



Gosport Borough Council  
A Housing Services Production

# At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Spring 2017 Edition

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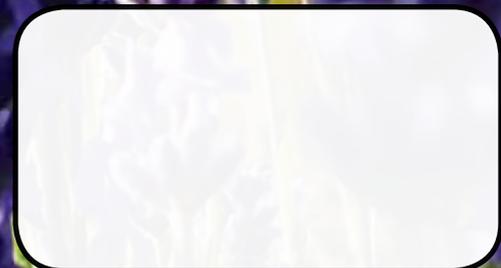
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## Welcome to the Spring issue...

Residents  
Approved



**GOSPORT**  
Borough Council

# USEFUL CONTACTS

It is important that we connect you to the correct department or person when you contact us.

- If you are a council tenant and need to speak to your housing officer or a member of the **tenancy management team** please call **023 9254 5665**.
- If you need to speak to someone about your **rent account** please call **023 9254 5207**.
- If you live in **sheltered accommodation** or need to speak to someone about your **lifeline pendant** please call **023 9254 5453**.
- If you are **not a council tenant** and want to speak to someone because you are threatened with **homelessness** or need help to find accommodation please call **023 9254 5476**.
- If you are **not a council tenant** and are living in **temporary accommodation** allocated by the council please call **023 9254 5586**.
- If you are on the **Housing Waiting list** or have a query about the **Choice Based Lettings** scheme please call **023 9254 5682**.



## YOUR HOUSING OFFICER

### 1. Anglesey (Ash Close and Baronsmere), Bridgemary South, Christchurch and White Lion Walk estate (Town)

Rachel Seymour – 023 9254 5275  
rachel.seymour@gosport.gov.uk

### 2. Brockhurst, Forton and Leesland

Roz Weaver – 023 9254 5356  
roz.weaver@gosport.gov.uk

### 3. Lee on the Solent and Town (not White Lion Walk estate)

Carol Leader – 023 9254 5359  
carol.leader@gosport.gov.uk

### 4. Privett and Rowner & Holbrook

James Sibley – 023 9254 5522  
james.sibley@gosport.gov.uk

### 5. Bridgemary North, Elson and Peel Common

Syed Haque – 023 9254 5273  
syed.haque@gosport.gov.uk

### 6. Anglesey (Clayhall area) and Bridgemary South

Helen Wort – 023 9254 5275  
helen.wort@gosport.gov.uk

# USEFUL CONTACTS

## REPAIRS



You can report any repairs to our repairs contractor Kier in the following ways by:

- Telephoning Freephone number 0800 028 0835.
- Reporting emergency repairs (including boilers) 'out of office' hours by telephoning 0800 028 0835.
- Texting non urgent repairs on 07786 204386.
- Emailing non urgent repairs to [gosport.repairs@kier.co.uk](mailto:gosport.repairs@kier.co.uk)
- Clicking on the Kier repairs app. This can be downloaded via Apple, Android or Blackberry app stores; once you have downloaded the app register with passcode 1789.

## GROUNDS MAINTENANCE ISSUES



You can report any grounds maintenance issues such as grass cutting and street cleansing to Streetscene by:

- Telephoning free phone 08000 198 598.
- Emailing [streetscene@gosport.gov.uk](mailto:streetscene@gosport.gov.uk)



If you come across any issues with debris in the road, pedestrian crossings, pot holes, street lamps and traffic lights please contact Hampshire County Council Highways department by:

- Logging onto [www.hants.gov.uk/highways](http://www.hants.gov.uk/highways)

## HOW TO CONTACT THE POLICE

You should telephone 101 to report a crime and other concerns that do not require an emergency response.



For example:

- Your car has been stolen.
- Your property has been damaged.
- You suspect drug use or dealing in your neighbourhood.
- To report a minor traffic collision.
- To give the police information about crime in your area.
- To speak to the police about a general enquiry.

You should always telephone 999 when it is an emergency.

For example:

- When a crime is happening.
- Someone that is suspected of a crime is nearby.
- When there is danger to life.
- When violence is being used or threatened.

## EASTER CLOSURE

The Town Hall will close for Easter at 5pm on Thursday 13th April and will reopen at 9am on Tuesday 18th April.

If you need to contact the Town Hall in an emergency during this time please telephone **0800 028 0835** where our 'Out of Hours' team will be able to direct you to the right person.



## Taking Housing Forward

Change Programme

### TIME FOR CHANGE...

The Housing Services Review has reached the end of consultation and in late January - early February we presented the final proposals to the housing services teams, members, stakeholders and tenants from the Customer Opinion Panel.

We are now implementing the changes and embedding the new structure. That needs careful planning and the changes will be introduced through several phases to ensure we minimise disruption to our customer service and support the teams as they move into the new structure.

The initial phase of the implementation is underway and includes moving staff into new roles where their current roles are matched to new roles, running selection processes for new roles, putting in place arrangements for the shared specialist's services with Portsmouth City Council and developing the training and support for teams to work differently.

We have met all the timescale we set out to the housing teams and continue to move at pace. Our aim will be to have the main structural changes completed by early April.

We will provide more detailed communications to you to ensure that you are aware of your key points of contact in the service. At this stage it remains very much business as usual, so do please continue to contact the service in the normal way..

#### What are the changes - in a nutshell

The Housing Services broadly delivers the following services

**Housing Options** - supporting people that need to access social housing, are facing homelessness and need housing advice

**Housing Management** - services to support tenants and leaseholders including the collection of rent, moving in and out of council

accommodation, dealing with neighbour nuisance and services to maintain the communal areas (cleaning and grounds maintenance).

**Property Services** - maintaining and repairing our housing stock and other council owned assets.

#### The changes

The changes maintain all the core service functions and are not designed in any way to reduce the level of service that tenants, leaseholders and residents receive.

We can achieve better value for money for you and enhance the service you receive with some key changes that will create a structure which better caters for all of our customers' needs and gives a stronger more resilient platform to build from.

**Housing Options** - we are introducing 'generic' roles with fewer specialists into two teams. A team that will focus on the housing needs of residents in Gosport and a counter service from 9am - 5pm during working days supported by an emergency service out of hours. A second team will focus on the management of our temporary accommodation, for example our hostels.

**Neighbourhood Services** - we are introducing 'generic' roles taking our housing officer team from five full time equivalent (FTE) Housing officers to eight FTE Neighbourhood Housing Officers, with smaller patches but an increased level of responsibility to include rental income. We are also creating a dedicated manager to manage a team of three Neighbourhood Services Officers (currently two estate wardens) and our cleaning service. The team will focus on improved joint working with the Street scene services to ensure our approach to grounds maintenance meets the overall aim to improve the appearance, cleanliness and maintenance of the communal space around our housing areas.

**Property Services** - we are moving from three teams to a one team approach with a team of surveyors focussed on the maintenance of our housing stock and corporate assets. The team will access specialist shared services as and when they need to, for example structural engineers. A key focus will be developing a more responsive service that is led by achieving the 'right repair at the right time' and a planned maintenance programme that is led by a better understanding of the stock and its condition.

The core services will be supported by a Business Support Team which will provide administrative support with a key aim of improving our back office processes to make them more efficient.

The new structure also maintains a commitment to resident involvement and an opportunity to work with all our customers to understand how you would like to help us take the service forward. A Neighbourhood Involvement Officer will form an integral part of our Neighbourhood Management model and will help maintain involvement and engagement with you as well as forging closer working with other community groups.

The management structure will be flatter with managers working with their teams to support them to deliver excellent services, supported by improved delegations to enable our front line officers to make efficient and effective decisions.

There will remain a Head of Housing shared with Portsmouth City Council but based in Gosport full time. Julie Smith will have the overall responsibility for the service and has already been in Gosport since June 2016. She will be supported by Elaine Bastable to provide strategic support for the housing options service and Steve Groves to provide strategic support for the property service but her senior management team will all remain in Gosport and will have the responsibility for the day to day delivery of services to you.

We are also really excited to announce to you that we are creating two apprenticeships to create entry points into the service for 18 - 25 year olds with a planned training programme. This very much fits in with the principle to train and develop your own key roles.

**Councillor Burgess, Chairman of Community Board** said *"The proposals have delivered all that we asked for and maintain a strong housing service in the Borough. Once embedded the new service structure we will start to see real improvement to our customers as the team focus on more efficient processes."*

We will continue to keep you updated as the review progresses and if you have any questions at all about what is happening please do not hesitate to contact the Resident Involvement Team either on Freephone 0800 328 6958 or 023 9254 5686.

## Farewell message from James

Whilst there remains a financial imperative to reduce costs for Gosport and other councils, the housing service review has focussed on creating a structure which better meets the needs of all our customers.

We have used the shared arrangement with Portsmouth City Council to make sensible decisions about sharing specialist services at a reduced cost to Gosport but the core housing services remain based in Gosport and a dedicated Head of Housing will be based in Gosport full time.

This is about maintaining and improving services for you as customers of the service and we are confident that you will start to see the benefits over the next six months. This initial phase is focussed on the structure of the service but underlying the change is a broader aim to re-focus the service on your needs.

As I prepare to leave you in the capable hands of Julie Smith, I would like to recognise the warm welcome and support I have received from all since June 2016. I would also like to acknowledge the housing service teams that have endured over the last few years a sustained period of change and uncertainty. They have maintained a level of commitment, dedication and professionalism second to none. Whilst they can now finally focus on implementing the new structure and feel the benefits that will flow, for some this will be the point of exit and I would like to thank them for their service to Gosport Borough Council. For the majority that are remaining they can look forward to a change programme that supports and develops them, improves customer service and a service that can evolve and develop under Julie's leadership. It has been a pleasure to come back to my home town and have the opportunity to support a key service in the Borough, I have worked with excellent people that are passionate about Gosport and I am sure they with you will continue to help Gosport prosper.

Very best wishes



James Hill, Deputy Director of Property and Housing

## IS YOUR HOME TOO LARGE?

## HAS YOUR FAMILY FLOWN THE NEST?

## ARE YOU FINDING IT HARDER TO HEAT YOUR HOME AND KEEP YOUR GARDEN TIDY?

If you have answered yes to any of the questions why not downsize?

If you are aged 58 or over, have two or more bedrooms and have a one bed need, you may be entitled to a financial incentive, depending on your circumstances.

### Free Removals

We will arrange your move with an approved removal company and you can even get them to 'pack and wrap' to ease the stress of moving. Alternatively, if you wish to hire a van and do it yourself, we will pay for the hire of the van, plus the reconnection of all domestic appliances (telephone, external aerial, washing machine, oven etc.) We will also include up to three months redirection of your mail.

### Redecoration

If you are moving to a council owned property we can redecorate it for you. You can choose paint colours; we then pay for it and redecorate your new home, what could be simpler?

### £1,000 lump sum

The third choice is a £1,000 lump sum payment. This could be used to settle outstanding rent or bills or even to purchase items for your new home.

### Are you interested?

If you are interested, contact your housing officer on **023 9254 5665**.

## WANT TO MOVE HOME?

The quick and easy way to find the right sized home for you. Visit Homeswapper and find the home that matches your needs exactly with the UK's biggest and best direct home swap service.



The graphic features the HomeSwapper logo at the top, which includes a thumbs-up icon and the text 'HomeSwapper'. Below the logo is a purple ribbon with the text 'The biggest and best way to swap your home!'. The background shows a stylized landscape with houses, trees, and a sun. There are several callouts: 'It's free to join!', 'Find your new home!', '25m' (with a bar chart icon), '90% success rate' (with a circular progress icon), '200,000 live adverts' (with a house icon), '20,000 messages' (with a speech bubble icon), '43,000 multisteps created' (with a circular icon), '390,000 views each month' (with a house icon), '40,000 matching emails' (with an envelope icon), and 'More than 5000 new tenants every week' (with a circular icon). At the bottom, a blue banner says 'Join for free today at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)'.

## DO YOU HAVE TOO MANY BEDROOMS?

If you are affected by the Housing Benefit cut, you may be able to downsize to a smaller home. Moving house to a new property with the right number of bedrooms for you means you won't be affected by the cut. Homeswapper can help you find a swap with someone who needs a bigger place to live.

## YOU CAN MOVE HOME IN JUST THREE EASY STEPS!

**Step 1** – Log onto [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

**Step 2** – Enter your details and the type of home that you are looking for.

**Step 3** – Homeswapper will automatically match you to possible home swaps – it is that simple!



## How it works:

- Dig out your old bills.
- Go to [www.gosport.ukpower.co.uk](http://www.gosport.ukpower.co.uk) and tell us a few details about your energy supply. Start with entering your postcode. Alternatively you can call free 0800 860 6838, we are here to help you.
- You choose a tariff you like, then we take care of the switch and you start saving. Tariffs are updated daily, so you always see the best deals.

## SAVE MONEY WITH US ON ELECTRICITY AND GAS

Gas and electricity prices have shot up over the last few years, and many Gosport residents have seen their energy bills rise steeply. You could save hundreds of pounds by using our new free switching service. It's quick and hassle free.

The council has teamed up with experts UK Power, who can search the market to find up-to-date deals that can cut what you spend on energy.

You can compare prices on our website and switch online, or do it over the phone – it's up to you.

Best of all, we take care of everything. You don't even need to tell your current energy provider, it's all done for you.

Up to 70% of people with the big six energy companies are on a standard tariff - one of the most expensive ways to pay – and could switch to a cheaper tariff.

If you haven't checked your tariff in a while, our new service really is worth a look. It gives 100% independent and accurate advice and by checking out deals, you don't commit yourself to anything.

So what have you got to lose?

## WE'RE SAVING ON ENERGY BILLS TOO

A new energy partnership between Portsmouth and Gosport Councils is set to save us about £100,000 a year.

The partnership will manage Gosport Borough Council's bills, introduce energy efficiency measures and install solar panels on a number of council buildings.

As well as our new energy-switch service, there will be funding to help vulnerable residents make energy saving improvements at home.

Councillor Stephen Philpott, Chairman of Economic Development Board, said *"we have a responsibility to ensure we're using energy as efficiently as possible and making best use of public money, this partnership can help us achieve that. Portsmouth energy services team has a good track record of generating savings for the council and residents alike and I look forward to seeing similar benefits in Gosport."*

The partnership is another aspect of our closer relationship with Portsmouth City Council, which also involves sharing senior managers.



# WHAT IMPROVEMENT WORK HAS BEEN CARRIED OUT IN YOUR HOME?

As at the end of January 2017, the following work has been carried out in Gosport:

- 91 kitchens have been installed.
- 115 bathrooms have been installed.
- 40 rewires have been carried out.
- 162 central heating systems have been installed.
- 64 composite doors have been installed.
- 72 disabled adaptations have been carried out which comprise of 45 level access showers, 18 over bath showers, 3 major works, and 6 stair lifts

## Hove Court Improvements

The roof and cladding works are complete. We are now working hard on the finishing touches and clearing up the site.

## External Wall Insulation

Insulation work to the low level blocks at Glebe Drive in Peel Common and Elmore Avenue in Lee on the Solent will commence once the work at Hove Court is finished.

## Replacement Roofs

The replacement roof at 18-22 Chester Court is almost completed. Once this work is done, work will start at Archer House. Residents that are affected will be notified nearer the time.

## Sheltered Scheme upgrade

We are finalising the tender for selecting a contractor for the refurbishment at Gloucester House. Once finished, the scheme will be of a similar standard to the other sheltered schemes that have been recently upgraded.



Completed works at Hove Court.



Communal lounge requiring refurbishment.

## INFORMATION FOR OVER-60S

Gosport Borough Council, Gosport Older Persons Forum and Gosport Voluntary Action are working together to improve access to information and advice for older people in Gosport.

The information provided is for older people, their families, friends and carers. It provides details on where you can access all types of information, including housing,

leisure, money, transport and well-being.

If you would like a copy please pop into the Town Hall or alternatively log onto [www.gosport.gov.uk](http://www.gosport.gov.uk) and search for health and wellbeing.

If you would like a copy posted to you or need it in a different format, please call **023 9254 5421** or email [donna.simpson@gosport.gov.uk](mailto:donna.simpson@gosport.gov.uk).





## KIER LAUNCHES NEW REPAIRS PORTAL FOR TENANTS

Kier, working in partnership with Gosport Borough Council, is launching a new round-the-clock online repair reporting portal in late spring, enabling over 3,000 Gosport housing tenants to request routine housing repairs and make appointments at a time convenient to them rather than being restricted to call centre opening times.

The portal, called MyRepairs, can be easily accessed from the Gosport Borough Council website, and has been designed to be used on a smartphone, tablet or computer. The system knows which size screen is being used and will change the layout to fit.

MyRepairs asks a few short questions to identify the repairs problem without any need for technical knowledge. Booking an appointment is simple as the tenant selects an appointment slot convenient for them in the calendar. Tenants can also use MyRepairs to check repair progress or change their appointment.

To access MyRepairs, tenants will require log in details and an email address. Log in details will be sent by post, scheduled in small area groups so a high level of support can be given during this period.



The MyRepairs portal is a service provided by Kier in addition to existing repair reporting systems. It will enhance and complement all existing ways to report a repair such as telephone, email, text message, in person, or in writing. It will work alongside these existing methods to make Kier even more accessible and offer more choice.

The portal cannot be used to report or track external or emergency repairs. Tenants can still report these by calling Kier directly on **0800 028 0835**. The service is **not** available to leaseholders at this time.

Kier Gosport contact manager, Sue Widdowson, said *“Our central team at Kier Housing Maintenance has developed the portal through close consultation with the local Kier team here in Gosport, in order to guarantee tenants and clients a new, convenient way of reporting repairs. Gosport tenants are the first to have access to the MyRepair portal so we would really like to hear what you think about it.”*



## GOSPORT OLDER PERSONS FORUM



Gosport Older Persons Forum are holding their annual open meeting at Thorngate Hall on Friday 7th April, doors open at 9.40am and the event finishes at 12 noon. The theme this year is “In The Know: Where to Go – **FREE** Open meeting to find out who has the answer to whatever your query might be”

Booking is not required but for more information email [gospportopforum@hotmail.co.uk](mailto:gospportopforum@hotmail.co.uk).

# HOW TO CONTROL MOULD AND CONDENSATION IN YOUR HOME

Mould is a type of fungus. Mould found outside of your home is nature's assistant. It helps break down the fallen leaves in Autumn and other organic materials such as dead trees. Mould is invisible and floats through the air...

Mould found indoors is not as helpful, with the right conditions it can start to multiply and grow. Mould can grow by floating through the air as spores; it can come into your home on your bags, clothes, shoes and even your pets. There are many different types of mould but all types need moisture to grow.

## What is condensation?

Condensation is the opposite of evaporation. It is the water droplets that form when warm, moist air comes into contact with cooler air or a cold surface that is a lower temperature than the air in the room.

Activities such as cooking, washing and bathing can produce around 24 pints of water a day!

## What happens if I ignore the condensation?

If the water and moisture are left and you don't wipe it down, then mould will start to grow.

Once mould grows it will spread very quickly if left untreated. Not only does this look unsightly but it will also cause a nasty smell.

The bathroom is full of warm moist air from showering, washing and bathing. Turning off your extractor fan means that it can't take away the moist air from the room. The bathroom is one of the main rooms in your home where condensation will form. A quick way to let all the warm moist air escape, preventing condensation is to open the window and let it all out. If it is cold outside just open your window a little bit, every little bit helps!

Ventilating your bathroom properly will help to stop mould from growing in other areas too, such as your tile grout and bath sealant.

The kitchen is a room where lots of moisture can be created! Boiling your kettle and cooking creates lots of steam.

Don't forget...

- Leave extractor fans that have been fitted in the kitchen switched on.
- Don't block extractor fans or air bricks.
- Open windows – this is the quickest way to let the warm moist air out of the room to stop condensation from forming.
- Keep the kitchen doors closed to stop the moisture spreading to the rest of your home.

Drying wet clothes on a radiator gives off so much moisture! When we dry clothes inside, it adds moisture into the room creating a damp atmosphere. This is why it is important to properly ventilate and heat your home.

Did you know that walls can be cold too? Pushing furniture too close to walls can trap warm moist air behind it. Leaving a small gap between your furniture and the wall will keep the air flowing and stop mould forming behind your furniture.

Heating your home in short bursts is less energy efficient than maintaining a temperature of 18-22 degrees. You can always adjust the thermostat if you get a bit hot or cold.

Don't hang long curtains in front of your radiators, when you close them at night they will stop the heat from the radiator from getting into the room.

Keep the trickle vents on your window open. They help reduce condensation and allow moist air to escape when your windows are closed.



# HELPFUL TIPS

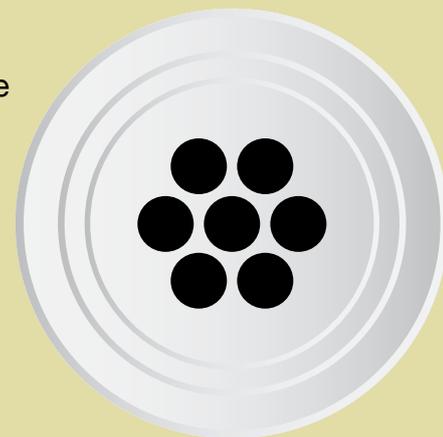
- If you have a tumble drier make sure that it can be vented to the outside. Don't put the pipe out of a window as on a windy day the warm moist air will blow right back into your home.
- It is really important to wipe any moisture away and keep surfaces dry. Your windows are a perfect cold surface for the warm moist air to settle on and form water droplets. There are other cold surfaces that you will see a lot of moisture on too, like your toilet cistern or your window cills. Just wipe these down whenever you see moisture forming.
- Keep your kitchen ventilated when cooking and make sure that you put the lids on your saucepans.
- When running a bath put the cold water in first before adding the hot water as this will reduce the amount of steam.
- Use a fungicidal treatment or spray to clean mould, do not use bleach or washing up liquid as these will help to make the mould grow bigger.

## KEEP IT CLEAR...

The sewers and drains in your home are only designed to carry waste water and bio-degradable products like toilet paper.

You should not put the following items down the drain:

- Fat, oil and grease
- Wet wipes
- Sanitary products
- Nappies
- Incontinence pads
- Cotton buds, bandages, plasters and dental floss
- Razors and blades
- Condoms
- Medicines
- Syringes and needles
- Chemicals



Every year there are thousands of blockages in these pipes, caused by people flushing the wrong thing down the toilet or pouring fats, oil and grease down the sink.

**Your pipes are smaller than you think; they are about 10cm in diameter so even a small blockage can cause sewage to flood your home or garden.**

The cost of repairs and to clean up flooding can also add up to a hefty bill. Southern Water is running a campaign between now and 2020 to visit homes in 'blockage hotspots' with advice on how to keep sewers and drains clear.

The Southern Water team will be knocking on the doors of nearly 20,000 homes each year to share information about what and what not to flush down the loo or pour down the sink and drains. They will also be checking manholes and putting cameras in sewers to check they are working properly, and using high powered water jets to clear any blockages that they find.

There has been a number of incidents reported to us recently where these blockages have caused wastewater to back up through toilets and sinks into homes and escape through manholes into streets and rivers. Fat, oil and grease solidify as they cool and block pipes and sewers. They should be disposed of in the bin or recycled at the local Hampshire Waste and Recycling Centre (HWRC) to make biofuel.

### What to do if your drains are blocked

If there is a problem with the private drains or sewers serving your home you will need to contact us as your landlord or Kier on **0800 028 0835** to arrange the necessary repair.

### Southern Water Emergencies

For water supply or wastewater emergencies, blocked drains or possible pollution, please call **0330 303 0368**.



# NOVUS GET CLEARING...

Members of the Novus team generously gave up their time in December to help a young family of two sisters and one brother tidy up their garden.

Sadly the garden had become very overgrown following the death of their mother. The family were desperate to get their late mums beloved garden looking better but didn't know where to start.

Five members of the Novus team spent the day clearing, mowing and cutting back; amongst the undergrowth a patio and a variety of garden ornaments were discovered which they dotted around the garden.

*"The garden looks amazing; the Novus staff did the most amazing job"* said the lucky resident.

Cathie, Social and Community Officer from Novus said *"It was a pleasure to help with such a worthy cause. I just hope now the children can enjoy their mum's garden again. It was a fun and rewarding day for us all."*





AIREY MILLER



DREW SMITH GROUP

## FAMILIES MOVE INTO ST VINCENT ROAD

During 2016, Gosport Borough Council has built its first new council houses for 30 years. The development has provided 16 new family homes; comprising of 14 x two-bedroom four person houses and 2 x three-bedroom six person houses that cost just over £2m to build.

The homes have been built on the site of 12 out-dated and inefficient flat roofed bungalows which were part of a sheltered housing scheme for older people, left empty after Agnew House the main block, was converted into a family centre in 2012.

The new housing scheme was designed by architects Kenn Scaddan Associates and built by contractors Drew Smith Group. Airey Miller Partnership acted as employer's agent and housing association First Wessex was the council's development agent. The project was completed on time and on budget.

Residents started to move in on the 8th December 2016. Sixteen families moved into their new homes over the course of the following few days, and in good time for Christmas.

Funding and building these brand new, high quality, energy efficient family homes shows GBC's commitment to providing good housing options for local people. It is hoped that the knowledge and experience GBC have gained through this development will prove beneficial should the opportunity arise to build more homes in the future.

The homes have been allocated to people on the council's housing register, which gives priority to people with the greatest housing need.

Environmental factors, and particularly recycling, have been an important part of this scheme from the beginning. The houses are all built to high environmental standards, some rare bricks from the original bungalows were salvaged for use in future projects, some existing fencing has been reused, and paving slabs which supported a colony of mossy stonecrop, a scarce native plant found in this area, were taken from the paths of the former site, stored, and relaid in the new development.

## GET HELP AT THE PRESS OF A BUTTON

If you feel vulnerable at home because you are elderly or not in the best of health then a personal alarm could give you peace of mind.

With a personal alarm you can get help by pressing the button on the pendant. The pendant works by sending a signal through the telephone line to the control centre. An operator will talk to you over the loudspeaker and they will organise the help that you would need.

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

The alarm system is a base unit and a pendant which can be worn around the neck or wrist.

### How does it work?

- The alarm base is connected to your telephone line.
- If the pendant is pressed there is an instant two way speech contact with the Chichester Careline call centre.
- The call centre staff will contact the emergency services, your next of kin or a member of GBC staff if required.

### How much does it cost?

There are two options. All prices include 24 hour alarm monitoring, rental and maintenance. Payments are made over a 48 week period but the service is provided to you 52 weeks of the year.

#### Option 1 £3.25 (inc VAT) per week

- 24 hour alarm monitoring

#### Option 2 £9.84 (inc VAT) per week

- 24 Hour alarm monitoring
- 24 Hour emergency response from our staff if required

If you would like to find out more about the community alarm service please call 023 9254 9308 or email [communityalarms@gosport.gov.uk](mailto:communityalarms@gosport.gov.uk).



## GARAGES FOR RENT

GBC garages can be used to house vehicles or as storage. If you are interested in renting a garage you will need to complete a garage application form which can be obtained from the main reception at the Town Hall. Garages are advertised through the Choice Based Lettings system and can be viewed via [www.gosport.gov.uk/gosportchoice](http://www.gosport.gov.uk/gosportchoice).

You can bid online or complete a bidding card (which is available in the Town Hall by the notice board). The garages are advertised on a Thursday and you have up to 12noon on Monday to bid. Garage prices range from £12.67 per week for one of the older style garages to £14.32 per week for one of the newer ones.

**For more information about garages please contact Steve Penfold on 023 9254 5242.**



# WHAT'S ON?

## WORK UP A HEALTHIER APP-ETITE



What is really in the food that your family are eating? Sometimes foods aren't as healthy as they appear. Download the free Be Food Smart app and find out how much saturated fat, sugar and salt is in your favourite foods and drinks by scanning their barcodes. It helps you to make healthier choices and also includes fun food detective activities for children! Search 'Be Food Smart' on your app store. Search [www.nhs.uk/change4life](http://www.nhs.uk/change4life) for more information.

## QUIT SMOKING SERVICE



Quit4Life provides a Free NHS service across Hampshire (excluding Portsmouth, Southampton and IOW). They have a dedicated team of professional advisers who are committed to helping smokers who live or work in Hampshire who want to quit. Advisers offer the support that can make all the difference between success and failure and offer weekly specialist adviser sessions, telephone support, workplace sessions and pharmacy and GP appointments. **To find out more, visit [www.quit4life.nhs.uk](http://www.quit4life.nhs.uk), call 0845 6024663 or text QUIT to 60123.**

## STUB IT OUT AND AVOID A FINE

According to statistics 90% of smokers don't know that dropping cigarette butts is classed as littering and will result in a £75 fine. We want to keep Gosport a clean and nice place for people to visit, enjoy and live in. Sweet wrappers, drinks cans, fast food containers, paper, till receipts, are amongst the things classed as littering under Section 87 of the Environmental Protection Act 1990, and will land you a £75 fixed penalty notice if caught. Please help to keep Gosport safe and clean by **NOT** dropping litter. **Is it really worth losing £75 for?**



## FANCY TRYING SOMETHING NEW?

Visit [www.getfithampshire.com](http://www.getfithampshire.com) for a wide range of activities that you can try for free, including swimming, dancing, martial arts, yoga and tennis! Simply log on and enter your postcode and see what is available near you. You will also receive a Fitness and Nutrition Guide, including a nutrition calculator.

**GET FIT HAMPSHIRE**

## SPRING INTO FITNESS

As the days get lighter and warmer it is a great time to increase how active you are! Getting your heart rate up every day helps you look and feel better, and lowers your risk of serious illnesses like heart disease and type 2 diabetes.

You don't need equipment or gym membership, short bursts of brisk walking are enough for you to see health benefits.

Download the new free Active 10 app, it shows how much brisk walking you are doing and where you can fit more 10 minute bursts into your day. It also sets goals and gives hints and tips to keep you going!

**Up for the challenge? Search 'Active 10' on your app store.**





# Earn High Street Vouchers

Walk. Bike. Play. Run.



Do you live in Gosport or Havant?  
Are you between 40-65 years of age?

To get started visit

[www.hampshire.betterpoints.uk/](http://www.hampshire.betterpoints.uk/)

Enter our promotional code - 4065



BetterPoints is a reward programme with a difference.

Earn points by walking, running and cycling.

Cash in for High Street vouchers.

## Step 1

Download the BetterPoints app

## Step 2

Register for an account on the app or via [www.betterpoints.co.uk](http://www.betterpoints.co.uk)  
Enter code 4065

## Step 3

Record your activity and earn BetterPoints

## Step 4

Donate or exchange your BetterPoints for rewards



## DROP-IN SERVICE

What can we help you with?

Free Support and advice with any problems that are affecting your independence, health or well-being.

- Problems with your housing.
- Welfare benefit checks.
- Managing your money.
- Budgeting for daily living.
- Getting in touch with health services.
- Issues with drugs and alcohol.
- How to manage your medication.
- Finding a job.
- Finding a training course.
- Using telecare or assistive technology.
- Finding interesting things to do in your local area.
- Meeting new people and finding friends.



Gosport Borough Council is committed to equal opportunities for all.

**If you need this document in large print, on tape, CD, in Braille or in another language, please ask.**

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Tel: (023) 9258 4242

Day	Location	Time
Monday	Gosport: Job Centre , 9 Walpole Road Gosport PO121RR	10am–12pm



Registered Address: South Wing, Admiral House, 43 High Street, Fareham, Hants, PO16 7BQ  
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