

Hometalk

New Forest District Council's magazine for tenants and leaseholders | **Winter edition 2018**



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Editorial contributions from Tenant Representatives and Hometalk Editorial Panel Home Participants

Get in touch

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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.



New homes

New Forest District Council are in the process of building 55 new homes in Totton:

- 36 one bedroom flats
- 9 two bedroom flats
- 5 two bedroom houses
- 5 three bedroom houses

In addition, New Forest District Council has purchased new properties from private developers under planning S106 Agreements, and provided new homes in:

Lymington

- 5 one bedroom houses
- 7 two bedroom houses
- 5 three bedroom houses

Ringwood

- 6 one bedroom flats
- 4 two bedroom houses
- 7 three bedroom houses

The Council is trying to increase its housing stock to reduce the waiting list and accommodate the needs of those who live and work in the District.

Do's and don'ts

Your Tenancy Agreement is a legal contract which every tenant signs up to. It sets out our duties as your landlord and your rights and responsibilities as a tenant. When we carried out a survey of the summer edition of Hometalk and asked for ideas for future articles, we were asked to clarify 'rules and regulations'. So here are some of the 'rules' from the Tenancy Agreement:

As a tenant you:

- Must pay rent on time, weekly in advance.
- Must live in the property as your main home throughout the tenancy.
- Have the right to peaceful enjoyment of your home without interference from others, including New Forest District Officers. However, New Forest District Officers have the right to be allowed into the property to carry out certain repair and maintenance work or inspections.
- Must get the Landlord's written consent before carrying out any improvements or alter the property you live in. We will not unreasonably withhold permission, but we may apply conditions such as the standard of work, the manner in which it is done, the need to obtain any approvals.
- Any person living in or visiting the property must take good care of the property and use any fixtures and fittings only for the purpose intended.

Tenancy conditions explain you have responsibility to:

- Keep the interior of the property clean and well decorated.
- Help keep the communal areas (halls, landings and stairs etc) in a clean and tidy condition if you live in a flat or maisonette.
- Not allow anyone to damage, deface or remove any part of the property without lawful authority (permission).
- Take all reasonable precautions to protect the property against damage, dilapidation, or other harm resulting from fire, flood, decay, infestation, damp, freezing pipes or any other cause.
- Ventilate and heat the home adequately and follow any advice given by the Council to prevent condensation.
- Ensure the property is kept safe from intruders at all times.
- Give the Council prompt notice of any disrepair, defects, blocked drains or unsafe or unhealthy conditions in the property or any communal areas which it might be our responsibility to put right.
- Not interfere or allow anyone else to interfere with any property belonging to a supplier of gas, electricity, water, telephone, cable television or other services.
- Regularly test and keep any smoke alarm we have provided in good working order and replace batteries as and when necessary.

Other conditions:

If the property has a garden this must be kept tidy and free of rubbish.

If you live in a block of flats you must get permission before undertaking any gardening work.

Permission is needed to park a motor vehicle, trailer, caravan or boat anywhere in your garden and before erecting any sheds, garages, pigeon lofts, bird aviaries, chicken runs, aerials, satellite dishes or if you want to carry out any major landscaping or construct a pond.

You, members of your household and visitors must park considerately.

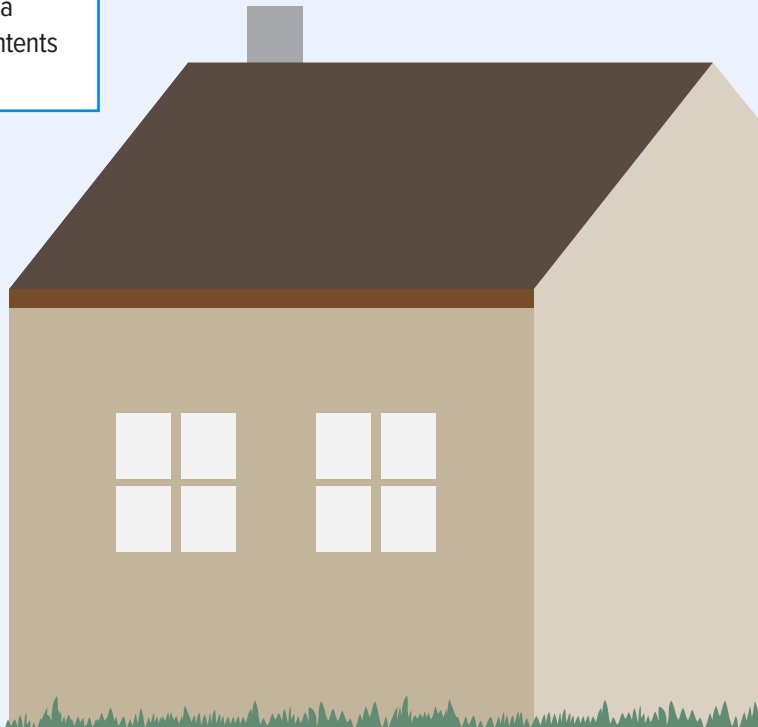
You must not have more people living with you than the maximum number allowed for the property.

If you wish to run a business from the property you must obtain written consent from the Council.

We would also strongly advise tenants have a current Contents Insurance Policy for the contents of your home.

We would also ask that all tenants show respect for others who live nearby:

- You are responsible for the behaviour of all persons and animals living in or visiting the property.
- We ask that all tenants and their households are considerate towards their neighbours and help to create caring and happy communities.

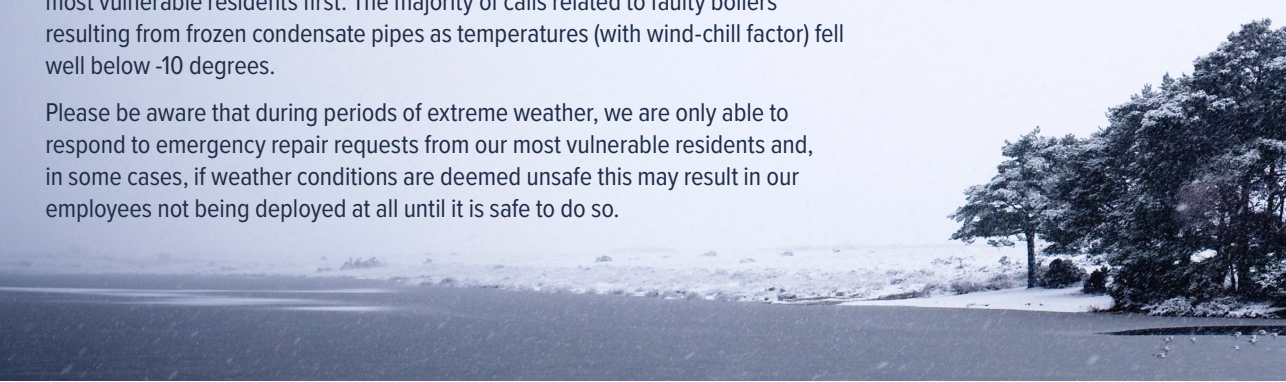


Housing repairs during extreme weather

You will all recall the ‘Beast from the East’ in late February 2018, as freezing temperatures and snow engulfed Britain affecting schools, roads, rail and air travel.

The Housing Maintenance team were very busy with calls during this period of severe weather which resulted in repair requests being prioritised to assist our most vulnerable residents first. The majority of calls related to faulty boilers resulting from frozen condensate pipes as temperatures (with wind-chill factor) fell well below -10 degrees.

Please be aware that during periods of extreme weather, we are only able to respond to emergency repair requests from our most vulnerable residents and, in some cases, if weather conditions are deemed unsafe this may result in our employees not being deployed at all until it is safe to do so.



What is a condensate pipe?

Condensing boilers are now replacing earlier, conventional, less efficient designs which can achieve up to 98% thermal efficiency over conventional designs.

Condensing boilers require a short length of pipe with a vapour trap for discharging the condensate produced during operation. These are usually discharged:

- Internally to your sink waste;
- Externally to a gully or rain water down pipe; or
- Via a condensate pump.

What affect can freezing weather have?

Freezing weather can cause the boiler condensate pipe to freeze, which can prevent the boiler from functioning properly.

If your boiler starts developing random faults which are preventing your central heating from operating as it normally does, then it may be worth investigating to see if your system is being affected by a frozen condensate pipe.

If your boiler is on the ground floor here's our troubleshooting guide to dealing with an external discharging frozen condensate pipe.

• **Diagnosis**

If your condensate pipe is frozen, then your boiler will likely exhibit either some flashing lights or some form of fault code (EA or D5).

Other tell-tell signs include the emergence of a “slurping” sound when your boiler is switched on.

• **Reset Boiler**

Before giving the Council a call, it is worth resetting your boiler to see if the issue resolves itself. If the pipe was frozen but has since thawed then the errors present on your boiler's dashboard may no longer be applicable.

Try resetting your boiler. If the fault indicators are still present, and if you feel it is safe to do so, it's time to try and address the issue itself.



- **Locate external pipe (outside)**

The condensate pipe removes water from the boiler. As such you will find a white or grey plastic pipe emanating from the location of your boiler to the outside wall of the property.

In some installations the amount of pipework that runs external to the property can be fairly substantial. As a large amount of the pipe is exposed to the outside conditions, when the weather turns cold the pipe may get blocked and any water within the pipe freezes and turns to ice.

Sometimes it will be obvious that the pipe is frozen, however, in other cases the symptoms will be more subtle, hidden away within the pipe itself.

- **Time to thaw**

The easiest way to deal with a frozen condensate pipe is to gently warm it up. A couple of jugs of warm water poured over the exterior of the pipework is a great way to do this as increasing the temperature within the pipe can cause the ice blockage to subside.

If you don't have a jug then you could also try a warm flannel or hot water bottle. **It's important that you don't use boiling water** as, although this will likely melt the ice quicker, you may cause more damage as the extreme contrast in temperatures may cause the plastic pipe to crack and you may risk scolding yourself.



- **Reset Boiler (again!)**

With the frozen blockage hopefully now dealt with, it should be a simple matter of returning to your boiler and pressing the reset button. If the fault signals are still present then please call our Customer Services Team on **023 8028 5222**.

Adjusting your room temperature

Thermostatic Radiator Valves (TRVs) sense the air temperature around them and regulate the flow of water through the radiator to which they are fitted.

They do not control the boiler. They should be set at a level that gives you the room temperature you want. These settings may have to be different in each room, and you should set the TRVs to suit each room and then leave them to do their job.

Turning a TRV to a higher setting will not make the room heat up any faster. How quickly the room heats up depends on the radiator size. Turning a

TRV to a lower setting will result in the room being controlled at a lower temperature and can save energy.

TRVs need a free flow of air to sense the temperature, so they must not be covered by curtains or blocked by furniture.

TRVs do not turn off the boiler when the whole house is warm.



Gas safety checks

New Forest District Council has a legal requirement to inspect all gas appliances annually.

We require all tenants to allow our engineers access to their properties to make these checks. New Forest District Council 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, New Forest District Council 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!

Carbon Monoxide kills!

Please help us gain access to your property.



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

- Do not smoke or light matches
- 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.



Improvements to your home

You will need to obtain permission if you would like to carry out an improvement to your home such as:

- A conservatory
- Replacement kitchen and bathrooms
- Log / wood burners
- Summer house or cabin in your garden

Even if the structure doesn't need planning permission, **you must still get permission from your landlord before you carry out any work** and you will also be responsible for future maintenance.

Tenants must never knock down or alter any walls or any part of the structure of the building without getting permission first.

Permission for improvements or alterations will not be unreasonably refused, but there is a need to conform to New Forest District Council's "Tenants Alterations and Minor Works" general conditions.

There is also a need to comply with any necessary Building Regulation and Planning requirements and other issues such as Party Wall Act and Asbestos Regulations.



If works are carried out to a property without the permission of New Forest District Council or are unsafe and the tenant refuses to carry out re-instatement works, the Council will arrange for any necessary works to be carried out and the tenant will be recharged.

If you want to improve your home - don't forget to get permission first. Contact Customer Services (see back page for contact details)

Will you be away from your home for a while?

If you are going to be leaving your property unoccupied for more than 30 days you must inform New Forest District Council.

Telling us that your property will be unoccupied means we can do our duties as your landlord. New Forest District Council maintains building insurance on all of our properties. This is to cover the Council against any losses due to fire, flooding, or damage. Where a property is vacated for a period longer than 30 days, our insurance company requires us to undertake basic checks of the property to prevent any foreseeable damages, such as cracked water pipes etc. Alternatively, these checks may be undertaken by a person that you nominate.

There could be a number of reasons why you may need to leave the property but, as a tenant, you have a responsibility to report this to NFDC as soon as possible by contacting our Customer Services team. (see back page for contact details)

Do you have contents insurance?

If you don't have contents insurance your household goods and contents such as televisions, furniture, clothing, electrical items and general household goods are not covered against theft, fire, vandalism, burst pipes and other household risks.

Getting contents insurance doesn't have to be hard work. We have joined forces with Thistle Insurance, who provide home contents insurance cover for tenants with flexible monthly or fortnightly payment plans.

If you would like more information on purchasing contents insurance please contact Customer Services for an information booklet.

If you don't wish to go with Thistle, contents insurance can be purchased from other insurers.



Safer home advice

from Hampshire Fire and Rescue Service

Smoke alarms

- Test every week

Smoking safely

- Stub it out properly, use an ashtray and empty the cooled contents into an outside bin regularly
- Consider smoking outdoors and **never** smoke in bed



E-Cigarettes

- Never leave on charge or unattended overnight

Kitchen safety

- Switch off the oven and hob when you have finished cooking
- Keep electrical leads, tea towels and cloths away from the oven and hob
- Spark devices are safer than matches or lighters to light gas cookers



Electrical safety

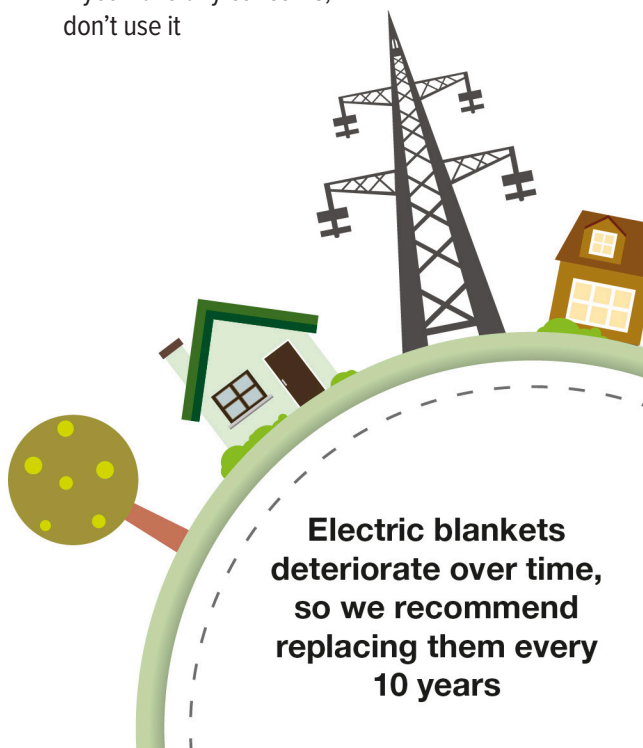
- Turn off electrical appliances when not in use and when you go to bed
- Don't overload sockets, keep to one plug per socket
- Check old cables and leads and **never** place cables under carpets

Electric blankets

- Unplug at night, unless your blanket is designed to be left on
- Never buy second hand
- Store it flat or rolled up loosely, never fold
- Test regularly
- If you have any concerns, don't use it

Portable heaters

- Always turn off before going to bed
- Don't place too close to bedding, curtains, clothing – anything that could catch fire
- Always follow manufacturer's instructions





HAMPSHIRE
**FIRE AND
RESCUE**
SERVICE

Bedtime checklist

Close downstairs doors at night to stop fire from spreading

Turn off and unplug electrical appliances, unless they are designed to be left on – like the freezer

Check your cooker is turned off

Don't leave your washing machine or tumble dryer on

Turn heaters off and put up fireguards

Put candles and cigarettes out properly

Keep door and window keys accessible

Make sure all exits are kept clear



Take our **free** online Safe and Sound home safety check today!

hantsfire.gov.uk/safeandsound

Find out more

community.firesafety@hantsfire.gov.uk

hantsfire.gov.uk/yoursafety

023 8062 6751

Weekdays 9.00am - 5.00pm



Christmas decorations

- Do not attach decorations to lights or heat sources.
- Never leave open flames unattended or close to combustible materials.
- Check your Christmas tree lights carry the British Safety Standard sign.
- Do not overload electrical sockets.

Community First New Forest

Would you like to learn new skills and meet new people?

Volunteering
could help
you

Sometimes you can still feel isolated and lonely, even when you live within a community, on a housing estate or in a block of flats where there are lots of people around.

Volunteering could help you. It's about giving your time to do something useful that can benefit both you and your community. Many voluntary organisations would not survive without the time freely given by volunteers.

Volunteering can be a great way to:

- Meet new people
- Get some direction and a positive frame of mind
- Develop an interest in new things
- Learn new skills and increase your knowledge
- Have some fun!
- Gain useful experience, training and qualifications
- Give something back to the community
- Develop your C.V.

What can I do?

There are lots of different things you can do. Everyone can volunteer, no matter what your age, background and life experiences. There is an opportunity to suit everyone!

Many people use volunteering as an aid to their recovery and as a stepping stone to finding the right paid job, particularly if they have been unable to work for a while. It can give you career ideas you would never have thought of.

You might not be looking to work but enjoying your volunteering role is important and it should be an enjoyable and worthwhile way to spend some of your time.

Volunteering can also be a way for you to build your confidence and fight the stigma that can still be attached to having some sort of mental health problem.

It is important to think about what you don't want to do as what you do want to do. You will enjoy it much more and get more out of it if you have found the right role in the right organisation. You may also find that having gained experience in one sector you might be able to find work in it, if that is what your end goal is.

If you would like to find out more and possibly 'dip your toe' in volunteering, contact the New Forest Volunteer Centre Co-ordinator.



Find out more

01425 482772 • vol.bureau@cnf.org.uk

To download a Volunteering Guide or to see answers to Frequently Asked Questions, go to cnf.org.uk/volunteer-centre-individuals

Do you know how to turn off your water in an emergency?

It is really important you know how to turn your water supply off - and quickly.

A broken water pipe in your home can cause hundreds of pounds in damage and leave your furniture and possessions in a soggy mess. If a pipe springs a leak there is no time to waste to stop it and reduce the amount of damage to your home. It is really important you know how to turn your water supply off – and quickly. Follow our simple guide below and learn how to shut off your water in an instant.

Turn off your cold water supply

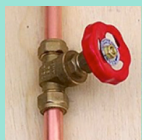
Shut off the cold water supply by turning off the mains stopcock which is usually found in the kitchen or bathroom. It's a brass valve with a water pipe on each side that looks like the image shown. Just turn the tap clockwise to close off the water.



Stopcock

Turn off your hot water supply

If you have a hot water cylinder then you will probably have a stop tap, similar to the one shown, within your airing cupboard. Simply turn it clockwise to shut off the hot water supply.



Stop tap

If you have a combination boiler the hot water will be turned off when you shut the mains stopcock. Don't forget to turn off your electric supply to your combination



Isolation switch

boiler/immersion heater by switching the isolation switch next to the unit, like the one shown.

Isolating individual appliances

Some of the plumbing in your home will have individual isolation valves, so you can stop the water supply to certain areas without affecting your entire home. They usually look like the one shown. Simply insert a screwdriver in the slot and turn it 90 degrees to the pipework to shut the water off.

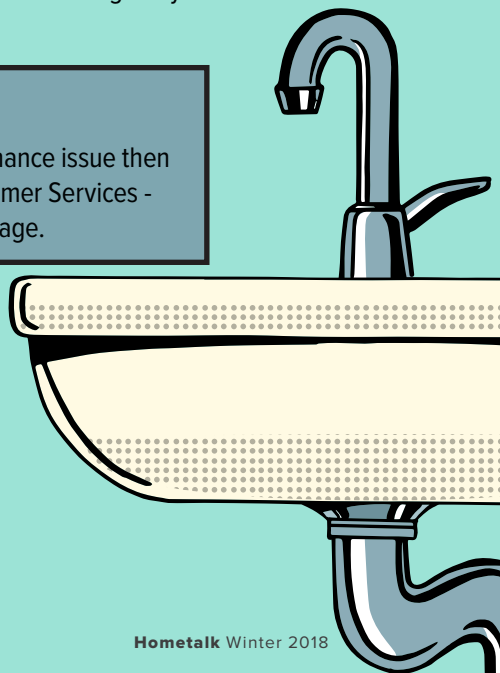


Isolation valve

Remember it's important to take out contents insurance to cover your possessions if they are ever damaged by a burst pipe.

Find out more

If you have a maintenance issue then please contact Customer Services - details on the back page.



Carers and people in 'at risk' groups are entitled to a **FREE** flu jab

Flu is often an unpleasant illness and some groups of people can be at greater risk of developing serious complications, such as pneumonia. Flu vaccination not only protects the person having the jab but can also help to prevent the virus spreading throughout the community.

If you are in any of the following groups please contact your GP or pharmacist to arrange your jab.

- Carers - any age (you do not have to be a registered carer)
- Anyone aged 65yrs +
- Children aged 6 months – 18 years in at risk groups
- All children aged 2yrs and 3yrs - vaccinated at GP surgery

- All children in years R,1,2,3,4,5 vaccinated at school
- People aged 18 - 65yrs in 'at risk' groups including:
 - pregnant women
 - people with learning disabilities
 - people with BMI >40
 - people with underlying health conditions
 - people with weakened immune systems

This year, different vaccines have been recommended for different aged people based on how effective the vaccine is for each age group. We strongly recommend that you have the

appropriate vaccine due to the way in which vaccines are being provided nationally.

- Aged 65yrs+ adjuvanted trivalent vaccine (aTIV)
- At Risk 18 - <65yrs the quadrivalent vaccine (QIV)
- Children aged 6 months – 18 yrs live attenuated vaccine (LAIV)

Find out more

Additional information is available from your GP, pharmacist or midwife or visit [nhs.uk/conditions/vaccinations/flu-influenza-vaccine/](https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/)



TENANTS HAVE THEIR SAY



You said:	So we:
It's a pain completing a whole new Housing Application Form each year when barely anything changes.	are developing the system for online forms that can be reviewed and electronically approved each year without having to fill all the information in again.
When we moved into the property there wasn't any information about how the boiler or heating system worked.	are providing new tenants with that information.
NFDC should carry out regular property inspections to make sure it's housing stock is looked after.	are looking at setting up a system of scheduled property inspections.
We should provide a list of do's and don'ts for tenants so they are aware of their responsibilities.	have included information from your Tenancy Agreement in this edition of Hometalk (see pages 4 and 5 of this edition).
Sometimes people just want to express their dissatisfaction but they don't always want to make a formal complaint. There needs to be various ways for people to give feedback about the organisation.	have various ways for people to give feedback to the organisation. Please contact Customer Services (see back page for contact details) or call into one of our Information Offices (see page 33 for opening times).
We need easier and quicker ways to report issues to the Council.	are looking at whether we can use the New Forest In Touch app for more housing-related reports, so that tenants can report issues and include photos to show what the problems are (see back page).



COMMUNITY ALARM SERVICE

HELPING PROMOTE INDEPENDENCE

Appletree Careline services can support you and your loved ones aged 18 - 100yrs+ to remain independent at home and to maintain social and day to day activities in the community. An alarm or identity wristband offers peace of mind, knowing help and assistance is always at hand.

appletree
careline

023 8028 5523

appletree.careline@nfdc.gov.uk

newforest.gov.uk/appletreecareline

Competitively priced weekly fee.
Please contact us to discuss
how we can assist you

To book a
FREE
installation
worth £35
quote
HT1218



New Forest
DISTRICT COUNCIL



HOPE

Helping Older People
New Forest

We want to visit anyone in the area who feels isolated or lonely. A weekly chat over a cup of tea can work wonders!

If you would like a visit, or know someone who might appreciate a call - contact us now.

If you would like to join a our small, friendly team of volunteers, you would be very welcome.

Contact us to find out more.

The
Befriending
Scheme

Training and
ongoing support
provided for
volunteers

Contact Steve Anderton

01425 541241

befrienders@hopenewforest.org

hopenewforest.org.uk



HOPE New Forest, 9 Mallard Buildings, Station Road,
New Milton BH25 6HY

Charity registration no: 11522294 | Company no: 8326735

Keep warm, keep well

Why is cold weather a problem?

When the temperature drops to below 8C, some people are at increased risk of:

- heart attack;
- stroke;
- flu;
- pneumonia;
- falls and injuries;
- hypothermia.

Who is most at risk?

Very cold weather can affect anyone, but you are most vulnerable if:

- you're 65 or older;
- you have a long-term health conditions, such as heart, lung or kidney disease;
- you're disabled;
- you're pregnant;
- you have young children (newborn to school age);
- you have a mental health condition

Be prepared

The Met Office provides weather forecasts on radio and TV, so listen in to these bulletins regularly to keep up to date with the weather.

Severe weather warnings are also issued on the Met Office website, through the Met Office Twitter feed, or you can call the Weather Desk on 0370 900 0100 or 01392 885 680.

The Met office also has advice on getting ready for winter. This includes suggestions for practical

things you can do to prepare for winter weather, including cold, ice and snow, high winds and flooding.

How can I keep myself warm?

Even if it isn't a severe winter, cold weather makes us more susceptible to certain illnesses. Follow these tips to stay healthy and keep warm indoors and out:

- Several thin layers of clothing will keep you warmer than one thick layer, as the layers trap warm air. Clothes made from wool or fleecy synthetic fibres such as polyester are a better choice than cotton. Start with thermal underwear, warm tights or socks;
- Use a hot-water bottle to warm the bed;
- Check local news and weather forecasts for advice when cold weather is predicted;
- Have at least one hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly;
- Try not to sit still for more than an hour or so indoors – get up and stretch your legs;
- Stay active – even moderate exercise can help keep you warm;
- Wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip, too. If you have a heart or respiratory problem, stay indoors during very cold weather.



Extra Care Housing

Have you considered Extra Care Housing?

It's the latest development in care for older people, offering affordable housing and a secure place to live in a home of your own, but with care and support staff on hand 24 hours a day, 7 days a week to meet your assessed and emergency care needs.

- Your own flat, with your own kitchen, bedroom, living room, bathroom and front door.
- Qualified staff onsite to respond quickly to a variety of personal care and other support needs (planned and in emergency situations)
- Safe and supportive environment in buildings close to local facilities
- Shared facilities such as a laundry, restaurant, hairdressing, lounges and gardens
- Social activities organised by residents groups and supported by care staff

Am I eligible?

If you, or your partner, are receiving care and you are on your local housing register then you are eligible for Extra Care Housing in Hampshire.

How do I apply?

Extra Care is designed for people who need care. 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 your local housing register, you will need to contact your local council housing team to request an application form. Please be aware that priority is usually awarded to people with limited financial resources and unable to seek a property in the private sector. You may also need to justify a local family connection in the area.

Find out more

New Forest District Council Housing Options

Tel: 023 8028 5234

What has your Tenant Involvement Group been working on recently?

Social Housing Green Paper

The Tenant Involvement Group has worked hard to give a detailed response to the recent Social Housing Green Paper released by the Government. The Green Paper is a discussion paper with a number of different options to deal with issues raised from a National Tenant Roadshow last year.

Key suggestions made by Tenant Representatives included:

Ensuring homes are safe and decent

- Ideas about how to help tenants ensure their homes are safe
- Improving the quality of accommodation by adding energy efficiency
- Add the need for more regular maintenance to the National Decent Home Standard

Effective resolution of complaints

- Reduce the time it takes to resolve a complaint
- Increase the use of mediation to help resolve problems

Empowering residents and strengthening the regulator

Strengthen the regulation around:

- Complaints
- Tenant involvement
- Services tenants receive
- Neighbourhood management
- Tenants involved in assessing how well a landlord delivers services, products and treats tenants
- More consultation with tenants on changes that affect them
- The importance of two-way communication between landlord and tenants
- A representative group to voice the concerns of tenants at a National Level

Tackling stigma and celebrating thriving communities

- Landlords should focus on cleaning up the appearance of all neighbourhoods
- Ensure all Landlord staff are well trained and especially able to listen to tenants
- Dedicated internal department to deal with anti-social behaviour

Expanding supply and supporting home ownership

- Scrap the term 'affordable housing'
- Right to buy should be abolished
- More homes should be built for social rent following the end of borrowing restrictions placed on local councils
- Social housing is an investment and should be at least part-funded by Government grants



Christmas

Refuse and recycling collection dates 2018/19



Black and clear sacks

Normal collection day	Revised collection day
Tuesday 25 December 2018	Wednesday 2 January 2019
Wednesday 26 December 2018	Thursday 3 January 2019
Thursday 27 December 2018	Normal collection
Friday 28 December 2018	Normal collection
Monday 31 December 2018	Normal collection
Tuesday 1 January 2019	Wednesday 2 January 2019
Wednesday 2 January 2019	Thursday 3 January 2019
Thursday 3 January 2019	Friday 4 January 2019
Friday 4 January 2019	Saturday 5 January 2019



Household glass

Normal collection day	Revised collection day
Tuesday 25 December 2018	Saturday 22 December 2018
Wednesday 26 December 2018	Saturday 29 December 2018
Thursday 27 December 2018	Normal collection
Friday 28 December 2018	Normal collection
Monday 31 December 2018	Normal collection
Tuesday 1 January 2019	Saturday 5 January 2019
Wednesday 2 January 2019	Normal collection



With all the gifts and festive extras at Christmas, it's not surprising that the amount of waste we produce increases over the holiday period.

By shopping savvy and remembering to recycle we can reduce our impact on the environment. For example at party time, swap your single use plastic straws, cups, plates and cutlery for reusable versions.

There's plenty that can be recycled in your household recycling collections too. All those festive sweet, biscuit, tea and coffee, and cake tins can be recycled, along with all beer, cider and fizzy drinks cans, and don't forget all those plastic bottles too- Hampshire residents still only recycle half of all the plastic bottles they use! Plus all your glass bottles and jars can go in your glass collection box- extra boxes are available

from your local information office if you need one.

Christmas cards can be recycled in your clear recycling sack, along with your cardboard packaging. But there is an exception- wrapping paper. This paper is usually made from paper pulp where the fibres are too short to bond together without an additive. Manufacturers typically add plastic resins or foil to help the paper fibres stick together, and so it cannot be recycled - but why not save it for next year?

Remember to check the revised collection dates before putting your sacks and glass box out for collection.

Wrapping paper is mixed with plastic and foil and cannot be recycled

Household Recycling

PUT THESE SIX IN THE CLEAR SACK

- Aerosols
- Tins
- Paper
- Cardboard
- Cans
- Plastic bottles

Yes please

Glass bottles and jars:

- Coffee jars
- Jam jars
- Wine, spirit and beer bottles
- Sauce jars
- All colours and sizes

Remove lids and rinse out before recycling

No thanks

- Drinking glasses
- Window pane glass
- Glass kitchenware
- Crockery
- Broken glass
- Light bulbs

We are reminding residents of the Government's roll-out of Universal Credit (UC).

Universal Credit supports working age people only who are on a low income or out of work and it replaces six existing benefits. This means you will no longer be able to make a new claim to any of the benefits listed below:-

- Housing Benefit (some exemptions apply)
- Income Support
- Income Based Job Seekers Allowance
- Employment and Support Allowance
- Child Tax Credit
- Working Tax Credit

If you are currently claiming any of the above benefits you do not

have to do anything yet. If you are receiving Housing Benefit we will contact you when you move across to Universal Credit and provide details of how we can support you.

You have to claim Universal Credit on-line and the monthly payment to you will include your rent. When making your claim you must remember to include your rent details otherwise you will get less than you are entitled to. It will be your responsibility to pay your rent and there are various ways you can do this.

How you can get ready for UC?

- Make sure you have a bank account.
- Make sure you have an email address.

- Verify your identity now at **gov.uk/verify** - this is safe, quick and you can access other services. You need to do this to claim UC.
- As UC is paid monthly, review your expenditure and work out your monthly budget. Rent and council tax are a priority so make sure these are paid first.

Please note that Universal Credit does not include help with your Council Tax. You can apply for Council Tax Reduction using our on-line New Claim form, please see our website newforest.gov.uk/newclaim.

There is further information about Universal Credit on the New Forest District Council website.

Want to move home?

HomeSwapper is the **quick** and **easy** way to find the right home for you.



Visit our website and find a home to suit all your needs – with the **UK's biggest and best** home swap service.



HomeSwapper

www.homeswapper.co.uk

Advice is available to everyone, on any issue

Look online, call, email or pop into your local Citizens Advice office

free • impartial • confidential

tel
03444 111 306

web
citizensadvice.org.uk

online web form
newforestcab.org.uk/
contact-us/email-advice

Hythe office
The Grove, 25 St Johns
Street, Hythe SO45 6BZ
Open: Monday, Tuesday,
Wednesday & Friday
10.00am - 2.00 pm

Lymington office
Court Mews,
28a New Street,
Lymington SO41 9BQ
Open: Monday - Friday
10.00am - 4.00pm

New Milton office
16 Whitefield Road,
New Milton BH25 6DF
Open: Monday - Thursday
10.00am - 2.00pm

Ringwood office
Ringwood Library,
Christchurch Road
Ringwood BH24 1DW
Open: Monday, Tuesday,
Wednesday & Friday
10.00am - 2.00 pm

Totton office
91 Junction Road
Totton SO40 3BU
Open: Monday - Thursday
10.00am - 2.00pm

Fordingbridge outreach
Avonway Community
Centre, 36 Shaftesbury
Street, Fordingbridge SP6 1JF
Open: Monday
10.00am - 1.00pm

Please refer to newforestcab.org.uk for any
temporary changes to advertised times

**citizens
advice**

New Forest



Citizens Advice New Forest is an operating name of New Forest Citizens Advice Bureau. Charity registration number 1132425. Company limited by guarantee.
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Registered office: Newcourt House, 28 New Street, Lymington, SO41 9BQ.

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Money Saving Advice

If you are slipping into debt and you're already cutting back on your spending, you're doing the right thing. But could you do more? Here are some ideas on how you can save money.

Shopping

- If you plan your shopping and work to a budget, you're less likely to make impulse buys or spend more than you want to. Use a shopping list and stick to it.
- You should never cut back on essential food items - but are there cheaper brands or supermarket own-label brands that offer better value?
- Consider switching to a cheaper supermarket.
- Look out for special offers, keep coupons and remember to use them.
- There might be reduced grocery items available at the end of the supermarket day. Could you take advantage of that?

Gas and electricity

You may save money if you switch to another provider but if you stay with your current provider, there are other ways you could save money. Most companies offer a discount for paying by direct debit. Or if you have gas and electricity

from the same supplier, you could get a dual-fuel discount. Look at all the options that are available to you.

Telephone, satellite and internet

These bills can really add up. So it's worth reviewing the package that you're on to make sure that it offers the best value available. Check with your current provider, shop around or use comparison sites. Here are a few ideas for cutting costs:

- Change to a combined phone, TV and broadband package. Bundling all three together usually results in a better deal. Think carefully about what you really need. If you can live without those extra TV channels, for example, you can make substantial savings.
- If it makes financial sense, cancel your mobile phone contract and start using a pay-as-you-go phone. With a pay-as-you-go phone you can control how much you spend more easily.

Housing

One of your biggest monthly bills is likely to be your rent. If you wish to consider downsizing check out the Homeswapper Website on page 23.

“ Fiona said

Here are some ways we try to save money:

- £ Every Sunday afternoon we plan our menus for the week. Once done, I then work out the cheapest shop to buy the goods at. We only shop weekly and this saves fuel, time and money. We have done this for many years now and when the kids were small they could add their night of meals they liked. This way they would eat more because they had a say in meal planning as well.
- £ When I cook a meal, if it is possible, I cook double the amount needed and freeze a portion. This way we have a meal in the freezer for another time, saving electricity and time.
- £ We wash up in a bowl and in the summer most of the water then goes onto the garden to save using tap water for the garden.



Postal Scams

.....



How to identify Competition Scams:

You might get a letter or an email saying that you have won or been awarded a large amount of money from a competition, inheritance or lottery. They may say they are a psychic or clairvoyant. Alternatively it could be a catalogue that sells goods for inflated prices.

They also say that you need to respond and pay an advance fee to claim this money.

They might ask you to send or transfer the fee via your bank account, or send gift cards or vouchers to the value of the fee.



WHAT THEY REALLY WANT



- ▶ For you to send them money, share financial details, or send them gift card/vouchers in lieu of money, which you will never get back.
- ▶ They will also share your details with other fraudsters, meaning that if you respond once, you will end up with hundreds of these types of scam letters every week, plus phone calls, texts and emails.
- ▶ Catalogue scams may sign you up to a Direct Debit agreement without you realising.

Doorstep Crime



Traders might knock on your door offering services like:

- Gardening work
- Building work
- Offering to fix your driveway, guttering or roof
- Say they are from the Water Board and that there is a leak they need to check
- Or they might say they are looking for their dog, or that their car has broken down.

Sometimes, the caller at the door is there to distract you while another person gains access to your home.

They might try and rush you into making a decision or sign a contract for buying their services, or try and keep you talking for a long time.



WHAT THEY REALLY WANT



- ▶ For you to pay them for 'fixing' a non-existent problem.
- ▶ For you to pay them an extortionate amount of money for shoddy or sub-standard work.
- ▶ To gain access to your home so they can steal your property while you are distracted.

Local Air Quality

Air pollution has a negative impact on everyone's health, particularly the young, elderly and those with underlying health issues. Health impacts include respiratory issues, with proven links to lung development, dementia, stroke and heart disease.

Local Authorities have a duty to review and assess local air quality. Should it be determined that pollution levels are likely to exceed national air quality objectives, further action needs to be taken by declaring an Air Quality Management Area (AQMA). Currently New Forest District Council has 1 declared AQMA in Lyndhurst however pollutant levels have decreased significantly in this area over recent years.

In addition to the work being undertaken by the Council everyone can take small steps to improve local air quality and improve their health, for example:

Vehicles

- Find out about your local public transport and car share schemes when travelling to work, school, business trips or weekends away.
- Find out about cycle routes in your local area and across the New Forest.
- Use My Journey Planner website to identify transport options, routes (including fastest and quietest) and public transport details. This is an excellent and informative website giving the user great options to compare different journey options including journey costs.

Details can be found via the following link:

myjourneyhampshire.com/journeyplanner/

- Turn off your engine when waiting at traffic lights, closed railway barriers or in traffic jams.

- Turn your vehicles air circulation from pulling in external air to re-circulating internal air to stop drawing the surrounding air pollution into your vehicle for you to breathe.
- Become an eco-driver for example by anticipating traffic flow, maintaining a steady speed at a low revs per minute (RPM) and shifting up through the gears early. This will not only reduce pollution from your vehicle, but save on fuel consumption.
- Maintain your vehicle regularly, including checking tyre pressures monthly.

Get active

- Leave your car at home and try walking to the local shops or school, even if it is just once or twice a week. If you can make it part of your normal routine, not only will you be reducing air pollution, you will be more active and healthy.
- The majority of New Forest residents live within walking or cycling distance of open spaces. Explore walking and cycling routes you can take from your doorstep, get active and leave your car at home.

Plan ahead

- Take some time to plan ahead and consider the small steps you can take to reduce pollution, for example planning journeys so that you can leave your car at home or car share with work colleagues or on the school run even if it is just for one day a week or fortnight.

- When planning a walk, consider the route. It may be possible to take footpaths and streets away from busy high street or areas of local traffic congestion and avoid areas of higher air pollution.
- If you are buying or leasing a new vehicle (private or business) consider the vehicle emissions and fuel type in addition to the other typical considerations such as miles per gallon, insurance group and safety.
- Be aware of air pollution forecasts for your local area, particularly if you suffer from respiratory issues.

The local forecasts can be found via the following link: uk-air.defra.gov.uk/



Are you getting your five a day?

The NHS advice is that eating a healthy, balanced diet is an important part of maintaining good health and can help you feel your best.

They advise we eat at least five portions of a variety of fruit and vegetables every day. There's evidence that people who eat at least five portions a day have a lower risk of heart disease, stroke and some cancers.

Examples of a portion size are: 1 apple, banana, pear or three heaped tablespoons of vegetables.

For more information, visit [nhs.uk/live-well/eat-well](https://www.nhs.uk/live-well/eat-well)

Can you find 15 names of fruit and vegetables in the wordsearch puzzle?

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

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



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

Beetroot	Onion	Kale
Carrot	Broccoli	Apple
Parsnip	Mushrooms	Beans
Pineapple	Tomato	Strawberries
Cabbage	Melon	Banana

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:

Housing Involvement & Improvement Team - New Forest District Council
Appletree Court, Beaulieu Road,
Lyndhurst. Hampshire SO43 7PA

Entry form

Name

Address

.....

.....

Telephone

Closing date for entries is Friday 1 March 2019. Terms and Conditions apply. This information will only be used by New Forest District Council 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 on the Council's website or by emailing the Council's Data Protection Officer on data.protection@nfdc.gov.uk

We have worked with the New Forest Food Banks to produce a booklet which gives some great ideas for turning basic food into tasty family meals.

We teamed up with cook and food writer Ester Davies, who has come up with six recipes using the ingredients from a typical food bank parcel - why not try out the recipe featured below.



Creamy tuna pasta bake

Ingredients

- 1/2 a packet (500g) of pasta, cooked and drained
- 1 can (160g) of tuna, drained and flaked with a fork
- 2 teaspoons of oil
- 1 clove of garlic, peeled and chopped
- 1/2 an onion, chopped or coarsely grated (optional)
- 1 small can (198g) of sweetcorn, drained
- 1 sachet of 'Cup A Soup' (mushroom/asparagus) blended with 1 mug of hot water
- 1 mug (average size) of milk
- 1 tablespoon of margarine/butter
- 2 tablespoons of flour
- 3/4 of a mug of cheese, coarsely grated
- 1/2 a teaspoon of salt
- 1/4 of a teaspoon of pepper

Method

1. Pre-heat the oven to 180°C / 350°F / 170°C (fan assisted).
2. Cook pasta as per the instructions on the packet.
3. Heat oil in a large saucepan and fry garlic and onion slowly for 5 minutes.
4. Add drained sweetcorn and cook for a further 2 minutes, then add flaked tuna and cook for a further 2 minutes. Once cooked take the saucepan off the heat.
5. In another smaller saucepan, melt the margarine/ butter.
6. Remove saucepan from heat and add the 2 tablespoons flour mix until smooth.
7. Return to low heat and cook for 1-2 minutes, stirring continuously.
8. Slowly pour in 1 mug of milk and 1 hot mug of 'Cup A Soup', then stir until smooth.
9. Return to the heat and stir until the sauce thickens.
10. Add salt and pepper to taste.
11. Pour sauce onto tuna, onion, garlic and sweetcorn mixture.
12. Add pasta and mix well.
13. Pour into a lightly greased dish and sprinkle with grated cheese.
14. Bake for 35 minutes or place under a hot grill until the cheese has melted and browned.



Serves
2-3



Garages to rent

New Forest District Council have a number of garages that are available to rent across the district to both existing council tenants or non-council tenants.

Current rental charges for these garages remain unchanged at:

£10 per week to rent for tenants

£12 per week for non-tenants

Find out more or apply

Visit our website newforest.gov.uk/garages and complete our online application form.

Alternatively, application forms are available at all of our local offices, or our Garage team will be happy to send one out for you if you call them on **023 8028 5234** (option 4).

Current garage tenants

If you need to contact us about your rent account, contact our Customer Service team - details on the back page.

Save time, do it online

Visit newforest.gov.uk

Why not use New Forest District Council's online services to save yourself some time. 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 garage
- Apply for a property

You can make online payments for

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



Security items for sale at information offices

The Safer New Forest Partnership has a range of security items for sale at the New Forest District Council 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 and anybody who wants to be seen in the dark.



Fawley Jubilee Hall, The Square	023 8089 1640	Monday - Friday 09.00 - 17.00
Fordingbridge Kings Yard, Salisbury Street	01425 654 560	Monday - Friday 10.00 - 16.00
Hythe The Grove, St Johns Street	023 8084 1411	Monday - Friday 08.45 - 16.30
Lyndhurst Appletree Court, Beaulieu Road	023 8028 5000	Monday - Thursday 08.45 - 17.15 Friday 08.45 - 16.45
Lymington Lymington Town Hall, Avenue Road	023 8028 5588	Monday - Thursday 08.45 - 17.15 Friday 08.45 - 16.45
New Milton Town Hall, 2 Ashley Road	023 8028 5588	Monday - Friday 09.00 - 12.30 13.30 - 16.15
Ringwood Ringwood Gateway, The Furlong	01425 473 883	Monday - Thursday 09.00 - 17.00 Friday 09.00 - 16.45
Totton Civic Centre	023 8086 3138	Monday - Thursday 09.00 - 17.00 Friday 09.00 - 16.30

For more information visit safer.newforest.gov.uk

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 & 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.

If I need help or advice

Fire Home Safety/ Safe and Well Visits (including smoke detectors)

hantsfire.gov.uk

or Community Safety team

023 8062 6809

Things I can do myself

Falls prevention - reduce the amount of clutter, loose rugs etc. and keep house safe and maintained.

Things I can do myself

Key safes and mobility aids can be purchased in high street stores.

If I need help or advice

Key safes and home safety equipment

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.

Things I can do myself

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

If I need help or advice

National Grid

0800 111 999

Things I can do myself

Electric -turn off mains power to the house.

Bereavement

bereavementadvice.org

0800 634 9494 - Mon to Fri, 9.00am - 5.00pm

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 and Customer Services (see back page)

Citizens Advice Hampshire

citizensadvice.org.uk

03444 111 306 from a landline

0300 3300650 from a mobile

Rogue traders, scams and doorstep crime

Things I can do myself

A free 'Uninvited doorstep callers' sticker can be obtained from Hampshire Trading Standards

01962 833620

A printable version is available from the web site.

If I need help or advice

Citizens Advice Consumer Helpline

03454 04 05 06

Hampshire Trading Standards Doorstep Crime Quick Response Team

01962 833666

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

Home Energy Efficiency Line

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

0300 1240103

Mental Health Support

rethink.org

Local well-being centres

New Forest Hythe

023 8084 1341

New Forest New Milton

01425 620642

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

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

01794 519495

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

01962 846605

Meals on Wheels (Apetito)

hants.gov.uk/meals-on-wheels

01962 779338

Bus services in the New Forest

Blue Star bus services

01202 338 421 / bluestarbus.co.uk



Useful contacts and information

Customer Services

- **Web chat** is quick and easy to use. Go to **newforest.gov.uk** and to the 'Contact Us' page for a direct link to start a chat
- **By email** **customer.services@nfdc.gov.uk**
- **Online reporting** Use one of our online forms; available at **nfdc.gov.uk**
- **In Touch mobile app** Use our app if you're out and about and spot something that needs reporting. Visit **mycouncilservices.com** for more information and to download
- **Social media** Get in touch on Twitter or Facebook where you can post or message us with your enquiry
Twitter @nfdc_updates | Facebook @newforestgov
- **Telephone**
023 8028 5222 - listen to the options for all housing related enquiries
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
- **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
2. Housing waiting list
3. Homeless and Housing Advice

For queries relating to Homesearch (the housing waiting list) contact

housing.options@nfdc.gov.uk

(please note: the Homesearch Team are not available on Tuesdays from 12noon - 1.00pm)

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

(please note: the Homeless Team are not available on Tuesdays from 8.45am - 1.00pm)

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

https://hpa2.org/refer/NEWF • 023 8028 5234

If you are aware of anyone that is street homeless contact the duty officer on **023 8028 5234**.

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**.

Homeless Emergencies only out of hours - **023 8028 5250**

Appletree Careline

appletree.careline@nfdc.gov.uk

023 8028 5523 - 24 hours a day

023 8028 5453 - 24 hours a day

(Call **07771 259 098** if out of hours number is unavailable)

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) please 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

0800 048 2437

0300 555 1388

Alternative formats

If you would like this information on audio CD, audio tape, braille, large print, any other format or interpreted in a language other than English, please contact the Housing Involvement & Improvement Team on **023 8028 5372 / 023 8028 5459** or email **HiiT@nfdc.gov.uk**.