

# Hometalk

New Forest District Council's magazine for tenants and leaseholders | **Summer edition 2019**



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## Editorial contributions from

Tenant Representatives  
and Hometalk Editorial Panel  
Home Participants

## Get in touch

If you have any ideas for future articles, please contact the editor,  
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**Hiit@nfdc.gov.uk**

**023 8028 5588**

## Housing Involvement and Improvement Team

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Hometalk can also be viewed on our  
website **[newforest.gov.uk/hometalk](http://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 temporary accommodation

**New Forest District Council has invested in new temporary accommodation units in the Waterside area of the District. The purpose is to provide short-term accommodation for individuals and families who have found themselves homeless until a more permanent housing solution can be found.**

The building, which has been extensively refurbished, offers short-term housing with six individual units that range in size from those suitable for one person, to a larger room for a small family. Each room has a bathroom and the residents share a well-equipped kitchen. Outside there is a courtyard garden with clothes drying facilities.

Residents who live here pay their accommodation charges to the Council. This income allows us to reinvest funds back in to our services instead of this money being paid to a private provider of hotel accommodation.

Many of the residents have come from bed and breakfast

accommodation used by the council to temporarily house people until more permanent accommodation can be found. We have prioritised ending the use of B&B accommodation in our new Homelessness Strategy and this new facility is one of the first steps in our efforts.

One family had previously been in a B&B for 85 days and say they are pleased to now be in the new building. Their one year old child has just started to walk and the extra space, though still modest, is much more suitable for them. The Housing Team then aims to rehouse people from here as soon as alternative self-contained accommodation can be made available.

Upon opening the building Brian Byrne, Housing Services Manager stated:

**“Accommodation like this is part of our overall approach to housing. This facility is meeting an immediate need whilst a more permanent home is found. We are aiming to get more facilities like this and are working hard at reducing the use of bed and breakfast accommodation in the District. The reasons people become homeless vary greatly and it is our role to try and help people find a settled home.”**



Residents of the new building will get a weekly visit from the Housing team, giving them the peace of mind that any issues can be addressed quickly and that they will be kept up to date on their longer term housing solutions.

As one resident put it, whilst waiting for permanent accommodation, being in a home like this gives them ‘the chance to breathe’.

## Find out more

**Acting early gives us more time to help you.**

Anyone facing homelessness is advised to contact us for free advice and assistance as soon as possible via our website

**[newforest.gov.uk/  
article/4309/Are-you-  
homeless-or-threatened-  
with-homelessness](https://newforest.gov.uk/article/4309/Are-you-homeless-or-threatened-with-homelessness)**

**Universal Credit supports working age people who are on a low income or out of work and it replaces six 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 before you move across to Universal Credit and provide details of how we can support you. This is not expected to happen until 2021.

## **How can you 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 generally 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.

## **What happens if I need to claim Universal Credit?**

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. If you are struggling to pay your bills you can speak to your Work Coach about an Advance Payment (you will have to pay this back).

Please note that Universal Credit does not include help with paying your Council Tax. You can apply for Council Tax Reduction using our on-line claim form, please see our website - **[newforest.gov.uk/newclaim](http://newforest.gov.uk/newclaim)**.

## **Help to claim**

If you do need to make a claim for Universal Credit and are unable to make an on-line claim or struggle with accessing computers, Citizens Advice provide Universal Support through the "Help to Claim" scheme. This scheme is for vulnerable adults and those who have no other means to claim Universal Credit. There are offices at Hythe, Lymington, New Milton, Ringwood, Totton (and outreach in Fordingbridge). Local Adviceline - **0300 3309 009** (weekdays 10.00am - 4.00pm).

From the 15 May 2019 if you are a mixed aged pensioner couple making a new claim to one of the above benefits or have a relevant change in circumstance you will be required to claim Universal Credit.

There is further information about Universal Credit on our website **[nfdc.gov.uk](http://nfdc.gov.uk)**.



# Solent Credit Union

Join your local member-owned Credit Union

[www.solentcreditunion.co.uk](http://www.solentcreditunion.co.uk)

- We are a member-owned community "Credit Union".
- Anyone who lives or works in our area (see over) can join us.
- We don't have shareholders so any profits go back in to the organisation to help it work better for its members.

## Save with us!

- You can save weekly or monthly, by cash, standing order or by payroll deduction (if your employer allows it)
- A little paid in regularly will soon add up.
- Saving for household expenses, something bigger, or for a reserve for difficult times? You can do it.

## Borrow from us!

- Loans to members, from £300 to £7,500.
- It's easier if you've saved for a while.

## Join us!

[www.solentcreditunion.co.uk](http://www.solentcreditunion.co.uk)

or contact us by email or phone

## Volunteer with us!

- We are part of the community, managed by our members who volunteer to help, and we need volunteers at all levels: people with special skills and experience, and people to help our members.
- The important thing is that you get on well with people!

All savings with Solent Credit Union are fully protected by the Financial Services Compensation Scheme  
Solent Credit Union is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority  
Registration No. 213753



# Solent Credit Union

Join your local member-owned Credit Union



Contains Ordnance Survey data © Crown copyright and database right

Savings and loans just for people who live or work in Southampton, New Forest, Test Valley, Eastleigh, Winchester and Fareham

## Our Services

- Regular savings for adults and juniors
- Payroll savings and loan repayments (if you have a company scheme)
- Loans up to £7,500

## Contact us

- Head office – 21 East Street Southampton
- Website: [www.solentcreditunion.co.uk](http://www.solentcreditunion.co.uk)
- Email: [enquiries@solentcreditunion.co.uk](mailto:enquiries@solentcreditunion.co.uk)
- Phone: 023 8000 2018

SUPPORTED BY



SCU supports Winchester's  
**STOP LOAN SHARKS**  
Intervention . Support . Education  
Campaign



# 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.



[www.homeswapper.co.uk](http://www.homeswapper.co.uk)



Winfrid House

## Have you considered Extra Care Housing?

To arrange a visit, please contact Matthew Gwynn on 023 8051 6021 or email [hello@sciagroup.co.uk](mailto:hello@sciagroup.co.uk)

**Extra Care Housing is the latest development in care for older people.** It offers affordable housing and a secure place to live in a home of your own, but with care and support staff from SCA Care on hand 24 hours a day, 7 days a week to meet your assessed and emergency care needs. SCA Care is proud to be a not-for-profit social enterprise which offers a personalised service, tailored to residents needs.

- Your own flat, with your own kitchen, bedroom, living room, bathroom and front door.
- Qualified staff on site 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, 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. An application form is available from your local council housing department.

### **Find out more**

Contact Housing Options  
**023 8028 5234, Option 2**



# Estate inspections

**Tenant Representatives will be out and about across the summer to carry out some inspections around Housing Estates.**

They will also be visiting some blocks of flats to check the Fire Safety signage and speak with residents to get their feedback.

If you would like to find out more or join them on an Estate Inspection please contact the Housing Involvement and Improvement Team.

## Find out more

Email [HiIT@nfdc.gov.uk](mailto:HiIT@nfdc.gov.uk)  
or call **023 8028 5588** and ask to speak to either Joy Stainer or Adrian Phipps



**Fire door keep shut**





# COMMUNITY ALARM OFFER

You could qualify for our half price community alarm service if you receive full council tax reduction.



Just £15 installation fee and half price weekly rental at £1.85.

Contact us to find out more or if you know someone else who could benefit from this offer, please let them know.

## appletree careline

We can support you and your loved ones aged 18 - 100yrs+ to remain independent at home.

In an emergency, we provide 24hr help at the push of a button and arrange the assistance you need.

023 8028 5523

[appletree.careline@nfdc.gov.uk](mailto:appletree.careline@nfdc.gov.uk)

[newforest.gov.uk/appletreecareline](http://newforest.gov.uk/appletreecareline)



 **New Forest**  
DISTRICT COUNCIL

# Annual report

APRIL 2018 - MARCH 2019

## Getting people housed

We rehoused a total of **425** households, and there are **3,225** households on the waiting list.

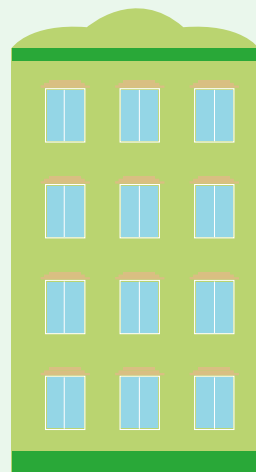


## Tenancy management

**335** new cases of anti-social behaviour cases opened and **253** cases resolved.

**47** arranged mutual exchanges.

**369** accompanied viewings.



## Dealing with homelessness

- **1,991** new cases opened
- **1,060** homeless applications made
- **565** Prevention Duty accepted
- **287** Relief Duty Accepted
- **108** Total Full Duty (accepted as homeless)
- **256** Homeless Prevention Positive Outcomes
- **65** Relief of Homelessness Positive Outcomes
- **185** B&B placements



## Housing income

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

We collected over **99.66%** of all rent due on our properties. This figure is based on the total rent and charges due for 2018/19.

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

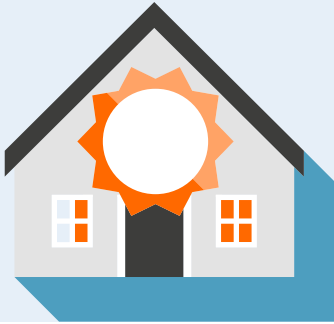
- In December 2018, we had **295** tenants claiming Universal Credit for the first time, resulting in **£121,023** worth of new rent arrears.
- By May 2019, we had received **452** new Universal Credit claims, resulting in only an additional **£7,652** worth of rent arrears.

This is a positive reflection of the hard work of the team.



## Private sector housing

We completed **107** Disabled Facilities Grants for tenants.



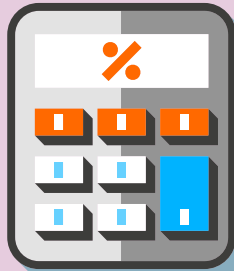
## Your calls

We have dealt with **42,026** housing related customer service calls and **16,257** housing option calls.



## Revenue and benefits

We arranged **£13million** in Housing Benefit payments with **2,586** council tenants on Housing Benefit and assisted tenants in urgent situations receive **£64,000** in Discretionary Housing Payments.



## Housing maintenance

- We spent **£5million** on planned maintenance to our properties.
- We carried out over **14,000** day to day repairs including over **3,000** emergency ones.
- **95%** of emergency repairs were completed within three hours of reporting.
- We completed over **5,100** gas and electric inspections.
- And nearly **2,000** gas repairs.
- We kept **100%** of all day to day repair appointments.

## Housing development

We purchased a total number of **15** properties.

We built **34** properties - with **55** more due to complete this year.

We also secured new temporary accommodation for **6** households.

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



# Planned maintenance

Description	Area	Street
<b>Kitchen refurbishments</b> Validation surveys will be carried out to all properties due to have a kitchen refurbishment and only those that fail the Decent Homes Standard will have their kitchen replaced.	Walkford	Plantation Drive
	Fordingbridge	St Georges Road
	Pennington	Various properties
	Hythe	Cedar Road
	New Milton	Marryat Road • Nelson Close
	Totton	Harwood Close • Evergreens
	Various	One-off properties
Heating replacements - Gas	Various	
Electrical test and inspections	Various	
Loft insulation	Various	One-off properties
Asbestos removal and low maintenance eaves	Martin	Downview Road
	Lymington	Seaton Close • Bays Road Colborne Close • Garrow Drive
	Ashley	Miller Close • The Mallows • Pilgrim Close
	Ringwood	Manor Road
	Southampton	Tristan Close • Watermans Lane
Roofing	Hythe	Abbey Close • Langdown Road
	Lymington	Bays Road • Lodge Road • Widbury Road <i>Individual properties</i>
	Lyndhurst	Congleton Close
	New Milton	Davis Field • Miller Close
	Ringwood	Ash Grove • Cloughs Road • Warnes Lane
Fire doors	New Milton	Gore Grange
	Pennington	Birch Court • Forest Court Holly Court • Maple Court

# programme 2019-2020

Description	Area	Street
Replacement windows	Brockenhurst	Sweyns Lease • Addison Road
	Bransgore	Meyrick Close
	Lymington area	Hillside Road • Setthorns Road • Hyde Close Highfield Road • Pennington Oval
	Lyndhurst	Hillary Close • Northerwood Avenue
	New Milton	Gore Grange • Hardy Close • Well Close
<b>Bathroom refurbishments</b>  Validation surveys will be carried out to all properties due to have a bathroom refurbishment and only those that fail the Decent Homes Standard will have their bathroom replaced.	Brockenhurst	Auckland Avenue
	Hythe	Ewart Court • Deerleap Way
	Lymington	Bays Road • Carpenter Close
	New Milton	Dinham Court • Manor Road Winchester Road • Fawcet Road
	Totton	Boniface Close • Hanover House
	Various	One-off properties
Communal / Emergency lighting	Totton	Parkside • Powell Crescent
	Lyndhurst	Garden Close
	Lymington	Archgate
Decorating	Various	
Environmental improvements (driveways)	Various	
Convert communal lounges	Pennington	Corbin Court
Refurbishment of communal areas	Pennington	Birch Court • Forest Court Holly Court • Maple Court

**This schedule is subject to change and is part of an ongoing programme.**

# Donate it or dump it?

## What to do with bulky household waste

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

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

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

You can find out more on our web page [newforest.gov.uk/article/7935/bulky-household-waste-collection](http://newforest.gov.uk/article/7935/bulky-household-waste-collection) just click 'donate it or dump it' to see what options are available for your item.

If there isn't an alternative option available for your item you can still arrange for a bulky waste collection from New Forest District Council. The collection of one item will cost £25.00. Each additional item (up to a maximum of eight items) will cost £6.50. Residents in receipt of certain benefits can apply for one free collection of up to three items in any one financial year (April - March).

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

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

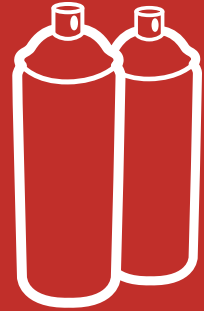


# PUT THESE **SIX** IN THE SACK

## HOUSEHOLD RECYCLING



CARD



AEROSOLS



ALL PLASTIC  
BOTTLES



PAPER



CANS



TINS

Plastic bottles are the easiest plastics to recycle, yet Hampshire householders only recycle about **51%** of all the bottles they use

**DID YOU KNOW?**

The non-recyclable material - or 'contaminated' recycling - is rejected by our recycling contractor costing Hampshire over **£1 million every year**

**IT'S A FACT!**

The UK uses about **12 billion cans** each year; placed end to end, they would stretch to the moon and back twice

**DID YOU KNOW?**

Making a new can from recycled aluminium uses **95% less energy** than making a new can from raw materials

**IT'S A FACT!**

Recycling is estimated to reduce the UK's greenhouse gas emissions by **18 million tonnes**

**IT'S A FACT!**

Your recycling is taken to a Material Recovery Facility (MRF) where it is sorted and separated by manual and mechanical processes. The separated items are baled ready to be collected for reprocessing into new products.

**Hampshires Material Recovery Facilities recycle 260 tonnes of recycling every day**

[newforest.gov.uk/recycling](http://newforest.gov.uk/recycling)

**#Add3Minutes**  
Driving through the New Forest



[www.realnewforest.org](http://www.realnewforest.org)



## Saving our own rare breed this Spring

We probably all know that the grazed Forest is home to countless rare species: bugs, reptiles, birds, and plants. Yet few seem to know that the New Forest Pony is also a designated rare breed.

Careful control of stallions here means that the New Forest produces just enough foals to balance the survival of these incredibly versatile ponies with the grazing needs of the Forest ecology and the number of pony buyers in Britain and worldwide.

At the moment we see around 300 New Forest foals born each year - a very small number when you consider that the New Forest landscape covers 220 square miles. **Every foal matters.** That is why we're running a Save Our Foals campaign.

Just fifteen stallions are let loose onto the open New Forest. They are carefully selected as the best of the breed. Each will run his own area of the New Forest for five weeks during May and June. This control explains why most foals also arrive during May, nearly a year later. Every foal is named by its owner which will be recorded in its passport along with its pedigree.

All of this excitement makes extra care on the roads crucial. Foals are unpredictable, playful and move quickly.

We're asking people to simply **#Add3Minutes** to their New Forest journeys, making time to pass the animals with great care. That way we can all help **#SaveOurFoals**.

Please make use of these hashtags on social media.





# 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!**

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.**

## Carbon Monoxide kills!

Please help us gain access to your property.



# South Coast Training



## Free training for New Forest District Council tenants

The type of training on offer includes:

- Housing Law
- Mental Health awareness
- Tenant Engagement in Building Safety
- Understanding Performance Information

South Coast Training run workshops at the Novotel in Southampton.

There there will be an opportunity to meet tenants from other Social Housing landlords and it could look good on your CV.

### Find out more

Please contact Joy Stainer or Adrian Phipps from the Housing Involvement and Improvement Team on **023 8028 5588** or email [HiiT@nfdc.gov.uk](mailto:HiiT@nfdc.gov.uk).



GOSPORT  
Borough Council



NEW FOREST  
DISTRICT COUNCIL



WINCHESTER  
CITY COUNCIL



RADIAN  
where people flourish



VIVID



SOUTHAMPTON  
CITY COUNCIL



PHP  
Pole Housing Partnership Ltd

# How to save money on your food budget

## Meal planning

### Decide what you love eating

Make a list of meals you love - get ideas for recipes online or buy second hand cookbooks.

### Make a weekly meal plan

This sounds like a chore, but it's a quick job once a week, and it's been shown to save money. Just follow these steps:

- From your list decide what meals you'd like to cook;
- Check what you already have and make a list of the ingredients you will need;
- Do your shopping and cook away!

## Other tips

### Batch cook

Cook more than you need for one sitting and freeze what you'd like to use later in the week (always check its okay to do so).

### Cut down on takeaways

If you spent just £15.00 on a takeaway once a fortnight that's £390 a year you could be saving instead. That could be money you set aside for an emergency. Try searching for 'fakeaway' recipes online to recreate some of your fast food favourites.

### Use supermarket coupons

As part of your meal planning each week check to see if there are any coupons available which you can print off at home or use on your phone to get discounts on your ingredients:

- [moneysavingexpert.com](http://moneysavingexpert.com)
- [freestuff.co.uk](http://freestuff.co.uk)
- [freebiesite.co.uk](http://freebiesite.co.uk)

## Downshift your brands

You may have already moved to a better value supermarket, if not, why not try the downshift challenge. The concept is simple: you 'drop down' one 'brand level' on a product, test it, and if you can't taste the difference then continue to buy it in the future.

### Need some inspiration to get you started?

Find some recipes to suit your needs:

- Big family to feed? Try the 'Eat not spend blog' which will help you make family-sized meals for £1 per portion - [eatnotspend.com](http://eatnotspend.com)
- Nervous in the kitchen? Search for Miguel Barclay £1 meals on YouTube.
- Want to eat less meat? Try recipes from Cooking on a bootstrap. Jack Monroe has a library of cheap meal ideas with lots of veggie and vegan options - [cookingonabootstrap.com](http://cookingonabootstrap.com)
- Feeling adventurous? Frugal Feeding is a super stylish food blog from Bristol with some gorgeous and modern dishes to try at home on a budget [frugalfeeding.com](http://frugalfeeding.com)



# Pest control

New Forest District Council provides a pest control service to deal with:

- Rats
- Bedbugs
- Mice
- Cockroaches
- Wasps
- Carpet beetles
- Fleas
- Moths

## Do I have to pay for this service?

Yes, but generally New Forest District Council fees are lower than private companies.

## What can I do if I have bats in my loft?

If you have bats on your property, you must leave them alone.

You can request a free visit from a Natural England voluntary Bat Worker who will give you advice on what you do.

The organisation can be contacted on **023 8028 6410**.

## What do I do if I have bees?

You need to contact the New Forest and District Bee Keepers Association for further information. They may be able to remove a swarm of bees.

Visit [newforestbees.co.uk](http://newforestbees.co.uk) or call the New Forest Bee Keepers Association Swarm Co-ordinator on **07496 351203**.

## I do not like killing any form of animal. Can I ignore a rodent problem?

With the many diseases rats and mice carry (Weil's Disease and Salmonella to name but two), it is not acceptable to allow rodents to multiply. All Councils have a statutory duty to control vermin within the Authority's area.



For further advice, or to book an appointment please contact Customer Services - details on the back page.

# Summer gardening!

When the weather is nice gardeners like to get outside and keep their gardens neat and tidy. Gardening can give people a lot of pleasure and is a good way to exercise, get fresh air and make you feel good.

**Can you find 15 names of gardening items 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



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

- Spade
- Fork
- Dibber
- Gloves
- Kneeling pad
- Water butt
- Compost bin
- String
- Rake
- Flowerpots
- Seed trays
- Greenhouse
- Hat
- Clogs
- Hanging basket

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

Closing date for entries is Friday 20 September 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](mailto:data.protection@nfdc.gov.uk)

**Entry form**

Name .....

Address .....

.....

.....

Telephone .....

## Dividing and propagating

An old trick is to prune plants back and wait for the re-growth before taking cuttings. A good haircut on dahlias gives new shoots with solid rather than hollow stems - these will hold water for longer and root reliably. Lavender, cape daisy and rosemary will regrow after a trim with the secateurs.

Take cuttings of herbs like rosemary. They root easily, bulking up numbers and saving you money.

Peg down strawberry runners to propagate new plants for free.

## Pest control

If you have a special potted plant, create a barrier to slugs by putting it in a saucer and filling it with water. You can make it even more effective by raising the saucer on a brick.

Snails like the dark side of a pot and slugs like to hide underneath, so turn and tip up your pots regularly.

If you've grown a great crop of onions they will need drying. Make a wooden frame that will sit comfortably over the top of your wheelbarrow and cover it with chicken wire so that it looks like a giant kitchen cooling rack. Arrange the onions on top of it. You can then easily wheel your barrow into the sunniest spot in the garden to dry your crop and, if it rains, they can be quickly moved undercover.

## Tidying

When pruning wear long sleeves. Sap from some plants, like hog-weed, can cause a nasty rash, particularly when exposed to sunshine.

When tying in plants don't waste time cutting individual pieces of string, simply prepare a load in advance. The easiest way to do this is to wrap string around your hand 20-30 times creating a series of loops, then just cut the whole lot with secateurs in one fell swoop and you'll have multiple pre-cut pieces of string. Then shove them in your pocket with just the tops sticking out for ease of access.

## Dead-heading

Never think that dead-heading is just wafting about wasting time in the garden - it's essential. Everything, from roses to bedding plants, looks better and performs better if dead-headed regularly.

To encourage repeat flowering of roses, cut off dead flowers on a regular basis. Applying a second dose of fertiliser towards the end of June will also boost the blooms.

Try to do little and often. A few minutes weeding and dead-heading every day will keep your garden weed free and productive.

For a second flush of flowers like viola, some hardy geraniums and nepeta, cut them back hard in early July, before the end of their first flowering.

## Fruit and vegetables

Harvest your leafy produce regularly so that it continues to grow and not go to seed.

When harvesting summer root crops of carrots, beetroot and radish, pull out every other plant to create space for the rest and continue growing, this will really improve the yield.

# Tips for caring for a summer garden





# New Forest Film Festival

SATURDAY 8 - SUNDAY 16 JUNE 2019

With such a varied, picturesque landscape, many filming projects have taken advantage of the backdrops the New Forest has to offer. There are various venues within the New Forest where you can watch films.

## Events include

- Premieres •
- Drive in Movies •
- Workshops •
- Short film competitions •
- Taster sessions •
- Quizzes •

And much more...

Take a sneak peek...



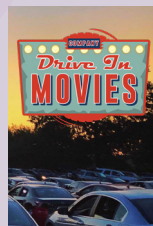
**Do Something Jake**  
7.15pm  
MONDAY 10 JUNE  
Lymington - The Malt Cinema



**The More You Ignore Me**  
7.15pm  
TUESDAY 11 JUNE  
Burley Village Cinema



**Dead Fred**  
7.15pm  
THURSDAY 13 JUNE  
Lymington - The Malt Cinema



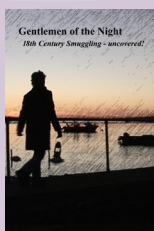
**Drive-in Movies**  
Various times  
14, 15 & 16 JUNE  
Holmsley



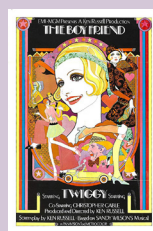
**Charity Film Quiz**  
7.00pm  
SATURDAY 15 JUNE  
Lyndhurst Community Centre



**Calendar Girls & Q&A**  
7.00pm  
SATURDAY 15 JUNE  
The Regal Cinema - Fordingbridge



**Gentlemen of the Night**  
2.30pm  
MONDAY 10 JUNE  
Lymington - The Malt Cinema



**The Boy Friend**  
7.00pm  
FRIDAY 14 JUNE  
Milford-on-Sea

[newforestfilmfestival.com](http://newforestfilmfestival.com)



filmnewforest



filmnewforest

Active   
lifestyles

let's be   
**active**  
new forest

# Steady **AND** Strong

A self referral class designed to improve balance, flexibility and confidence following a fall - helping older people to get back on their feet.

Applemore Health & Leisure

**Tuesdays 1.30pm**

**Thursdays 11.30am & 2.00pm**

Lymington Health & Leisure

**Wednesdays 1.30pm**

**Fridays 1.30pm & 2.30pm**

New Milton Health & Leisure

**Wednesdays 1.20pm & 2.30pm**

Ringwood Health & Leisure

**Mondays 1.15pm**

**Wednesdays 1.30pm**

Fenwick Wellbeing Centre (Lyndhurst)

**Tuesdays 10.45am**

Before attending your first session please contact  
Richard Bell  
023 8028 5588  
richard.bell@nfdc.gov.uk





# 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.**

Garage rents have been increased for this year:

£10.40 per week to rent for tenants

£12.48 per week for non-tenants

## Find out more or apply

Visit our website [newforest.gov.uk/garages](http://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](http://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.



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

For more information visit [safer.newforest.gov.uk](http://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 (incl smoke detectors)

**hantsfire.gov.uk**

If you would like some home safety advice, please contact the community safety team

**023 8062 6751** - Monday - Friday, 9.00am - 5.00pm

**community.firesafety@hantsfire.gov.uk**

### 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

Free home security visits

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** - Monday - Friday, 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 111 444**

## 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**

**actionfraud.police.uk**

## Preparing for winter

### Things I can do myself

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

### If I need help or advice

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

**0800 8048 601**

Home Energy Efficiency Line

**0800 444 202**

## Keeping healthy

### Things I can do myself

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

### If I need help or advice

Health information including local GPs, pharmacies

**nhs.uk**

or call **111**

Drug and Alcohol Support- Inclusion Recovery Hampshire

**inclusion.org**

**01785 221 662**

Mental Health Support

**rethink.org**

### 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**

**023 8028 5588**

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**  
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)
2. **Housing waiting list**  
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)
3. **Homeless and Housing Advice**  
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**  
**0300 555 1375**

## 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 Joy Stainer or Adrian Phipps from the Housing Involvement and Improvement Team on **023 8028 5588** or email **HiIT@nfdc.gov.uk**.