

Hometalk

New Forest District Council's magazine for tenants and leaseholders | Winter edition 2020



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Tenant Representatives (pictured above) and Hometalk Editorial Panel Home Participants

Get in touch

If you have any ideas for future articles please contact the editor, Joy Stainer, Resident Involvement:

RI@nfdc.gov.uk

Resident Involvement

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Hometalk can also be viewed on our website newforest.gov.uk/hometalk

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The information contained in this magazine is for general information purposes only. New Forest District Council assumes no responsibility for tenants signing up to or volunteering in respect of any independent organisations appearing in this magazine. All information contained within this edition is correct at the time of going to print.



How to stay informed

With so much happening across the district it's hard to know where to go for the latest, accurate information. There are many ways to keep up to date with local news and information from New Forest District Council online. In this article we explain some of the ways you can be the first to get the latest updates.

Residents' emails

If you would like a summary of all the important updates, you can sign up to receive resident emails. The regular emails include the latest about how coronavirus regulations may affect you here in the New Forest, seasonal tips, advice and news. You can sign up to receive our emails and view our privacy policy via the main website:

newforest.gov.uk/emails

We launched this email service at the start of April to keep people informed during the coronavirus lockdown. Here's what some residents have to say about the emails:

"I just wanted to thank you for all the updates you have sent, and continue to send, since the start of the coronavirus pandemic. They have been most helpful."

"These bulletins are a welcome initiative telling residents in brief order about how you are dealing with issues and arrangements for the delivery of council services."

"I would just like to thank you for this news service which I find very helpful and informative."

Website

Our website is the best place to find information about the services we provide. Earlier this year we updated our website, so it might look a bit different to the last time you visited. It has been simplified to make it easier to find the information you need.

You can access a lot of our services online, including paying your rent, checking your rubbish collection date, and commenting on planning applications.

newforest.gov.uk

Social media

You can follow us on Twitter or Facebook for quick updates about our services. We use social media most days to stay connected with residents and it's one of the first places we'll post urgent service updates and news.

[f @newforestgov](https://www.facebook.com/newforestgov)

[t @newforestdc](https://twitter.com/newforestdc)

We've also joined 'Nextdoor'. This is an online neighbourhood social media hub which works by using your postcode for information local to you.

nextdoor.co.uk

Public meetings

You can watch all our public meetings online. Since May we have been holding our meetings virtually and streaming them live on YouTube. All our meeting videos are saved and can be watched at a later date.

[ytv New Forest District Council](https://www.youtube.com/NewForestDistrictCouncil)

Housing Service response to Covid-19



Richard Knott

Housing Options, Rents,
Support and Private
Sector Housing Service
Manager



Ritchie Thompson

Housing Maintenance
Operation Service
Manager

- Homelessness interviews continued over the phone.
- All homeless households and rough sleepers were offered accommodation that was Covid secure.
- Additional accommodation was sourced in partnership with hoteliers.
- The Housing Support team continued to deliver face to face support.
- Disabled facilities grant work to install adaptations initially ceased in order to allow vulnerable people to self-isolate. However, this work started again at the end of May.
- The rent recovery team gave advice and explained the support the council could offer to tenants facing financial difficulty.
- Housing register applications continued to be received and processed.
- Vacant Council properties continued to be advertised and allocated.
- Essential maintenance and repairs continued to be delivered, whilst observing social distancing, handwashing and hygiene measures in line with Government guidance.
- The Housing Support Hub continued to assist tenants with repair requests, estate management enquiries and rent payments. This was done remotely via telephone, webchat and email.
- A small team worked at our Marsh Lane depot to support the supply chain and operational tradespeople.
- From mid-April work on empty properties recommenced and new tenants started moving in during May.
- All repair visits underwent 2-stage Covid-19 household screening to keep both tenants and staff safe, ie:
 - At time of making an appointment.
 - And on the doorstep before maintenance staff entered homes.

As your local council we understand the spread of Covid-19 has meant a huge number of challenges and adjustments for our tenants, as well as businesses and public sector organisations.

Our Housing teams adapted very quickly to the changing situation in order to maintain essential services to ensure tenants, residents and staff were kept as safe as possible, after the country went into lockdown in late March.

All of our staff were able to work from home due to the Council's investment in technology, which allowed contact with tenants and residents to continue, even at Appletree Court, where a webcam meant face to face contact could continue too. Here's how our teams worked through the restrictions:



Richard Fudge

Housing Maintenance,
Compliance and Asset
Service Manager



Brian Byrne

Housing Estates
Management, CCTV,
Community Safety and
Community Alarms
Service Manager

- Routine gas and electrical checks were carried out, whilst maintaining social distancing and in consultation with tenants.
 - Legislative servicing:
 - Lift servicing was carried out as normal.
 - Fire alarms - additional measures introduced for extra care schemes.
 - Playgrounds were closed, but weekly checks were maintained.
 - Planned maintenance (new kitchens/bathrooms etc):
 - External Contractors carried out risk assessments before commencing work.
 - Tenants were contacted to keep them informed about work that had to be rescheduled.
 - Stock Condition Surveys of housing stock continued to be carried out.
 - Energy Performance Certificate (EPC) inspections continued in empty properties.
 - A new IT system went live which will give us a more accurate property information database.
- Screening of all clients and households was carried out prior to essential home visits.
 - Intensive support was provided for Extra Care clients and care providers.
 - New tenancy sign-ups were carried out to allow essential moves to take place and then opened up to all new lettings once restrictions were eased. This included mutual exchanges and lettings to our new properties in Ringwood, with a revised remote support approach.
 - Teams continued weekly testing of fire alarms and health & safety inspections.
 - Teams maintained delivery of appropriate cleaning services across housing stock.

Protect your loved ones Download the NHS COVID-19 app

The NHS COVID-19 app is the fastest way to see if you're at risk from coronavirus. The faster you know, the quicker you can alert and protect your loved ones and community.

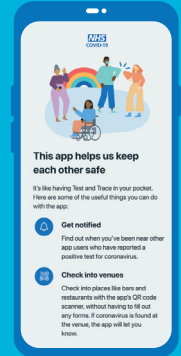
The app has a number of tools to protect you, including contact tracing, local area alerts and venue check-in.

It uses proven technology from Apple and Google, designed to protect every user's privacy.

DOWNLOAD THE
NHS COVID-19
APP NOW

GET IT ON
Google Play

Download on the
App Store



Coronavirus (COVID-19)

For the latest information and guidance, visit the Government website - gov.uk

We are Solent+ Mind

Solent Mind have recently launched a Coronavirus wellbeing helpline for those feeling anxious or low during the Covid-19 pandemic. Our trained wellbeing advisors can give you bitesize support and signpost you to useful services.

Mind operates an information line with provides information on types of mental health problems, where to get help, medication and alternative treatments and advocacy. It operates from 9.00am to 6.00pm, Monday to Friday (except Bank Holidays).

Call: 0300 123 3393 • Text: 86463

Email: info@mind.org



The Samaritans offer free emotional support and a listening ear 24 hours a day, 365 days a year.

Every six seconds, we respond to a call for help. No judgement. No pressure. We're here for anyone who needs someone. Whatever you're going through - we're waiting for your call.

Call
116 123
for free

Test and Trace payments

The Government has announced a Test and Trace Support Payment to support people on low incomes who have tested positive for COVID-19 and are having to self-isolate. To be eligible for this one-off payment you must:

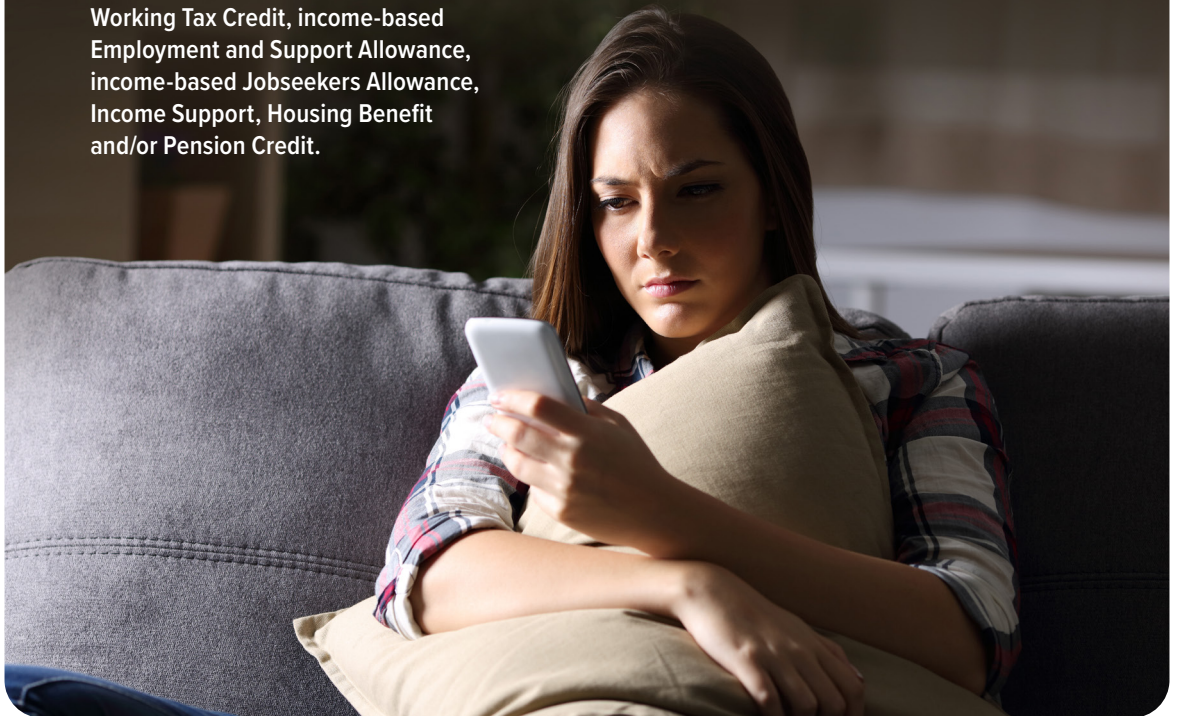
- have been asked to self-isolate by NHS Test and Trace because you have tested positive for coronavirus or have recently been in close contact with someone who has tested positive;
- be employed or self-employed;
- be unable to work from home and will lose income as a result, and;
- be currently getting Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseekers Allowance, Income Support, Housing Benefit and/or Pension Credit.

If you meet the eligibility criteria you will be entitled to a lump sum payment of £500.

You can apply for the payment online, or by telephone, and you will have to supply supporting information including your NHS Test and Trace Unique ID number, bank statements and proof of employment or self-employment.

The scheme started on 28 September 2020, and is due to end on 31 January 2021.

Further information visit newforest.gov.uk/testandtracepayment.



HOW CAN WE HELP YOU?

New Forest Voluntary Organisations

Foodbanks



New Forest Basics Bank

New Forest Basics Bank issues parcels to those without funds and in dire need across the New Forest.

Telephone: 01590 610 008

Website: www.basicsbank.org.uk

Open: Mon-Fri 10am – 2pm

Or contact CA for a referral: 0300 3309 009



Waterside Foodbank

Emergency food boxes for those who live in Waterside with no financial resources to buy food.

Telephone: 07768713329

Open: Mon-Fri 10am – 4pm

Website: Waterside.foodbank.org.uk

Or contact CA for a referral: 0300 3309 009



Ringwood Foodbank

Emergency food boxes for those who live in Ringwood, Fordingbridge or Verwood with no financial resources to buy food.

Telephone: 01425 600134

Email: info@ringwood.foodbank.org.uk

Website: ringwood.foodbank.org.uk

Or contact CA for a referral: 0300 3309 009



Totton Foodbank (Basics Bank)

Emergency food boxes for those who live in Totton with no financial resources to buy food.

Open: Mon-Fri 10am – 12noon

Website: www.youthandfamiliesmatter.org.uk

Email: info@youthandfamiliesmatter.org.uk

Or contact CA for a referral: 0300 3309 009

Advice Services



Citizens Advice New Forest

Trained advisers to help people with benefits, employment, housing, debt and relationship issues.

Referrals to all foodbanks and fuel poverty scheme.

Telephone: 0300 3309 009

Website: www.newforestcab.org.uk

Open: Mon-Fri 10am – 4pm



New Forest Disability

Free, confidential disability related advice, inc welfare benefits, equipment, Blue Badges etc

Helpline: 01425 628750

Website: www.newforestdis.org.uk

Email: info@newforestdis.org.uk

Open: Weekdays 10am-5pm ex Wed 10am-1pm



It's Your Choice:

It's Your Choice provide Information Advice and Guidance for 11 to 25 year olds across the New Forest.

Please see our website for details or call on 023 8086 4231

www.iyc.org.uk/



Macmillan Cancer Support

Advice on benefits and non-health

matters for people affected by cancer.

Telephone: 0344 847 7727

Email: macmillan.cahampshire@cabnet.org.uk

Open: Mon-Fri 9am – 4pm



Age Concern New Forest

We provide local Services for our local people 55+ Information & Advice Office,

Footcare Clinics, Lunch Clubs, Computers At Home.

Telephone: 02380 841199

Website: www.ageconcernnewforest.org.uk

Open: Mon-Fri 9am- 1pm

Waterside Good Neighbours and Befriending Service

Telephone: 02380 843676

Open: Mon-Fri 10am – 11am

CAP Debt Help

Free specialist debt help services to provide a solution to your debts and support you to become debt free.

Call 0800 328 0006.

CAP Job Club

Gain skills and support you need as you look for work.

CAP Life Skills

Meet with others and learn practical money saving techniques to make the most of your income.

For Job Club and Life Skills call Abbie 07486 375299 or email: abigailbarry@capuk.org or visit capuk.org



The Crossings:

The Crossings is a local charity set up with the primary aim of supporting people who are homeless or at risk of homelessness across the Waterside area. Whether you just need a place to come and talk about your situation or you are keen to take steps toward a more stable, hopeful future, The Crossings offers a warm welcome and services to help.

Project Leader: Andy Clarke Mobile: 07486 551272

www.thecrossings.org.uk

Email: info@thecrossings.org.uk



Community First New Forest

Call & Go services have now resumed

Telephone: 01425 482773

Website: www.cfnf.org.uk

Email: transport@cfnf.org.uk/vol.bureau@cfnf.org.uk



Supported by:



www.newforest.gov.uk

appletree careline

Peace of mind

A community alarm from New Forest District Council's Appletree Careline allows you to live independently, offering you peace of mind knowing that help is at hand at the touch of a button.



Above: Bob and Val in their home

Appletree Careline staff are ready to answer your call 24 hours a day, seven days a week and they want you to feel safe and secure in your own home. They provide a professional, caring and efficient installation and monitoring service. Fully trained staff treat customers with dignity and respect, from initial contact to home installations and call handling.

Bob and Val from New Milton contacted Appletree Careline to find out more about the scheme. A member of staff went to visit them, carried out an assessment and explained how it all worked. They found out:

- You wear a pendant or wristband (or both).
- If you fall or need assistance in an emergency, you can raise help quicker than trying to use a telephone to call for help.
- You get straight through to a Careline operator and they assess what help you need, then they arrange for that help to get to you as soon as possible.
- It costs from £3.65 a week to rent (plus installation fee). Although you could qualify for a half price community alarm service if you receive full council tax reduction.
- You just need to have a working telephone line and a nearby power supply.



Bob and Val both had health concerns and they decided it was a good idea to sign up. They have family and friends in the area that would help if needed but they felt it was good backup in an emergency.

Now they each wear a pendant and a wristband.

Val said "The staff are great and signing up to Appletree Careline has given us peace of mind that someone is at the end of a button to arrange help if we need it". Bob added, "If I have a fall, I would have difficulty getting up and Val would not be able to help me. Wearing a pendant means that I can quickly get the help I need".

Find out more

023 8028 5523

appletree.careline@nfdc.gov.uk

newforest.gov.uk/appletreecareline

Independence Matters

Do you have difficulty using your bath, or find stairs and steps difficult? New Forest District Council offer grants and loans for adaptations to your home that could help make your life easier.

Please contact our Private Sector Housing team on 023 8028 5151 for further details.

New Forest District Council has linked up with local charity New Forest Disability, to promote adaptations to help people stay independent in their homes. New Forest Disability provides free, impartial, confidential information and advice to those of any age and any disability, throughout the New Forest area.

What we can help with

Funding is available to assist New Forest residents with a disability to live safely, independently and with dignity in their own homes. We can help with a wide range of adaptations, including:

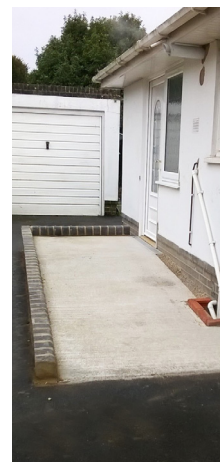
- Installing a level access shower.
- Widening doors for wheelchair access.
- Fitting grab rails, ramps or stair lifts.

We can also assist with arranging a needs assessment, surveyor and builder to carry out the work.

Loans are also available to help with essential work such as roof and window repairs or a broken boiler. Loans are administered by the Parity Trust, a charitable organisation.

Who can apply

Council or housing association tenants, private tenants and home owners can apply. Applications for adults will be means tested and you may have to contribute to the cost. Applications for children are not means tested.



New Forest District Council

Appletree Court, Beaulieu Road, Lyndhurst,
Hampshire. SO43 7PN • **023 8028 5151**
newforest.gov.uk
📍 newforestdc • 🌐 newforestgov

New Forest Disability

NFDis Head Office, 6 Osborne Road, New Milton,
Hampshire. BH25 6AD • **01425 628750**
newforestdis.org.uk • info@newforestdis.org.uk
📍 NF_Disability • 🌐 New-Forest-Disability

New Forest District Council expands shared ownership options for local people



The recent adoption of New Forest District Council's new shared ownership policy will provide the opportunity for local people to purchase an affordable home and take their first step onto the housing ladder.

Shared ownership offers those who are unable to buy outright on the open market the opportunity to purchase shares in their home. Buying a share means a smaller deposit and mortgage is required. Shared owners then pay rent to the Council on the remaining unsold share. Initial shares can be as little as 25% up to 75%, depending on what the owner can afford. Further shares can then be purchased until the property is owned outright, unless local restrictions apply.

Housing Portfolio holder Cllr Jill Cleary said "I'm eager to introduce this scheme as part of the Council's commitment to providing a variety of affordable housing options in the district and greater housing choice and stability for our residents".

The District Council will be developing new shared ownership homes for sale where there is an identified need as part of its programme to build 600 new council homes by 2026.

To be eligible for shared ownership applicants must:

- Be over 18.
- Have a household income of less than £80,000.
- Be unable to purchase a property suitable for their needs.
- Not already own a home.
- Be able to afford the purchase and ongoing rent.

Priority in the sale of all Council shared ownership will go to those with a connection to the District and in rural areas a connection to the Parish.

For further information on New Forest District Council's shared ownership programme please contact our Housing Strategy and Development Team:
Email: sharedownership@nfdc.gov.uk
Tel: 023 8028 5850



New council homes in Ringwood

New Forest District Council now owns 15 new flats and houses in Ringwood.

The new council homes include one and two bedroom flats, and two and three bedroom houses and are providing much needed affordable housing in the area. A further eight properties are currently under construction and are due to handover in the next few months.

Cllr Jill Cleary commented “By acquiring some of the affordable housing provided

by the developer under the terms of their planning permission, we are able to add to our stock of council houses in areas where they are needed.”

The District Council’s development programme has a target to deliver 600 new council-owned affordable homes by 2026. The delivery of these units at Ringwood makes a valuable contribution to this target and provides new affordable housing where it is needed.

Left and right:
Photographs of
new homes in
Ringwood.


Below:
Cllr Jill Cleary



• C O M I N G S O O N •
New Council shared ownership three bedroom homes for sale
For further information please contact us on
E: sharedownership@mfdc.gov.uk
T: 023 8028 5850

FIRE SAFETY TIPS at Christmas

Please see our simple tips below to help you to have a safe and happy Christmas:

- Check that Fairy Lights:
 - Have the British Safety Standard sign 
 - Have the correct fuse (check the box for advice)
 - Are in good working order, replace any bulbs that blow
 - Are not placed in contact with flammable materials
 - Are unplugged when you go to bed
- Care with candles:
 - Keep them away from anything that might catch fire easily
 - Keep lighters, matches and candles out of children's reach
 - Make sure candles are out completely when you leave a room
- Smoke Alarms:
 - Test smoke alarms monthly
 - Only remove batteries when replacing them
- Most fires start in the kitchen, so don't:
 - Leave a cooker unattended
 - Cook when under the influence of alcohol
- Never overload electrical sockets
- Take care around open fireplaces
- Ensure cigarettes are put out carefully





Safe and Well Support from Hampshire Fire & Rescue Service

Safe and Well is a Home Fire Safety visit that's tailored to an individual's needs, relating to their health and lifestyle choices.

We offer free of charge:

- A custom-made information pack.
- We can install new and check existing smoke alarms.
- We can issue fire retardant bedding, furniture throws and nightwear where needed.
- We can also refer to other services for their professional assessment.

Who do we visit?

Whilst we'd like to offer visits to all Hampshire residents, unfortunately we aren't able to. Instead we focus our visits on the most vulnerable people in our community. The following is a list of vulnerabilities that may indicate a person is at more risk of harm from fire:

Cognitive impairments

which would mean a person might not understand what to do in the event of a fire.

Mobility impairments

meaning a person's ability to escape from a property in an emergency would be hindered.

Signs of carelessness with smoking materials

burn marks evident within the property.

Substance misuse

which may impair a person's ability to exit a property in an emergency.

Hoarding or high levels of clutter

this can obstruct a person's ability to exit a property as well as provide high levels of fuel to feed a fire.

Returning home from hospital and there are fire concerns in the home

e.g. burn marks on bedding, furniture or carpets. Electrical faults, unsafe practices with cooking and heating the home, the occupier smokes and there are no fire alarms installed in the home.



Find out more

For home safety advice, please contact our Community Safety Team:

T: 023 8062 6751 (weekdays 9.00am - 5.00pm) • **E: community.firesafety@hantsfire.gov.uk**

W: hantsfire.gov.uk/keeping-safe/loveyourhome/safeandwell

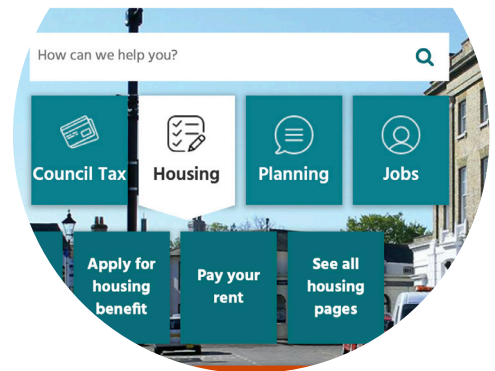
Housing Support Hub

Our newly formed Housing Support Hub has brought together key staff and knowledge to provide dedicated housing-related support to our tenants. The hub provides customer contact provision for rent payments, repairs and maintenance, and tenancy management.

As well as traditional customer contact routes for tenants to request repairs, we are increasing our digital capability and are committed to developing a new modern customer contact model to allow tenants the ability to self-serve, follow progress and feedback at a time convenient to them. Our newly redesigned corporate website is now live with new web pages that are easier to read and navigate. We have started working to develop Housing Maintenance self-help information guides, leaflets and videos covering a range of topics, including some simple checks and repairs that tenants can do themselves.

You can contact the Housing Support Hub team in several ways:

- **Email**
housing.supporthub@nfdc.gov.uk
You can use the email service to ask a question or raise issues in relation to most matters and a member of our team will respond as soon as possible.
- **Visit our website**
newforest.gov.uk
On the Housing web pages use the CHAT NOW link to speak to one of the Housing Support Hub Team. You can also report non urgent repairs on our Council Housing Repair web pages and use the non-urgent repairs link.
- **Call us**
Alternatively, you can telephone 023 8028 5222 and select the relevant option and you will be able to speak to a member of our team.



Housing maintenance

Providing safe, decent, energy efficient homes that meet the needs of modern living for tenants continues to be a key priority.

The Council continues to invest significant financial resources in looking after our existing housing stock and the Housing Maintenance Service has undergone some important changes over the last 18 months.

We have recently implemented a new Asset Management Housing Strategy, supported by a suite of new policies and raised standards to ensure our tenants obtain the very best service from the Council. The safety of our tenants is our number one priority and we have comprehensive regimes in place to ensure that all our homes are legally and regulatory compliant.

In addition to our statutory obligations to meet the Government's Decent Homes standard, the Council wishes to work with tenants to develop a new "Decent Homes PLUS standard". The Decent Homes PLUS standard will ensure that properties not only continue to meet statutory and/or regulatory minimum standards but offer a quality of accommodation which meets current and future tenants' needs and aspirations. As part of our ongoing commitment to this our Asset Management team are undertaking Stock Condition surveys of properties, every five years.

The Council offers tenants an in-house responsive repairs service which also ensures that properties that become empty are prepared for re-letting as quickly as possible. An efficient and value for money maintenance service is one of the biggest drivers of customer satisfaction. We now let all void (empty) properties with freshly painted walls, which will make a big difference to incoming tenants. This is a higher standard than before and is certainly not commonplace with other Housing Authorities or Registered Providers.

As well as undertaking reactive repairs, the Council invests around £6 million per year on planned capital improvement works to tenants' homes, modernising kitchens and bathrooms and ensuring homes are well roofed, with energy efficient double-glazed windows and fire-resistant doors.

All of this is carried out by a professional team who manage the works in a safe and efficient way ensuring value for money and customer satisfaction.



Improvements and responsibilities

Home improvements and alterations

To make your house a home, you might want to make changes or do some DIY, but it's important you don't start any work without talking to us first. We are happy for you to make minor changes, like decorating, changing carpets or putting up shelves without our permission. For anything else, you'll need to let us know what you want to do and receive written permission before you begin. Email us at housing.supporthub@nfdc.gov.uk.

If you require adaptations to your home, you will need to contact our disabled facilities grant team on 023 8028 5151.

Tenant responsibilities and recharges

Council tenants have responsibilities for their home, and this includes certain types of repairs, as detailed in the Tenancy Agreement and you may be liable to pay for them, when the Council undertake these for you. For routinely charged minor repairs such as lost keys and broken windows, we will apply a fixed charge payment (including VAT):

During office hours: £67.20.

Out of office hours: £106.80.

Responsive repairs

As part of our Maintenance and Repairs Policy 2019 we have reviewed our repair priorities and the response target to attend them. These now include a new Urgent priority category. We prioritise repairs as per the categories below:

Response	Repair
Emergency - Three hours Response to make safe/temporary repair only.	Work necessary to prevent danger to life or extensive damage to property, or if the problem will have an adverse effect on a medical need.
Urgent - 24 hours Prevent suffering, undue inconvenience or further damage to property.	Loss of hot water (31 st October – 1 st May); Loss of heating (31 st October – 1 st May) Defective light fitting to kitchen, bathroom or stairway; Replacement WC pan, where only one WC; Restore flush to WC; Defective external door locks.
Priority - Five working days These are repairs that may affect the comfort of residents and likely to cause damage to the property if not carried out as a priority.	Examples of priority repairs would include: Renew light fitting; Repair dripping pipe in the property; Unblock drain; Rain penetration; Loss of hot water (1 st May – 31 st October); Loss of heating (1 st May – 31 st October)
Routine - 20 working days Includes all other minor repairs.	All other general repairs.
Programmed works - 90 working days Major items of replacement or requiring weather or safety dependent work planning.	External repair and painting; Re roofing; Chimney, wall or other masonry repairs.
Inspection - 28 working days Repairs requiring inspection to ascertain nature and to control budgets.	Damp and mould; Fencing and gates; More complex repairs.



Damp and mould

Some of the main problems a home can suffer with in winter is condensation, damp and mould.

Every family produces moisture as part of everyday life from washing, cooking, pets and even breathing! If this moisture is unable to escape from your home it will create condensation (dampness) on cold surfaces such as walls and ceilings.

Mould will not creep up the walls from one flat to another. If you have mould in your property and do not wash it away, then the mould will spread along your walls.

Find out more

If you have damp and mould in your home, we have a guidance leaflet to give you advice on how to solve the issue.

To request a copy, or to ask for advice about your damp and mould problem, please contact the Housing Support Hub (see back page for contact details).

The main contributors to reduce damp and mould are heating and ventilation, so:

- Try to keep a constant temperature in your home. For example, 21c° in your living room and 18c° in the rest of the home.
- Do not use portable gas or paraffin heaters. Every litre of fuel burnt will allow a litre of moisture to be released into your home.
- Try to maintain a constant source of ventilation.
- Dry clothes outside when possible.
- Wipe moisture from windows.
- Keep your home as clean and free from dust as possible to stop mould spores spreading.
- Wash off any mould as soon as possible to prevent mould spores spreading.
- Cover pans when cooking and do not leave kettles boiling, open kitchen windows and keep doors closed.
- Keep doors closed and windows open as soon as you have finished in the bathroom.
- Place furniture slightly away from outside walls to allow air circulation.



Winfrid House extra care scheme

Tenant Representatives Flat Block Project

After our new Fire Safety Policy was implemented in April 2019, Tenant Representatives naturally decided they should carry out a review to check on the how the changes were going, so they could find out more about:

- Residents' knowledge of action to take in the instance of a fire in their building.
- Resident views on building / fire safety in relation to the building they live in.
- The general standard of communal areas.

NFDC has 203 flat blocks across the district and the Tenant Involvement Group decided initially to concentrate on the 14 ex-Sheltered Housing and three Extra Care Schemes. The reason being that there are more elderly and vulnerable residents living in these flat blocks.

Tenant Representatives received the following training:

- A presentation by Service Managers about the Fire Safety Policy.
- A presentation by the Fire Safety Officer about the NFDC's responsibility for building safety.
- A dedicated TIG meeting (February 2020) to agree how the Tenant Representatives would structure their review.

Tenant Representatives were asked to look at each building from a resident's point of view and put forward recommendations for improvements they felt were needed.

These recommendations would complement the work of NFDC's qualified surveyors and Estate Management Officers who carry out professional property inspections on a regular basis.

The site visits started on 10 March 2020 and three flat blocks were inspected and one resident meeting was held that week. However, we had to stop the programme of visits because of the escalating situation with the Coronavirus Pandemic.

The decision was made to carry on but send out resident survey forms in the post instead of making site visits.

A report was then prepared from all the feedback gathered and Tenant Representatives made several recommendations for improvement. The report was deemed so useful that the project has grown to become a full service-wide review of our flat blocks across the district.

This project will review the condition and safety aspects of each block, as well as the decoration, cleaning and grounds maintenance. Resident views will be canvassed by the Resident Involvement Team and they will also capture any mobility issues which need our special attention in case of emergency. We aim to start this project in the Spring and hopefully involve Tenant Representatives if it is safe to do so.



Lawrence House, Hythe.

HAVE YOUR SAY

AND HELP THE ORGANISATION TO CONTINUOUSLY IMPROVE



The Resident Involvement team have developed short digital surveys to obtain feedback on Housing Services such as:

- Repairs and Maintenance to your home.
- The new tenant experience of getting a home and moving in.
- Gas / electrical inspections that are carried out.
- Tenants moving into newly-built properties.

If you receive an email from the Resident Involvement team you will have the opportunity to:

- Tell us about things that didn't go right.
- Suggest improvements that can be made.
- Compliment staff and the service.

All the feedback we receive goes into a monthly report that is sent to Senior Housing Managers to help them monitor and improve the services their teams provide.

We would encourage you to help the organisation to continuously improve by filling in a short digital survey form and 'have your say'.

Difficulties with paying your rent?

We are sensitive to the real financial hardship caused by the Covid-19 pandemic and **our teams want to work with tenants** who are struggling with their financial situation.

It is **very important that rent payments are made** to avoid building up rent arrears which may cause repayment problems in the future and there are various ways in which you can pay your rent.

If you are struggling with your finances you should gain advice, support and guidance from the Tenancy Account team immediately; **we can help** to make affordable repayment plans to assist you during this difficult time. The team can also assist with making claims for any benefits you may be entitled to.

The sooner you let us know about any financial problems you are having, **the sooner we can give you advice** on all the options available. Contact us to get support with managing your rent account – this will help you avoid getting into rent arrears difficulties in the future.

The **Tenancy Account team** are here to help you with any queries or concerns you may have regarding your rent account.

Tel: 023 8028 5222 (option 2)

Email: rents@nfdc.gov.uk

Please remember rent is due every Monday and is payable in advance



Ways to pay your rent

Direct Debit

The most convenient way to pay your rent is by Direct Debit. The payment is made automatically for you from your bank / building society. We offer two payment dates, these are the 1st and 15th of the month. Simply complete a Direct Debit mandate and we will set up your Direct Debit on your preferred date.

Standing Order

Payments can be made by your bank / building society by setting up a Standing Order. These can be made weekly, fortnightly, four weekly or monthly. To set up a Standing Order you will need your seven-digit rent account reference and the following account details:

Lloyds Bank PLC

Sort Code: 30-80-63

Account Number: 29293160

Account Name: New Forest District Council

Telephone

Payments can be taken over the phone using a debit or credit card by calling **023 8028 5222** (option 2). Or you can pay by our automated facility 24 hours a day by calling **0300 456 0626**.

Online

Make a payment online by visiting our website nfdc.gov.uk select the 'Make a payment' option, debit and credit cards can be used.

Swipe card

Payments can be made in any Post Office or pay point outlets. To request a swipe card contact the office on **023 8028 5222** (option 2) or email rents@nfdc.gov.uk.

In person

Payments can be made in person at any of our offices Monday to Friday. Opening times may vary, so it is advisable to check our website or contact us to obtain the current opening times. Our offices are located:

Jubilee Hall, The Square, Fawley, SO45 1DD
Tel: 023 8089 1640

Kings Yard, Salisbury Street, Fordingbridge, SP6 1AB
Tel: 01425 654560

Town Hall, Avenue Road, Lymington, SO41 9ZG
Tel: 023 8028 5000

Appletree Court, Beaulieu Road, Lyndhurst, SO43 7PA
Tel: 023 8028 5000

Town Hall, 2 Ashley Road, New Milton, BH25 6AS
Tel: 023 8028 5000

Ringwood Gateway, The Furlong, Ringwood, BH24 1AT
Tel: 01425 473883

Civic Centre, Totton, SO40 3AP
Tel: 023 8086 3138

Housing Benefit

You must notify Housing Benefit of any changes to your circumstances, for example an increase or decrease to your household income, birth of a child, or anyone leaving or joining the household. Please call the Housing Benefit team on **01590 646121**.

Universal Credit

Universal Credit (UC) is a single monthly payment for people of working age in or out of work. UC merges income-based Jobseekers Allowance, income-related Employment and Support Allowance, Working Tax Credit, Child Tax Credit, Income Support and Housing Benefit.

UC will be a single monthly payment into a bank account. If you get help with your rent, this will be included in your monthly payment. You will have to pay rent to your landlord yourself, in full and on time. To contact UC phone **0800 328 5644**.

Council Tax Reduction

Council Tax Reduction Scheme (CTRS) is to give financial help towards the council tax bills of those on low incomes. Council Tax reduction is a discount for council tax and the amount given is based on the income and circumstances of the household. Please contact our Council Tax team on **01590 646111** for more information.

Useful contacts

Citizens Advice
03444 111 444 • citizensadvice.org.uk

Money Advice Service
0300 500 5000 • moneyadviceservice.org.uk

Shelter
0809 800 4444 • shelter.org.uk

Bird Aware Solent Rangers.



Brent Geese.



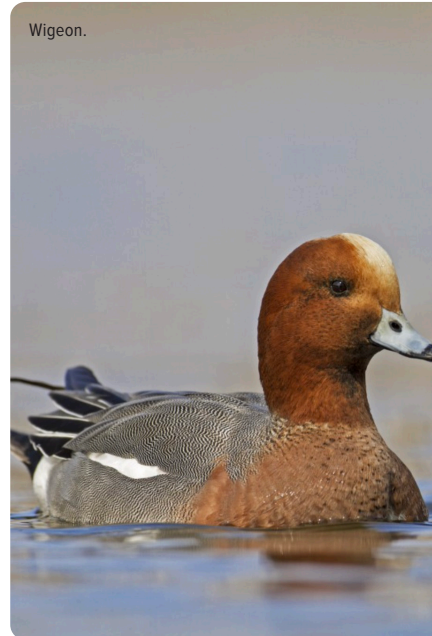
Raising awareness of protected birds

'What was that bird?', is a question that often gets asked as one of our feathered friends flies past. A team of Solent based Rangers hear it a lot as they specialize in highlighting birds that inhabit our area to local residents.

Curlew.

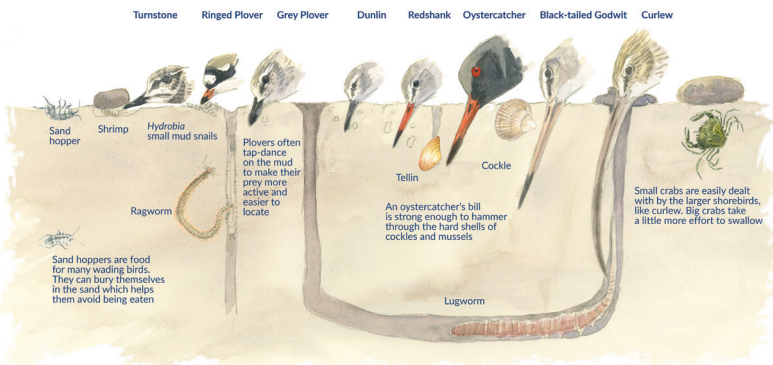


Wigeon.





Different Beaks, Different food



Bird Aware Solent is a Partnership that aims to raise awareness of internationally protected birds. Made up of conservation groups and local authorities, including the New Forest District Council, the project is aiming to create a coastline where people enjoy the coast, without disturbing the birds.

Lymington-Keyhaven Nature Reserve, Hurst Spit and Lepe Country Park are all places where different types of birds can be seen at different periods throughout the year. You will start to see our coastal winter birds, such as brent geese, from late September until late March. Brent geese fly a massive 3,000 miles from Siberia to get to the New Forest, so it's really important to give them lots of space to rest.

Bird Aware Solent Rangers know a lot about the winter birds and they regularly visit local spots, like Calshot and Goatee beach, to pass on their knowledge. Wigeon and teal are two ducks that are often seen at these beaches, alongside the recognisable, oystercatcher. Oystercatchers are very easy to spot with their black and white bodies and orange bills.

Another group of birds, known as 'waders', that are seen on the New Forest coast are dunlin, turnstone and curlew. All of these have different characteristics and catch food in different ways. Turnstone are aptly named as this is how they hunt for small crabs and invertebrates under stones. A curlew will use its long, highly sensitive bill to probe deep into mud and sand to catch worms and other juicy morsels.

Many other remarkable birds return here every year and seeing them on the coast is a wonderful experience. This winter, why not take the family to the beach and see which ones you can see? For more information about the birds visit birdaware.org.

Please do remember that the birds are preparing for their coming migration so it's really important not to scare them. You can help the birds by keeping your distance, sticking to paths and keeping your dog on a lead.

Dunlin.



Teal.



Find out more

Visit solent.birdaware.org/home, or request a free leaflet to help you look out for coastal wintering birds from the Resident Involvement team - RI@nfdc.gov.uk.

Christmas

Refuse and recycling collection dates

Black and clear sacks

Normal collection day

Friday 25 December 2020

Friday 1 January 2021

Revised collection day

Saturday 2 January 2021

Saturday 2 January 2021

Glass collection box

Normal collection day

Friday 25 December 2020

Friday 1 January 2021

Revised collection day

Saturday 2 January 2021

Saturday 9 January 2021

Your collection day remains the same unless listed above
Normal collections resume Monday 4 January 2021

- **Christmas recycling**
 - Six in the sack** - plastic bottles, tins, cans, aerosols, paper and cardboard. Greetings cards, sweet and biscuit tins can be recycled too
 - Remember** - gift wrapping paper, ribbons and bows can't be recycled - if you cannot re-use them put them in your black rubbish sack

Bad weather

Collection updates will be posted on newforest.gov.uk and [f newforestgov](https://www.facebook.com/newforestgov) [📷 newforestDC](https://www.instagram.com/newforestDC)



Christmas trees

Drop off points

Sign-posted drop off points will be set up around the district to recycle your real Christmas trees.

All decorations must be removed from your tree before taking to a drop off point.

Leave trees in designated fenced bays only. Be considerate of others; take your tree to the back of the bay, do not block the entrance.

Sites will be open Saturday 2 - Sunday 17 January 2021

Blackfield	Gang Warily community centre car park
Burley	coach park BH24 4HW
Fordingbridge	A338 slip road car park SP6 1AN
Hythe	New Road car park SO45 6XP
Lymington	Bath Road car park SO41 3SE
Lyndhurst	Village centre car park SO43 7BE
Milford	Hurst Road East overflow car park (by Sturt Pond) SO41 0PY
New Milton	Crossmead Avenue car park BH25 6NF
Ringwood	The Furlong long stay car park - follow signs to designated area BH24 1AY
Totton	Rumbridge St car park SO40 9EA

Collected trees will be chipped and used as mulch.

Any trees left in car parks not on this list, or left by litter bins, blocking disabled parking bays, access to recycling banks and footpaths will be treated as fly-tipping.

Annual report

APRIL 2019 - MARCH 2020

Getting people housed

We rehoused a total of **471** households, and there are **1,007** households on the waiting list.

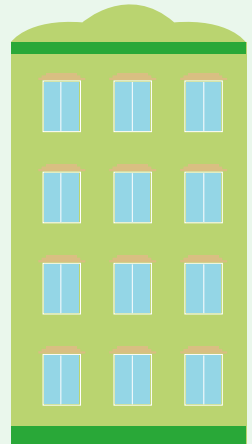


Tenancy management

198 new cases of anti-social behaviour cases opened and **180** cases resolved.

37 arranged mutual exchanges.

262 accompanied viewings.



Dealing with homelessness

- **1,796** new cases opened
- **1,020** homeless applications made
- **557** Prevention Duties accepted
- **287** Relief Duties Accepted
- **126** Total Full Duties (accepted as homeless)
- **351** Households prevented from becoming homeless
- **96** Homeless households found alternative accommodation
- **184** Emergency accommodation placements



Housing income

The rent we collect is used to deliver the services you want.

We have collected over **99%** of all rent due on our properties. This figure is based on the total rent and charges due for 2019/20.

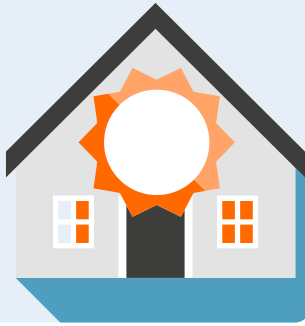
- Up to 31 March 2020, we had **810** tenants claiming Universal Credit, resulting in **£230,940** of associated rent arrears.
- From 1 April - 22 October 2020, we had received a further **373** new Universal Credit claims, resulting in a total of **£310,282** of associated rent arrears.



If you are getting into difficulty with paying your rent we are here to help so please contact your Tenancy Account Officer for advice and assistance.

Disability adaptations

We completed **100** Disabled Facilities Grants for our tenants.



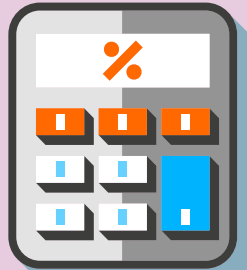
Your calls

We have dealt with **40,000** housing related customer service calls.



Revenue and benefits

We arranged **£12.1million** in Housing Benefit payments with **2,511** council tenants on Housing Benefit and assisted tenants in urgent situations receiving **£86,932** (this figure relates to NFDC tenants only) in Discretionary Housing Payments.



Housing maintenance

- We spent **£5.7million** on planned maintenance to our properties.
- We carried out over **14,560** day to day repairs including over **2,570** emergency ones.
- **91%** of emergency repairs were completed within three hours of reporting.
- We completed over **6,000** gas and electric inspections.
- And nearly **2,352** gas repairs.
- We kept **89%** of all day to day repair appointments.

Housing development

We purchased **16** properties from the open market.

We built **72** properties - with **62** more due to complete this year.

We secured **9** units of new temporary accommodation.

We created **2** new properties through remodelling existing buildings.



Donate it or dump it?

What to do with bulky household waste

It can be difficult to dispose of household items such as furniture and electrical goods, especially if you can't get them to the tip or if it is a large item that you cannot easily transport yourself.

We offer a bulky waste collection service to make it easier for you to dispose of these items, but before you do so - have you considered whether someone else could make good use of it?

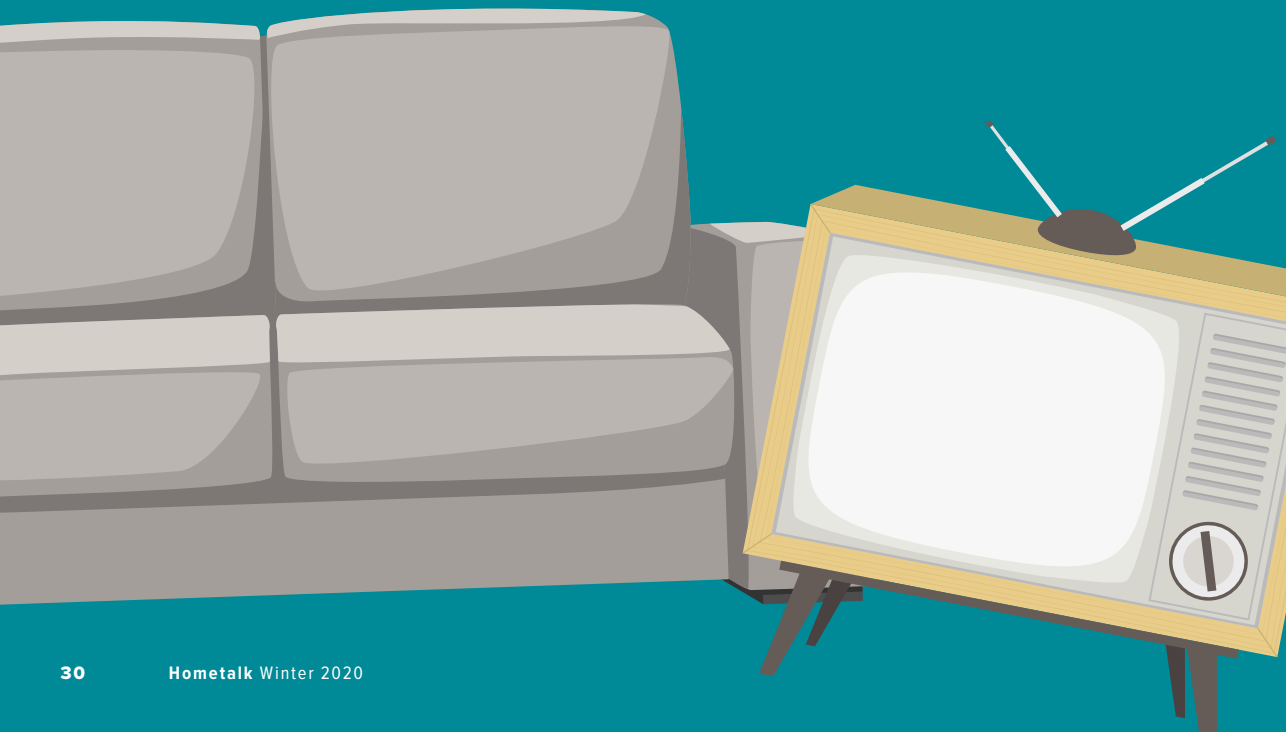
We have recently improved our system so that before you book a bulky waste collection you can quickly and easily check whether there is an organisation that may be able to reuse, repair or even upcycle your unwanted item to give it a new lease of life. A few organisations will even offer to collect the item from your home - a convenient way to make your items last longer, and at the same time you'll be helping to reduce waste and save materials.

You can find out more on our web page [newforest.gov.uk/article/978/Bulky-waste-collection](https://www.newforest.gov.uk/article/978/Bulky-waste-collection) just click 'donate it or dump it' to see what options are available for your item.

If there isn't an alternative option available for your item you can still arrange for a bulky waste collection from New Forest District Council. The collection of one item will cost £30.00. Each additional item (up to a maximum of eight items) will cost £7.50. Residents in receipt of certain benefits can apply for one free collection of up to three items in any one financial year (April - March).

Please call customer services on **023 8028 5000** for more information

For lots more tips and useful advice on doing your bit to reduce waste and protect the environment go to [hants.gov.uk/wasteandrecycling/smartliving](https://www.hants.gov.uk/wasteandrecycling/smartliving)



Home cleaning tips to help protect against COVID-19

It's more important than ever to keep our homes safe and clean in order to lower the chance of infection from COVID-19. Follow our coronavirus cleaning guide below to help keep your family safe.

High-touch surfaces

We know to wash our hands as often as possible, especially after we've been out, but it's also important to regularly clean and disinfect high-touch surfaces around your home.

Common surfaces that can harbour potentially harmful germs include: door handles, tables, chairs, kitchen and bathroom surfaces, taps, toilets, light switches, mobile phones, keyboards, remote controls, game controllers, favourite toys and everyday appliances such as the microwave, kettle, toaster, washing machine, oven and fridge.

The best way to keep these surfaces clean and germ free is to first wipe with warm, soapy water and then use diluted bleach or a disinfectant spray. Be extra careful when cleaning sensitive electronic items like mobiles, remote controls and computer keyboards. You can use alcohol-based wipes to disinfect touch screens on tablets and phones and invest in wipeable covers to protect these items and make them easier to clean.

Always wear disposable gloves when cleaning and disinfecting surfaces and open windows if the label recommends it. Remember to throw away the gloves after each clean and then wash your hands.

Wash all your sponges, cleaning cloths and tea towels at 60 degrees or hotter, after use. You can also put washing up sponges on a hot cycle in the dishwasher.

Laundry

Wash your bed sheets, towels and clothes regularly on the warmest appropriate setting and then dry items completely in order to help kill the virus. Don't shake out dirty laundry, instead gather it up carefully to put in the washing machine and always wash your

hands with soap and water after you've handled laundry.

If you don't have a washing machine at home and need to visit a launderette remember to wear disposable gloves, disinfect the surfaces of all machines you use and don't touch your face while you're out. Wait till you get home before folding and sorting your laundry and either wash or disinfect your laundry bag or use a bin bag that you can throw away after each visit.

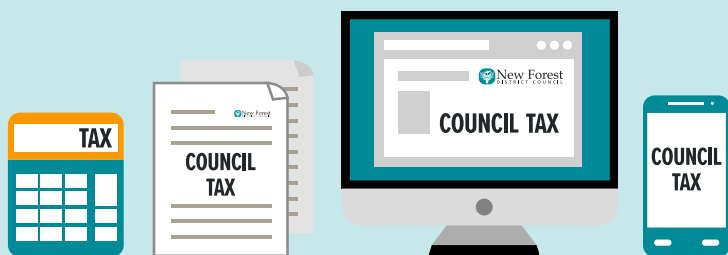
Communal areas in council neighbourhoods

Our cleaners are hard at work keeping communal areas extra clean at this time. They are paying particular attention to high-touch surfaces like door handles, handrails and lift buttons. Please ensure cleaners (and all other council staff) can work safely by always keeping a distance of at least two metres. Communal areas are used by lots of people, so even though we are working hard to keep them clean it is still essential you wash your hands as soon as you get home.

Find out more

For lots more useful advice and tips about how to stop germs spreading at home check out the NHS website.





Council Tax

We know this has been a difficult and challenging time for many of our residents.

If you are in arrears with your council tax payments please call 01590 646111 between 8.45am and 1.00pm - we are here to help you and to discuss a payment plan.

How to pay

To bring your account up to date, you can pay:

- Via our automated payment line - please call our payment line on **0300 456 0626**.
- Online at newforest.gov.uk
- By BACS, standing order or online banking.
Account Number: 29293160
Sort Code: 30-80-63
Account Name: New Forest DC
- At one of our local offices - please check our website for specific opening times.

Alternatively, if you choose to pay by direct debit, we can collect the amount you currently owe alongside your normal monthly payment.

We have three payment dates:
1st, 15th or 23rd of the month.

You can set up the direct debit online at newforest.gov.uk/counciltax or by calling **01590 646111** (8.45am - 1.00pm).

Council Tax Support Scheme

If your income has reduced, you may be eligible for help via our Council Tax Support Scheme.

You can make your claim online at newforest.gov.uk/benefits, there is also information here about other support and help you may be entitled to.

If you need any advice or information, please call our Benefits Team on **01590 646121**; they are here to help.

Pension Credit

If you are of pensionable age and on a low income you can claim Pension Credit at gov.uk/pension-credit or call **0800 991234**.

Local Support

If you need advice on money, claiming Universal Credit, paying bills or employment, you can contact New Forest Citizens Advice at newforestcab.org.uk or call **0300 3309 009**.

Gas safety checks

We have a legal requirement to inspect all gas appliances annually in council properties.

We require all tenants to allow our engineers access to their properties to make these checks. We can take court action against any tenants who refuse access for gas safety checks.

If tenants repeatedly miss appointments the property may be visited by a Gas Supervisor who will leave a notice on the front door notifying the tenant that they must contact the gas team and, if necessary, we will apply to the court for an injunction to enable us to gain access and, if appropriate, authorise us to use force. The council will seek the costs of having to make an injunction application from the tenant.

Please ensure you help the gas team to keep tenants safe and warm this winter in their homes by allowing access to carry out safety checks!

If you think you can smell gas in your home or in the event of an emergency:

- Do not light matches
- Do not smoke
- Do not turn electrical switches on or off
- Open doors and windows
- Turn off the meter at the control handle.

If you think you can smell gas in your home and you feel there is an Emergency Situation call The National Grid UK immediately on 0800 111 999 any time, day or night.

Carbon Monoxide kills!

Please help us gain access to your property.



LASTING POWER OF ATTORNEY LET'S PLAN AHEAD CAMPAIGN

Let's Plan Ahead (LPA) is a multi-agency initiative hosted by the Hampshire Safeguarding Adults Board, which aims to raise awareness and drive the uptake of Lasting Power of Attorney for Health and Welfare.

A common belief is that the person nominated as our 'next of kin' can make decisions for us if we are unable to make them for ourselves. However, in law 'next of kin' has no legal standing and such decisions cannot be made by our friends or family unless we have put the appropriate legal arrangements in place.

A Lasting Power of Attorney (LPA) for Health and Welfare is a legal document which can be made to cover a loss of mental capacity in relation to decisions about health and welfare on a temporary or permanent basis.

Such arrangements are often considered as something we would do when we are older in case we live with a condition such as dementia. However, people of all ages can lose the mental capacity to make such decisions on a temporary or permanent basis due to illness or accident. It is important to plan ahead and set up a Lasting Power of Attorney now to enable a person of your choosing to make health and welfare decisions on your behalf should you lose mental capacity to make these decisions for yourself. However, the LPA for Health and Welfare is only valid if it has been registered with the Office of the Public Guardian (OPG) which is part of the Ministry of Justice Department.

A range of resources are available on the Hampshire Safeguarding Adults Board website which explain the process, including two short films and supporting leaflets, wallet cards and posters.

We encourage all residents of Hampshire to visit the site and consider making a Lasting Power of Attorney for Health and Welfare. Once you have these arrangements in place you can rest assured that somebody you know and trust, who knows your wishes, will be able to make decisions in your best interests.

Find out more

hampshiresab.org.uk/lasting-power-of-attorney

SEABIRDS WORDSEARCH COMPETITION

Almost everyone can recognise a puffin stood proudly on a cliff, with its chest puffed out and a beak-full of sand eels. These colourful clowns of the clifftop come ashore every year to perform at our coasts and deservedly take the crown as our best-known seabirds.

However, there is a lot more to our seabird selection than these comical auks - and the 'seagulls' familiar to any visitor to seaside towns.

For example, our coasts support internationally important breeding populations of a number of seabird species. 68 per cent of the world's Northern Gannets, 90 per cent of the world's Manx Shearwaters and 60 per cent of the global population of Great Skuas are found in Great Britain and Ireland!

Can you find the 15 names of seabirds in the wordsearch puzzle below?

Send us your answers to be in with a chance of winning!

1st prize • £20 shopping voucher

2nd prize • £10 shopping voucher



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

Brentgeese	Redshank
Dunlin	Sanderling
Gannet	Sandpiper
Godwit	Seagull
Greatskuas	Snipe
Manxshearwaters	Teal
Oystercatcher	Wigeon
Puffin	

If you would like to enter the competition, mark around the words clearly with a black pen, complete the entry form and send it to:

Resident Involvement Team
New Forest District Council
 Appletree Court, Beaulieu Road,
 Lyndhurst. Hampshire SO43 7PA

Entry form

Full name Telephone

Address

Closing date for entries is 30 April 2021. Terms and Conditions apply. This information will only be used by our Housing team for the purposes of the wordsearch competition prize draw, and will not be used for any other purpose or shared elsewhere. Further information about your information rights can be found at nfdc.gov.uk or by emailing our Data Protection Officer on data.protection@nfdc.gov.uk.

SARUM GARDENS

During lockdown earlier this year, tenants in Totton decided to spend some of their time making the gardens where they live look really good.

They tidied up the flower beds, tended to the plants and added some extra flowers to make their neighbourhood look really attractive.

One of the gardeners said: "We like to keep the gardens looking nice and a lot of people have said how lovely it looks. We are proud of what we've done to keep the area looking good."



Draft Waste Strategy

We are reviewing our waste and recycling services

It is important that we develop a final strategy that meets the needs of our residents and helps us to protect the environment.

You can find out more about the draft waste strategy and be part of the engagement process from **12 November - 10 December 2020**

Residents' engagement packs are available from:

- newforest.gov.uk/wastestrategy
- Local information offices
- Customer Services (023 8028 5000)



Save time, do it online

Why not use our online services to save yourself some time - visit newforest.gov.uk.

Some of the things you can report include:

- Repairs needed
- Benefit fraud or change in circumstances
- Dog fouling
- Flytipping
- Graffiti
- Household rubbish and recycling enquiries
- Pest control issues
- Street cleaning issues
- Abandoned vehicles

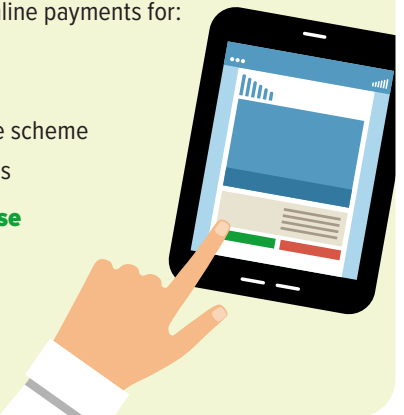
You can also:

- Apply for a property

You can make online payments for:

- Rent
- Council tax
- Garden waste scheme
- Parking clocks

**Alternatively use
the New Forest
In Touch app.**



Security items for sale at information offices

The Safer New Forest Partnership has a range of security items for sale at our information offices across the district.

The high quality products include:

- Alarmed padlocks for outbuildings
- Gold standard bike D-locks
- High visibility rucksack covers for cyclists and pedestrians
- Flashing armbands - ideal for children, cyclists etc.

For more information visit safernewforest.gov.uk

Information offices

Fawley

Jubilee Hall, The Square • 023 8089 1640
Monday, Wednesday and Friday
9.00am - 12.30pm | 1.00pm - 5.00pm

Fordingbridge

Kings Yard, Salisbury Street • 01425 654 560
Monday - Friday • 10.00am - 4.00pm

Lyndhurst

Appletree Court, Beaulieu Road • 023 8028 5000
Monday - Friday • 9:00am - 12.30pm | 1.30pm - 4.00pm

Lymington

Lymington Town Hall, Avenue Road • 023 8028 5000
Monday - Friday • 9:00am - 12.30pm | 1.30pm - 4.00pm

New Milton

New Milton Town Hall, 2 Ashley Road • 023 8028 5000
Monday - Friday • 9.00am - 12.30pm | 1.30pm - 4.00pm

Ringwood

Ringwood Gateway, The Furlong • 01425 473 883
Monday • 9.00am - 12.30pm | 1.15pm - 3.15pm
Tuesday • 9.00am - 2.00pm
Wednesday • 9.00am - 12.3pm | 1.15pm - 3.15pm
Thursday • 9.00am - 2.00pm
Friday • 9.00am - 12.3pm | 1.15pm - 3.15pm

Totton

Totton Civic Centre • 023 8086 3138
Monday - Friday
9.00am - 12.30pm | 1.30pm - 4.00pm

Hythe Information Office is currently closed



Don't forget to pay your rent

Failure to keep your rent payments up to date could mean that you lose your home.

If you are having difficulty paying your rent please contact us at an early stage - our Housing Income Team are here to assist you.

Call us on **023 8028 5222** to speak to a member of the team.



Making an appointment with a New Forest District Council officer

Please make an appointment if you wish to see any of the following officers:

- Homelessness and housing advice
- Allocations
- Tenancy Management
- Housing income

For contact details, please see information on the back page.



Information directory

Home safety

Things I can do myself

- Smoke detectors - make sure batteries are working properly and test them regularly.
- Key safes and mobility aids can be purchased in high street stores.

If I need help or advice

Free home security visits from Blue Lamp Trust

0300 777 0157 • bluelamptrust.org.uk

Household emergency

Things I can do myself

Water - find out where the mains supply / stopcock is. Switch off mains if necessary.

Gas - turn off gas at the meter, open doors and windows, don't use naked flames or electrical switches.

Electric - turn off mains power to the house.

Smell gas?

Call **0800 111 999** (National Grid) and let the Housing Support Hub know.

Southern Water

Good news from Southern Water in these difficult times - Southern Water have reviewed their Essentials tariff and made a change that runs until 31 March 2021.

Rather than our customers who have an annual household income of less than £16,105, they have increased the threshold to £21,000 per annum (including Housing Benefit).

For example:

Income	Tariff Band	Bill Discount %
£6,100 - £21,000	1	20%

All customers who are accepted onto the new Essentials tariff 20% discount criteria will be reviewed and/or removed next March/April 2021.

How to apply - Fill in an online Financial Assistance form at southernwater.co.uk

Southern Water Affordability team:
0800 027 0363

Consumer advice including benefits, housing, finances and legal concerns

Things I can do myself

Keep all relevant paper work/bills etc. stored safely for reference. Don't ignore final bills or letters that concern you.

If I need help or advice

Housing Support Hub (see back page)

Citizens Advice Hampshire

citizensadvice.org.uk

New Forest Advice Line

0300 3309 009

Rogue traders, scams and doorstep crime

If I need help or advice

Citizens Advice Consumer Help

citizensadvice.org.uk

Report an issues to Trading Standards

0808 223 1133

actionfraud.police.uk

Preparing for winter

Things I can do myself

Consider lining curtains and draught proofing rooms. For some DIY tips on energy saving solutions please visit environmentcentre.com

If I need help or advice

Hampshire based advice line for practical and financial support Hitting the Cold Spots

0800 8048 601

Keeping healthy

Things I can do myself

Enjoy life! Little changes can make big differences in the long run - don't put off making healthy life changes, do it today.

If I need help or advice

Health information including local GPs, pharmacies

nhs.uk

or call **111**

Drug and Alcohol Support- Inclusion Recovery
Hampshire

inclusion.org

01785 221 662

Mental Health Support

rethink.org

Healthy Eating and Weight management

change4life.org

Reducing social isolation

Things I can do myself

Do something new either for yourself or for others. Discover a new talent, go back to something you used to enjoy, connect with people. Get to know your neighbours and your local community.

If I need help or advice

Your local voluntary service will have details on all sorts of clubs and groups as well as transport solutions that can help.

To find details of your local voluntary service please visit **hampshirecvs.org.uk**

Silverline

0800 470 8090

Bereavement

bereavementadvice.org

0800 634 9494 - Monday - Friday, 9.00am - 5.00pm

Cruse bereavement care

cruse.org.uk

Supporting carers

Things I can do myself

Think Carers! If you are a carer yourself, you are entitled to a carers assessment to help identify your support needs and offer advice.

If you know someone who is a carer, make time to see them and make sure that they are aware of support available to them.

If I need help or advice

Princess Royal Trust for Carers

carercentre.com

01264 835246

Carers Together

carerstogether.org.uk

01642 488977

Supporting independence

Things I can do myself

Don't wait until crisis point to make changes.

Start thinking about how you or a loved one will keep independent as early as possible.

If I need help or advice

Appletree Careline

newforest.gov.uk/appletreecareline

023 8028 5523

Steady and Strong and Better Balance for Life classes

hants.gov.uk/balance

023 8028 5588

Meals on Wheels (Apetito)

hants.gov.uk/meals-on-wheels

01225 560368

Bus services in the New Forest

Blue Star bus services

01202 338 421 / bluestarbus.co.uk



Useful contacts and information

Housing Support Hub

- Web chat is quick and easy to use.
Go to newforest.gov.uk/housing and use the direct link on any one of our Housing and Homelessness pages to start a chat.
- Email the support hub team to discuss or raise a variety of housing related queries housing.supporthub@nfdc.gov.uk
- To report a repair you can use one of our online forms 24 hours a day at newforest.gov.uk/maintenance
- Call **023 8028 5222** - listen to the options for all housing related enquiries. Alternatively, you can call **023 8028 5000** - option 4 for Customer Services (all general, non-housing related enquiries).
- **Contacting us in an emergency**
If you need to report an emergency outside of our office hours, at weekends or on public holidays, call **023 8028 5250** or if the land line is unavailable, call our emergency mobile **07771 259098**.

Housing options

1. Homesearch vacancies / Housing waiting list

For queries relating to Homesearch (the housing waiting list) contact housing.options@nfdc.gov.uk

If you need to speak with us about social housing, call **023 8028 5222** (option 1), Monday to Thursday from 2.00pm to 5.15pm, and Friday from 2.00pm to 4.45pm.

2. Homeless and Housing Advice

For homeless / housing advice queries contact homeless@nfdc.gov.uk

If you are homeless or at risk of homelessness you can refer yourself to the Housing Options team

<https://hpa2.org/refer/NEWF>

or if you are homeless today call **023 8028 5222** (option 1)

Monday: 9.00am - 12.30pm and 1.30pm - 5pm

Tuesday: 1.00pm - 5.00pm

Wednesday: 9.00am - 12.30pm and 1.30pm - 5pm

Thursday: 9.00am - 12.30pm and 1.30pm - 5pm

Friday: 9.00am - 12.30pm and 1.30pm - 4.45pm

Or you can advise Streetlink of a rough sleeper via a 24 hour, 7 days a week free phone line **0300 500 0914** or visit streetlink.org.uk

If you need emergency assistance outside of normal office hours, call **023 8028 5250**

Customer Services

- Web chat is quick and easy to use.
Go to newforest.gov.uk/housing and to the 'Contact Us' page for a direct link to start a chat.
- Email customer.services@nfdc.gov.uk
- Use one of our online forms at newforest.gov.uk
- Use our In Touch app if you're out and about and spot something that needs reporting.
Visit mycouncilservices.com for more information and to download.
- Get in touch on Twitter or Facebook where you can post or message us with your enquiry
[@nfdc_updates](https://twitter.com/nfdc_updates)
[@newforestgov](https://facebook.com/newforestgov)
- Call **023 8028 5222** - listen to the options for all housing related enquiries. Alternatively, call **023 8028 5000** - option 4 for Customer Services (all general, non-housing related enquiries). If you are not sure who you want to speak to, just hold and you will be connected to the Customer Service team who will assist you.

Appletree Careline

appletree.careline@nfdc.gov.uk

023 8028 5523 - 24 hours a day

National Grid

If you suspect a gas leak please call the National Grid. Also report the gas leak to New Forest District Council.

nationalgrid.com

0800 111 999 (24 hours) have your postcode ready.

Other useful numbers

Street lights at Hampshire County Council

Report road problems, including potholes, pavements, roadside plants, drainage problems etc.

You can log a report direct to Hampshire County Council's website hants.gov.uk/roadproblems or call **0300 555 1375**

Alternative formats

If you would like this information on audio CD, audio tape, braille, large print, any other format or interpreted into a language other than English, please contact Joy Stainer or Adrian Phipps, Resident Involvement on **023 8028 5119** or email RI@nfdc.gov.uk.