

Hometalk

New Forest District Council's magazine for tenants and leaseholders | **Winter edition 2021**



If you wish to receive future copies of the magazine, you can opt in at any time by completing an online form via: newforest.gov.uk/hometalk or by emailing the Resident Involvement team: ri@nfdc.gov.uk

Please note: if you have previously opted in, you do not need to do so again.

In this edition of Hometalk

p3	Opt in information	p28	Gas safety checks
p4	Free water saving home visits	p29	Have you considered moving to a smaller home?
p5	Warm home discount	p30	How to stay informed
6+7	A natural fit for a greener lifestyle	p31	Window replacements update
p8	Citizens Advice	p32	Wordsearch
p9	Energy saving tips	p33	Save time, do it online
p10+11	Extra Care Housing	p33	Don't forget to pay your rent
p12	Building safety officers	p33	Making an appointment
p13	Fire safety tips this Christmas	p34+35	Information directory
p14	Sleep safe	p36	Useful contacts
p15	The Crossings		
p16	Safe and Well support		
p17-20	Annual report		
p21	Waste strategy		
p22+23	Seasonal waste and recycling information		
p24	Report a problem online		
p25	Community speed watch		
p26	Advice on starting a business		
p27	Youth Employment Hub		
p28	Digital feedback groups		



Editorial contributions from

Tenant Representatives and Hometalk Editorial Panel Home Participants

Get in touch

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RI@nfdc.gov.uk

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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.



Hometalk magazine

Hometalk magazine is produced for our tenants and leaseholders, to help us provide you with important and helpful information. Hometalk lets you know:

- **Help and assistance you can receive as a tenant.**
- **How Housing Services is performing.**
- **Important safety messages.**
- **Up to date contact information.**
- **Any changes to services that may affect you or your home.**
- **Opportunities to get involved and 'have your say'.**

Currently we only send Hometalk to those households who have opted in to receive it. For this edition we have removed marketing articles and sent it to all of our residents to provide you with the option of receiving future copies. Future editions of Hometalk magazine may contain some marketing of council and voluntary services that may be of benefit to tenants.

If you wish to receive future copies of the magazine, you can Opt in at any time by completing an online form or by emailing the Resident Involvement team **ri@nfdc.gov.uk**.

The content and design of the magazine is reviewed and approved by tenants and members of staff.

Please note: if you have previously Opted In, you do not need to do so again

Find out more

Previous copies of Hometalk and the opt in form can be found on the housing section of the New Forest District Council website:
newforest.gov.uk/Hometalk

Free water saving home visits



Get\o/aterFit

Customers who have a water meter and have both their waste and water supplied by Southern Water can apply for a free water saving home visit providing free water saving devices, for example toilets changed to dual flush, tap aerators and water efficient shower-heads could be fitted, which may also reduce water bills.

The visit also offers bespoke behaviour change advice alongside the fitting of products throughout the house to ensure that maximum water and energy savings can take place for the customer.

Each visit involves the tracking of actual water use both before and after each visit. Visits have already shown that substantial water usage reductions can be achieved just from the behavioural advice given. Free checking and fixing of leaky toilets is also included within the home visits - possibly saving up to 300 litres a day per toilet.

Apply at southernwater.co.uk/home-visit or email waterefficiencyteam@southernwater.co.uk

Southern Water has also partnered with Save Water Save Money to offer customers GetWaterFit, a free online water-saving tool. The interactive software is designed to help households save water, in turn helping them save energy and money on their bills. Savings are linked to charitable donations, allowing customers to give as they save.

Customers enter their postcode and answer simple questions about their household water use and the appliances they own. GetWaterFit then creates a personalised dashboard, which includes tailored challenges to help them save. Customers can use the dashboard to track their progress and are awarded 'coins' for completing water-saving challenges, which they can donate to local schools and WaterAid.

GetWaterFit provides the opportunity to book a free 15 minute video consultation, then order water-saving devices. During the consultation, the customer will receive a live demonstration on how to fit the devices, along with more water-saving suggestions.

Find out more

For more information and to register visit southernwater.co.uk/GetWaterFit



Apply for your Warm Home Discount

Energy costs go up when the temperature falls so make sure you don't miss out on the Warm Home Discount which could save you £140 off your fuel bill this winter.

Am I eligible?

If you (or your partner) began receiving Guaranteed Pension Credit on or before 4 July 2021 you are automatically eligible and should receive your payment by 31 March 2022.

However, even if you don't receive this benefit you may still be able to receive the discount. You'll need to contact your own energy supplier and ask if you qualify. Eligibility varies between energy suppliers and criteria is often based on low income and a vulnerability in the household, such as a disability or a child under the age of 5. You may have to provide evidence of your eligibility when you apply.

There are two ways to qualify for the Warm Home Discount scheme:

1. You get the Guarantee Credit element of Pension Credit - known as the 'core group'. Or;
2. You're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

How you apply for the Warm Home Discount depends on how you qualify for the scheme.

How do I apply?

You'll need to apply directly to your energy provider, and you should be able to make an

application online, by phone or by post. Look for contact details on your bill or annual statement or visit your energy provider's website.

Most suppliers invite applications for the Warm Home Discount in the autumn.

If you apply for the discount but then decide to switch supplier before you receive the £140, you will need to reapply with your new supplier. Applying doesn't necessarily guarantee that you'll get the discount. Some suppliers receive more applications than they can handle, so it's a good idea to apply early.

How else can I save on energy?

Energy prices are increasing but there are ways to reduce your bills. Beat the price hike by comparing energy deals and switching to a cheaper locked-in (or fixed rate) tariff.

Find the cost of the cheapest energy deal available and compare that to the cheapest energy deal offered by a Warm Home Discount provider. Factor in the additional £140 into your costs if

you are eligible and you can apply in time.

Switching provider is particularly relevant if you've missed out on this year's discount scheme or if you're not eligible to apply.

What next?

Make sure you are receiving all the help you're entitled to from your supplier. Depending on your circumstances, you could join the Priority Services Register, which won't necessarily save you money but may provide vital support in an emergency.

Find out more

Visit gov.uk/the-warm-home-discount-scheme





A natural fit for a greener lifestyle

You may have recently seen the blanket coverage in the media about the 'Conference of the Parties' (COP26) Climate conference in Glasgow in November.

Climate change is very much a subject at the forefront of many of our minds and here at New Forest District Council we have officially recognised the importance of understanding our impact on the nature and the environment. As a Council we will shortly begin to explore things like the level of carbon emissions produced by all of us in the district and what we can all do to minimise the impact on the environment and on the world around us.

As a landlord of over 5,200 properties, we understand our responsibility to firstly, provide good quality housing to our tenants that meets the decent homes standard, and secondly, we understand that as a landlord we have an enormous responsibility to make sure our properties are as energy efficient, warm and comfortable as possible: keeping fuel bills manageable and carbon emissions low.

It is important that we put a plan in place to meet our first significant legislative milestone to upgrade 250 of our least efficient properties with an Energy Performance Certificate (EPC) rating of D or

below, to a rating of C or above, by 2030, whilst at the same time creating a plan for our properties to be carbon neutral by 2050.

With the help of elected members on our Greener Housing Task & Finish Group, we are developing a greener housing strategy to outline our commitment to both review our day-to-day operations and our property stock energy performance.

'Greener' technologies such as heat pumps, which can replace traditional gas boilers, are developing at pace and government funding schemes will encourage their take up over the coming years. We will use the next 10 years to test these greener energy technologies on small scale pilot schemes, to greater understand how we can lessen our impact on the environment and also review different options for better insulating our stock as we work toward the 2050 target.

Whilst we have installed several Air Source Heat Pumps (ASHP) recently we are excited to shortly commence our largest installation project to date of 11 ASHPs in East Boldre, to replace a number of coal fired and electric storage heater systems. This will inform a further roll out of 40 planned ASHPs across the district in 2022 and 2023.

What is an Air Source Heat Pump (ASHP)?

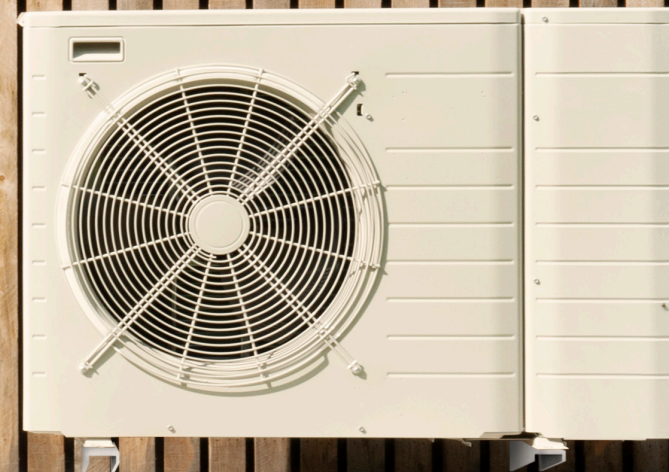
An ASHP takes heat from the air and boosts it to a higher temperature using a compressor. It then transfers the heat to the heating system in your home. They work a bit like refrigerators in reverse.

Are air source heat pumps efficient?

An ASHP system can help to lower your carbon footprint as it uses a renewable, natural source of heat – air. How much CO2 you'll save depends on the fuel you are replacing. For example, it will be higher if you are replacing coal or an oil boiler.

A heat pump needs an electrical power source to power the heat pump, so there will still be some resulting CO2 emissions.

Often, you'll need to set your heating to come on for longer than with a traditional system to gain the best results from your pump.





Citizens Advice New Forest (CANF) regularly give residents advice about their energy bills. The advisers help clients who are vulnerable, or in fuel poverty, and offer a holistic approach to assisting with debt issues, claims for benefits or grants to ensure the client is getting everything they are entitled to in respect of income.

Local offices

Lymington
Town Hall, Avenue Road, Lymington SO41 9ZG

Totton
91, Junction Road, Totton,
Southampton SO40 3BU

Hythe
The Grove, 25, St Johns Street,
Hythe, Southampton SO45 6BZ

Ringwood
Ringwood Library, Christchurch Road,
Ringwood BH24 1DW

New Milton - opening soon
1, Old Milton Road, New Milton BH25 6DQ



"I contacted CANF during lockdown and within 24 hours an adviser phoned me and was very helpful with his advice. He followed that up with a further two calls to see how I was getting along. I now have the confidence to finalise the problem. I will definitely recommend Citizens Advice to anyone needing help. Thank You"

Contact us

New Forest Advisers

Ring our Freephone Adviceline
(Monday - Friday, 10.00am - 4.00pm)
0808 278 7860

Fill in the online webform at
newforestcab.org.uk/contact-us/email-adviceline

National Citizens Advice Services

Get in touch through our webchat
citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service

Call us
0800 144 8848

Online
citizensadvice.org.uk

@CABNewForest



Energy saving tips

My energy supplier recently went under and the new tariff I've been put on is far more than I used to pay. I've heard energy prices are set to rise further and I'm just not sure I can afford it. What help can I get or small changes can I make around my house to help save some money this winter?

The cost of energy is very high at the moment and it's causing many people to worry. Normally we would suggest switching to a better deal, but the situation is very difficult at the moment and there aren't a lot of good deals out there. However, there are still other small ways you can keep your bills down.

Little everyday things can help, such as making sure televisions and other electronic devices are switched off and not left on standby; washing clothes on a lower temperature; and only filling the kettle with the water you need.

Turning down your main thermostat by 1 degree can save you around £60 on your energy bill. And by spending one minute less in the shower each day, a family of four could save £75 a year on energy and water bills. The Government's Simple Energy Advice website has more tips like this.

You may be able to get financial support to help insulate your home under the Energy Company Obligation scheme. Contact your energy supplier for more information. If you're in a household that's not

connected to the gas grid you may also be able to receive help under the Home Upgrade Grant scheme through your local authority.

There's some financial support available for paying your energy bills, depending on your situation. For example, if you're a pensioner with a low income or receive Universal Credit or other means-tested benefits, you may be entitled to the Warm Home Discount. This gives you £140 a year to go towards your bills. Check the Government website to find out if you can claim it.

The Government recently announced a £500m fund to support households this winter so keep a look out for announcements about how this could help you - it will be distributed by Local Authorities.

Remember you can always call Citizens Advice consumer helpline on 0808 2231133 for free advice about your energy costs and staying warm this winter. To find out if you are eligible for any help with your energy bills contact Citizens Advice New Forest on freephone 0808 2787860.

Extra Care Housing

Welcome home

Do you value your independence but find you need some extra care and support with everyday living?

Extra Care Housing in the New Forest could be right for you.

Extra Care Housing is designed for people who want to retain their independence in a home of their own, while having the reassurance of staff on-site 24 hours a day, seven days a week, to provide the care and support they need.



Extra Care Housing offers:

- Your own front door to an attractive home suitable for individuals or couples.
- Affordable, secure accommodation for social rent.
- Personalised care and support from trained carers on hand round the clock to meet your assessed and emergency care needs and support your independence.
- A community with shared lounges and gardens.
- Close proximity to town centres and local facilities.
- Opportunities to make new friends through activities such as film club, bingo and coffee mornings.
- Peace of mind for you and your family.

About Extra Care Housing

New Forest District Council (NFDC) has three Extra Care Housing schemes. They are offered at affordable rents to people with care needs who are eligible for council housing. Hampshire County Council commissions a care provider to be on-site 24/7.

Most of the flats have one bedroom, as well as a kitchen, living room and bathroom. The schemes have shared residents' lounges and attractive gardens. Each scheme has its own manager, and trained care staff.

Would Extra Care Housing be right for me?

Extra Care offers more support than traditional sheltered housing. Care staff are on site day and night to deliver an agreed care package designed for your needs and to respond in an emergency. A door entry system ensures the buildings are only accessed by residents and their visitors. A move to Extra Care Housing may prevent a move into a care home or could reduce the amount of time you spend in one in the future. Couples where just one person has care needs can continue to live together.

Am I eligible?

If you or your partner are receiving care and you are on NFDC's Homesearch housing register then you are eligible to apply for Extra Care Housing in the New Forest.

How do I apply?

NFDC's Extra Care Housing is designed for people who need personal care and affordable housing. If you have not already had an assessment of your care needs then you will need to contact Hampshire County Council's Adults' Health and Care department on **0300 555 1386** to request one.

If you are already receiving care but are not on NFDC's Homesearch register, you can apply online at newforest.gov.uk/homesearch or call us on **023 8028 5222**, or email us housing.options@nfdc.gov.uk. Priority is given to people with a local connection and with limited financial resources who are unable to seek a property in the private sector.

Accommodation in an Extra Care Housing scheme can only be allocated when a property becomes available.

For more information visit newforest.gov.uk/extracarehousing



Totton - Winfrid House
Boniface Close SO40 3SJ



Lymington - Barfields Court
Emsworth Road SO41 9GN



New Milton - Gore Grange
Jowitt Drive, Gore Road BH25 6SB

A typical day in the life of a Building Safety Officer



Clive, Peter and Jonathan, our new Building Safety Officers (BSOs), were appointed during the summer of 2021 to carry out regular safety checks on the accommodation and estates we own.

They individually visit and inspect the communal areas and exterior of the building to identify anything that needs repair or attention. Their job is varied and part of their duties include inspections of:

- Communal gardens, paths and car parks
- External areas of the building, e.g. guttering, bin store areas
- Internal communal areas, e.g. corridors, stairwells, lifts
- Fire doors, fire safety signs, fire alarms, emergency lighting and escape routes

We own and manage over 200 flat blocks across our district which, depending on a number of factors such as:

- Property design and construction
- The type of occupants that live there
- Emergency evacuation procedures for the building

Indicates the frequency and duration of their inspections. To ensure the fabric of the

building and all communal areas remain free from hazards, we undertake regular fire risk assessments across our stock. These independent assessments highlight any areas of concern such as obstructions, missing signage or hazardous material being stored incorrectly. It is the role of the BSOs to ensure any deficiencies are rectified in a timely manner.

Other important areas of the role involves engaging and talking with residents to assist with any issues or concerns that they may have about their accommodation. Some of the reports that officers have been able to help resolve include:

- Identifying and instigating repairs to leaking gutters
- Reducing tree and bush overgrowth on electrical supply meters
- Arranging the prompt repairs to communal washing machines not working
- Ensuring repairs to monitored fire alarms are actioned urgently

- Working alongside our external contractors facilitating access for them to residents accommodation

Clive said:

We walk the building to carry out our checks and it helps our work if we get on well with the tenants. If we haven't noticed something, you can bet the residents have, they are the eyes and ears on the ground. We get useful information from them and, because they see results, we are gaining their trust and many residents come to see us when we visit.


If there's anything we can help with, we will try our best to make sure it gets put right.

Some elderly residents have said they feel more confident because they know the BSOs are checking their building.

If you live in a block of flats and you have any concerns about building safety, please contact the Housing Support Hub (details on the back page) or mention it to one of the BSOs when they visit.

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



Sleep safe

In the UK, more than 200 babies die each year from sudden infant death syndrome (SIDS), used to be known as cot death.

Most deaths happen during the first six months of a baby's life, and usually when they are asleep. Parents can significantly reduce the risk of SIDS by following simple safe sleep advice.

The safest place for a baby to sleep is on their back, in a cot or Moses basket, in the same room as parents/carers for the first six months.

Other factors to consider include:

Car seats

Car seats should only be used for journeys. If a baby is under six weeks old, they should be taken out for a stretch every 30 minutes, and every hour once they are over six weeks old.

Co-sleeping

Babies can easily overheat. Duvets and pillows might cover their face making it difficult to breathe. An adult could roll onto the baby causing death/serious harm.

Smoking

Smoking significantly increases the risk of SIDS.

Drugs and alcohol

Alcohol, street drugs and some medications can make you drowsy and impact your response to a baby.

Travel cot

A travel cot is an ideal place for a baby to sleep when away from home but do not add any extra padding. Babies need a firm flat sleep surface.

Makeshift bed

Airbeds, sofa cushions, folded duvets or blankets, footstools and pouffes are not safe for a baby to sleep on as they may be soft and can move.

Sleep aid

Sleep products are designed for specific ages and sizes. Using a product that is not suitable for the baby's age/size can be very dangerous. Just because something is made by a brand you know or sold on the high street doesn't make it safe.

Sofa

A sofa is one of the most dangerous places to fall asleep with a baby and increases the risks of SIDS by up to 50 times.

Every  Sleep Counts



Find out more

Visit The Lullaby Trust website lullabytrust.org.uk or call 0808 802 6869 (lines open Monday to Friday, 10.00am - 5.00pm).



IN PARTNERSHIP WITH



THE CROSSINGS

A local charity whose primary aim is supporting people who are homeless or at risk of homelessness across the Waterside area of the New Forest (Marchwood – Calshot).

The charity began working with clients in February 2019 with weekly drop-in sessions offering a safe place to visit for a hot drink and an informal chat.

People are now using the service regularly.

- Opportunities to talk about concerns in a confidential and accepting environment.
- Free WiFi, use of a computer and mobile phone charging.
- Help with getting into accommodation, e.g. completing online Homesearch applications, assistance accessing benefits the client might be entitled to.
- Signposting to agencies that can assist with any support needs.
- Foodbank referral agent and support accessing Food Larder and other food help.

Clients* assisted in the past include:

'Peter' who had mental health issues after being discharged from the army distanced himself from society and went to live in the woods. He came to The Crossings cold, anxious and in need of clean clothes. With appropriate support, Peter eventually engaged with the housing team at NFDC and is no longer homeless.

'Sally' had been through a family breakdown and suffered self-worth issues. She didn't want to engage with anyone, was sleeping rough and was emotionally unstable. Sally ended up in hospital suffering from severe food poisoning. The NFDC housing team asked The Crossings to support her because she had lost all the ID documents she needed to get back 'into the system'. We helped her get everything in order and she was able to move into private rented accommodation. Sally now visits The Crossings from time to time for a chat to help her emotional recovery.


**These are not their real names.*



Weekly Drop-In sessions are held at venues across the Waterside area:

Cornerstone Church, Hythe • Saturdays 10.00am - 1.00pm
Blackfield Baptist Church Hall, Blackfield • Thursdays 10.00am - 1.00pm
St John's Church Hall, Marchwood • Wednesdays 10.00am - 1.00pm

The Crossings are currently running a pilot scheme, in partnership with New Forest District Council, providing an outreach service to offer befriending and support to those in temporary and move on accommodation.

thecrossings.org.uk • 07486 551272 •  The Crossings Waterside



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:

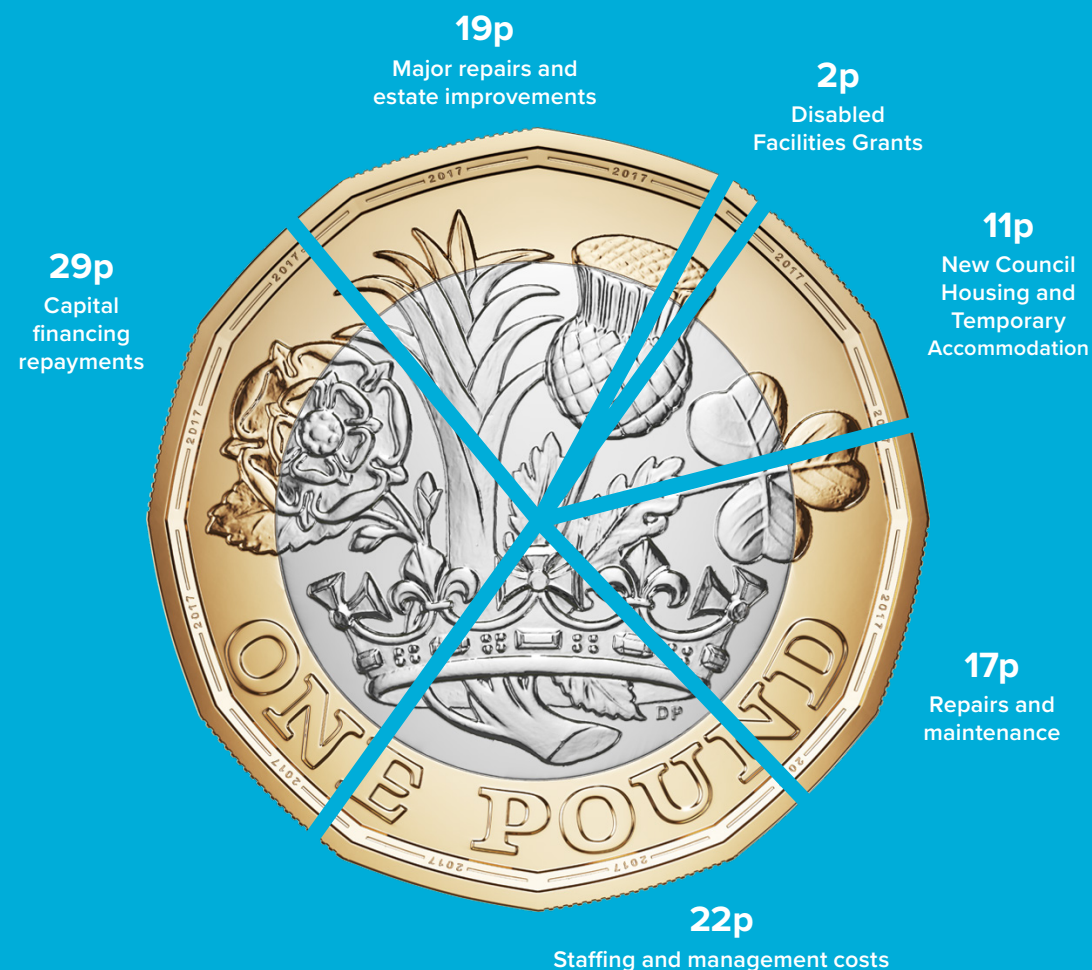
T: 023 8062 6751 (weekdays 9.00am - 5.00pm) • **E: community.firesafety@hantsfire.gov.uk**

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

Annual report 2020/2021

Housing Service expenditure 2020/21 (£29,468,514)

Every pound spent on the services we provided our customers were apportioned in the following way



Tackling homelessness

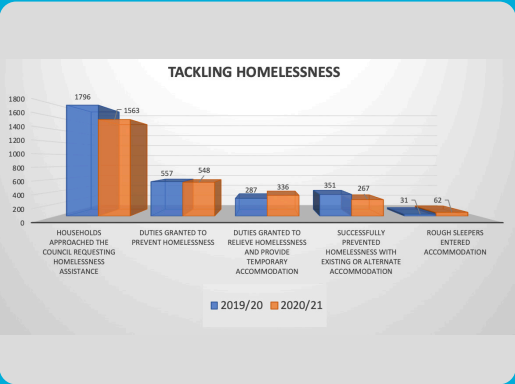
1,563 households approached the Council requesting homelessness assistance.

548 duties granted to households to prevent homelessness

336 duties granted to households to relieve homelessness and provide temporary accommodation

267 successfully prevented homelessness cases with existing or alternative accommodation.

62 rough sleepers entered accommodation.



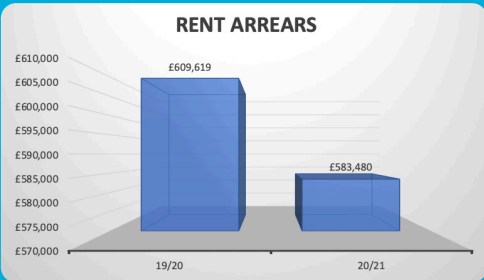
Housing income

We collected **98.9% of rent due**.

Throughout the lock-down periods many of our tenants were affected financially as rent arrears **increased by over 40%** by mid 2020.

The Tenancy Account Team supported many tenants to seek financial advice, help with Universal Credit Claims and provided the reassurance and time to tenants to help resolve their situations.

By the end of March 2021 rent outstanding returned to normal levels.

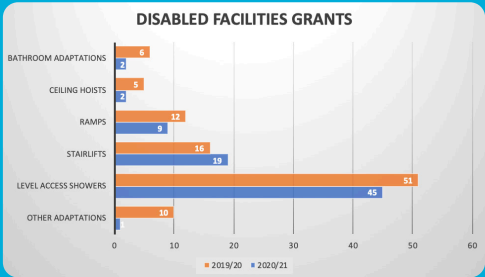


Disabled Facilities Grants

78 were completed for our council tenants including:

- 45 level access showers
- 19 stair-lifts
- 9 ramps
- 2 ceiling hoists
- 1 through floor lift
- 2 bathroom adaptations

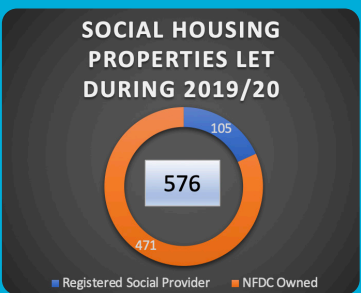
The new Private Sector Housing Strategy was **approved by Council** in December 2020, and a new bespoke software system was developed and implemented to help deliver new strategic actions. The Team prioritised disabled adaptations post lockdown.



Social housing allocations

358 social housing properties let across all landlords including **292 council owned properties** despite COVID-19 restrictions in place.

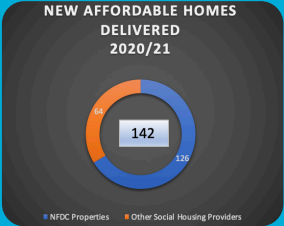
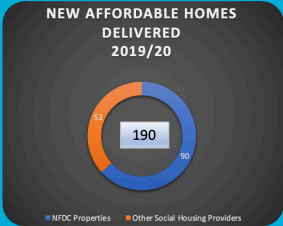
There are **1,491 households** on the housing register.



New affordable homes

190 delivered across the district by all social housing landlords.

64 of these properties were delivered by the District Council contributing to the Corporate Plan **target of 600** additional Council owned homes by 2026. 2020/21 also saw the first pair of new build properties (see below) acquired and sold for Shared Ownership by the Council.



Specialist accommodation scheme

As part of the Government's initiative to help Rough Sleepers, the Council **competitively secured capital and revenue funding** from them to set-up and support a six unit specialist accommodation scheme in Lymington which was delivered by the year end.

Temporary accommodation

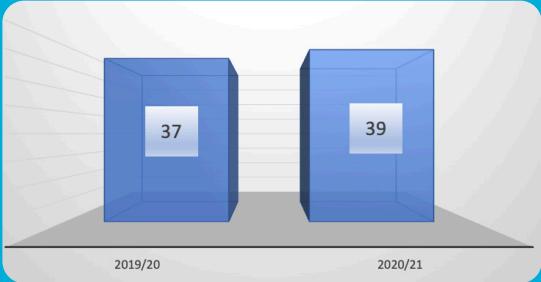
18 additional units were delivered.

It is a Strategic priority to increase the provision of Temporary Accommodation with a further **13 due to be completed** during 2021/22 as an improved alternative to the use of external bed and breakfast accommodation.

Housing Estates Management

Mutual exchanges

39 households swapped their Council accommodation with other households.



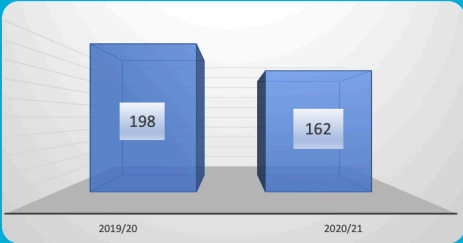
Tenancy sign-ups

349 new tenants and temporary accommodation sign ups completed remotely or in person.

Anti-social behaviour

162 cases opened.

During the height of the pandemic, Housing Estates Management dealt with an increased volume of Neighbourhood complaints and disputes, with follow up investigations, visits and mediation required.



Building Maintenance

Planned maintenance

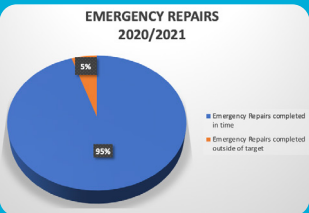
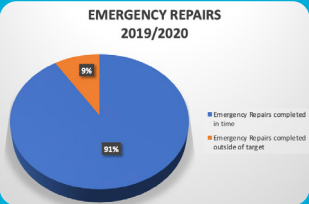
- 236 bathroom and kitchen replacements.
- 154 central heating boilers replaced.
- 84 roof replacements.
- 195 window replacements.

Reactive maintenance

12,773 repairs completed.

95% of emergency repairs completed on time.

79% of routine repairs completed on time. COVID-19 restrictions meant that resources were focussed on emergency repairs and essential maintenance, whilst safety procedures were put in place to protect residents and staff.



New waste and recycling strategy for the New Forest to be approved in early 2022

In 2018, the government published a new waste strategy for England containing objectives for dealing with the nation’s waste.

Since the release of the government’s national waste strategy, we have been reviewing our waste and recycling service, and developing a new waste strategy for the New Forest in line with government legislation.

In November 2020, our draft waste strategy was approved. The strategy sets out our proposed plan for changes to the waste and recycling service, and includes:

- Weekly collections for food waste in a caddy.
- Alternate weekly collections for paper and card in a reusable bag.
- Alternate weekly collections for mixed recyclables in a wheelie bin.
- Alternate weekly collections for general waste in a wheelie bin.
- Fortnightly garden waste collections in a reusable bag or wheelie bin (subscription service).

In late 2020, we held a period of engagement where residents could give their feedback on our draft waste strategy. Since this period of engagement, we have reviewed feedback and revised our waste strategy.

We are currently awaiting feedback from government and plan to approve a final waste strategy in early 2022. A final waste strategy will allow us to make changes to our service with the aim of reducing carbon emissions, increasing our recycling rate, and providing residents with more recycling options.

Find out more

For more information about our draft waste strategy and proposed plan, please visit newforest.gov.uk/wastestrategy



Christmas recycling and rubbish collections

BLACK AND CLEAR SACKS

If your normal collection day is Monday 27 December 2021
your revised collection day is Monday 3 January 2022

GLASS BOX

If your normal collection day is Monday 27 December 2021
your revised collection day is Saturday 8 January 2022

Your collection day will stay the same unless listed above.

Christmas recycling

Plastic bottles, tins, cans, aerosols, paper and cardboard. Greeting 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 [@nfdc_updates](#) and [@newforestgov](#) and via resident email updates. Subscribe for resident emails at newforest.gov.uk/emails

Garden waste collections

No collections between Monday 27 December and Friday 7 January. For the latest information on garden waste collections, including the date of your next scheduled collection, please visit newforest.gov.uk/gardenwaste



Recycle your Christmas trees

at our drop off points this year

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

We chip them and use them as mulch, this reduces the distance they travel to be processed and reused, saving carbon and helping the environment.

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 1 January - Sunday 16 January 2022

Blackfield

Gang Warily community centre car park

Brockenhurst

Brookley Road
SO42 7RA

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 Street car park SO40 9EA

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.

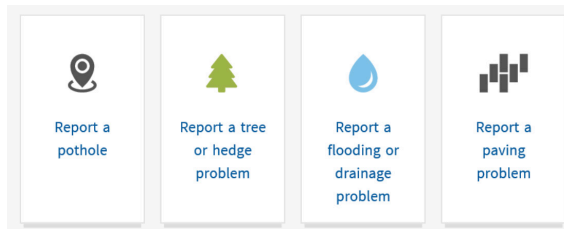




Report a problem online

Any resident of Hampshire can report a problem or issue on roads, footpaths and verges directly onto Hampshire County Council's (HCC's) website.

On HCC's Report a problem website, you will be able to:



You will be able to add a marker on a map to identify the location and add comments about the issue you wish to raise.

You can also report the following directly to Hampshire County Council:

- Report a faulty **street light**
- Report a faulty **traffic light**
- Report a broken or missing **traffic sign**
- Report a faulty **school crossing light**
- Report any issues with **salt bins**

Trees

Trees close to roads need to be managed to make sure that they do not cause danger to people, vehicles, and neighbouring properties. HCC manage trees growing on highway land. That means trees on public roads and pathways and generally (but not always) the verges beside them.

HCC do not manage trees on private property and roads – the landowner or occupier is responsible for these trees. If trees are not the responsibility of Hampshire Highways, they may be able to give notice to the owner or occupier of the land to take the necessary action.

Pavements

Pavements that are considered dangerous are those likely to cause a trip hazard or result in a fall. Cracked or unsightly pavements are not normally classed as dangerous.

Find out more

Report a problem via hants.gov.uk/transport/roadmaintenance/roadproblems
If you see a highways issue which needs urgent attention phone **0300 555 1388** (8.30am - 5.00pm, Monday to Friday).
Outside of office hours, phone **101**



New Forest Community Speed Watch

Community Speed Watch is a partnership initiative that is aimed at raising awareness of the dangers associated with excess speed and encouraging safer driving through speed reduction.

Driving within the speed restrictions not only keeps other road users, free roaming animals, pedestrians safe but also you, as driver.

The Safer New Forest Partnership consists of NFDC, Hampshire Constabulary and Hampshire Fire & Rescue amongst others, setting key priorities for keeping residents and visitors of the new forest safe. NFDC have a dedicated employee who works alongside these services and undertakes speed measurements across the district where speeding is identified as an issue. Evidence is gathered through the use of fixed terminal displays or speed indicators, with the data obtained informing decision making by Hampshire Highways.

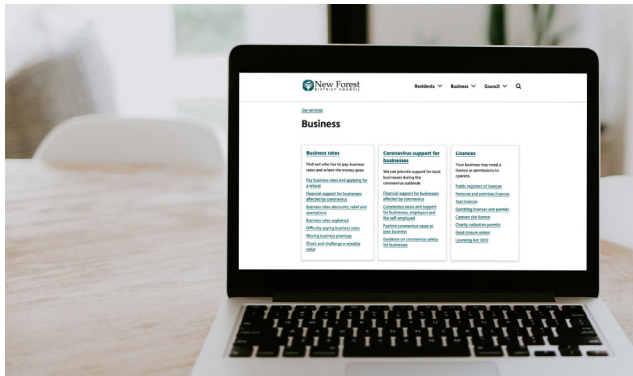
The service is supported by local community speed watch groups who support local policing and the district council in achieving safer driving across the district.

Volunteers use equipment that can monitor the speed of passing traffic and then record the details which are shared with police. This information generates letters by the police to the registered keeper advising them of their speed and reminding them of why it is a community concern.

All volunteers are trained by our local Police and equipment is provided by NFDC.

Find out more

Is speeding an issue in your area?
Do others in your community agree?
Would you like to get involved?
If you would like more information, please email safernewforest@nfdc.gov.uk



Starting a business or becoming self-employed can be an exciting and stressful adventure, so planning ahead is essential to achieving your business dreams

If you're thinking of taking the plunge, it can be quite daunting. You need to think about your business structure, budgeting and paying your own tax.

New Forest District Council works with partners, to ensure businesses can access impartial advice to help them start and grow.

In partnership with Enterprise South, we have produced a New Forest 'Start Your Own Business' book, which covers topics such as business planning, finance and funding. This book is completely free to download and you can find it online at syob.net/uk/book/New+Forest

You will also find useful information for your new or existing business on the New Forest District Council website at newforest.gov.uk/new-business

The Council also publishes a regular free enewsletter for businesses, with updates on business grants and information to help your business. You can sign up to receive it at newforest.gov.uk/businessnewsletter

newforest.gov.uk/business • [NFDCBizUpdates](https://www.facebook.com/NFDCBizUpdates)

Are you aged 16-24 years old and struggling to find work or a career path?

The Central and West Hampshire Youth Employment Hub is a new information and advice service for young people aged between 16 and 24 in the New Forest and surrounding area.

It will provide help, support, and advice on a range of training and employment opportunities as well as on local activities, such as local youth groups, sports clubs, drama, art groups and activity sessions.

The Hub is a face to face, virtual and telephone-based support service with resources and opportunities designed to connect, listen to, and provide solutions for young people to find employment, enhance their career prospects and secure their futures.

New Forest District Council along with Councils in Eastleigh, Test Valley and Winchester have joined together to launch this new service. The project, which is joint funded by the Department for Work and Pensions, provides Job Centre work Coaches working closely with employers, training providers, schools, and colleges.

Find out more

For the Youth Employment Hub Helpline call **07876661525** or email youthemploymenthub@eastleigh.gov.uk

Alternatively visit the New Forest District Council website newforest.gov.uk/youthhub



Digital feedback group

As part of a review of Service Standards, we are looking for tenants who would like to complete short online surveys and give us their views on areas such as:

- Repairs and maintenance
- Customer Service
- Grounds Maintenance
- Tenancy Management
- Complaints and dissatisfaction
- Building safety
- Neighbourhood management

Find out more

If you would like to be involved and give us your feedback on services that are provided to all tenants, please email the Resident Involvement team via ri@nfdc.gov.uk

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.



Have you considered moving to a smaller home?

We can offer you assistance if you are considering downsizing.

Heating a smaller home is generally less expensive than heating a large home and there may be other benefits if you decide to downsize, such as reduced rent and council tax and less general upkeep.

Mrs S moved into her three bedroomed house, along with her husband and two young children, in the 1980's. 32 years later, the children had moved out and she was on her own.

Now in her late 70's, Mrs S was struggling with her mobility and she found it difficult to get up and down stairs - she had also suffered a couple of falls.

Mrs S's daughter was concerned, so she contacted the council to see if her mum could be moved to a more suitable home. The Housing Options team listened to their concerns and gave advice about the options available.

Initially, Mrs S wasn't keen on moving, she had lived in her home for many years and was worried about moving elsewhere. After thinking it through for a while, she realised she would probably be better off in a more suitable property that was easier to manage.

Our Housing teams assisted the family with the move and Mrs S now lives in a ground floor flat, in a building with a communal lounge. She is closer to her family, better off financially and she has a community around her to meet up with for a cup of tea and a chat.

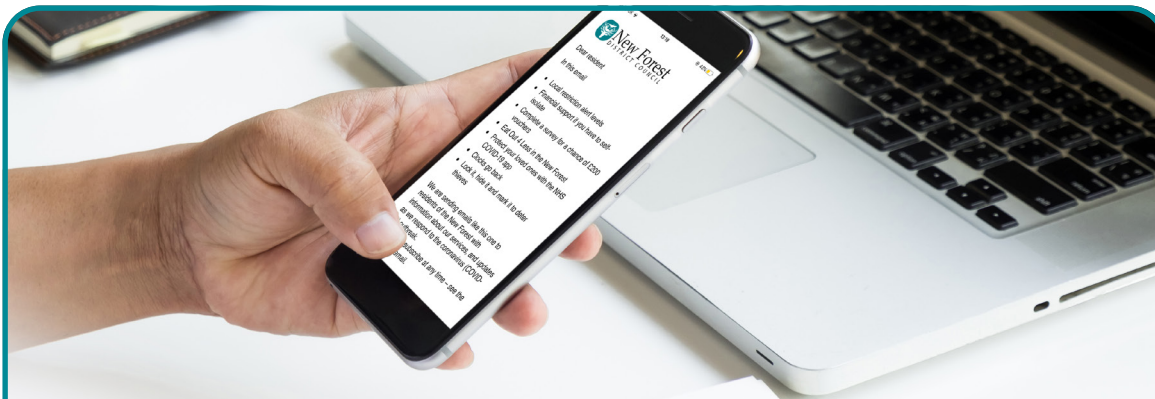
Mrs S feels safe and secure and her daughter visits regularly to take her shopping, to the hairdressers and out for lunch. She couldn't be happier and is quite settled in her new home.

Tenants who have two or more spare bedrooms get higher priority on the housing register because there is high demand for family homes in the District. We are very happy to hear from you if you would like to move but feel you will need support making the arrangements. Our team of Housing Officers are ready to help you.

Find out more

If you would like to find out more about the downsizing to a more manageable home and how we can help with the practical arrangements, please contact our Housing Options team.

Tel: **023 8028 5222** (option 3) Monday – Thursday 2pm – 5.15pm, Friday 2pm – 4.45pm
They will be pleased to hear from you and will give you any advice you need.



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, which include the latest updates 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 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. Our website 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 Facebook, Twitter or Instagram 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.

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

[newforestcouncil](https://www.instagram.com/newforestcouncil)

[@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

If you wish to receive future copies of the magazine, you can Opt In at any time by completing an online form via: newforest.gov.uk/hometalk or by emailing the Resident Involvement team: ri@nfdc.gov.uk

Please note: if you have previously Opted In, you do not need to do so again.

An update on window replacements

If your property was due window replacements this year, we have a timely update.

Unfortunately, there are several issues affecting the glazing industry at the moment which are impacting our ability to install window sets in the timeframes originally proposed. The national shortage of workers and drivers, shortage of raw materials and changes to the way products are certified following Brexit are all contributing to the supply chain issues.

Earlier this year there were two production lines down at major glass manufacturers, adding to the backlog caused by manufacturing plants closing during the first lockdown in 2020.

Glass manufacturing plants are now back up and running, but there is now a shortage of another critical category of materials – plastics for the frames.

Delays are therefore expected to occur throughout the rest of 2021 and into 2022. Lead times from survey to installation are currently estimated to be in the region of 8-12 weeks.

We apologise for any inconvenience caused by this issue. We will continue to keep those tenants on our schedules informed about the delivery of their windows.



Forestry England provides over 100 free car parks in the New Forest, and they encourage visitors to use them rather than parking on grass verges or obstructing gateways.

You can find a map and up to date information about all of Forestry England car parks via forestryengland.uk/newforestcarparks

Their website also gives information about:

- Cycle routes and any walking trail closures
- Tree felling operations

Can you find the 15 forest car park names in the wordsearch puzzle below?

Words can go in any direction and can share letters as they cross over each other.

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

1st prize • £20 shopping voucher
2nd prize • £10 shopping voucher



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

Appleslade	Milkham
Deerleap	PuttlesBridge
HatchetPond	CadmansPool
Longcross	Goatspen
Pig Bush	KingsHat
BeachernWood	NorleyWood
EyeworthPond	TelegraphHill
HorseshoeBottom	

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 2022. 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 won data.protection@nfdc.gov.uk.

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
- Parking clocks

Alternatively use the New Forest In Touch app.



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 Tenancy Account Team are here to assist you. If you need additional help our very own Support Worker can provide extra assistance.

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



Making an appointment

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.

Consumer advice including benefits, housing, finances and legal concerns

Things I can do myself

Keep all relevant paperwork/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

0808 278 7860

Rogue traders, scams and doorstep crime

If I need help or advice

Citizens Advice Consumer Help
citizensadvice.org.uk

Report an issue to Hampshire Trading Standards

0808 223 1133 • **tsadvice@hants.gov.uk**
hants.gov.uk/business/tradingstandards

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

Healthy eating

nhs.uk/change4life

Solent Mind

Advice and support for anyone with a mental health problem. Help if you feel low, worried or anxious and need to talk.

023 8017 9049

Weekdays: 9am-7pm, Weekends 10am-2pm

info@solentmind.org.uk

Inclusion

Specialist NHS Wellbeing and Change Services

Inclusion is a national organisation that works with individuals, families and communities who are affected by addiction, crime, mental health or need treatment for their sexual health. Whilst providing comprehensive and inclusive support and treatment we work with patients and our staff teams to achieve the best outcomes we can.

[inclusion.org.uk/contact us](http://inclusion.org.uk/contact-us)

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**

The Silverline Helpline for older people

0800 470 8090

Bereavement

bereavementadvice.org

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

Cruse bereavement care

cruse.org.uk

0808 808 1677

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**

Carers UK

carersuk.org

Safe and well

Hampshire Fire & Rescue Service carry out free home fire safety visits to support vulnerable members of the community to ensure they are protected from fire risks

hantsfire.gov.uk/safety/safe-and-well

Community safety team

023 8062 6751 (weekdays 9am – 5pm)

community.firesafety@hantsfire.gov.uk

Bus services in the New Forest

Blue Star bus services

bluestarbus.co.uk

For connections to Southampton area call

023 8061 8233

For connections to Bournemouth/Salisbury area call

01722 336855



Useful contacts and information

Housing Support Hub

- Web chat is quick and easy to use.
Go to newforest.gov.uk and click on the 'Live Chat' option at the bottom of the page.
- 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 3), 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 3)

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, seven 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**

3. Rent account advice

For enquiries about your rent payments or help with debt management contact rents@nfdc.gov.uk or call **023 8028 5222** (option 2)

4. Estate management

For enquiries about your tenancy or to report tenancy related issues and anti-social behaviour contact estatemangement@nfdc.gov.uk or call **023 8028 5222** (option 5)

Customer Services

- Web chat is quick and easy to use.
Go to newforest.gov.uk and click on the 'Live Chat' option at the bottom of the page.
- 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 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
or call **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).

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.