

# Hometalk

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



# Welcome to Hometalk

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## Editorial contributions from

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

## Get in touch

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

**RI@nfdc.gov.uk**

**023 8028 5588**

## Resident Involvement

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Lyndhurst, Hampshire SO43 7PA

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.

# Update from Service Managers

**2018 and 2019 has been a period of huge change across our Housing Service. We have completed several service reviews and restructures to deliver improved services to tenants and residents of the district.**

The review of the Housing Maintenance Service identified that more resources were required to manage the scale of work across our portfolio of over 5,000 properties; including enhanced compliance standards in areas such as fire safety. A number of changes have been identified in order to improve the service, which included the creation of 17 new posts to deliver our objectives.

The maintenance service has been split into two areas:

- Ritchie Thomson will continue to manage day to day repairs as the Service Manager for Housing Maintenance Operations. His team will focus on returning empty properties back quickly, to new improved standards, for letting to new tenants, whilst focussing on improved responses to day to day repair requests.
- Richard Fudge was appointed the new Service Manager for Housing Compliance and Asset Management. Richard and his new team will be focussing on the programme of planned repairs (such as kitchens and bathrooms), to improve property standards to reduce the number of reactive repairs we need to carry out.

We have also widened the scope of the service as Appletree Careline and CCTV monitoring teams join the wider Housing service, under the Service Management of Brian Byrne. This allows us to offer more joined up housing solutions and community safety to both tenants and residents.

We now have a new team of Support Workers to help provide essential support to tenants in rent arrears, residents threatened with homelessness, rough sleepers and people with complex needs in temporary accommodation. This is the first time we have offered this service, which fits with our new approach to provide greater support to tenants and residents in need. The Service Manager for Housing Options, Richard Knott, is responsible for this new team along with the Rent Income Team as we help support tenants' transition to Universal Credit.

In addition, our Resident Involvement Team has moved to the central Housing Business Support Team to help work on the new performance framework for the service; to ensure value for money and high standards are delivered to tenants. We will report back on this in future editions.



**Richard Knott**

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



**Brian Byrne**

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



**Ritchie Thomson**

Housing Maintenance Operations Service Manager



**Richard Fudge**

Housing Maintenance, Compliance and Asset Service Manager





# 55 new council homes

Tenants moved into nine two bedroom and 26 one-bedroom flats built on land NFDC already owned. One resident said: “We have really settled in, the neighbours are lovely. We are thrilled to bits with our new home”.

This is a major step towards achieving NFDC’s target to deliver at least 600 new council-built affordable homes by 2026.

The £4 million project was fully-funded from the housing revenue account and is the largest new build embarked on in around 25 years. All the new homes were allocated to residents on the Homesearch housing register.

An additional development, on the site of the former Stocklands care home, was made possible through a land swap with Hampshire County Council. The £2.8 million cost was met with an £800,000 grant secured from Homes England and funds from the housing revenue account.

The two schemes are providing urgently needed homes for rent and, as part of NFDC’s Housing Strategy there are plans to deliver shared-ownership properties in the future, making provision for those who would like to buy a property but cannot afford to do so.

Providing more affordable homes for local people is one of the council’s key priorities. The completion of these new council homes, as well as the 20 on the nearby site, marks an acceleration in the council house building programme. NFDC is now making real progress towards providing a range of housing options that are affordable and sustainable.

In addition to the 55 homes in Totton, since 2017 NFDC has provided a further 55 new council homes, as well as buying properties to replace those lost through Right to Buy.

NFDC has provided temporary accommodation for people who have found themselves homeless; and is working with developers and housing associations to ensure that good quality affordable housing is provided in a range of tenures including social rent, affordable rent and shared ownership.

# Disabled facilities grant

**If you or someone living in your property is disabled you may qualify for a disabled facilities grant (DFG) towards the cost of providing adaptations to your home.**

## **Who can apply?**

Any resident of the New Forest living with a long term or life limiting condition resulting in disability.

## **What is the Disabled Facilities Grant used for?**

Essential adaptations to enable independence and access to essential facilities within the home. For example, a stairlift to allow you access to your bedroom/bathroom or to widen doorways for wheelchair access in your home.

## **Who is eligible for a disabled facilities grant?**

Anyone who requires assistance to remain safe and independent in their own home and is assessed as meeting the grant criteria.

## **Who will assess my needs?**

A DFG is completed by the joint cooperation of New Forest District Council (NFDC) and Hampshire County Council (HCC). To be assessed for a DFG you will need:

- To complete a financial assessment to assess if you have a contribution to make towards the cost of the adaptations. Disabled children under 19 (in full time education) can get a grant without their parents' income being considered (NFDC).
- A referral from an Occupational Therapist who will assess your needs (HCC).

## **How does the grant process work?**

If eligible for financial support, the Occupational Therapy (OT) Team at Hampshire will make recommendations to the council for adaptations to your property based on your assessed need. The council surveyor will then visit your home and assess how to accommodate the OT recommendations within the property ensuring they adhere to government criteria to determine the work to be reasonable and practicable.

## **Rehousing?**

If you are a New Forest District Council tenant and an Occupational Therapist identifies the need for adaptations to your property, we will first consider assisting you with a move to a more suitable property.

To apply for a grant or to request more information, please contact Private Sector Housing on **023 8028 5151** or email [housingimprovements@nfdc.gov.uk](mailto:housingimprovements@nfdc.gov.uk).



# Changes to the Homesearch Housing register

We are changing the way we manage the Homesearch Housing Register. **All applicants with live applications prior to October 2019 must re-apply before January 2020 to be re-assessed against four new priority bands and qualification criteria.** These four new bands provide a much more reactive response to housing need. We aim to make sure that social housing in the district goes to those in the most need. Our new Allocation Policy aims to cut waiting times and move households on from temporary accommodation.

**We are also changing the way you apply to the register - we no longer accept paper forms.**

Instead you need to apply using our new online form. If you haven't yet re-registered, and do not have the form link, please call us on **023 8028 5234** (option two).

If you are not currently on the register and wish to apply please check our website in mid-January when we will re-open the register. The register is currently temporarily closed to new applicants.

We aim to launch a new Homesearch website in January 2020 which will allow applicants to manage their application and bid on properties. Applicants who have re-registered will be notified when this is launched. Our website (link below) will also be updated with further announcements.

## Find out more

You can find further details online

[newforest.gov.uk/article/13626/NEW-ALLOCATION-POLICY---COMING-SOON](http://newforest.gov.uk/article/13626/NEW-ALLOCATION-POLICY---COMING-SOON)



SUPPORTED BY



# THE CROSSINGS

# DROP-IN CENTRE

## **Are you on the New Forest District Council Homesearch register?**

**If so, you need to re-register  
online before January 2020.  
'The Crossings' is here to help!**

Our volunteers are here to support and assist you through the process using our laptops.

We also provide...

- A welcoming and safe place to talk
- Hot drinks and snacks
- Help applying for benefits and accommodation
- Free wi-fi and phone charging
- Somewhere to wash

The Jordan Room, St John's Church, Hythe  
Wednesdays • 10.00am - 1.00pm  
Saturdays • 10.00am - 12.15pm

Call us **07486 551 272**

Email us **info@thecrossings.org.uk**

Visit our website **thecrossings.org.uk**

Help against  
homelessness

# Advice is available to everyone, on any issue

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

free • impartial • confidential

**New Forest Advice Line**  
0300 3309 009

**Web**  
[citizensadvice.org.uk](http://citizensadvice.org.uk)

**Email**  
[advice@newforest.cabnet.org.uk](mailto:advice@newforest.cabnet.org.uk)

 @CABnewforest

 @NewForestCitizensAdvice

**citizens  
advice**

**New Forest**

### **Hythe**

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

**Open** Monday, Tuesday,  
Wednesday and Friday  
10.00am - 2.00pm

.....

### **Lymington**

Town Hall, Avenue Road,  
Lymington. SO41 9ZG

**Open** Monday - Friday  
10.00am - 4.00pm

.....

### **New Milton**

16 Whitefield Road,  
New Milton. BH25 6DF

**Open** Monday - Thursday  
10.00am - 4.00pm

### **Ringwood**

Ringwood Library, Christchurch  
Road, Ringwood. BH24 1DW

**Open** Monday, Tuesday,  
Wednesday and Friday  
10.00am - 2.00pm

.....

### **Totton**

91 Junction Road, Totton,  
Southampton. SO40 3BU

**Open** Monday - Thursday  
10.00am - 2.00pm

.....

### **Fordingbridge**

Fordingbridge Library, Roundhill,  
Fordingbridge. SP6 1AQ

**Open** Wednesday  
10.00am - 2.00pm

Please refer to our website for any temporary changes to advertised times.





## Ideas for saving money this Christmas

**January is Citizens Advice busiest time of year for debt advice. This year we are encouraging people to take a fresh look at what they spend at Christmas.**

### **Budget**

Work out what your main expenses will be e.g. gifts, decorations, food and drink etc. Make an affordable budget and then stick to it.

### **Make a change**

What could you do differently? Are you just exchanging gifts with people because you have always done it? Talk to them about what is reasonable and what you can afford.

### **Gifts**

Do a 'Secret Santa' for the grown-ups. It will save you buying lots of presents and everyone gets one thing they want or need. You could use a charity shop for gifts. Buying good second hand items may be better than cheap new ones.

### **Meals**

If you want to entertain friends or family, how about an 'American Supper' type meal, where everyone brings a course, or a contribution, to the meal.

### **Cards**

Why not give a donation to a charity instead of buying and sending lots of Christmas cards. You could send a festive email to friends to wish them Happy Christmas and tell them what you are doing.

### **Sell outdated toys**

Make room for new ones - and at the same time provide a cash contribution to this years' toys. The children won't object if they think they will do better from it!

### **Savings**

Consider joining a Christmas club at your supermarket to save and spread the cost for next year. Also try and start your shopping early where possible and spread the cost that way.

### **Homemade**

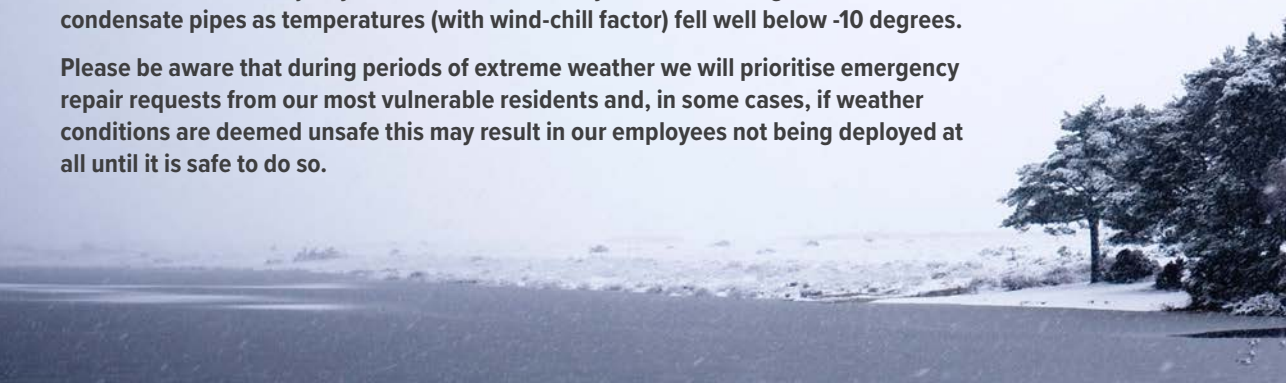
Encourage children to make decorations, paper hats, gift tags and perhaps even home-made crackers. Search the internet for some brilliant ideas.

# 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.**

Our 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 will prioritise 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, 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.**

These guidelines are not designed to be onerous, but a simple method to try first. If your boiler is **not** on the ground floor, doesn't work or is unsafe to try first - please contact our Customer Services team.

### **• 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 signs include the emergence of a 'slurping sound when your boiler is switched on.

### **• Reset Boiler**

Before contacting us, 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 scalding 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**.



# Council tax discount scheme

**Depending on the number of people living with you and their personal circumstances, you may be entitled to a discount in the amount of council tax you pay.**

If there is only one adult (18yrs+) living in a property as their main home, a 25% discount can be awarded.

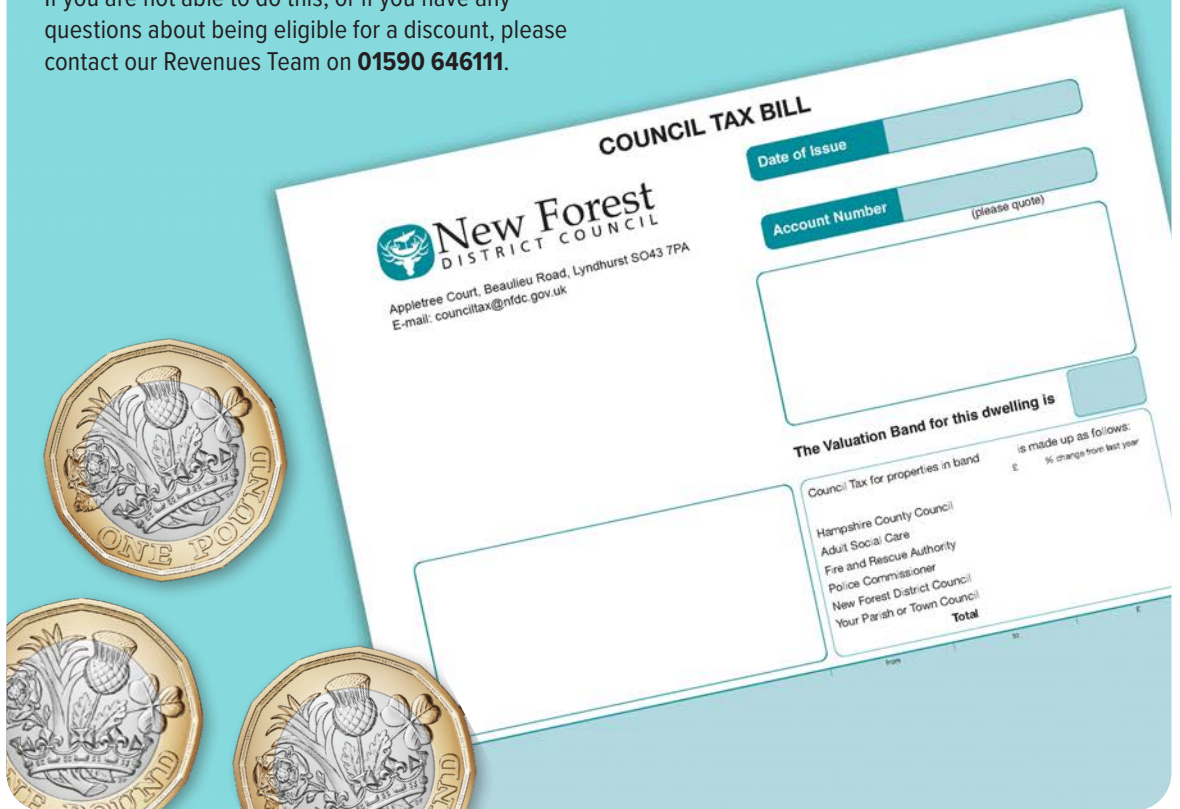
You may be the only adult living in your home following a change in your circumstances e.g. an adult son or daughter at university living in halls of residence or rented accommodation, or a partner who requires personal care and has moved permanently into a nursing home.

You can claim a single person discount quickly and easily online, at [newforest.gov.uk/counciltax](http://newforest.gov.uk/counciltax). If you are not able to do this, or if you have any questions about being eligible for a discount, please contact our Revenues Team on **01590 646111**.

In addition to the single person discount, certain people are not counted when determining the number of adult occupiers. This includes full-time students and persons with a severe mental impairment such as Alzheimer's disease who are also eligible for certain disability benefits such as attendance allowance.

If the number of adult occupiers, excluding those who are not counted, is less than 2; i.e. a parent living with an adult son/daughter who is a full time student, they will be eligible for a 25% council tax discount.

Details of all of the groups of persons who are not counted, is available online at [newforest.gov.uk/counciltax](http://newforest.gov.uk/counciltax).





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

# Anti-social behaviour

## What is anti-social behaviour?

Anti-social behaviour covers an extensive range of unacceptable actions that affect the lives of many people on a daily basis. It can be defined as “Behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household”.

## What is not anti-social behaviour?

Behaviour that annoys one person may not annoy someone else. With each individual case consideration will be given whether certain incidents are anti-social behaviour.

Examples of when we do not generally take action are:

- The sound of children playing or a baby crying
- Minor personal disputes and differences
- Everyday living noises, such as flushing toilets and closing doors

## What could you do?

Most cases of ASB are resolved through discussion and understanding. Evidence shows that most causes of ASB stop when it is brought to the attention of the alleged perpetrator. Try talking to the person that is causing the nuisance, they may not be aware they or something they are doing is the cause of upset or even an issue.

If you're worried about approaching them, write a letter, explaining the problem clearly and sticking to the facts. Keep the comments open and don't include statements such as “you must” or “if you don't I will” etc. Try and keep dialogue open for discussion and negotiation.

Keep detailed records of incidents including dates, times, type of behaviour etc. However, if you find yourself turning down televisions or opening windows for you to hear or evidence noise, then the question has to be asked, is this a nuisance?

If the problem continues please make a report giving clear details of the complaint with names and addresses of people causing the problem.

## How to report anti-social behaviour

**If you experience or witness anti-social behaviour, you can report it in a number of different ways:**

- **NFDC Tenancy Management**

As a New Forest District Council tenant, you can report nuisance and anti-social behaviour directly to your Tenancy Management Officer via Customer Services (see back page for contact information) or online [newforest.gov.uk](http://newforest.gov.uk).

- **Hampshire Constabulary**

For incidents of non-emergency or anti-social behaviour ring **101**. In an emergency where you or another are at immediate risk of harm dial **999**. Online reporting via Hampshire Constabulary website [hampshire.police.uk/ro/report/asb/af/antisocial-behaviour/](http://hampshire.police.uk/ro/report/asb/af/antisocial-behaviour/)

- **Crimestoppers**

Crimestoppers are an independent charity that assists people to report anti-social behaviour and crime anonymously by calling **0800 555 111** or online [crimestoppers-uk.org/give-information/forms/give-information-anonymously](http://crimestoppers-uk.org/give-information/forms/give-information-anonymously)



## Report a crime online

As an alternative to phoning 101, you can report a non-emergency crime to the police online.

At times when the demand is extremely high it can be difficult for the police to deal with all the incoming calls. **Police will always prioritise 999 calls.** However, the sheer volume of 999 calls means that sometimes the police have to switch telephone resources from the non-emergency 101 service to 999 calls to ensure they are there for those who are at the highest risk of harm. At those times, wait times when you call 101 can increase.

Now you can report a non-emergency crime online via the police website. It won't be right for everyone, but it is a nationally approved service.

If you've witnessed or been the victim of crime, you can go through a step by step guide to report it. It will help the police to bring the offender to justice. All you have to do is answer a few quick questions to help Hampshire Constabulary plan their policing.

Reporting a crime online is not a substitute for calling 101 if someone wishes to, but it does give people another choice when the wait times are longer than usual.

### Is it an emergency?

- Does it feel like the situation could get heated or violent very soon?
- Is someone in immediate danger?
- Do you need support right away?

**If so, always call 999.**

### To report a crime online

Visit [hampshire.police.uk/ro/report/ocr/af/how-to-report-a-crime](https://hampshire.police.uk/ro/report/ocr/af/how-to-report-a-crime)



**Free training course**

for our tenants & leaseholders

## Getting your point across

**Would you like to attend a one-day course designed to help you gain skills and confidence to present information to a group of people?**

**On this course you will:**

- Focus on the message you want to give and the audience involved
- Recognise what makes a good speaker
- Identify the key steps in organising what you want to say
- See why it's important to rehearse
- Learn what to do – and what not to do!
- Practise using visual aids
- Discuss ways of keeping people's attention
- Learn why audiences might get distracted
- Consider ways of reducing your anxiety
- Deliver a presentation in a safe environment

### Find out more or apply

If you are interested in learning from a course like this please contact Joy or Adrian, Resident Involvement:

[RI@nfdc.gov.uk](mailto:RI@nfdc.gov.uk)

023 8023 5588

# Christmas

## Refuse and recycling collection dates 2019/20

### Black and clear sacks

#### Normal collection day

Wednesday 25 December 2019

Thursday 26 December 2019

Wednesday 1 January 2020

Thursday 2 January 2020

Friday 3 January 2020

#### Revised collection day

Thursday 2 January 2020

Friday 3 January 2020

Thursday 2 January 2020

Friday 3 January 2020

Saturday 4 January 2020

**Your collection day remains the same unless listed above**

Normal collections will resume from Monday 6 January 2020

### Household glass

#### Normal collection day

Wednesday 25 December 2019

Thursday 26 December 2019

Friday 27 December 2019

Wednesday 1 January 2020

Thursday 2 January 2020

Friday 3 January 2020

#### Revised collection day

Friday 27 December 2019

Friday 27 December 2019

Monday 30 December 2019

Thursday 2 January 2020

Friday 3 January 2020

Saturday 4 January 2020

**Your collection day remains the same unless listed above**

Normal collections will resume from Monday 6 January 2020

### Bad weather

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



# Christmas tree

## Drop off points

Drop off points will be set up across the New Forest for you to recycle your Christmas trees. The collected trees will be chipped and used as mulch.

**Sites will be open Thursday 2 - Sunday 12 January 2020**

<b>Blackfield</b>	Gang Warily community centre car park
<b>Brockenhurst</b>	Brookley Road car park
<b>Burley</b>	coach park
<b>Fordingbridge</b>	A338 slip road car park
<b>Hythe</b>	New Road car park
<b>Lymington</b>	St Thomas Street car park
<b>Lymington</b>	Bath Road car park
<b>Lyndhurst</b>	Village centre car park
<b>Milford</b>	Hurst Road car park
<b>New Milton</b>	Crossmead Avenue car park
<b>Ringwood</b>	The Furlong car park
<b>Totton</b>	Westfield car park
<b>Totton</b>	Rumbridge Street car park

Real trees only. Remove all decorations from the tree before taking it to a collection point.

Please leave trees in the marked bays only.



# appletree careline

Peace of mind

## Life-size smiles added to lifts at Southampton Hospital

Our community alarm service, Appletree Careline, is taking a new approach to letting people know about its vital service with life-size images on lifts at University Hospital Southampton (UHS).

Appletree Careline is already used by over 2,500 people, and we are keen to let patients, families and hospital staff know how the simple pendant and wristband service can help when leaving hospital.

Appletree Careline is a well-regarded service offering peace of mind and reassurance to people who may find themselves feeling vulnerable. It offers 24hour help at the push of a button and means people can maintain independence in their own homes.

By using the lifts at the hospital as a new way to share our message, we hope to let people know that help is at hand when they, or a loved one, leave hospital. The idea is also to keep Appletree Careline in the minds of hospital staff so that they can make referrals and support timely, safe discharges.



**Left:** James Knight, Civil Contingencies and CCTV Manager and Sue Wilks, Business Development Officer Appletree Careline, with the new lift artwork at Southampton Hospital.



There will be plenty of people who see the new images. Each year the hospital has over 800,000 patients and visitors, along with 3,000 students and 1100 staff members.

Matt Hine, Front of House Manager at UHS, stated: "Working with Appletree Careline, we specifically identified lifts on G-level West wing, near medicine for older people and B-Level West Wing, near to physiotherapy, main reception and the Social Services discharge bureau, to be the ideal place to reach people who may benefit from Appletree Careline. As well as reaching out to people who may need the service, the friendly faces that are now on the lifts brighten up the corridor no end".

The images on the outside of the lifts show the variety of people who may benefit from Appletree Careline; anyone over the age of 18, who may have a disability, a long or short term illness, or who just wants to take proactive steps to find peace of mind and reassurance.

**Rental: £3.65 per week + £35 installation fee**

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

Other packages available.

**For more information, or if you or a loved one may benefit from the service, please get in touch**

023 8028 5523

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

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



HAMPSHIRE  
FIRE AND  
RESCUE  
SERVICE

# Fire risks this festive season



## Christmas decorations

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

## Bedtime checklist

- Close your doors at night to stop any potential fire spreading.
- Switch off and unplug any electrical appliances, unless they are designed to be left on (i.e. fridge freezer).
- Check that your cooker is turned off and also at the wall isolator switch.
- Don't leave your washing machine or tumble dryer on.
- Turn heaters off as appropriate, and put up fire-guards around open fires.
- Put out candles and cigarettes properly.
- Keep keys to your doors and windows accessible.
- Make sure all exits are kept clear.



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

Visits [hantsfire.gov.uk/safeandsound](https://hantsfire.gov.uk/safeandsound)

## Find out more

If you would like to learn more or get further advice on fire safety in your home, visit [hantsfire.gov.uk/yoursafety](https://hantsfire.gov.uk/yoursafety)

Alternatively, you can email [community.firesafety@hantsfire.gov.uk](mailto:community.firesafety@hantsfire.gov.uk) or call **023 8062 6751** (Monday - Friday, 9.00am - 5.00pm)



# Damp and mould

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

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

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

### Find out more

If you have damp and mould in your home, we have a guidance leaflet to give you advice on how to solve the issue. To request a copy, or to ask for advice about your damp and mould problem, please contact Michelle Collins:

[michelle.collins@nfdc.gov.uk](mailto:michelle.collins@nfdc.gov.uk)

023 8028 5588

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

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



# Fly-tipping

**Fly-tipping is the illegal dumping of waste. It's a crime that damages the environment, risks public health and costs taxpayers to clean up.**



**You face an unlimited fine if your rubbish is found fly-tipped**

## Householder responsibilities

You could face an unlimited fine if your rubbish is found fly-tipped - even if you didn't do it yourself.

You must use a licensed waste carrier to dispose of waste, or take it to a household waste recycling centre. Visit [hants.gov.uk/recyclingcentres](https://hants.gov.uk/recyclingcentres).

You must show you took reasonable steps to prevent your waste being fly-tipped. This is called your duty of care.

## Report fly-tipping to us

The best way to report an instance of fly-tipping is online at [newforest.gov.uk](https://newforest.gov.uk) or via the New Forest In Touch app. Alternatively, you can contact Customer Services (see back page for contact information).

If you see somebody fly-tipping, take note of as many details as you can but be cautious. Useful information:

- Description of the people
- Vehicle details
- What you saw being fly-tipped
- When and where you saw it happen

## Using a licensed waste carrier

1. Check if your waste carrier is licensed. You can do this quickly with their name or licence number at [hants.gov.uk/fly-tipping](https://hants.gov.uk/fly-tipping).
2. Ask what will happen to your waste. A licensed waste carrier should not object to this.
3. Keep a record of their waste carrier licence number by taking a photo of the licence, or take a screenshot when you check online.
4. Keep a waste transfer note or receipt to say where the waste was collected from, by who, and where it is going.

**Always use a licensed waste carrier - [hants.gov.uk/fly-tipping](https://hants.gov.uk/fly-tipping)**



# Keep warm this winter

When the temperature drops below 8°C, some people are at increased risk of serious illnesses, including flu, pneumonia, hypothermia and strokes. You are also more likely to fall or injure yourself.

## 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 condition
- you're disabled
- you're pregnant
- you have young children
- you have a mental health condition

## Be prepared

The Met Office provides weather forecasts on radio and TV, so listen regularly to keep up to date. 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 ways you can prepare for ice and snow, high winds and flooding.

## Staying warm

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. Start with thermal underwear, warm tights or socks.
- Use a hot-water bottle (with care).
- Check local news and weather forecasts for when cold weather is predicted.
- Have at least one hot meal a day and lots of hot drinks.
- Try not to sit still for more than an hour or so indoors - get up and stretch your legs.
- Stay active - exercise can help keep you warm.
- Wrap a scarf loosely around your mouth when outdoors. If you have a heart or respiratory problem, stay indoors during very cold weather.



# Bobby Buddies

The 'Bobby Buddies' project aims to create small teddy bears (Bobby Buddies) for Hampshire Police Officers to use when talking to and supporting children affected by Domestic Abuse and any other crime. Bobby Buddies can be used as a communication aid, to comfort and reassure and to show the child there are good people in our community.

The aim is to involve community groups, charities, women's refuges, knitting clubs and enthusiasts who would be willing to knit them.

**If you are able to help by making a handmade bear, please contact Resident Involvement for a knitting or crochet pattern.**

Joy Stainer  
[joy.stainer@nfdc.gov.uk](mailto:joy.stainer@nfdc.gov.uk)  
**023 8028 5588**

Please hand in your handmade bear to your local Police Station, or to your local Neighbourhood Police Officer or PCSO. Please note, the bears must not be made with buttons or beads for the safety of the child.



# Gas safety checks

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

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

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

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

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

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

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



**Carbon Monoxide kills!**

Please help us gain access to your property.



**thenewforest.co.uk**

*Get out about in the Forest this week!*

## Weekly What's On in the New Forest!

Find out more about what's going on

Visit **thenewforest.co.uk**

Sign up to receive our e-newsletter or a weekly 'what's on' email to find out more about events and things to do in the New Forest.

# Here to help when you need it

We provide 'drop-in' sessions at information offices across the district for anyone who may need a little help managing their rent account.

Tenants can just pop along, there is no need to make an appointment. Come and talk to our friendly team about your rent account at the following times and locations:

## **Tuesday**

**Lymington • 10.00am - 12noon**

Lymington Town Hall, Avenue Road, Lymington SO41 9GJ

## **Wednesday**

**New Milton • 10.00am - 12noon**

New Milton Town Hall, 2 Ashley Road, New Milton BH25 6AS

## **Thursday**

**Totton • 10.00am - 12noon**

Totton Civic Offices, Civic Centre, Testwood Lane, Totton, SO40 3AP

## **Thursday**

**Ringwood • 1.00pm - 3.00pm**

Ringwood Gateway, The Furlong, Ringwood BH24 1AT

## **Friday**

**Hythe • 9.30am - 11.30am**

The Grove, St John's St, Hythe, Southampton SO45 6BZ

We have appointed a new Tenancy Support Worker, Jaimi Otterwell (right), who joined the team on Monday 7 October. Jaimi offers support to our most vulnerable clients who need that extra support in claiming benefits or helping tenants resolve debt and budgeting issues.



**Above:** Our Rent team (from left to right) Jane Cole, Joanne Rolle, Daniel Lacey, Julie Lelean and Clare Marshall.

**Below:** Jaimi Otterwell, newly appointed Tenancy Support Worker.







It is very important that you pay your rent on time to avoid getting into arrears, otherwise you risk losing your home.

Rent is due every Monday and is payable in advance.

If at any time you are unable to pay your rent contact the Housing Income Team immediately on **023 8028 5222** (option two) or email **rents@nfdc.gov.uk**.

## Ways to pay your rent

### Direct Debit

The payment is made automatically for you from your bank or building society.

### Standing order

Payments can be made by your bank or building society. Standing orders can be set to the following frequencies - weekly, fortnightly, four weekly, or monthly.

### By telephone

You can call the Customer Service Centre on **023 8028 5222** and pay using either a debit or credit card.

### Online

Visit our website **nfdc.gov.uk**, select 'Making a Payment' and pay using either a debit or credit card.

### In person

You can visit any of our information offices and make a payment using cash, credit or debit card.

### Swipe card

Payment can be made at any Post Office or pay point outlets and is completely free of charge. You can also pay at any New Forest District Council cash office using this card.

# Creatures of the night!

We all know that bats are creatures of the night but there are a number of animals that are active when we are asleep. Most have excellent night vision and they take advantage of hunting for food under cover of the dark.

**Can you find the 15 names of nocturnal creatures in the wordsearch puzzle below?**

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

1st prize • £20 shopping voucher

2nd prize • £10 shopping voucher



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

<b>Aardvark</b>	<b>Coyote</b>	<b>Mouse</b>
<b>Badger</b>	<b>Fox</b>	<b>Otter</b>
<b>Barnowl</b>	<b>Hedgehog</b>	<b>Rabbit</b>
<b>Bat</b>	<b>Leopard</b>	<b>Scorpion</b>
<b>Cockroach</b>	<b>Mole</b>	<b>Toad</b>

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

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

## Entry form

Full name ..... Telephone .....

Address .....

Closing date for entries is Friday 17 April 2020. Terms and Conditions apply. This information will only be used by our Housing team for the purposes of the wordsearch competition prize draw, and will not be used for any other purpose or shared elsewhere. Further information about your information rights can be found at [nfdc.gov.uk](http://nfdc.gov.uk) or by emailing our Data Protection Officer on [data.protection@nfdc.gov.uk](mailto:data.protection@nfdc.gov.uk)

Long-eared bat,  
photograph by Bryan Pinchen.

# Bats

**Bats are often portrayed as something sinister and they have not always had the best publicity in the past.**

They are creatures of the night, but they are also small, intelligent, totally harmless and bear no ill will towards us, and are the only true flying mammals.

There are 18 different types of bat in the UK and most breed here. The females, like all mammal mums, give birth to live young and suckle them on milk until they are independent.

Bats should never be regarded as pests, as they don't spread disease, chew wood or destroy buildings. Even their droppings are odourless, dry and crumble to dust.

Most often these endearing little creatures go about their lives, flying around both countryside and towns, minding their own business catching flying insects, and because they are night fliers, we hardly ever see them.

Most bat species are really struggling to survive now.

This could be due to changes in countryside and farmland management, which has contributed towards a catastrophic reduction in insect numbers needed for bats to feed on.

Anything we can do to increase insects' feeding areas by growing wild flowers helps enormously. Moths form part of the bat's diet and they feed on flower nectar. They also fly at night, so if there's plenty of nectar for moths, then bats will be well fed too!

Bats aren't just countryside dwellers; a few types are present in towns, parks and gardens.

Whilst renovating their properties in New Milton, New Forest District Council made homes for bats by installing bat-boxes. We've also started to create a few wild flower areas on our land which will also help boost insect numbers.

During the summer months, very occasionally a bat may fly into a home through an open window or door.

They can also find ways into houses (particularly lofts) and other buildings through small holes. If undisturbed they may use these small spaces to have their young in the summer, or tuck themselves into a corner where they can hibernate for the winter.

If at any time you find a bat, either in a living room or in the loft, don't worry - help is at hand! Most importantly, don't touch a bat. They won't harm you, but they are specially protected and only people with a special licence can handle one.

The best thing to do is phone the National Bat Helpline on **0345 1300 228** and they will arrange for a local bat carer from the Hampshire Bat Group to come and help you.

# Garages to rent

We 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 our 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

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





# Security items for sale at information offices

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

The high quality products include:

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

For more information visit [safernewforest.gov.uk](http://safernewforest.gov.uk)

## Information offices

### Fawley

Jubilee Hall, The Square • 023 8089 1640  
Monday - Friday • 9.00am - 5.00pm

### Fordingbridge

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

### Hythe

The Grove, St Johns Street • 023 8084 1411  
Monday - Friday • 8.45am - 4.30pm

### Lyndhurst

Appletree Court, Beaulieu Road • 023 8028 5000  
Monday - Thursday • 8.45am - 5.15pm • Friday • 8.45am - 4.45pm

### Lymington

Lymington Town Hall, Avenue Road • 023 8028 5588  
Monday - Thursday • 8.45am - 5.15pm • Friday • 8.45am - 4.45pm

### New Milton

Town Hall, 2 Ashley Road • 023 8028 5588  
Monday - Friday • 9.00am - 12.30pm / 1.30pm - 4.15pm

### Ringwood

Ringwood Gateway, The Furlong • 01425 473 883  
Monday - Thursday • 9.00am - 5.00pm  
Friday • 9.00am - 4.45pm

### Totton

Civic Centre • 023 8086 3138  
Monday - Thursday • 9.00am - 5.00pm  
Friday • 9.00am - 4.30pm



## Don't forget to pay your rent

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

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

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



## Making an appointment with a New Forest District Council officer

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

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

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



# Information directory

## Home safety

### Things I can do myself

Smoke detectors - make sure batteries are working properly and test them regularly.

### If I need help or advice

Fire Home Safety/ Safe and Well Visits (including 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**

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## 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.

## 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**

New Forest Advice Line

**0300 3309 009**

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## 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 Helpline

**0345 4040 506**

**actionfraud.police.uk**

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## Preparing for winter

### Things I can do myself

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

### If I need help or advice

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

**0800 8048 601**

## Keeping healthy

### Things I can do myself

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

### If I need help or advice

Health information including local GPs, pharmacies

**nhs.uk**

or call **111**

Drug and Alcohol Support- Inclusion Recovery  
Hampshire

**inclusion.org**

**01785 221 662**

Mental Health Support

**rethink.org**

Healthy Eating and Weight management

**change4life.org**

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## 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**

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## Bereavement

**bereavementadvice.org**

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

Cruse bereavement care

**cruse.org.uk**

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## Supporting carers

### Things I can do myself

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

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

### If I need help or advice

Princess Royal Trust for Carers

**carercentre.com**

**01264 835246**

Carers Together

**carerstogether.org.uk**

**01642 488977**

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## Supporting independence

### Things I can do myself

Don't wait until crisis point to make changes.

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

### If I need help or advice

Appletree Careline

**newforest.gov.uk/appletreecareline**

**023 8028 5523**

Steady and Strong and Better Balance for Life classes

**hants.gov.uk/balance**

**023 8028 5588**

Meals on Wheels (Apetito)

**hants.gov.uk/meals-on-wheels**

**01225 560368**

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## Bus services in the New Forest

Blue Star bus services

**01202 338 421 / bluestarbus.co.uk**

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# Useful contacts and information

## Customer Services

- Web chat is quick and easy to use. Go to [newforest.gov.uk](https://www.newforest.gov.uk) and to the 'Contact Us' page for a direct link to start a chat.
- Email [customer.services@nfdc.gov.uk](mailto:customer.services@nfdc.gov.uk)
- Use one of our online forms at [nfdc.gov.uk](https://www.nfdc.gov.uk)
- Use our In Touch app if you're out and about and spot something that needs reporting. Visit [mycouncilservices.com](https://mycouncilservices.com) for more information and to download.
- Get in touch on Twitter or Facebook where you can post or message us with your enquiry  
[@nfdc\\_updates](https://twitter.com/nfdc_updates) [@newforestgov](https://www.facebook.com/newforestgov)
- Call **023 8028 5222** - listen to the options for all housing related enquiries. Alternatively, call **023 8028 5000** - option 4 for Customer Services (all general, non-housing related enquiries). If you are not sure who you want to speak to, just hold and you will be connected to the Customer Service team who will assist you.
- **Contacting us in an emergency**  
If you need to report an emergency outside of our office hours, at weekends or on public holidays, call **023 8028 5250** or if the land line is unavailable, call our emergency mobile **07771 259098**.

## Housing options

### 1. Homesearch vacancies / Housing waiting list

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

*Please note: the Homesearch Team are not available on Tuesdays from 12noon - 1.00pm.*

### 2. Homeless and Housing Advice

For homeless / housing advice queries contact [homeless@nfdc.gov.uk](mailto: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

[hpa2.org/refer/NEWF](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](https://streetlink.org.uk).

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

## Appletree Careline

[appletree.careline@nfdc.gov.uk](mailto: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](https://www.nationalgrid.com)

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

## Other useful numbers

### Street lights at Hampshire County Council

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

You can log a report direct to Hampshire County Council's website

[hants.gov.uk/roadproblems](https://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 into a language other than English, please contact Joy Stainer or Adrian Phipps, Resident Involvement on **023 8028 5588** or email [RI@nfdc.gov.uk](mailto:RI@nfdc.gov.uk).