered by this facility. With Spinnaker View offering sixty flats, many council residents have been able to move here, which made 23 properties available to families on the housing waiting list.

On a more serious note, please take the time to read the article on pages 12–13 about fire safety and communal areas.

It is essential that residents understand the importance of keeping communal areas clear of any obstructions, to prevent the risk of fire and maintain a safe exit route.

For all those who enjoy keeping in touch with what's going on in Gosport, please sign-up to the social media pages for Gosport Borough Council. It's a great way of finding out about local events and changes, which might affect you and your community.

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

Follow us at twitter.com/GosportCouncil or facebook.com/GosportBC

Welcome to the Neighbourhood Management Team

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

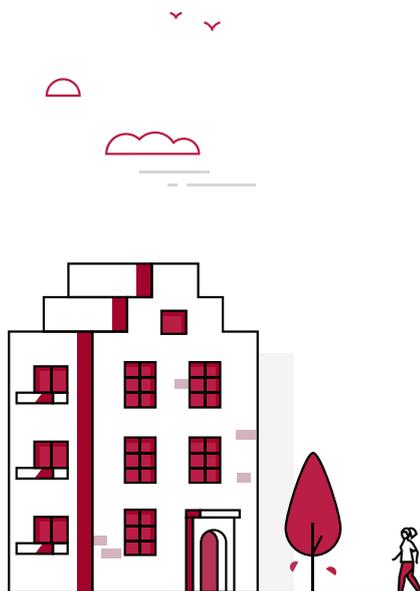
Area 4

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.

Beware of 'no win no fee' claims for housing disrepair

We are seeing a rise in the number of customers being contacted by companies offering a 'no win no fee' service for a housing disrepair.

Agents for some legal firms are targeting council tenants across the country, encouraging residents to make disrepair claims with promises of large sums of compensation.

But the reality is, even if claims are successful, tenants are often left with just a small fraction of money paid in damages, and in some cases instead face huge legal bills, and the stress of going to court for nothing. Some Gosport residents, who have communicated with these external companies, have experienced great difficulties and report 'they wish they hadn't got involved with the claims companies'.

As your landlord we ask that any tenant with a housing repair speak with us first. You will not have a claim (for most types of disrepair) unless it is reported and we as your landlord have failed to resolve the issue in a reasonable amount of time.

As a council tenant you do not need to go through any other organisation to report a repair, please report it to us in the first instance.

The correct way to report repairs

You can report non-urgent repairs by calling Kier on the free-phone **0800 028 0835** or by emailing **gosport.repairs@kier.co.uk**

Any emergency repairs, including boilers, can also be reported on the free-phone on **0800 028 0835**, available 24 hours a day.

If you have any questions about reporting repairs, please contact Property Services at **property.services@gosport.gov.uk**

If we, as your landlord, fail to remedy the disrepair the following process should be followed:

- Make a complaint in the first instance (GBC have a complaints process and this actually forms part of the housing disrepair protocol);
- If this does not remedy the repair there is an option to escalate the complaint to the Housing Ombudsman, who will investigate the matter. In appropriate cases where a tenant does have a viable claim tenants can obtain higher levels of damages than going through 'no win, no fee' companies.

Any legal action should always be a last resort.



Saving Money and Energy this Festive Season

10
top
tips

1. Turn down the heat

The ideal temperature is somewhere between 18°C and 21°C, and the general principle is that for every degree you turn your heating down, you could save around £80 a year.

2. Keep the lids on

Keeping the lids on your pans during cooking uses 10% less energy – and helps food cook quicker.

3. Choose the right lights

Incandescent bulbs can cost up to 83% more than LEDs. Upgrading to LEDs could save you money and will give you an impressive 25,000 hours of festive glow compared to 1000 hours if you stick with incandescents. Also limit the hours when decorative lights are turned on to special moments, reducing the energy they use when no one is in the room.

4. Travel safely to save energy

Reducing the amount you use your car over the festive season is a sure way to save fuel and money, but if you do need to travel there are simple tips to save energy especially in stop-and-go traffic.

5. Turn things off at the plug

Especially during the festive season we are more likely to have all manner of electrical items plugged in and on stand-by and they will use more power than you think. You could save £35 a year just by regularly turning things off at the wall.

6. Give presents that don't require electricity

Gifts such as sports equipment, art supplies, non-electric toys, memberships or subscriptions are just some ideas.

7. Wash clothes at 30 degrees

The holidays can generate even more laundry. Be sure to wash your Christmas jumper, that festive tablecloth and just about everything else at 30 degrees – it uses less energy than higher temperatures and could save you around £10 a year and reduce your carbon emissions by 12kg.

8. Don't let guests linger at the door

If you're throwing a Christmas party, get your hellos, goodbyes and Christmas well-wishes done and dusted before you open the outside door and keep the heat inside where it belongs.

9. Sort it out sustainably

Remember to sort through your festive waste to make sure everything that can be recycled gets into the right container.

10. Zero waste

Most wrapping paper isn't recyclable (it may be laminated with plastic or have metal or foil). It is estimated in the UK that we'll throw away up to 227,000 miles of wrapping paper – that's enough to reach the moon!



Mental Health and Money Support

Citizens Advice Gosport

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

☎ 023 9252 0112

💻 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.

☎ 023 9258 3396

💻 www.gva.org.uk

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

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

Solent Mind General Enquiries

☎ 023 8202 7810

✉ info@solentmind.org.uk

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:

☎ 023 8038 3920

💻 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



Free digital training for residents

Hundreds of local people are getting up to speed with today's online world thanks to a Gosport Borough Council project.

Residents are getting free training to help them keep up, as more and more aspects of everyday life go online.

The training will give them the skills they need for day-to-day online tasks such as banking, booking a GP appointment, looking for a job or helping children with homework.

The training is aimed at older people in council sheltered housing schemes, homeless individuals and families in council hostels, and residents in the borough's Rowner area. Training is being given one-to-one or in groups.

The council has commissioned the charity, Citizens Advice Gosport, to carry out the training at its six sheltered housing schemes and two hostels. The council is also funding training by the Rowner Community Trust at the trust's new digital hub in the Nimrod Centre.

When the project is over, 13 laptops and five tablets will be donated to sheltered housing schemes and hostels so residents can share them. Volunteers will be recruited to keep residents supported.

Cllr Peter Chegwyn, Leader of the Council, said:

“With more and more everyday activities going online, people can feel left behind – especially if they're older or on lower incomes. This project will help lots of local residents to be more confident using digital technology and take part more fully in today's digital world. The training is proving very popular at all the places where we've offered sessions so far.”

The project will run until March 2024. It has received more than £63,500 from the UK government through the UK Shared Prosperity Fund (UKSPF). It is part of a wider programme being developed to boost digital skills, funded by the UKSPF.

The UKSPF is a central pillar of the UK government's levelling up agenda and provides £2.6 billion of funding for local investment by March 2025. The fund aims to improve pride in place and increase life chances across the UK investing in communities and place, supporting local business, and people and skills.

Noise nuisance

It is a fact of life that we all make noise, whether by talking to other people, playing music, driving cars, barking dogs, DIY or just going about our daily business. No house is completely soundproof and everyone should expect some noise from people around them. People's sensitivity to sound varies, what one person considers is quiet others may think is noisy and annoying.

What you can do yourself

If you are being disturbed by noise from a neighbour, consider approaching him/her to explain politely that you are being troubled by noise. Often an immediate approach by us can lead to a breakdown in relations between neighbours, it is often better to try to solve the problem between yourselves first.

You may find this difficult, but often people are unaware that they are causing a problem, and most will be glad to do what they can to help. Only engage with your neighbour if you feel comfortable doing so.

If the problem persists, keep a record of the times you have spoken to your neighbours and copies of any letters you write. You should keep a diary of the dates and times the nuisance occurs, how long it lasted and the effect it has on you.

This will provide the first level of evidence if any subsequent legal action is needed. Be careful to make a record as events happen, not sometime later and try not to exaggerate.

If the problem persists, speak with your Neighbourhood Housing Officer. Our approach will be to support you with the matter, to engage with the neighbour and aim to reach a position where the matter is resolved in a peaceful way. There are various steps, which your Neighbourhood Housing Officer can take, they can discuss this with you.

If the nuisance is still continuing a more formal approach can be taken, your Housing Officer will liaise with Environmental Health and guide you through the process. Your Housing Officer's number can be found on pages 4 and 5.

Noise/Anti-Social Behaviour Incident Diary

Example of how to keep a log of noise nuisance

Name:		Reference:		
Contact number:		Date for return:		
Your Address:		Signature:		
Address/location being complained about:				
Date	Start time	Finish time	Type of Noise	Effect
27/1/02	12.05am	01.30am	Loud music	Woke me up - couldn't sleep until 2.00am
29/1/02	09.00am	12.30am	Hammering and banging	Could not hear television unless on full



Fire Safety

Zero tolerance now in place

What to do if a fire starts in your flat

- Leave the property, closing all doors behind you
- Leave the building via the closest exit
- Wait somewhere safe away from the building
- Call **999**

What to do if a fire starts elsewhere in your building

- Stay inside your home
- Close all doors and windows
- Wait for the Fire Services to arrive
- Follow instructions given by the Fire Service

Fire safety tips for your and others safety

Do not

- ✗ Smoke in communal areas
- ✗ Prop open doors
- ✗ Obstruct communal areas
- ✗ Keep gas bottles or similar in your flat
- ✗ Put any lighted objects into rubbish chutes or bins
- ✗ Leave cooking unattended
- ✗ Overload electrical sockets

Always

- ✓ Carry out a weekly check on your hardwired smoke detector. If you do not have at least one in your flat, please contact property services
- ✓ Allow us to carry out regular gas and electricity checks
- ✓ Ensure candles or cigarettes are properly extinguished

If you have any questions, please call Property Services on **023 9254 5289**

Communal areas and fire safety

We need your help to keep communal areas free of rubbish or personal items. Items in communal areas could be used by an arsonist to start a fire. Or they could block your escape if fire breaks out.

If communal areas aren't kept clear, then we will take action, for your safety.

We will monitor the situation in all our blocks, and anything that could cause a fire hazard could be removed without warning and destroyed.

What you can do

Remove anything of yours from the communal area. Bin liners should be kept inside your property until you can dispose of them in the communal bin.

It is your responsibility to dispose of your household waste and bulky waste items correctly.

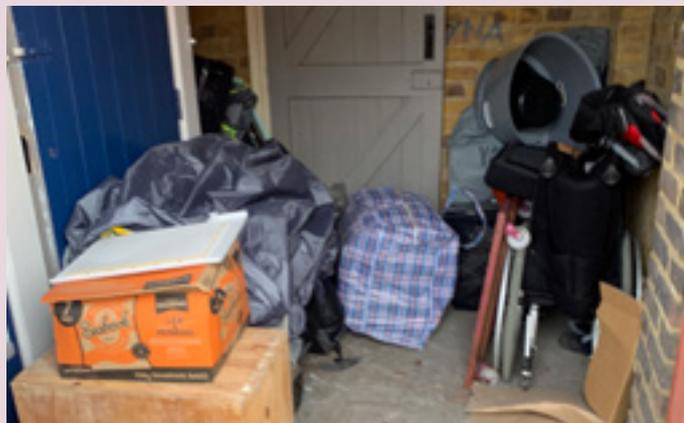
If your bulky item is still usable you could donate it to a local charity or sell it. Some charities collect items free of charge, or you may be able to sell/donate items on social media market places.

Could a scrap metal company take your unwanted white goods. Check online for local scrap dealers who may pick up items for free.

Useful pages and links

Search '**Donating your bulky waste items**' on www.gosport.gov.uk

Search '**Smart Living**' on www.hants.gov.uk



Household Waste Recycling Centre

Take items to the household waste recycling centre (booking required).

For more information and to book a slot search '**Household Waste Recycling Centre**' on www.hants.gov.uk

Streetscene

Streetscene offer a bulk waste collection and disposal service with a contribution charge.

Item costs and descriptions:

Cost of GBC collections:

1 Item £30.00

2 Items £45.00

3, 4 or 5 items £70.00

Over 5 items by arrangement.

A reduced charge of 50% of the above costs may apply to residents receiving pension credit, income support, jobseekers allowance, disability or attendance allowance. For clarification of benefits and allowances that qualify for a 50% reduction, please contact streetscene. Proof of benefit to be made available upon payment.

Streetscene can be contacted by:

☎ 08000 198598

✉ streetscene@gosport.gov.uk

Please remember to arrange your own contents insurance

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**.

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)

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

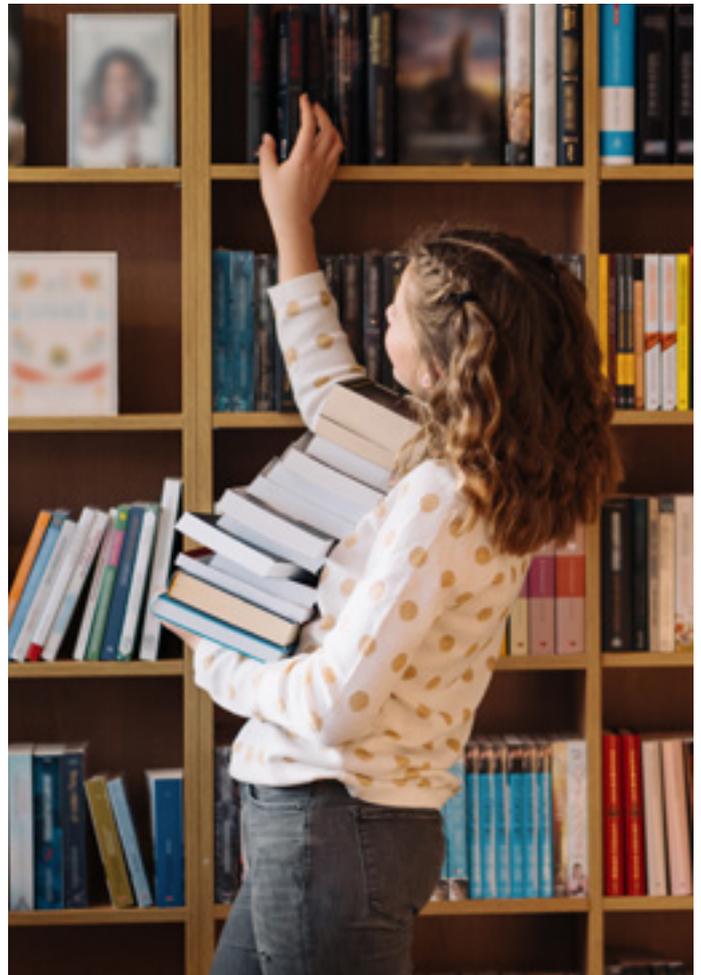
Home library service

If you can't get to the library due to ill-health, disability or caring responsibilities, the library can come to you. Hampshire County Council's free home library service can arrange for you to have your library books delivered to your home on a regular basis.

The service offers books in standard and large print and also has a wide range of audio books in different formats. If you would like to borrow a particular title from Hampshire's stock, they can get it for you.

If you're interested in using the service you just need to fill in an enquiry form and the service will contact you by phone or email to assess your eligibility. The enquiry form is online, search '**home library service**' at www.hants.gov.uk. You can also ask about the service at your local library or call **0300 555 1387**.

You'll be matched with a volunteer who will visit you and exchange the items you have borrowed usually at least once every four weeks.



Universal Credit update

Universal credit is available for those who are eligible and require assistance with living costs. The migration for Housing Benefit customers to Universal Credit is well underway.

- DWP started issuing Migration Notices to Tax Credit customers on 23 August, so that customers could prepare to make their claim to Universal Credit from 4 September which is the official date that Hampshire went 'LIVE' on Move to Universal Credit.
- Each customer will have three months and one day in which to migrate to UC.
- A UC migration helpline number is included on the notice letter, where a dedicated DWP 'Move to UC team' will be available to talk customers through the move journey.
- The Move to UC team are unable to provide benefits or income maximisation advice; customers should therefore contact Citizens Advice for support.

Macmillan Coffee Morning

One of the most successful charity events in Great Britain is the Macmillan Coffee Morning.



The first Macmillan Coffee Morning happened way back in 1990. It was a rather small affair with a simple idea: guests would gather over coffee and donate the cost of their cuppa to Macmillan in the process. It was so effective, it was done again the following year – only this time nationally. Since then, Coffee Morning has raised over £310 million for Macmillan.

Having a Coffee Morning is the perfect chance to catch up over a cuppa and a slice of something delicious for a great cause. One in two of us will face cancer, and the money we raise at your Coffee Morning will help everyone with cancer to live life as fully as they can.



It may be called a Coffee Morning, but you don't need to feel limited to serving coffee and cakes. You can serve delicious teas, summer drinks and your bakes can vary from savoury delights, such as pork pies, soft pretzels or spanakopita, to sweet treats, like coconut blondies and custard doughnuts. The list is endless!

The best thing about Macmillan's Coffee Morning is that it can be organised in any way you want.

For example, Macmillan is encouraging people to set up an event wherever they want, be it your home, garden, driveway, or even online.

It doesn't even have to focus just on coffee and can instead come in the form of a barbeque, a lunch, and include activities like a quiz.



We organised a small event within Gosport Borough Council and we were very lucky to have raised £167.

Thank you to everyone that donated cakes and pennies to enable it to be a success.



Burnhams Walk planting event

On Friday 27 October 2023 local residents around the White Lion Walk estate were invited by Councillor June Cully and Councillor Alan Durrant to a planting event in Burnhams Walk.

Some of the planters have recently been repaired and it was an opportunity to tidy up the area and put in new plants.

It was great to see local people getting involved and supporting the local community.



The before



Breast Cancer Now Afternoon Tea

Every 10 minutes someone in the UK hears the words “you have breast cancer”. Afternoon Tea is one of Breast Cancer Now’s longest running and most loved fundraising campaigns.

This October, GBC held an event to raise awareness of breast cancer and raise money for people affected by breast cancer.

We had quizzes including guess the number of teapots, cake/ biscuits anagrams and guess the weight of the cake – the winner won the cake! We were delighted to raise £85 and this was then matched by a former GBC worker, so a total of £170 was donated.

Follow us on social media

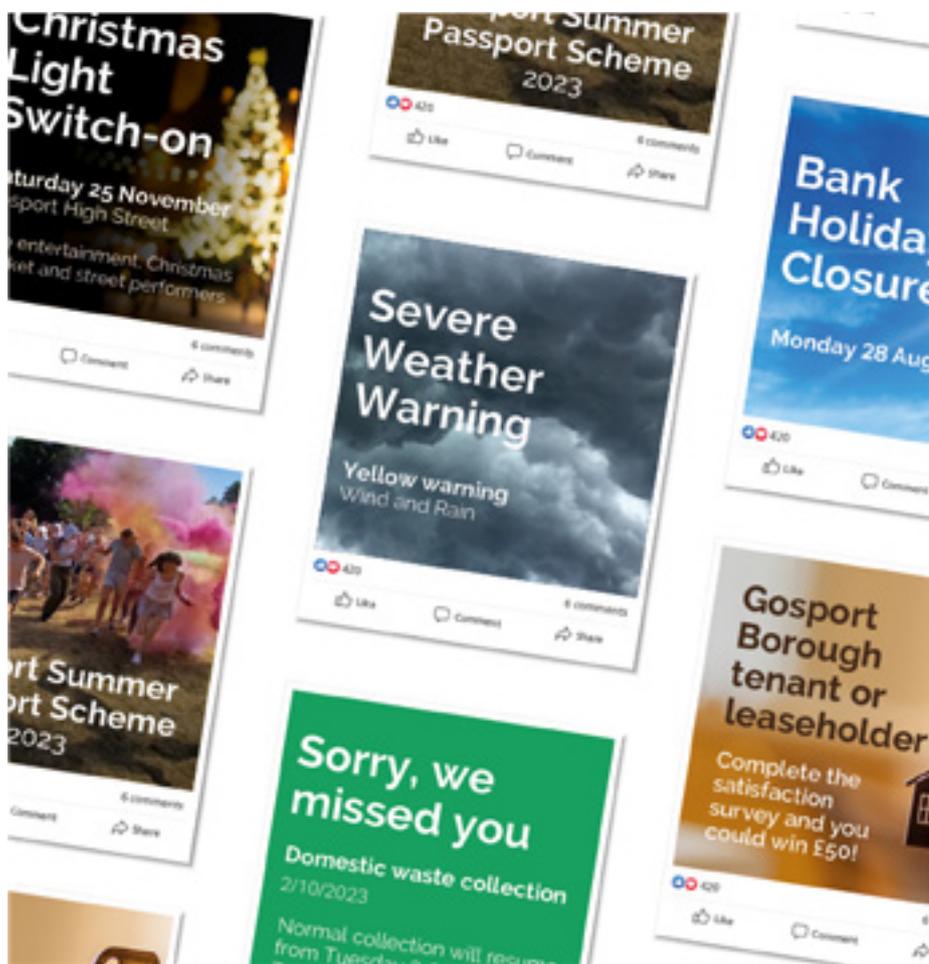


If you have social media, please sign-up to the Gosport Borough Council webpage for latest news and updates.

Visit Gosport Borough Council on Facebook and X (formerly known as Twitter).

Some useful links for Facebook:

- Discover Gosport at www.facebook.com/discovergosport20
- Safer Gosport at www.facebook.com/safergosport
- Streetscene at www.facebook.com/GBCStreetscene
- Search Alver Valley County Park on Facebook



New-look market

Helping Gosport town centre regeneration.

Gosport's high street market is to be revamped with more stalls, entertainment and special themed events.

The market, which runs on Tuesdays and Saturdays, will keep its current stallholders.

But a new operator has been brought in by Gosport Borough Council, with the aim of bringing in more traders, boosting the market's popularity and introducing new ideas.

Anchored in Gosport are our new providers.

For updates on future events please follow 'Anchored in Gosport' on social media and our 'Discover Gosport' website.



Local Resident News

Congratulations to Teentalk on receiving the Gosport in Bloom award for Best Newcomer.

Hayley commented 'it was a great evening and we were so happy to receive an award on behalf of everyone involved in the growing project'.

The residents of Chilworth Grove were also successful in achieving Best community/neighbourhood group and a bronze award for Best Street. One resident was also successful in winning the best front garden.

Congratulations to all of these residents.



Snow Dream Fun

Snowflakes dropping lightly upon trees,
bushes and pavement floors,

Gardens once green, forests too,
wild and pure.

The breath of winter, harder it blows,

Again and again till the deep white
snow glows.

Pure, covering recent bore trees,

Glistening and shining, the heavens show.

Little ones asking to go out and play.

Now wrapped up warm, then mum
saying 'okay!'

Homemade sleds, here they go!

Pushing each other down small and
big hill, such a thrill.

Gloves holding snowballs, ready to throw,

Found a friend, then there it goes.

So much fun, an Angel idea,

The children lay on the snow and
waving around making them appear.

Hours of fun soon pass so quick,

Time to come home, warm food and a bath.

Sleep from play, falling asleep,

Wrapped up warm dreaming of snow
that will keep.

Children not knowing of dangers
from snow fall,

So stay safe, drive careful, while
walking to you all.

By Amanda A Smith

Worried about someone sleeping rough?

No one should have to sleep rough. You can help change someone's life by making an alert to local support services through StreetLink.

What is StreetLink?

StreetLink is a platform that enables you to alert local authorities and outreach teams to someone sleeping rough, so that they can locate and provide them with needed support. This includes anyone who is sleeping outside, preparing to bed down, or sleeping somewhere not designed for habitation, such as a car.

How does it work?

To make an alert through the website, follow these 3 simple steps:

1

Locate

Send a pin of where you've seen someone sleeping rough

2

Describe

Give as many details as possible to help services identify them

3

Submit

Your alert will go to local support services who will go out to find the person



Scan the QR code or visit <https://thestreetlink.org.uk> to make an alert about someone sleeping rough

Stay connected with us



#BeTheLink

MEND & TEND

Enabling you to maintain your home and garden



Self-employed
decorators &
handy-workers
wanted



Jobs include:

- Inside painting & decorating
- External painting
- Wallpapering
- Putting up curtain rails
- Mending fences
- Installing grab & stair rails
- Minor plumbing
- And more...

Gosport Voluntary Action, 96 Pavilion
Way, Gosport Hants, PO12 1FG

For further information, please contact

023 9250 3871

emma.may@gva.org.uk

www.gva.org.uk

FLEXIBLE ROLE
£12
PER HOUR
MONDAY - FRIDAY

DBS check required

Mend and Tend is a not-for-profit DIY and gardening service for residents of Gosport who are older, vulnerable and/or have a disability.



Befriending



Do you like a
chat?



Do you have:

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

As little as
an hour a
week is all it
takes!

Scan the QR code to see our
volunteer opportunity



For further information, please contact

023 9260 4686

laura.drew@gva.org.uk

www.gva.org.uk



Community Support Volunteers Needed



Could you:

- Help with letter writing/filing in forms?
- Help someone complete a benefits check?
- Support someone to access vital services?
- Support someone to attend meetings/appointments?

Join our
Advocacy
Team
today!



Scan the QR code to see our
volunteer opportunity

For further information, please contact

023 9260 4686

laura.drew@gva.org.uk

www.gva.org.uk



Book your Christmas tree collection

Our free Christmas tree collection service will take place between 15-26 January 2024.

Contact Streetscene to book your collection by emailing streetscene@gosport.gov.uk or calling 08000 198598.

Tree must be clearly visible at the front of the property by 7am on the booked day, free of decorations, and may be collected anytime between 7am-5pm.

For more information on our services visit www.gosport.gov.uk/streetscene

Rubbish and recycling collections 2023/2024

November 2023					December 2023					January 2024					February 2024					March 2024				
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					1	1	2	3	4	5				1	2					1
6	7	8	9	10	4	5	6	7	8	8	9	10	11	12	5	6	7	8	9	4	5	6	7	8
13	14	15	16	17	11	12	13	14	15	15	16	17	18	19	12	13	14	15	16	11	12	13	14	15
20	21	22	23	24	18	19	20	21	22	22	23	24	25	26	19	20	21	22	23	18	19	20	21	22
27	28	29	30		25	26	27	28	29	29	30	31			26	27	28	29		25	26	27	28	29
April 2024					May 2024					June 2024					July 2024					August 2024				
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						1	2	3	4	5				1	2
8	9	10	11	12	6	7	8	9	10	3	4	5	6	7	8	9	10	11	12	5	6	7	8	9
15	16	17	18	19	13	14	15	16	17	10	11	12	13	14	15	16	17	18	19	12	13	14	15	16
22	23	24	25	26	20	21	22	23	24	17	18	19	20	21	22	23	24	25	26	19	20	21	22	23
29	30				27	28	29	30	31	24	25	26	27	28	29	30	31			26	27	28	29	30
September 2024					October 2024					November 2024														
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F					
					30	1	2	3	4					1										
2	3	4	5	6	7	8	9	10	11	4	5	6	7	8										
9	10	11	12	13	14	15	16	17	18	11	12	13	14	15										
16	17	18	19	20	21	22	23	24	25	18	19	20	21	22										
23	24	25	26	27	28	29	30	31		25	26	27	28	29										

Non-recycling (black bin) week
 Recycling (green bin) week

Collections usually due on this date will be a day later

Christmas tree collections
 15 to 26 January. Please contact StreetScene on 08000 198 598 to book yours.



BIN COLLECTIONS WE NEED YOUR HELP

PLEASE

- ✓ Put bins out for 7am
- ✓ Place on the boundary of the property
- ✓ Clearly number your bins
- ✓ Where you park matters
- ✓ Let us know about damaged bins



08000 198598
 streetscene@gosport.gov.uk
 Gosport Borough Council - Streetscene
<https://www.gosport.gov.uk/streetscene>

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

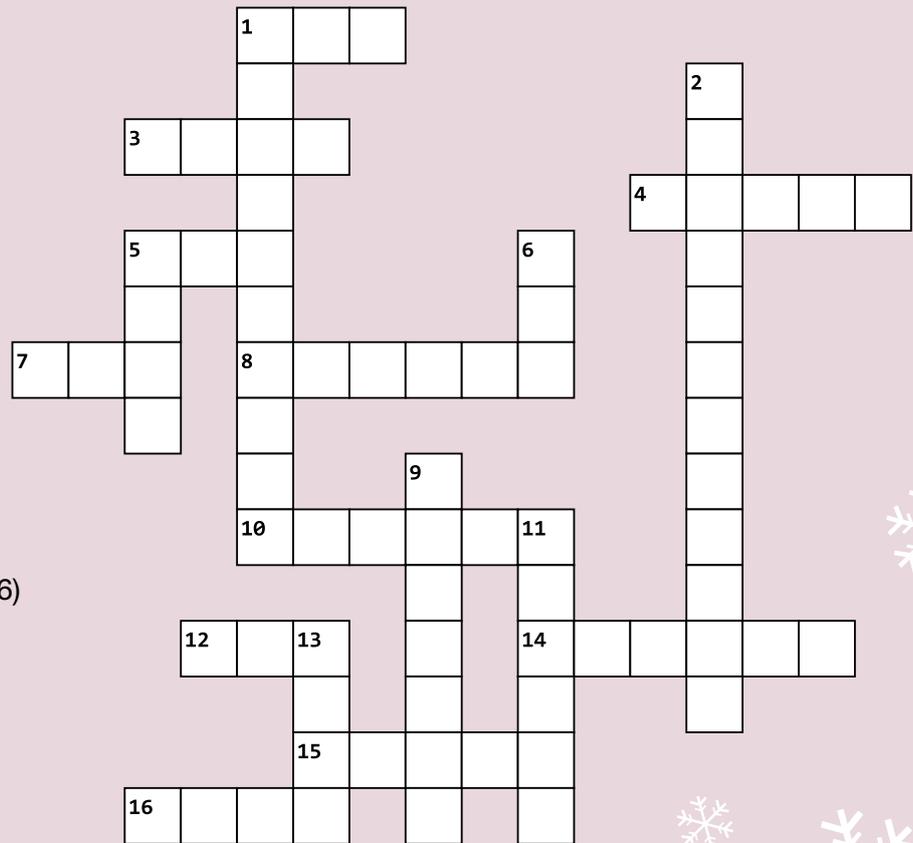
Winter Crossword

Across

- Nervous movement (3)
- Styles (4)
- Christmas vocals (5)
- Tone of colour (3)
- Place to stay (3)
- Chilly and Fragile (6)
- Tins of (6)
- Christmas (3)
- Flightly tree dwellers (6)
- Special person (5)
- No charge (4)

Down

- Who brought gifts (5,5)
- Spirited pudding topper (6,6)
- Decorations have been (4)
- The night before (3)
- Happy seasonal time (7)
- The night sky is (6)
- Log (4)



Brandy snaps recipe

You'll need:

- 50g Golden caster sugar
- 50g Golden syrup
- 50g Butter
- 1 tsp Lemon juice
- 1 tsp Brandy
- ½ tsp Ground ginger

What to do:

- Preheat the oven to 180°C/160 fan/gas mark 4 and prepare two baking trays with baking parchment.
- Put the butter, sugar and golden syrup in a saucepan and heat gently until the butter and sugar have melted. Put the flour and ginger in a bowl and make a well in the centre. Add the lemon zest and juice and the brandy. Pour in the butter mixture and gradually beat it into the flour until the mixture is thoroughly combined.
- A heaped teaspoon is enough for one cigar Brandy Snap, dollop 3–4 heaps of mixture onto the baking tray. Cook in batches for 8–10 minutes until set, golden brown and lacy in appearance. Leave for a minute before shaping.
- To make cigars, oil the handle of a wooden spoon and wrap the brandy snap around. Transfer to a cooling rack.
- Pipe whipped cream into the cigars or use the baskets or cones for ice cream and berries. If not using straightway, store in an airtight container for up to 5 days.



Crossword answers:
Across: 1.Tic, 3.Vary, 4.Carol, 5.Hue, 7.lim, 8.alcive, 10.Sweets, 12.Day, 14.Angels, 15.Lover, 16.Free,
Down: 1.Three kings, 2.Brandy Butter, 5.Hung, 6.Eve, 9.Festive, 11.Starry, 13.Yule.