



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

# At Your Service

Newsletter for tenants and leaseholders

**Winter 2024 Edition**

## in this issue

**A message from  
Councillor Ballard**  
page 3

**Fire safety message**  
page 4–5

**Energy and money  
worries**  
page 7

**Disrepair claims**  
page 9

**Free skills, health and  
wellbeing programme**  
page 14

**Housing Officer  
patches**  
page 16–17

**Become involved**  
page 18

**You said, we listened**  
page 20

**Rubbish and recycling  
collections 2024/2025**  
page 23

*Photo: Christmas Market,  
Scott Morey Photography*



## Christmas closure

We will close to the public at 4pm on Tuesday 24 December 2024 and reopen on Thursday 2 January 2025.



Follow **Gosport Borough Council** on **Facebook** and **X**

## 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.

### Christmas closure

We will close to the public at 4pm on Tuesday 24 December 2024 and reopen on Thursday 2 January 2025.

### 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](http://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](https://www.facebook.com/safergosport)

 [www.facebook.com/discovergosport20](https://www.facebook.com/discovergosport20)

 [www.facebook.com/GBCStreetscene](https://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 and need to speak to the Older Persons Services Team call **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](mailto: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](http://www.hants.gov.uk/highways)





## **Julie Smith**

### **Head of Housing**

Following eight years of service at Gosport Borough Council and a career in Housing over 23 years, we say farewell to our Head of Housing, Julie Smith.

Julie will be retiring on 20 December 2024.

Recruiting Head of Housing will begin in the New Year and in the interim your Housing Operations Manager, Hayley McKay will be presiding Head of Housing.

Julie's strong leadership and vision has steered Housing Services through challenging times.

I and my colleagues across the Council would like to thank Julie for the wisdom and patience she has provided. We wish Julie all the best on her new adventure into retirement.

## **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 and your families had a pleasant summer and find the contents of the winter newsletter enjoyable and informative.

I'm sorry to begin with some sad news. In September we lost one of our Local Councillors, who will have been known to many of you, Councillor Alan Durrant. He served the community for many years, working tirelessly on behalf of residents and was a member of the Housing Board. Councillor Alan Durrant will be sadly missed by many, including staff and colleagues.

Throughout the summer we've seen a number of successful events in and around Gosport. It has included the ever popular Summer Passport Scheme. We also hope to see many residents attending our free Christmas events, with live music, craft bus, go karts, entertainment and face painting, on offer every Saturday leading up to Christmas from 2 December.

The 15 new homes being built at Stoners Close, Glebe Drive and Wheeler Close are progressing well and on schedule to be completed by the summer of 2025. The new homes will be named Wright Close, Edgar Close and Farr Close. Road names have been selected in recognition of service to the community by some of our Local Councillors, County Councillors and Mayors of Gosport.

With the new housing regulations, you will notice an increase in visits to your property. Visits will include a statutory stock condition survey and a tenancy update visit (TUV). This is all part of the commitment to improve social housing, more information about the visits can be found on page 11.

In this edition we are pleased to present the Housing Annual Report, a summary of how we spend your rent and service charges, along with highlights from the year. The Housing Service operates 365 days, 24 hours a day and whilst the majority of our team work within office hours we owe much to all of those that maintain services to our customers out of hours, especially over the festive break.

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](https://twitter.com/GosportCouncil) or [facebook.com/GosportBC](https://facebook.com/GosportBC)



UK Government

BUY SAFE  
BE SAFE



# Take steps to protect yourself from e-bike and e-scooter battery fire risks

E-bikes offer a great way to get about and thousands of people enjoy cycling using these products. While most e-bikes, e-scooters and their batteries are safe when used correctly, lithium-ion batteries can cause serious fires, particularly if of poor quality, when damaged or improperly used.

You can take steps to protect yourself and others and reduce the risk of fires:

- ✓ **Check product reviews and only buy from trusted sellers.**
- ✓ **Only use manufacturer recommended batteries and chargers.**
- ✓ **Get professional guidance when converting a bike into an e-bike.**
- ✗ **Don't let the battery get too hot through over charging.**
- ✗ **Don't leave your device charging unattended or when you are asleep.**
- ✗ **Don't charge or store your battery in the hallway or where it could block escape routes.**

For guidance, visit [gov.uk/buy-safe](https://gov.uk/buy-safe)

## Important notice: Evacuation Assistance

If you know you'll need help in the event of an evacuation from your home, please contact your housing officer or scheme manager to highlight this and undergo a personal risk assessment.

If you're not sure whether you'd need help, we can ask Hampshire and Isle of Wight Fire and Rescue to undertake a free Safe and Well visit to decide the best action in the event of evacuation.

For more information, contact your Housing Officer **023 9254 5665** or you can email [business.support@gosport.gov.uk](mailto:business.support@gosport.gov.uk)

# Recycling Batteries

**All batteries and electrical products should display the 'Crossed out wheelie bin' symbol.**

This means they should not be put into your household rubbish when they no longer work or are no longer wanted. Instead, they should be taken to an appropriate collection point for recycling.

**Why bother doing this? The two main reasons are:**

- Waste batteries and electrical products can leak toxic chemicals into the environment if they end up in a landfill site.
- They can be processed at a recycling plant to extract metals and other valuable resources for new products.

There's also a safety issue to bear in mind, as some types of battery (lithium-ion) can catch fire if dumped in your rubbish bin, particularly if they get wet or are damaged.

You can take most waste batteries to your local supermarket for recycling. Alternatively, the link below shows the local recycling banks in Gosport. All batteries, apart from those designed for vehicles or industrial use, can be dropped off for recycling this way.



The terminals of lithium batteries should ideally be taped up first, to prevent any risk of fire. The one exception is where the battery is part of the device and cannot be taken out, in items such as calculators and e-cigarettes. These need to be treated as electrical products and disposed of at the local household waste recycling centre.

For more information, visit [www.gosport.gov.uk/recyclingbanks](http://www.gosport.gov.uk/recyclingbanks)



## We're backing a battery fire safety campaign

Our councillors are backing a national campaign calling for greater safety around lithium batteries, following a major fire in the town recently. Eight homes in Hill Park Road were severely damaged by a fire in June. The fire service has said it was most likely caused by an e-scooter which caught fire while on charge.

The council is supporting a call on the government to introduce new laws to ensure greater safety around the sale and use of lithium batteries.

**Remember, don't leave batteries on charge overnight.**



# 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](http://www.gosportcab.org.uk)

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

🕒 Monday to Friday, 9am – 4pm

## italk Talking Therapies Service

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

Self-referrals accepted by:

☎ 023 8038 3920

💻 [www.italk.org.uk](http://www.italk.org.uk)

🕒 Monday to Thursday, 8am – 6pm  
(appointments until 8pm)  
Friday, 8am – 4.30pm

## Fareham and Gosport Wellbeing Service

☎ 01329 281445

✉ [afg@solentmind.org.uk](mailto:afg@solentmind.org.uk)

🕒 Monday, 8am – 4pm  
Tuesday, 8am – 6.30pm  
Wednesday, 8am – 4pm  
Thursday, 8am – 6pm  
Friday, 8am – 3pm

## 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](mailto:info@solentmind.org.uk)

## 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

## 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

## Community First

☎ 0300 500 8085

💻 [www.cfirfirst.org.uk](http://www.cfirfirst.org.uk)

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

## Have you ever served in the British Armed Forces or Merchant Navy?

Veterans Outreach Support (VOS) is a local, award-winning charity that offers UK Armed Forces and Merchant Navy veterans, their families and carers' welfare, wellbeing and mental health support in Portsmouth, Gosport, Fareham, Isle of Wight and across Hampshire.

We provide a drop-in model of support, a welfare advice service, a range of peer-supported wellbeing activities and social groups, and access to mental health support – including psychology, psychiatry, and therapy services.

We have regular drop-ins in Portsmouth, Isle of Wight and we have also begun Gosport mini-drop-ins at Community First (formerly Gosport Voluntary Action) at Community First Hub, 96 Pavilion Way, Gosport, PO12 1FG.

The drop-ins are welcoming and relaxed spaces, you do not need an appointment. Just drop-in, even if it is simply to meet us for a sociable chat!

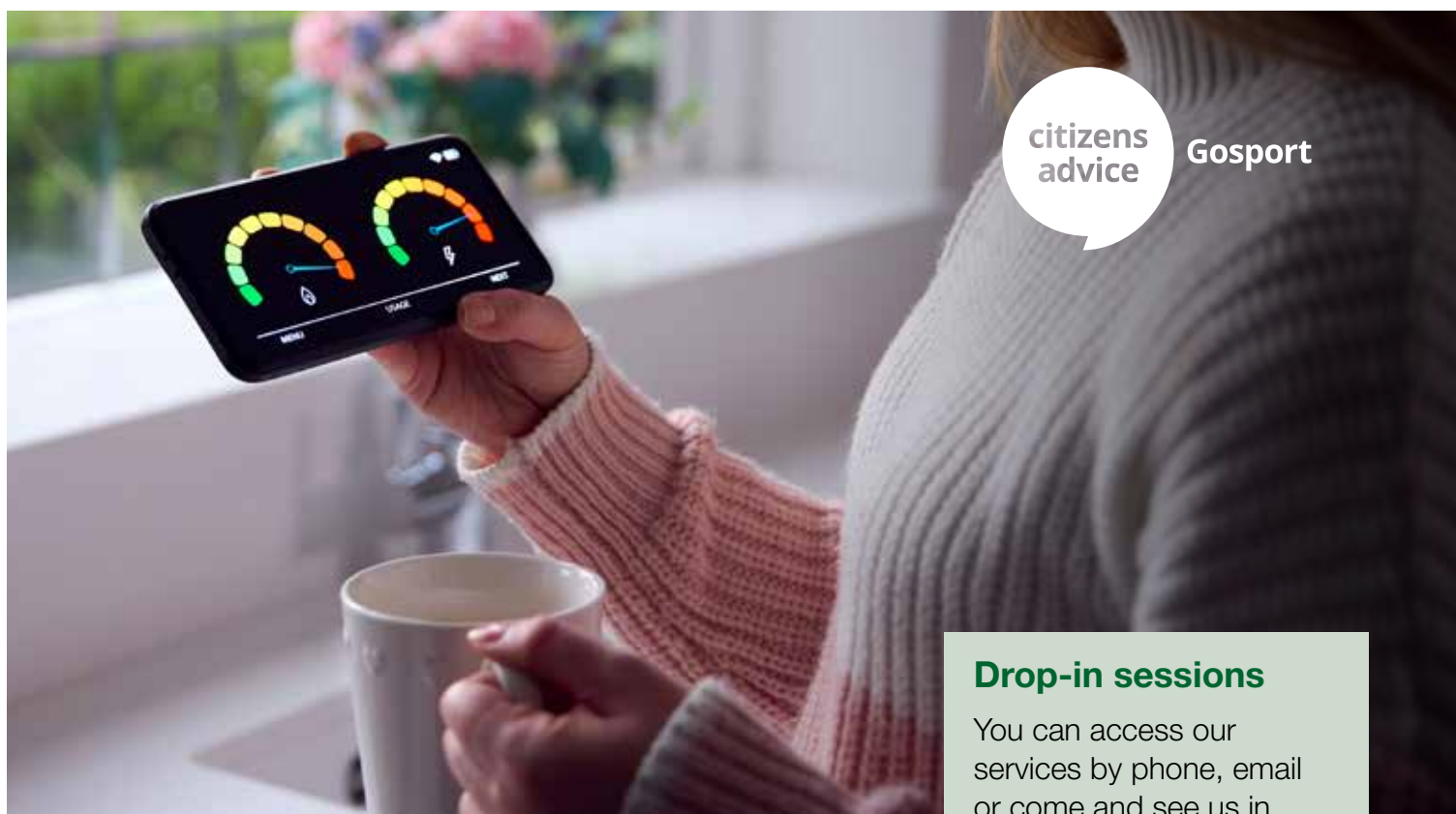
## For more information

💻 [www.vosuk.org.uk](http://www.vosuk.org.uk)

☎ 023 9273 1767

✉ [admin@vosuk.org](mailto:admin@vosuk.org)

# Energy and money worries



citizens  
advice

Gosport

The winter months can be a difficult time for many people in our local community. The colder weather can lead to a significant increase in energy costs and with this some people find that it can become much harder to manage financially.

On average a household will use 36% less energy in summer than in the winter months.

We have a range of support available to help people look at all the options they have to manage their energy costs. From advice on how to reduce energy usage, support to apply for available grants, budgeting advice to maximise income as well as help, if needed, to look at debt solutions.

We are here to help you. Our service is free and completely confidential, we are a charity providing support for everyone in the local community.

## Drop-in sessions

You can access our services by phone, email or come and see us in person.

We offer drop-in sessions at our office on:

- Tuesdays,  
9.30am–3.30pm
- Fridays,  
9.30am–12.30pm

You can just come down, no need to book and an adviser will assist you.

Find us at Martin Snape House, 96 Pavilion Way, Gosport, PO12 1GE.

## How to get support

We are open Monday–Friday, 9am–4pm.

During these times we offer appointments and are available for advice over the phone and by email, we will reply to requests within 7 working days.

☎ Call **023 9252 0112** and request an adviser to call you.

✉ Email us with details of your issue on **[advice@gosportcab.org.uk](mailto:advice@gosportcab.org.uk)**

# Condensation Mould

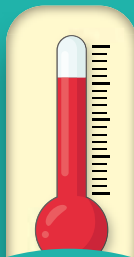
Condensation happens everywhere – in every home, to every family, in different ways.

Controlling condensation is difficult in cold weather. Here's what works best:

Get the room ready - turn your heating on 30 minutes before you get up



21°C



When heating your property try to get to 18-21°C

Do you need help with your energy bills?



Visit or call Citizens Advice

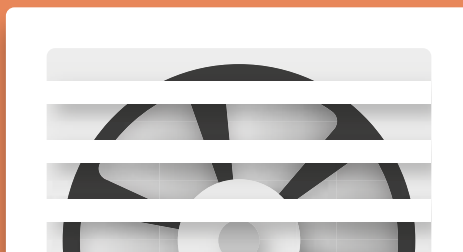
If you have mould, seek advice from your landlord

Open and close windows for 5 seconds:

1. Mornings
2. Evenings
3. Showers
4. Cooking
5. Bed time



Use fans – ask your landlord how they work



Dry clothes on a dryer in a small vented room with the door closed



Echelon Improvement Partnerships

☎ 01707 339 800

✉ [info@echelonip.co.uk](mailto:info@echelonip.co.uk)

🌐 [www.echelonip.co.uk](http://www.echelonip.co.uk)



Geoffrey Hunt

☎ 07841 488636

✉ [hello@geoffrey-hunt.com](mailto:hello@geoffrey-hunt.com)

🌐 [geoffrey-hunt.com](http://geoffrey-hunt.com)



# DISREPAIR

**If you're thinking of making a claim, talk to us first.**



As a council tenant you may have seen or heard adverts from claims management companies about making a disrepair claim against your landlord. These adverts feature regularly on social media and radio at the moment. These companies may even have called or emailed you directly.

Claims management companies target tenants, particularly those in social housing, and encourage them to make a claim for disrepair.

A housing disrepair claim is a type of legal case that involves a tenant taking legal action against their landlord for either failing to fix repairs to their home in a reasonable time frame, or failing to complete them at all.

If you agree to pursue this, the claims management company will sell your claim to a solicitor who will act as an intermediary between you and your landlord (us) and handle your claim, at a cost.

## The downsides of disrepair claims

Although the sales pitch from these companies may sound good, there can be many downsides to pursuing this, including:

- **Hidden costs** – You may be asked to pay for an insurance policy, and may be responsible for solicitors fees and legal costs if your claim is not successful, and under some other circumstances.
- **Fees if you change your mind** – If you want to stop the process, you'll usually have to pay for all the costs incurred up to that point.
- **Time taken and distress caused** – Some cases can take years to resolve and you may have to appear in court which can be very stressful.
- **Breach of your tenancy agreement** – If you pursue a disrepair claim these companies will usually advise you not to allow access to your landlord during that time. This would put you in breach of your tenancy agreement.

We want to keep your home safe and in good repair, for both your benefit and ours, so we strongly encourage you to cooperate with us so we can achieve that together.

## Talk to us

If you are considering a disrepair claim, please talk to us first.

You can speak to your Housing Officer (contact numbers on page 16–17) or speak to Property Services on **023 9254 5289** or email **property.services@gosport.gov.uk**

Alternatively, you can seek independent advice, including Shelter England, Citizens Advice Gosport and The Housing Ombudsman.

## Shelter England

☎ **0300 330 1234**  
Monday – Friday,  
9am – 5pm

## Citizens Advice Gosport

☎ **023 9252 0112**  
Monday – Friday,  
9am – 4pm

✉ **advice@gosportcab.org.uk**

## The Housing Ombudsman

☎ **0300 11 3000**  
Monday – Friday,  
9am – 4pm  
(Thursdays, 9am – 3pm)

✉ **info@housing-ombudsman.org.uk**









# Summer Passport



**We had 471 young people attend this year's scheme. Five out of the eight locations saw an increase in participant numbers compared to 2023.**

## New activities this year included:

-  Fareham College's Tech Truck
-  Badge making
-  Kayaking
-  Kite making
-  Karaoke
-  Hants Fire Dogs

Here is some feedback from young people and parents:

**'Thank you to everyone involved, what a thing to do for the kids over the summer'**

**'Thank you Team for all the fun you have provided for our children this summer!'**

**'Taught me life skills'**

**'Got me out of the house'**

## Breast Cancer Now Afternoon Tea

Every 10 minutes someone in the UK hears the words "you have breast cancer".

The staff at GBC have been affected by cancer either personally or a family member or close friend.

Linda Leadbeater, Bev Strong and Juliet Mansell from the Housing Services team held an Afternoon Tea event in August.

We had 'guess the weight of the cake', the winner won the cake!

In addition we had a collection of crochet toys to purchase and a raffle. We were joined by staff from all other departments and we were delighted to raise over £420.









# Befriending

A free, volunteer led service for 55+ Gosport residents to prevent loneliness and isolation.

Our Service can help in many ways

- By phone Home visits CHAT Group



# Advocacy

We're here to help you get the support you need

- Benefits check & applications Blue badge & bus pass Housing & care options  
Support at meetings Debt Much more

For both these services, please contact Laura for more information

023 9260 4686 laura.drew@cfirst.org.uk



# Want the freedom to travel locally at a low cost?

Join the hundreds of local people getting out and about on our Connect buses, making new friends and memories.

- Supported door-to-door with all your shopping  
Wheelchair accessible  
Friendly, safety trained drivers ready to help  
Same fares as local bus services, with helpers riding for free



More information:  
0300 500 8085  
cfirst.org.uk

Supported by:  
Hampshire County Council



# MIEND & TEND

Enabling you to maintain your home and garden

A not-for-profit repairs, decorating and gardening service for residents of Gosport who are older, vulnerable and/or have a disability.

£12.50 PER HOUR

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



More information:

023 9250 3871

emma.may@cfirst.org.uk



# Do your elderly loved ones need some regular help around their home or garden?

## Home Help

Our friendly Home Helps will undertake various housework tasks, errands such as popping to the shops, and companionship

## Gardening Service

Our dedicated Gardeners can assist with general gardening jobs and low-level maintenance from mowing lawns to weeding

Services available in Fareham, Gosport and surrounding areas

The Home Help or Gardener will always be the same for continuity and peace of mind. Our Home Helps do not provide personal care or administer medication.



01329 223144  
cfirst.org.uk/homeservices

Community First is the trading name of Community First Welfare Organisation, Charity no 1147527. Company Registered in England and Wales 07779311. Leigh Park Community Centre, Dunbar Way, Havant, Hampshire PO9 5BQ.





# Age Concern Gosport

## Gosport's local independent information service

Our friendly volunteers provide a range of information and services to help Gosport residents aged 55+ and their families.

### Services including:

- benefit checks
- domestic cleaning
- gardening and repairs
- social and wellbeing groups
- support with Care at Home

### Form filling service including:

- attendance allowance
- blue badge applications
- Carers Allowance
- Housing Application
- Personal independence payment

### Contact us

🖥️ [www.ageconcerngosport.org.uk](http://www.ageconcerngosport.org.uk)

☎️ 023 9260 6499

✉️ [info@ageconcerngosport.org.uk](mailto:info@ageconcerngosport.org.uk)

📍 Martin Snape House, 96 Pavilion Way,  
Gosport PO12 1FG (Monday-  
Thursday 10am–12pm)



**HILS Health & Independent Living Support**

**Hot tasty meals on wheels delivered to you at lunchtime by our caring team**

Health & Independent Living Support (HILS) is the county's meals on wheels provider, delivering delicious hot meals across Hampshire 365 days a year.

**Support at Home**

**Delivering more than just a meal...**

- Meals are delivered by our friendly **Community Team Members**
- Each visit includes a **caring wellbeing check**
- Meals can be ordered as a one-off, temporarily, or for as long as you like
- Enjoy a delicious range of nutritionally balanced meals to suit all tastes and dietary requirements

Contact us on:  
Tel: 0330 2000 103  
Email: [hampshire@hils-uk.org](mailto:hampshire@hils-uk.org)  
[www.hils-uk.org](http://www.hils-uk.org)

Hot main meal and dessert contact us to find out more



Scan QR code to find out more...



# Join a free skills, health and wellbeing programme

Develop work and life skills, learn to manage your money, discover local opportunities and boost your health and wellbeing.



Join a free 4-week skills, health and wellbeing programme. Designed for people aged between 30–60 years and delivered across four sessions. We'll help you discover new skills, as well as provide you with tools and resources to help give your health, wellbeing and confidence a boost.

## Topics we cover

- Life skills and money
- Food and eating well
- Walking for fun and planning routes
- Movement for health and wellbeing

## You'll also get

- Free refreshments and lunch provided by Community First
- Plus freebies and goodie bags

## Further details

📍 Courses take place at **Community First Martin Snape House, Gosport PO12 1FG**  
(Movement sessions at Gosport Discovery Centre)

🕒 Sessions will run over 4 weeks from 10am–1pm

📅 Every Tuesday, 14 January to 4 February 2025

## How to sign up

Places are limited, register your interest by scanning the QR code or:

✉ Email **YFYH@hants.gov.uk**

📱 Visit **hants.gov.uk/yourfutureyourhealth**



## Beware doorstep callers!

**We do not buy goods or services at the door. Please do not cold call.**

**Stop** – are you expecting anyone, can you see the caller through a window and do you need to open the door?

**Chain** – put the chain on before opening the door. This will restrict the opening and show you are on your guard.

**No** – why not just say no thank you?

An ID card may not be proof of genuine identity, if in doubt keep them out.



Report any concerns by calling the police on **101** (**999** in an emergency).





# 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.***

# Your Neighbourhood Management Team

Please see below details of the area patches.

## Neighbourhood managers

### Denise Hudson

023 9254 5439

denise.hudson@gosport.gov.uk

### Roz Weaver

023 9254 5356

roz.weaver2@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, Stradbroke, 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

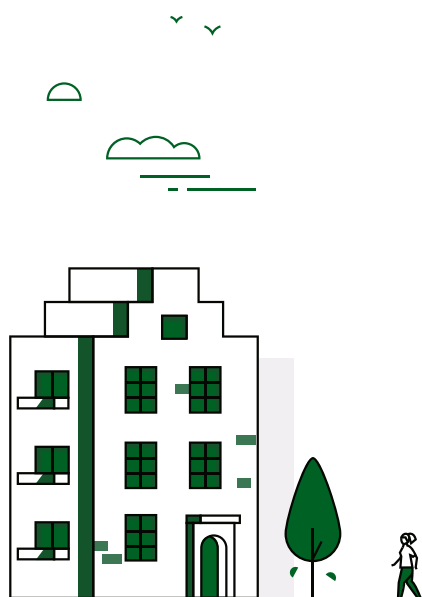
## Area 4

### 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, Lapthorn 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 Stevens

023 9254 5294

dominique.stevens@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







# Become involved

## Become a member of the Resident Opinion Panel (ROP)

Have your say on matters which affect you and your community by becoming a valued member of the Resident Opinion Panel. This is your opportunity to have a say about matters affecting the community and your home, and gives you a voice when important decisions are made.

In October, members of the ROP attended the South Coast Training Day. The event is held twice a year and you can expect –

- To meet other social housing tenants.
- To get professional training on things like housing law, changes in legislation and much more.
- You will get the opportunity to learn better ways to challenge your landlord.
- Free travel, lunch and refreshments are included.

We also aim to have at least four Resident meetings during the year, with a range of current topics being presented and an opportunity for residents to network, meet with Senior Managers and Councillors, ask questions and be informed about latest news in Housing.



**On Tuesday 12 November 2024 members who attended were entered into a prize draw and I am pleased to announce the three winners pictured above:**

- Sarah Clarke won a £25 Morrison's voucher
- Marcia Griffin won a £10 Morrison's voucher
- Mr Watson won a £10 Morrison's voucher

To get involved please contact Emma Vanson, Neighbourhood Involvement Officer.

Call **023 9254 5403** or email **[emma.vanson@gosport.gov.uk](mailto:emma.vanson@gosport.gov.uk)**

# STOP DOMESTIC ABUSE

a  
world  
without  
domestic  
abuse.

Stop Domestic Abuse is an innovative and unique provider of all services to those affected by domestic abuse.

We don't just protect and work with victims, we help perpetrators, the police and many other organisations.

**Our vision is a world without domestic abuse**

Stop Domestic Abuse is the trading name of Southern Domestic Abuse Service  
Registered Charity Number 1146773.

Helpline: 0330 016 5112

@southerndas  
#stopdomesticabuse

stopdomesticabuse.uk

We  
need  
to talk



## The Community Safety Partnership

The Community Safety Partnership will be holding Electrical Safety Events during the winter. This will be an opportunity to learn about risks and safe use of household electrical items and bring your items for a free portable appliance test.

Look out for more details via social media or visit [www.safergosport.co.uk](http://www.safergosport.co.uk)



After



Before



## You said, we listened

### Hove Court – bike storage

Laura Wise, Neighbourhood Housing Officer said “I completed a site visit with Chris Murphy from the neighbourhood services team to look at the issues faced by tenants and leaseholders. I spoke to a few residents on site to understand the issues they were facing with storing their bikes and accessing them from the bike store.

We put a plan in action to find a solution. Firstly I wrote to all residents and leaseholders asking them to identify their bike clearly as we would be removing any broken or unclaimed bikes within 28 days. After the 28 day period we returned and noted that a number of bikes still had not been claimed or identified so we took these bikes and stored them at the depot for a further 28 days – another letter was sent to residents to tell them that any bikes not claimed from the storage would be disposed of. We did look at donating to a recycling centre however the bikes left were in poor condition and could not be passed on.

The estate warden team then cleaned out the storage and fitted in a bike rack to make the access and storage better for everyone that uses it.”

# St Vincent College students record climate change songs



## Indie musician helps students write and record climate change songs for vinyl

Students from two college music departments are collaborating on writing and recording two songs highlighting the issue of climate change, which they will publish as a double A-side vinyl single with the help of a chart-topping Indie musician Jack Flanagan.

The Art For Earth's Sake project is being guided by St Vincent Sixth Form College, Gosport, music teacher Joe Chilcott and his counterpart Tim Jackson from Richard Taunton Sixth Form College in Southampton – as well as former Mystery Jets bassist Jack.

The students began writing the songs before the summer holidays and met together at St Vincent to rehearse and perform their songs to each other before preparing for the recording session.

The two groups offered each other positive feedback after performing the Richard Taunton track, Last Chance, and the St Vincent creation, Mistakes.

Joe said the students began laying down guide tracks in preparation for the recording session. "I think the students have really enjoyed the process and the collaboration."

Jack said he is looking forward to returning for the recording sessions. "I had a blast with both sets of students when they were putting the songs together initially and I was really impressed with what they wrote," he said. "It's going to be great fun to come back for the recording and hear the finished songs."

Find out more about the college and the courses it offers at [stvincent.ac.uk](https://stvincent.ac.uk)



# WINTER WORD SEARCH

BLIZZARD      DECEMBER

FIREPLACE      GLOVES

HOLIDAY      ICICLE

SKATING      SCARF

BLANKET      SNOWFLAKE

SLEIGH      FROST

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



## Level Up Gosport

**The WEXi programme provides our young people with opportunities to see their own worth, not just for others to see it.**

We encourage them to try work experience while making sure they feel ready to do so, it is important they feel as though they are being supported into this role and not forced.

It is also incredibly important that we tell our members how well they are doing, even if they do not yet see it.

Work experience provides our young people with a sense of accomplishment.

They have achieved something on that day, they are now part of something and they have a purpose and a reason to push themselves that little bit further.



# Rubbish and recycling collections 2024/2025

November 2024	December 2024	January 2025	February 2025	March 2025
M T W T F	M T W T F	M T W T F	M T W T F	M T W T F
1	2 3 4 5 6	1 2 3	3 4 5 6 7	3 4 5 6 7
4 5 6 7 8	9 10 11 12 13	6 7 8 9 10	10 11 12 13 14	10 11 12 13 14
11 12 13 14 15	16 17 18 19 20	13 14 15 16 17	17 18 19 20 21	17 18 19 20 21
18 19 20 21 22	23 24 25 26 27	20 21 22 23 24	24 25 26 27 28	24 25 26 27 28
25 26 27 28 29	30 31	27 28 29 30 31		31
April 2025	May 2025	June 2025	July 2025	August 2025
M T W T F	M T W T F	M T W T F	M T W T F	M T W T F
1 2 3 4	1 2	2 3 4 5 6	1 2 3 4	1
7 8 9 10 11	5 6 7 8 9	9 10 11 12 13	7 8 9 10 11	4 5 6 7 8
14 15 16 17 18	12 13 14 15 16	16 17 18 19 20	14 15 16 17 18	11 12 13 14 15
21 22 23 24 25	19 20 21 22 23	23 24 25 26 27	21 22 23 24 25	18 19 20 21 22
28 29 30	26 27 28 29 30	30	28 29 30 31	25 26 27 28 29
September 2025	October 2025	November 2025		
M T W T F	M T W T F	M T W T F		
1 2 3 4 5	1 2 3	3 4 5 6 7		
8 9 10 11 12	6 7 8 9 10	10 11 12 13 14		
15 16 17 18 19	13 14 15 16 17	17 18 19 20 21		
22 23 24 25 26	20 21 22 23 24	24 25 26 27 28		
29 30	27 28 29 30 31			

Non-recycling (black bin) week

Recycling (green bin) week

Collections usually due on this date will be a day later

Christmas tree collections\*

\* Christmas trees will be collected anytime between Monday 13 January and Friday 24 January 2025. Trees need to be clearly visible at the front of people's properties, there is no need to book.

## Saturdays in December High Street Entertainment

7, 14, 21 December, 10am – 3pm

Gosport High Street and Lawrence Square

We are pleased to bring you a selection of entertainment – all absolutely free.

To include children’s rides, face-painting, music entertainment from local talent, street performers, craft bus and lots of family fun!

FREE!



# 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](http://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	Elections/Electoral Register	023 9254 5227
Access for the Disabled	01329 824823	Food Safety	01329 824399
Adult Social Services	0300 555 1386	Fraud – Benefit Fraud Hotline	023 9254 5421
Allotments	08000 198 598	Garden Waste	023 9399 0038
Beach Huts (Commercial Property)	023 9268 8575	Grass Cutting	08000 198 598
Benefits	023 9254 5325	Health and Safety at Work	01329 824339
Blue Badge	0300 555 1376	Highways	0300 555 1388
Building Control Partnership	01329 824823	Housing Advice	023 9254 5476
Building Regulation Applications	01329 824823	Housing Repairs	0800 028 0835
Bus Passes	0300 555 1376	HWRC (Tip)	0300 555 1389
Business Enquiries	023 9254 5723	Land Charges	023 9254 5462
Business Rates	023 9254 5470	MiPermit	03455 207007
Car Parks	08000 198 598	Neighbourhood Management Team	023 9254 5665
Cemetery	08000 198 598	Pest Control	01329 824399
Charitable collection of money (Licensing)	01329 824399	Planning Enquiries	023 9254 5462
Child Social Services	0300 555 1384	Pollution	01329 824399
Citizens Advice Gosport	023 9252 0112	Public Conveniences	08000 198598
Civic Events	023 9254 5202	Refuse Collection	08000 198 598
Community Safety	023 9254 5413	Repairs	0800 028 0835
Conservation and Design – Buildings conversion	023 9254 5462	Right to Buy	023 9254 5686
Council Tax – General Enquiries	023 9254 5470	Roads	0300 555 1388
Dangerous Structures	01329 824823	Slipways	08000 198 598
Dog Control	01329 824823	Street Lights	0300 555 1388
Dog Excrement	08000 198 598	Voting	023 9254 5227
Education	0300 555 1384	Wild Grounds	08000 198 598



You can request this information in large print, Braille, audio, in another language or in alternative colours by calling 023 9254 5665