



Gosport Borough Council  
A Housing Services Production

# At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Winter 2018 Edition

## in this issue

Christmas Message  
page 2

Useful Contacts  
page 3

Your Neighbourhood  
page 6-9

Repairs Update  
page 10-11

Refuse Collection  
Calendar  
page 12

Older Persons  
Update  
page 14-15

Money Update  
page 16-19

Health And Wellbeing  
page 21-23

We Want Your Views  
page 24



## Welcome to the Winter issue...



**GOSPORT**  
Borough Council

## CHRISTMAS MESSAGE

Welcome to the Winter edition of the At Your Service. I hope that you find this edition informative.

As another year comes to a close and we approach the festive season, it is an appropriate time to reflect on the year gone by.

2018 has been a busy year for Housing and improving the way we work has continued to be a key theme. One area of focus has seen staff working closely with partner agencies to ensure residents receive the help and support they need from our key front-line services.

A major achievement this year has been the successful implementation of new legislation and reforms such as the Homelessness Reduction Act and the introduction of Universal Credit Full Service. A priority for us in 2019 will be to continue to shape the way we deliver these services to our customers.

I would like to take this opportunity to thank all staff in Housing for their commitment and dedication to providing an excellent service to all residents in the borough, with a special thank you to those staff working over the festive period.

On behalf of the staff at Gosport Borough Council and my fellow Councillors, I would like to wish all our residents a very Merry Christmas and Happy New Year.



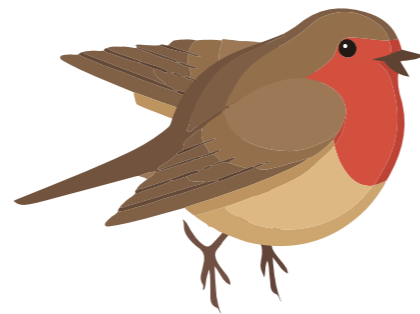
Councillor  
Graham Burgess  
Chairman



## CHRISTMAS CLOSURE

The Town Hall will close to the public at 5pm on Friday 21st December and will re-open at 9am on Wednesday 2nd January 2019.

If you need to contact Gosport Borough Council in the event of an emergency during the holiday period please contact Kier on **0800 028 0835** who operate our 'Out of Hours' service for Gosport Borough Council.



## GOSPORT POLICE STATION

Gosport Police Station is based at The Town Hall.

Opening Times  
Tuesday - 10am - 2pm & 3pm - 6pm  
Saturday - 10am - 2pm & 3pm - 6pm

For non-emergencies call 101  
In an emergency please call 999



## PRIVACY NOTICE GOSPORT BOROUGH COUNCIL – HOUSING SERVICE

Gosport Borough Council is a registered Data Controller (Registration Number Z5578313).

The Council tries to meet the highest standards when collecting and using personal information in accordance with data protection law.

This privacy notice tells you about how the Gosport Borough Council – Housing Services collects and uses personal information. It applies to information we collect about:

- People who use our services, or request a service from us.

### Why do we collect your information?

Gosport Borough Council - Housing Services uses personal information to:

- Deliver services.
- Manage tenancies.
- Facilitate both planned and response repairs to our properties and buildings.
- Ensure that your needs are met and understood.

### How we use your information?

Gosport Borough Council uses personal information to:

- Ensure that we can contact you when we need to. For example make you aware of any changes to your tenancy agreement or discuss your housing application.
- Allow you to pay for services via Direct Debit.
- Help you to access services relating to Housing.

### How do we keep your personal information secure?

We will take appropriate steps to make sure that the personal information we hold (on paper and electronically) is kept securely and only used by people who have a right to see it. The Council's security measures include encrypting personal data and equipment, system access controls and training in data protection for all staff.

Where another company or organisation processes personal information on behalf of the Council, they will only process your personal information in line with the Council's instructions and are obliged to provide security assurances to the Council and to certain regulatory bodies.

Our full Privacy Notice can be viewed on our website [www.gosport.gov.uk/sections/your-council/council-services/housing/privacy-notice/](http://www.gosport.gov.uk/sections/your-council/council-services/housing/privacy-notice/)

## USEFUL CONTACTS

It is important that you speak to the correct person or team when you contact us.

- If you are a council tenant and need to speak to your Neighbourhood Housing Officer or a member of the Tenancy Management team (including rent enquiries) please call **023 9254 5665**.
- If you live in sheltered accommodation or need to speak to someone about your lifeline pendant please call **023 9254 5453**.
- If you are not a council tenant and want to speak to someone because you are threatened with homelessness or need help to find accommodation please call **023 9254 5476**.
- If you are not a council tenant and are living in temporary accommodation allocated by the council please call **023 9254 5586**.
- If you are on the Housing Waiting list or have a query about the Choice Based Lettings scheme please call **023 9254 5682**.



## ARE YOU ON YOUR OWN THIS CHRISTMAS?

Christmas is often associated with family and getting together with loved ones. For many reasons some people may be spending the festive holidays on their own. Maybe the idea of spending another Christmas Day watching your family fight is too much, you are a long way from your family and friends or just want the day to yourself.

Here are a few tips to help you make the most of the festive season:

### Embrace Christmas

Pretending that it is not Christmas may make you feel miserable; put up your Christmas decorations and play Christmas music.

### Spoil yourself

Indulge in some special treats, such as a nice piece of beef, fancy cheese and a good bottle of wine.

### Christmas TV and films

Fill your day with lots of great TV and films; the remote will be all yours!!!!

### Volunteer

You could help volunteer, community organisations and charities have their work cut helping isolated and vulnerable elderly people and putting on lunches for the homeless.

Also, you don't have to be on your own for lunch, the groups listed below will be providing lunch on Christmas Day.

- St Faiths Church, Lee on Solent are hosting a Christmas Day lunch for people who would otherwise be on their own. Lunch is 11.30am to 2pm. Please call **02392 006184** for more information.
- Victoria's Restaurant, 10 Bemisters Lane, Gosport are offering a free breakfast between 10am and 12 noon for anyone who is on their own plus a small hamper to take home. There is no need to book. For more information please call **02392 520242**.
- Portchester Christmas Day Lunch at Portchester Parish Hall, Portchester; starts at 12noon. Transport can be arranged. Please call **02392 321380**
- Stubbington Christmas Day Lunch at Holy Rood Church, Stubbington. There is no charge, please call Crofton Parish Office on **01329 661154** for more details.
- Gracewell of Fareham is also offering a complimentary lunch on Thursday 20th December 12pm-4pm. Please call **01329 553368** to book a place.

However, if for whatever reason you are feeling lonely, sad or just need someone to talk to this festive season, remember that help is close at hand.

Below is a list of organisations that you can talk to:

Cruse Bereavement Care: call **0808 808 1677** or visit **www.cruse.org.uk**  
 Samaritans: call **116 123** or visit **www.samaritans.org**  
 Mind: call **0808 800444** or visit **www.mind.org.uk**



## WHERE DOES MY MONEY GO?

You may be wondering about how much rent and service charge we collect and what we spend it on?

In 2018-2019 Housing will see an income of £13,980,000.00 from rents and £528,000.00 from service charges.

Once collected, the money is held in our 'Housing and Revenue Account' which must by law be separate from the Council Tax account.

### So what does this cover?

**32% income goes towards Repairs and Maintenance - £4,437,000.00**

**24% is spent on Major Repairs - £3,300,000.00**

**15% goes on Debt and Interest repayment - £1,981,000.00**

**14% of the income goes on General Management - £1,925,000.00**

**13% income goes towards Special Management - £1,753,000.00**

**And finally 2% goes towards other costs - £329,000.00**



## Do you live in social rented housing? Why not swap homes?



HomeSwapper is the **largest** national mutual exchange service for social housing tenants wanting to swap homes both **locally** and **nationally**.

- 9/10 get matched within 24 hours
- See all your matches in an instant
- Search for swaps locally or nationally
- 100+ matches per member on average
- Thousands of homes added every week
- Build your own multi-swaps with our unique tools

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

## KEEPING WARM KEEPS YOU WELL


No one wants a cold home, but it can be hard to keep warm.

Being too cold in your home can cause health problems including bad chests, heart conditions and poor blood circulation.

If you are struggling with a cold home, Hitting the Cold Spots advisors are here to help.

Contact:  
 T: 0800 804 8601  
 Monday to Friday, 9am - 5pm  
 E: [staywarm@environmentcentre.com](mailto:staywarm@environmentcentre.com)  
 W: [www.hants.gov.uk/cold-spots](http://www.hants.gov.uk/cold-spots)



 the Environment Centre (tcc)  
 you + your business + your community

 Hampshire  
 County Council

## WELCOME TO THE NEIGHBOURHOOD MANAGEMENT TEAM

### NEIGHBOURHOOD MANAGERS

**Denise Hudson** – 023 9254 5439 – [denise.hudson@gosport.gov.uk](mailto:denise.hudson@gosport.gov.uk)

**Roz Weaver** – 023 9254 5356 – [roz.weaver@gosport.gov.uk](mailto:roz.weaver@gosport.gov.uk)

### NEIGHBOURHOOD HOUSING OFFICERS

If you have any questions about your tenancy or rent account, your Neighbourhood Housing Officer will be able to help you.

Please see below the neighbourhood areas and relevant Neighbourhood Housing Officer.

#### AREA 1

**Elson** (Blackthorn Drive, Dunkeld Road, Exmouth Road, Goodwood Road, Ham Lane, Hamble Road, Naish Drive, Richard Grove, Sedgeley Grove, Stanley Close, Woodlands House), **Privett** (Ann's Hill Road, Cheriton Road, Dieppe Gardens, Droxford Close, Hamble Road, Normandy Gardens, Salerno Drive, Selborne Gardens, Warnford Close, Wilmott Close, Wilmott Lane)

**Paul Wilson-Suffield** – 023 9254 5294 – [paul.wilson-suffield@gosport.gov.uk](mailto:paul.wilson-suffield@gosport.gov.uk)

#### AREA 2

**Anglesey** (Archer House), **Peel Common** (Birchmore Close, Brading Avenue, Brookers Lane, Carisbrooke Road, Chale Close, Glebe Drive, High Drive, Hoylake Close, Long Drive, Merstone Road, Niton Close, Rowner Lane, Stradbrook, Sunningdale Close, The Fairway, The Links, Totland Road), **Town** (Astra Walk, Nelson House, Nyria Way, Ramillies House, Renown House, Resolution House, Revenge House, Rodney House, Shamrock Close, Slocum House, Willis Road)

**Sarah Parsons** – 023 9254 5540 – [sarah.parsons@gosport.gov.uk](mailto:sarah.parsons@gosport.gov.uk)

#### AREA 3

**Leesland** (Forton Road, Fortune House, Greenway Road, Marine Cottages, Mill Lane, Mill Pond Road, St Johns Square, Warders Court, Windsor Road), **Town** (Dolman Road, Dolphin Crescent, Hilton Road, Hornet Close, Mariners Way, Old Road, Tamworth Court)

**Carol Leader** – 023 9254 5359 – [carol.leader@gosport.gov.uk](mailto:carol.leader@gosport.gov.uk)

#### AREA 4

**Holbrook and Rowner** (Alliance Close, Almondside, Aspen Grove, Austerberry Way, Charnwood, Fleet Close, Forest Way, Gilbert Close, Kielder Grove, Landon Road, Lawn Close, Lombardy Close, Orange Grove, Pinewood, Savernake Close, Sycamore Close, Tichborne Way, The Chine, The Coppice, The Firs, The Glen, The Hoe, The Limes, The Nook, The Thicket, Turner Avenue, Vineside, Yewside)

**James Sibley** – 023 9254 5522 – [james.sibley@gosport.gov.uk](mailto:james.sibley@gosport.gov.uk)

## WELCOME TO THE NEIGHBOURHOOD MANAGEMENT TEAM

### AREA 5

**Bridgemary North** (Boyd Road, Bridgemary Grove, Bridgemary Road, Conifer Grove, Dayshes Close, Fraser Road, Gregson Close, Harwood Close, Harwood Road, James Close, Kent Road, Laphorn Close, The Mead, Mountbatten Close, Nesbitt Close, Northway, Osborn Crescent, Pettycot Crescent, Prideaux Brune Avenue, Stoners Close, Tukes Avenue, Vian Close, Wych Lane), **Town** (Endeavour Close, Portland House, The Mews, Trinity Close, York House)

**Syed Haque** – 023 9254 5273 – [syed.haque@gosport.gov.uk](mailto:syed.haque@gosport.gov.uk)

### AREA 6

**Forton** (The Crossways (evens), Dukes Road, Durley Road, Giles Close, Hewitt Close, Kealy Road, Keith Close, Parklands Close, Rogers Close, San Diego Road, St Vincent Road, Varos Close, Wheeler Close)

**Rosie Swannack** – 023 9254 5293 – [rosie.swannack@gosport.gov.uk](mailto:rosie.swannack@gosport.gov.uk)

### AREA 7

**Christchurch** (Avenue Road, Gloucester House, Holly Street, Ivy House, Queens Road, St Andrews Road), **Lee-on-the-Solent** (Elmore Avenue, Elmore Close, Elmore Road, Hove Court, Maple Close, Queens Close, Skipper, Way), **Town** (Burnhams Walk, Chester Court, Farriers Walk, Ferrol Road, Park Terrace, Seahorse Walk, White Lion Walk)

**Laura Wise** – 023 9254 5637 – [laura.wise@gosport.gov.uk](mailto:laura.wise@gosport.gov.uk)

### AREA 8

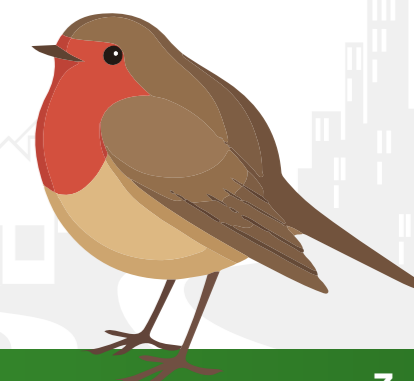
**Bridgemary South** (Acorn Close, Agnew Road, Beauchamp Avenue, Braemar Road, Brewers Lane, Bridge House, Bridgemary Avenue, Cameron Close, Copse Lane, Fisher Road, Gorselands Way, Gregson Avenue, Green Crescent, Harris Road, Horton Road, Keyes Close, Keyes Road, Layton Road, Montgomery Road, Nobes Avenue, Nobes Close, Portal Road, Rowner Close, Southway, Tedder Road, The Spinney, Wavell Road)

**Jenner Moore** – 023 9254 5369 – [jenner.moore@gosport.gov.uk](mailto:jenner.moore@gosport.gov.uk)

### AREA 10

**Anglesey** (Arminers Close, Ash Close, Boldens Road, Bricketts Terrace, Kennet Close, Mabey Close), **Bridgemary South** (26-45 Cunningham Drive), **Brockhurst** (Alma Street, Brougham Street, Camden Street, Claudia Court, Durham Street, Linnet Court, Nightingale Close, Russell Street, St Ann's Crescent), **Forton** (Avery Lane, Behrendt House, Behrendt Close, Graham Road, St Lukes Road), **Leesland** (Chilworth Grove, The Crossways (odds), Leesland Road), **Rowner & Holbrook** (Bracklesham Road, Charden Road, Tudor Close, Withies Road), **Town** (Alec Rose House, Watergate, Winchfield House)

**Peter Gartshore** – 023 9254 5203 – [peter.gartshore@gosport.gov.uk](mailto:peter.gartshore@gosport.gov.uk)



## REPAIRS

You can report any repairs to our repairs contractor Kier in the following ways by:

- Telephoning Freephone number **0800 028 0835**.
- Reporting emergency repairs (including boilers) 'out of office hours' (office hours Monday to Friday 8am-5pm) by telephoning **0800 028 0835**.
- Texting non urgent repairs to **07786 204386**.
- Emailing non urgent repairs to **gosport.repairs@kier.co.uk**



## GROUNDS MAINTENANCE ISSUES

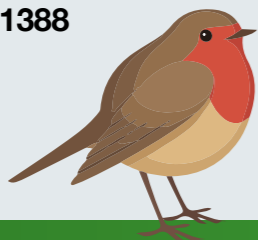
You can report any grounds maintenance issues such as grass cutting and street cleansing to Streetscene by:

- Telephoning free phone **08000 198 598**
- Emailing **streetscene@gosport.gov.uk**



If you come across any issues with debris in the road, pedestrian crossings, pot holes, street lamps and traffic lights please contact Hampshire County Council Highways department by:

- Logging onto **www.hants.gov.uk/highways**
- Telephoning **0300 555 1388**



## SUPPORTING FAMILIES

Some local families have more problems than most, and need a bit of extra support. We work with other local organisations to help them, as part of the Supporting Families project.

A family can get the help of a support worker for up to six months.

One mum was in £1,700 rent arrears and on the brink of losing her home. Her debts were affecting her mental health, and one of her sons had dropped out of college.

Supporting Families helped her work out a plan to pay off her debts and get help with her wellbeing, and organised one-to-one support for her son. She started clearing her debts, avoiding eviction, and her son started an engineering course.

Here's what she says: *"My support worker Vicki has supported me with the core of my problems. She's given me a bit of my strength back. There's amazing help out there – I never felt alone. I feel I'm more organised now and will never get myself in a rut again."*

For more information call us on **023 9254 5381**.



## "YOUDECIDE" FUND RETURNS TO HELP GOSPORT YOUNGSTERS

Local community groups and individuals are invited to bid for a share of £10,000 thanks to funding from the Hampshire Police and Crime Commissioner and Gosport Community Safety Partnership.

Applications for projects or ideas that support young people and help address issues of community safety can be made to the fund from Friday 23rd November 2018 to Friday 18th January 2019. Full details of the criteria and an application form can be found on **www.safergosport.co.uk/youth-youdecide/**

Following the application submission, finalists who meet the criteria will be invited to present at a Decision Day event which will be held on Thursday 28th February 2019 in Jervis Gallery at St Vincent College. Young people from schools and youth groups will form an audience to listen to each of the finalists bid for a share of the £10,000 fund, after which they will take part in group discussions to deliberate about the merits of each project. The audience members will then score each of the projects and place these scores in ballot boxes, which are added up and the highest scoring projects are awarded funding until the pot of £10,000 runs out. The unsuccessful projects will be supported to seek other sources of funding.

This scheme is based on a 'Participatory Budgeting' model, which places decision making in the hands of the public. This successful approach has been delivered by Gosport Community Safety Partnership through its' YOUdecide programme since 2010 and it has distributed over £110,000 of public money through the scheme, helping over 60 local projects in Gosport.





This year (since the beginning of April 2018) we have carried out the following:

- 177 central heating upgrades consisting of 29 full installs, 136 boiler changes and 12 radiator replacements.
- Installed 22 kitchens (18 kitchens were changed at void stage)
- Installed 57 bathrooms (16 bathroom replacements at void stage)
- Rewired 35 properties
- Replaced 59 front or rear doors
- Medically adapted 32 properties (27 level access showers or wet room installations and 5 over bath showers)

We have also carried out room redecoration for 25 of our older residents under the OAP redecoration scheme.

We are due to start on the screen replacements across the Northway/Southway estate. This will include fascia, guttering, flat roofing to communal areas as well as any internal works such as fire door replacement or decoration as required.



Completed works at Beryton Close



Kitchen before

Kitchen after



Kitchen before

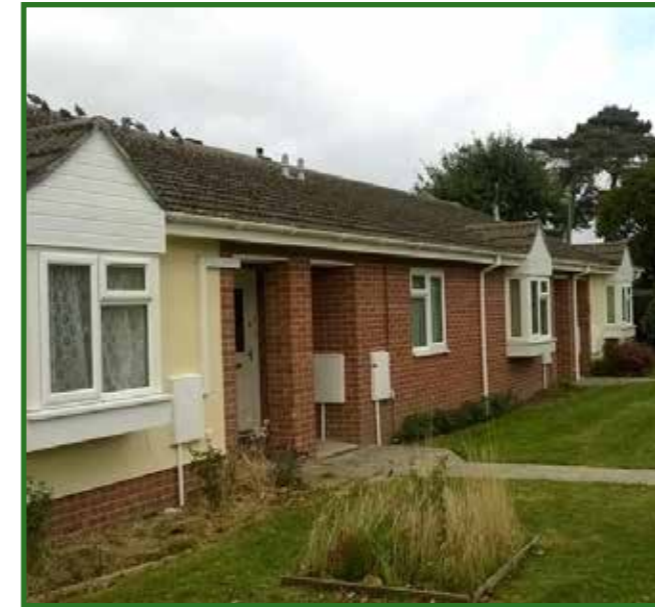
Kitchen after

Decorating work has recently completed in Beryton Close. As well as external decoration, our contractors Novus, have also installed new metal railings (where necessary) and plastic fascia with downpipes. Based on the works carried out here we plan to continue this work into Beryton Road.



Completed works at Beryton Close

Queens Close, Lee on the Solent has also benefitted from external work carried out by Novus, much to the delight of the local residents.



Completed work at Queens Close

The mammoth task of painting the railings located along the shoreline that runs alongside Dolphin Crescent is now complete and looks much better!



Completed railings that run alongside Dolphin Crescent

There will still be some communal and external decoration being carried out to areas over the coming months. We are also keen to complete the large amount of fencing dotted around the Holbrook estate.

Work on the garage sites will now be included as part of the decoration programme. This new approach will not only include decoration but also other repair items such as concrete repairs, fascia and gutter replacement and if necessary roofing and garage doors too. Plans to start at the garage area located at Dolphin Crescent are imminent.

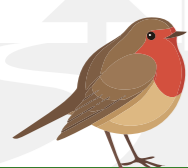
Preparations are being made for the planned programme for the next 12 months. Residents affected will be notified in due course.



Garages at Dolphin Crescent in need of decoration and repair



Addition of garages to the decoration programme



## ECOBICKS ARE YOUR SIMPLE SOLUTION FOR PLASTIC

When plastics are littered, burned or dumped, they poison the Earth, Air and Water. When we save, segregate and pack plastics into bottles, we can make building blocks that can be reused over and over again.



An Ecobrick is a plastic bottle packed to a set density with used, clean and dry plastic to achieve a building block which can be used over and over again. Eco Bricks can also be packed with other non-biological un-recyclables that, uncontained, are toxic to the environment (i.e. Styrofoam, wires, batteries etc.). Eco Bricks are used to make modular furniture, garden spaces, walls and even full-scale buildings.

Eco Bricks are made by cleaning, drying and then packing plastic into a Polyethylene terephthalate (PET) drinking bottle. This enables plastic to be kept out of the environment, and out of the ineffective industrial recycling system. Once packed solid Eco Bricks can be used to build green spaces for our community, furniture for our homes and many other practical applications.



Eco Freak Emporium based opposite the bus station in Gosport have been working with Eco Bricks and are happy to take any filled bottles to forward onto Eco Bricks where two litre and 500 ml bottles are shipped off to third world countries and other sized bottles will remain in the UK to be used on local projects.

For more information visit [www.ecobricks.org](http://www.ecobricks.org)

## OVERLOADING SOCKETS

Every year innocent lives are lost and people are seriously injured as a consequence of unsafe use of electricity.

Some of the biggest contributory factors to these electricity related incidents are: illegal connections, vandalism, cable theft, substandard wiring and overloading sockets etc.

You are not permitted to carry out any alterations to the electrical installation without obtaining permission from the Council. If permission is granted all work must be completed by a qualified electrical engineer who is a member of a self-certification scheme that can certify the work undertaken and report qualifying work under Part P of the Building Regulations.

It is highly dangerous to connect multiple appliances to one socket outlet. This is because the outlet has a limited power supply capability and will have to supply more current than it is rated for to run all the appliances plugged into it. If the appliances are running for a long time on the single socket, they may overheat and could cause a fire or shock to anyone who touches them.

If you require further information or are concerned about the electrics within your home then please contact the Property Services Team for advice on **023 9254 5289**.

Below are some tips on the safe use of plugs and extension cords:

- Switch off at the wall before pulling the plug out.
- Never pull a plug out by the cord as it can damage it or expose wires which can be dangerous.
- Never connect multiple appliances to a single plug outlet point.
- Only use BS1363 approved plugs, extension leads and multi-plugs.
- Ensure that it has Residual Current Detection (RCD) protection.
- Do not stick fingers into plug socket outlets.
- Never use an extension cord whilst it is twisted (coiled) as it can overheat and cause a fire.

If there are babies or young children in the house, ensure that wall socket outlets are covered with a safety cap. GBC's Environmental Health Team carry out an under 5's home safety check. To book an appointment or for more information please call **023 9254 5506**.



## RUBBISH AND RECYCLING COLLECTIONS 2018/2019

December 2018	January 2019	February 2019	March 2019	April 2019
M T W T F	M T W T F	M T W T F	M T W T F	M T W T F
3 4 5 6 7	1 2 3 4	4 5 6 7 8	4 5 6 7 8	1 2 3 4 5
10 11 12 13 14	7 8 9 10 11	11 12 13 14 15	11 12 13 14 15	8 9 10 11 12
17 18 19 20 21	14 15 16 17 18	18 19 20 21 22	18 19 20 21 22	15 16 17 18 19
24 25 26 27 28	21 22 23 24 25	25 26 27 28	25 26 27 28 29	22 23 24 25 26
31	28 29 30 31			29 30
May 2019	June 2019	July 2019	August 2019	September 2019
M T W T F	M T W T F	M T W T F	M T W T F	M T W T F
6 7 8 9 10	3 4 5 6 7	1 2 3 4 5	5 6 7 8 9	2 3 4 5 6
13 14 15 16 17	10 11 12 13 14	8 9 10 11 12	12 13 14 15 16	9 10 11 12 13
20 21 22 23 24	17 18 19 20 21	15 16 17 18 19	19 20 21 22 23	16 17 18 19 20
27 28 29 30 31	24 25 26 27 28	22 23 24 25 26	26 27 28 29 30	23 24 25 26 27
October 2019				30
M T W T F				
7 8 9 10 11				
14 15 16 17 18				
21 22 23 24 25				
28 29 30 31				

■ Non-recycling (black bin) week  
■ Recycling (green bin) week  
■ Collections usually due on this date will be a day later

If you're unsure when your collection day is, search **collection days** at [www.gosport.gov.uk](http://www.gosport.gov.uk) or call **08000 198 598**. Roads might not be collected in the same order every week, which means times may vary. So please make sure your rubbish or recycling is out by 7am, when collections start. Christmas trees will be collected between 7 January and 11 January inclusive.

## BRINGING UP A YOUNG FAMILY AND PAYING THE BILLS CAN BE TOUGH

**Are you struggling to keep your home warm?** Being able to keep warm is vital for everyone but particularly for the very young.

Hitting the Cold Spots advisors are here to help.

Contact us:

T: **0800 804 8601**  
Monday to Friday, 9am - 5pm

E: [staywarm@environmentcentre.com](mailto:staywarm@environmentcentre.com)

W: [www.hants.gov.uk/cold-spots](http://www.hants.gov.uk/cold-spots)



# OLDER PERSONS UPDATE

## DUSTBUSTERS – GOSPORT'S NON-PROFIT MAKING DOMESTIC HELP SERVICE



### What is the service?

Dustbusters is Gosport Voluntary Action's non-for-profit domestic cleaning service. It is for residents of Gosport who are older/vulnerable and/or have a disability.

The service includes:

- General housework
- Shopping
- Cleaning kitchens/bathrooms
- Vacuuming
- Laundry and ironing
- Changing bed linen
- Dusting
- Cleaning the inside of windows

### Who is eligible for the service?

Residents of Gosport who are older/vulnerable and/or have a disability who would like to continue living independently in their own home.

Minimum of one hour per week and the service will be tailored to meet individual needs.

### Is there a cost for the service?

- £8.00 per hour for the cleaning service.

The cleaning service fees are paid directly to your Dustbuster at the end of each visit where a receipt will be issued.

- £10.50 per month for administration of the service.

The administration fee is paid to Gosport Voluntary Action and is to ensure a continuous and reliable service. It also enables GVA to recruit quality, reliable Dustbusters to provide the service. Payment can be made by post or paid by standing order at the reduced price of £10.00.

### Is there anything else required?

All you need to provide is the required equipment and cleaning materials.

To find out more please call 023 9260 1314.

## GARDENS & DART

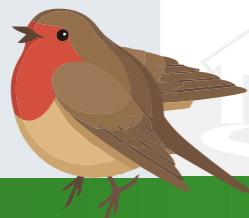
Gardens & DART (Decorating and Repair Team) is an accredited not-for-profit service.



Practical help with gardening, decorating and repairs for people 60+ years and for those with a disability

Contact us to find out more:  
Telephone: **02392 503871**  
Email: [awardsadmin@gva.org.uk](mailto:awardsadmin@gva.org.uk)  
Visit: [www.gva.org.uk](http://www.gva.org.uk)

Martin Snape House, 96 Pavilion Way, Gosport PO12 1FG



**HELP IS ONLY SECONDS AWAY!**

**Gosport Community Alarm Service**

Enjoy Independent Living and Peace of Mind

Call **023 9252 9308**  
or email [CommunityAlarms@Gosport.gov.uk](mailto:CommunityAlarms@Gosport.gov.uk)

## BRENDONCARE CLUBS IN GOSPORT

Brendoncare is a charity, running care homes and friendship clubs across southern England. At our clubs, you'll discover that you're much more than a member-you're a friend.

All clubs meet at:  
Club Hampshire, The Anchorage, Willis Road, Gosport PO12 1LZ

For more information, please contact the clubs team:

Telephone: 01962 857099  
Email: [clubs@brendoncare.org.uk](mailto:clubs@brendoncare.org.uk)  
Visit: [www.brendoncare.org.uk/clubs](http://www.brendoncare.org.uk/clubs)



Club name	Day/time
Gosport Laugh & Limber £4.00	Monday, 10am-11am
Gosport Monday social £4.00	Monday, 1.30pm-3.30pm
Brendoncare Voices £3.00	Monday, 6pm-7.15pm
Gosport Tai Chi (Advanced) £4.00	Tuesday, 1pm-2pm
Gosport Tai Chi (Intermediate) £4.00	Tuesday, 2pm-3pm
Gosport Tai Chi (Beginners) £4.00	Tuesday, 3pm-4pm
Gosport Yoga Club £5.00	Wednesday, 10am-11am
Gosport Games Group £4.00	Wednesday, 1.30-3.30pm
Gosport Silver Circuits £4.00	Wednesday, 5pm-6pm
Gosport Pilates £4.00	Thursday, 10am-11am
Gosport Thursday (Alive & Kicking) £4.00	Thursday, 1.30pm-3.30pm
Gosport Tai Chi (Beginners) £4.00	Thursday, 4pm-3pm
Gosport Ping Pong £3.00	Friday, 10am-12pm
Gosport Friday Dance Club £3.00	First Friday of the month, 7.30pm-10.30pm
Gosport New Age Kurling Club £3.00	Saturday, 10am-12pm
Gosport Saturday Social £2.50	Saturday, 12.30 pm-2.30pm
Gosport Cinema Club £2.00	Last Saturday of each month, 6pm-9pm

## AGE CONCERN GOSPORT

Gosport's local, independent information service for older people. Our friendly volunteers can provide:

- A broad range of information to help Gosport residents aged 55+ and their families and carers. If we don't have the answer, we can direct you to someone who does.
- Assistance with form filling including Attendance Allowance, Carers Allowance, PIP and Blue Badge applications.
- Domestic help information such as cleaning, personal care, mobile hairdressers, gardening, repairs and more.

Details of social clubs, day centres, lunch clubs, support services and groups.

Martin Snape House, 96 Pavillion Way, Gosport PO12 1FG  
Opening times: Monday to Friday, 10am to 12pm  
Phone: **02392 604699**  
Email: [info@ageconcerngosport.org.uk](mailto:info@ageconcerngosport.org.uk)  
Please call or email to ask a question or make an appointment.

**AGEconcern Gosport**

Gosport's local, independent information service for older people.

Our friendly volunteers can provide:

- A broad range of information to help Gosport residents aged 55+ and their families and carers. If we don't have the answer, we can direct you to someone who does.
- Assistance with form filling including Attendance Allowance, Carers Allowance, PIP and Blue Badge applications.
- Domestic help information such as cleaning, personal care, mobile hairdressers, gardening, repairs and more.
- Details of social clubs, day centres, lunch clubs, support services and groups.

Martin Snape House  
96 Pavillion Way  
Gosport PO12 1FG

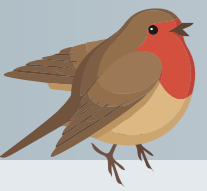
Opening times  
Monday to Friday  
10am to 12pm

Phone: 02392 604699  
[info@ageconcerngosport.org.uk](mailto:info@ageconcerngosport.org.uk)  
Please call or email to ask a question or make an appointment.

Supported by:







## UNIVERSAL CREDIT FULL SERVICE IS HERE!

From 28th November 2018, Universal Credit (UC) will be available to residents who live in the Gosport area and will replace the following:

- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit
- Income Support
- Housing Benefit

This means that anyone making a **NEW** claim for benefits will have to apply for Universal Credit on-line at [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit).

If you are already receiving any of the above benefits, you don't need to do anything just yet – your benefits will continue as normal for now. However, if you have a change in your circumstances which means that you need to make a new claim for one of the above benefits, you may need to claim for Universal Credit.

**Anyone who is already on Universal Credit will receive an invitation from Job Centre Plus to move over to Universal Credit Full Service. You should NOT make a new UC claim until you are invited to.**

## ARE YOU HAVING MONEY WORRIES?

Christmas is almost upon us; it is easy to overspend on gifts instead of paying the rent.

**So before it is spent, pay the rent!**

The Council treats rent arrears very seriously. Your rent pays for the Housing Services that all tenants receive.

Every consideration is given to people who are having genuine difficulties with paying their rent.

### Rent Free Weeks

There is a chance to catch up during the two 'rent free weeks' beginning Monday 24th December and Monday 31st December 2018. This is an ideal time to pay off or reduce your arrears.

### Help is at hand

If you are having problems with paying your rent, please get in touch with your Neighbourhood Housing Officer by calling 023 9254 5665.



There are a small number of people who will not have their housing costs paid as part of their Universal Credit and will continue to receive help towards their rent from Housing Benefit. For example:

- If you have been placed into temporary accommodation by our housing team;
- If you are living in supported accommodation and receive care, support or supervision from your landlord (or other organisation on your landlords' behalf).
- If you are responsible for three or more children.

If you have any questions about the accommodation you are in, please ask the Benefit Team for further advice. The Team are also able to offer digital support and budgeting advice to residents who are affected by the change.

To find out more information about Universal Credit, including if you're eligible, how to claim and how you will be paid, please visit [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit).

## PENSION CREDIT

Around four million people are entitled to pension credit but, according to the Government, a third of those fail to claim it.

### What is Pension Credit?

Pension Credit is an income-related benefit for people who are on a low income who have reached the Pension Credit age. It is made up of two parts, Guarantee Credit and Savings Credit.

**Guarantee Credit** tops up your weekly income if it is below £163 (for single people) or £248.80 (for couples).

**Savings Credit** is an extra payment for people who have saved some money towards their retirement, for example paid into a workplace pension scheme.

### What you will get

Your circumstances	Guarantee Credit per week	Savings Credit per week
Single People	Top up to £163	Up to £13.40
Couples	Top up to £248.80	Up to £14.99

You may be entitled to more if you are a carer, severely disabled or have certain housing costs.

### Eligibility

To qualify for Guarantee Credit

- You must live in England, Scotland or Wales
- You or your partner must have reached Pension Credit qualifying age.

The qualifying age for Pension Credit is gradually going up to 66 years in line with the increase in the State Pension age of 66 years for both men and women.

### Working out your income

When you apply for Pension Credit your income is worked out. This includes:

- State Pension
- Other Pensions i.e. workplace pension
- Social Security Benefits, i.e. Carer's Allowance
- Savings, investments over £10,000
- Earnings

If you are entitled to a private or workplace pension, the amount you would expect to get is calculated as income from the date that you were able to get it.

The calculation does not include:

- Attendance Allowance
- Christmas Bonus
- Disability Living Allowance
- Personal Independence Payment
- Housing Benefit
- Council Tax Reduction

### How to claim

You can claim for Pension Credit by phone, a friend or family member can telephone for you but you must be with them when they call. Pension Credit claim line: **0800 99 1234** Monday to Friday, 8am to 6pm

You can use a paper application if you are unable to make a claim by phone. A voluntary organisation such as the Citizens Advice can help or you could ask a friend or family member to call the helpline to request a paper application.

### What you need to claim

You will need:

- Your National Insurance number
- Information about your income, savings and investments
- Your bank account details

The earliest you can apply is four months before you reach Pension Credit qualifying age. You can claim any time after then but your claim can only be backdated for three months.

### How you will be paid

All benefits, pensions and allowances are paid into an account, i.e. a bank account.

### If your circumstances change

If your circumstances change contact the Pension Service helpline on **0800 731 0469**





## HOW TO PAY YOUR HOUSING CHARGES

Rent is due in **advance** either weekly or monthly. Your rent, charges or arrears can be paid in the following ways:

- **Direct Debit** – paid monthly via your own bank or building society on 1st, 8th, 15th or 22nd of each month. This can be set up over the telephone by contacting **023 9254 5665**, when setting up please ensure that the bank account holder is present. Direct Debit mandates are available on request.
- **Over the telephone** – Call **023 9254 5665** to pay using your debit or credit card, between 9am and 5pm. If you want to make multiple payments for rent, council tax and any other payments please call **023 9258 4242**.
- **Standing Order** – Weekly, fortnightly, four weekly or monthly through your bank. GBC Bank sort code is 57-81-43 and account number is 00000000 – Borough of Gosport. Please quote your rent reference number when setting up this payment.
- **Faster/Online Payment** – set this up online or with your bank using the account details, GBC Bank sort code is 57-81-43 and account number is 00000000 – Borough of Gosport. Please quote your rent reference number when setting up this payment.
- **Internet** – [www.gosport.gov.uk/online-payments](http://www.gosport.gov.uk/online-payments)
- **All Pay card** – Pay at the Town Hall or your local pay point/shop/post office. Please call **023 9254 5665** to request an All Pay card.
- **In person** – pay at the Town Hall cash desk by cash, cheque, debit or credit card between 9am and 4.45pm.
- **Outside office hours** – Via the post or through the secure letterbox at the front of the Town Hall (it is not advisable to send cash as the Council cannot accept any responsibility for any payments lost.) Cheques and postal orders should be made payable to 'Gosport Borough Council'. Your account number, name and address should be written on the back of the cheque/postal order and the envelope should be securely sealed.

**Stay in touch!** You can contact The Tenancy Management Team on **023 9254 5665** or by email on [housingofficers@gosport.gov.uk](mailto:housingofficers@gosport.gov.uk)

## WHAT IS MONEYWATCH?



Moneywatch is a free debt advice and support project. We work with FirstLight Trust, a charity to help veterans and emergency services personnel to improve in their confidence by taking control of their money and managing their debts.

### How does it work?

MoneyWatch support workers will carry out an initial assessment to find out what level of help is needed.

Depending on the type and urgency of the debt they will arrange for the client to see a MoneyWatch specialist debt adviser.

### Who provides the specialist debt advice?

Moneywatch has professionally qualified debt advisers who provide free confidential and impartial face to face advice.

They will discuss the options based on the customers particular circumstances and provide the most appropriate support.

### What is MoneyWatch?

MoneyWatch can help clients understand money management, support clients to gain the skills and confidence to better manage money problems.

MoneyWatch can help with any debt issue, such as:

- Rent or Mortgage arrears
- Utility bills
- Credit or store cards

### Where to get help?

For an initial assessment with a support worker, contact Justin at FirstLight Trust on: **0845 6033077** or to see a specialist debt adviser contact Yvonne to arrange an appointment:

Tel: **02392 52012**

Mobile: **07984 279096**

Email:

[moneywatch@gosport.cabnet.org.uk](mailto:moneywatch@gosport.cabnet.org.uk)



## WARMER HOMES CAMPAIGN

The warmer Homes scheme is open to social tenants, private rental tenants and owner occupiers in Gosport, Havant and Portsmouth.

The scheme has been introduced because electric heating is one of the most expensive forms of heating which could be costing residents up to three times more than having a gas central heating system.

In total, the scheme will be delivering free central heating to approximately 1,500 vulnerable households.

Customers who receive their first central heating system will also have a free connection to the gas grid (if required). The total value of a gas connection and central system installation costs on average £6,000.

Those eligible include:

- Customers on low incomes
- Customers in receipt of means tested benefits
- Customers with long term health issues
- Customers in vulnerable situations

For more information, please call **0800 038 5737** or visit [www.warmerhomes.org.uk](http://www.warmerhomes.org.uk)

## GOSPORT EMPLOYMENT AND SKILLS FAIR

The 8th Gosport Employment and Skills fair will take place on Thursday 31st January at the Gosport Leisure Centre.

The Gosport Employment and Skills Fair is ideal if you are looking for a job or an apprenticeship, wanting to change career or be your own boss.

You can also get advice and support and find out about local training, apprenticeships and career opportunities.

There will be approximately 50 exhibitors, including employers, support agencies, training organisations and colleges. All providing advice and help to residents looking for work or training opportunities.

The Gosport Employment and Skills Fair attracts on average 700 visitors a year. The event has been staged annually since 2012 by Gosport Borough Council to promote locally available job, apprenticeship and training opportunities to residents – both employed or unemployed.

### It's aims are to help:

- residents find jobs and apprenticeships, get new skills or start a business in Gosport; and
- local employers to recruit new staff and promote career opportunities

Although primarily aimed at job seeking adults and young people, it is also aimed at pupils and students to help them get a better understanding of the future career opportunities available in Gosport.

For more details please search skills fair at:

[www.gosport.gov.uk](http://www.gosport.gov.uk)





## THE NATIONAL CAREERS SERVICE PROVIDES INFORMATION, ADVICE AND GUIDANCE



The service offers confidential and impartial advice and is supported by qualified careers advisers.

They can help with:

- CVs
- Skills health check report
- Action plans
- Course searches

They have over 800 job profiles describing what each job entails, including:

- What the entry requirements are.
- What you will do.
- What the working hours are.
- How much you usually get paid.

You can use the A-Z job profile or use the search bar if you've got a job profile in mind. You can also browse the jobs in different industry areas or 'job families' to get some career ideas.

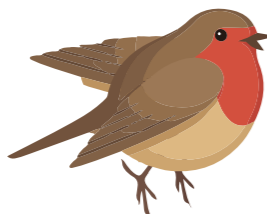
There is also the facility to find information on a range of courses offered by learning providers contracted with the Education and Skills Funding Agency (ESFA).

This includes colleges, training providers and local education authorities.

Learning opportunities include:

- Adult further education
- Apprenticeships
- Adult community learning
- Undergraduate and postgraduate degrees
- Courses aimed at 16 to 19 year olds.

For more information take a look at [nationalcareersservice.direct.gov.uk/](http://nationalcareersservice.direct.gov.uk/)



## TRAINING OPPORTUNITIES - GOSPORT DISCOVERY CENTRE

**Computing, Internet and Email for Work**  
Tuesday 5th February-5th March 2019  
10am – 12 noon

**Word, Excel and PowerPoint for Work**  
Tuesday 5th February – 5th March 2019  
1.15pm – 3.45pm

**Stress and Anxiety Management**  
Wednesday 27th February – 27th March 2019  
10am-12 noon  
Nimrod Community Centre

**Everyday English for work (for those whom English is not their first language)**  
Monday 21st January – 1st April 2019  
9.45am-11.45am

**Back to Basics: English**  
Monday 21st January – 25th February 2019  
12.45pm-2.45pm

For more information about any of the course above, please contact Jo Bourne on [joanne.bourne@hants.gov.uk](mailto:joanne.bourne@hants.gov.uk)



## TRAINEESHIPS CAN IMPROVE YOUR CHANCES OF GETTING A JOB OR APPRENTICESHIP BY HELPING YOU PREPARE FOR YOUR JOURNEY INTO WORK.

You can have the opportunity of work experience and to improve on your English and maths and gain employability skills that will help your job search and interview skills.

Take a look at [www.gov.uk/find-traineeship](http://www.gov.uk/find-traineeship) for more information.



## GOSPORT WALKING FOR HEALTH IS UP AND WALKING!

Gosport Walking for Health is a working partnership between Gosport Voluntary Action and Community First Fareham with funding from Hampshire County Council and Gosport Borough Council.

The aim is to encourage and engage with people who want to start or get back into walking. The walks are for all levels of ability – whether you're new to it or you want to get back into walking, there is something for everyone.

Walks will start at accessible locations across the Borough. You don't need any special footwear or equipment, as long as you are comfortable.

Launched in October 2018, there are two walks that you can join with more to come in the future.

- Leesland Circular which is every Tuesday at 10am (duration is approximately 40 minutes) – meet outside Forton Medical Centre.
- Priddy's Hard Sunday Walk (duration is approximately 90 minutes) – specified dated 9th December, 13th January, 27th January with more dates to follow - meet outside the Conservative Club, Walpole Road at 10am.

All walks are led by trained accredited volunteer 'Walk Leaders' and will take you on walks of all levels.

For more information please contact [gospportw4h@gva.org.uk](mailto:gospportw4h@gva.org.uk) or telephone **023 9258 3836** and ask for AJ.

## ALCOHOL AWARENESS

**How much is too much?**  
Units are used to measure the amount of alcohol in alcoholic drinks.

Alcoholic drinks are served in different measures and have different strengths therefore it is useful to know how many units are in your drink.

By sticking within these guidelines you can lower your risk of harming your health:

- Men and women are advised not to regularly drink more than 14 units per week.
- Spread your drinking over three days or more if you drink as much as 14 units per week.
- Try to have at least 2-3 alcohol free days per week.

For more information visit [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

Reducing the amount of alcohol you drink will help make a difference. Not only will you be healthier and wealthier but you will also reduce your risk of:

- injury;
- high blood pressure;
- cancer;
- liver disease;
- impotence;
- offending;
- being in a vulnerable situation;

This will help you:

- sleep better;
- not suffer from hangovers;
- have more energy;
- have better relationships;
- improve your mood;
- lose some weight;
- save money;
- have less emotional strain within your family;
- improve relationships.

You can also take a look at [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou) to find out more about cutting back on your alcohol intake.



## SIGNPOSTING SERVICE AVAILABLE IN GOSPORT



Free, confidential and friendly service

Do you or someone you care for need support? A Signposting Service volunteer will listen and discuss the support you may need. Including:-

- Addiction
- Bereavement, Loneliness
- Carer support
- Dementia
- Diabetes, Diet and Exercise
- Housing, Debt and Welfare Benefits
- Local Community Clubs
- Long-Term Chronic Conditions
- Mental Health, Anxiety and Depression
- Parenting Problems and Services for Children
- Transport
- Brune Medical Centre - Fridays
- Forton Medical Centre - Tuesdays
- Northcott House - 1st Thursday of the month
- Waterside Medical Centre - alternate Wed/Thu
- Telephone Consultations also available

Simply ask on site or call Angela on **02392 604683** for further information or to book an appointment.

## YOUR LOCAL HEALTH DIRECTORY

Not sure where to find local services or groups which could support you or help you manage and improve your health and wellbeing?

Visit the Health Connections website to find out the services and groups available in the area. You can even add the services you need to a basket and print it all out!

[healthconnectionsandg.org](http://healthconnectionsandg.org)



## IF YOU NEED INDEPENDENT ADVICE...

If you need independent advice on a range of issues, including rent arrears you can get it from Gosport's Citizen Advice (CA).

CA Gosport is manned Monday, Tuesday, Thursday and Friday 9am - 5pm and 9am - 7pm on Wednesday by staff and volunteers. The drop-in service is open Monday, Tuesday, Thursday and Friday 9.30am - 3pm.

For those in work or have care needs meaning they are unable to attend during the daytime, CA Gosport offer an evening service on Wednesday 5pm - 7pm.

Outside of the drop-in service hours they provide appointments for specialist casework projects, manning the CA Advice-line and National CA web-chat service.

The Hampshire Advice-line is available Monday, Tuesday, Thursday and Friday 9am - 5pm, Wednesday 9am - 6.30pm and Saturday 10am - 12pm.

For further information please visit [www.gosportcab.org.uk](http://www.gosportcab.org.uk)  
For Advice, please call **03444 111 306**



## WINTER HEALTH

Even when your body is telling you to hibernate, you can keep healthy and fit, no matter what the weather!

### Banish Winter tiredness

Many people feel tired and sluggish in the Winter due to the lack of sunlight, which disrupts the sleep cycle. The tips below may be worth a try:

- Get outdoors in natural daylight as much as possible.
- Get a good night's sleep, go to bed and wake up at the same time every day.
- De-stress with exercise and meditation – stress can make you tired.

### Eat more fruit and vegetables

When it's cold and dark outside, it can be tempting to fill up on unhealthy comfort food. It's important that you have a healthy diet that includes fruit and vegetables.

You are more likely to get a cold so make sure your immune system is tip-top. Try and choose low fat milk and dairy products such as cheese and yoghurts which are sources of:

- Protein
- Vitamins A and B12
- Calcium

### Try new activities for the whole family

Don't use the cold months as an excuse to stay in and lounge around, try a new sport or take a bracing walk along the seafront or local park.

Regular exercise helps control weight, boosts your immune system, and is a good way to break the tension that can build if the family is constantly cooped up!

### Have a hearty breakfast

Winter is the perfect season for porridge. Eating a warm bowlful isn't just a delicious way to start your day; it also helps boost your intake of starchy foods and fibre. These foods give you energy and help you to feel fuller for longer, helping you to resist temptation to snack mid-morning.

Although Winter may affect our health, there are things which we can do to keep ourselves well. Make sure that you get your flu jab if you are:

- Pregnant
- Have a long term condition like asthma, diabetes or heart disease
- Over 65 years old
- A registered carer

School children in years R to year 5 are offered the nasal flu vaccine by their school nurses. If you are over the ages of 70 years you are also encouraged to get the shingles vaccination.

Search [www.nhs.uk/staywell](http://www.nhs.uk/staywell) for more information or ask your pharmacist how to help you get through the winter season. If you need help and your doctors' surgery or pharmacy is closed, call NHS on **111**.



# WE WANT YOUR VIEWS



## WE WANT YOUR VIEWS - TELL US YOUR VIEWS AND YOU COULD WIN £50.00 SHOPPING VOUCHER

At Your Service is your magazine, we want to provide you with the best magazine that we can. Your views count – and we want to hear them. Send your completed survey to:

**Samantha Downing, Housing, Gosport Borough Council, Town Hall, High Street, Gosport, PO12 1EB**

All completed surveys will be put into a prize draw for the opportunity to win a £50.00 shopping voucher.

Name:

Address:

Telephone Number:

### 1. How often do you receive your edition of At Your Service?

- Always?  Usually?  Sometimes?  Rarely?

### 2. Please tick the most relevant statement.

- I find 'At Your Service' easy to read  
 I think 'At Your Service' provides useful tenant information  
 I think 'At Your Service' provides useful information about the Council  
 I enjoy reading 'At Your Service'

### 3. How often do you take action due to something that you have read in At Your Service?

- Often?  Sometimes?  Rarely?  Never?

### 4. The money update section is dedicated to providing you with important information relating to rents, charges, finances and money troubles. Do you think that this section is:

- Easy to understand?  Understandable?  Difficult to understand?

### 5. Thinking about the size of At Your Service, do you think that it is?

- Not long enough?  Just the right length?  Too long?

### 6. Is there anything else that you would like to see in the At Your Service magazine? i.e. Money Saving Tips, Low Cost Recipes or Local Events. Please list any suggestions or comments below:

