



At Your Service

Newsletter for tenants and leaseholders

Summer 2024 Edition

in this issue

Council services

page 2

A message from Councillor Sue Ballard

page 3

Important Universal Credit update

page 7

Mental Health and Money Support

page 9

New Housing Complaints policy

page 11

Keep your home and family safe from fire

page 12-13

Cold callers

page 20

Gosport Borough Council A - Z of services

page 23

*Photo: Summer Passport
Scheme, page 18*




RESULTS
for the 2023
Tenant
Satisfaction
Survey

Page 14-16

Chance to **WIN £100** Morrisons voucher

New Tenant Satisfaction Survey for 2024 on page 17

  Follow **Gosport Borough Council** on **Facebook** and **X**

Council services and public access to the Town Hall

Town Hall

The Town Hall is open Monday to Friday 9am to 5pm. Please note the cashiers' desk will close at 4.45pm.

In-person appointments

Book an essential in-person appointment at the Town Hall by calling:

Council Tax	023 9254 5470
Benefits	023 9254 5325
Planning	023 9254 5461
Housing Needs and Support	023 9254 5476
Housing Neighbourhood Services	023 9254 5665
StreetScene	08000 198598
Licensing and Environmental Health	01329 824399
Town Hall general enquiries	023 9258 4242

For more details on how to contact a specific service please visit www.gosport.gov.uk and click 'Accessing Council services, information and general advice'.

Follow us

Sign-up to the Gosport Borough Council webpage for latest news and updates.

Visit **Gosport Borough Council** on **Facebook** and **X** (formerly known as Twitter).

 www.facebook.com/safergosport

 www.facebook.com/discovergosport20

 www.facebook.com/GBCStreetscene

Useful contacts

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

Neighbourhood Housing Officer

If you are a council tenant and need to speak to your Neighbourhood Housing Officer or a member of the Neighbourhood Management team (including rent enquiries) call **023 9254 5665**

Older Persons Services Team

If you live in sheltered accommodation or need to speak to someone about your lifeline pendant call the Older Persons Services Team on **023 9254 5453**

StreetScene

You can report grounds maintenance issues such as grass cutting and street cleansing by calling StreetScene on **08000 198 598** or by sending an email to streetscene@gosport.gov.uk

Housing Advice Team

If you are homeless, threatened with homelessness or need help to find accommodation call our Housing Advice Team on **023 9254 5476**

Accommodation and Lettings Team

If living in temporary accommodation allocated by the Council call the Accommodation and Lettings Teams on **023 9254 5525**

Housing Advice Team

If you have a query about the allocation of a property or housing register assessment call the Housing Advice Team on **023 9254 5476**

Hampshire County Council

You can report issues regarding roads, street lamps and traffic lights by calling Hampshire County Council on **0300 555 1388** or at www.hants.gov.uk/highways

A message from Councillor Sue Ballard

Chair of Gosport Council's Housing Board

Welcome to the summer edition of At Your Service. We hope you find the contents enjoyable and informative.

It's been a busy winter/spring, which included a local election and welcoming a new Mayor. Over the last few months we've introduced a new Housing Complaints Policy and seen the positive results from the Tenant Satisfaction Survey, with 83% of residents being satisfied with the overall service.

People are still feeling the impact of the cost of living crisis, and on page 9 you will see the contact information for organisations that can offer help.

I am also pleased to report that building of the 15 new Council homes at Stoners Close, Wheeler Close and Glebe Drive, has now commenced. Work is expected to take approximately one year, and will provide much needed housing for residents on the Housing waiting list.

On the 15 May 2024, an event was held for residents to come along and meet the contractor. We saw a good turnout and this was followed up with a summary of the questions and answers sent to all residents who live around the sites.

Measuring tenant satisfaction is key to ensure we understand what we are doing right and ensure we continue to put right, matters that you are concerned about. Don't forget, not only is it important to have your say, you can be in with a chance of winning a £100 Morrisons shopping voucher. Details of the new Tenant Satisfaction Survey for 2024 can be found on page 17 and on the Council's website.

As part of our improvements we are introducing a new Complaints Policy, to provide a better service for customers; details of the Policy can be found on page 11. I would also like to take the opportunity for congratulating Mrs Dougherty of Alec Rose House, who was our prize draw winner for the 2023 survey.

We're all hoping for a nice summer and I'm pleased to see that there are plenty of upcoming events being held, many of which are free of charge. All the details of these events can be found in 'what's on in Gosport guide', and information about the guide is on page 19.

I would like to thank our colleagues in Housing for their ongoing support and hard work. On behalf of myself, members and all the staff in Housing Services, I wish you all a healthy and happy summer.

Follow us at twitter.com/GosportCouncil or facebook.com/GosportBC



Tenant Satisfaction Survey winner

Thank you to all those who completed the Tenant Satisfaction Survey,

Congratulations to Mrs Dougherty of Alec Rose House on winning the £100 Morrisons voucher, which was drawn at random on the 31 January 2024.

Welcome to the Neighbourhood Management Team

Please see below details of the area patches.

Neighbourhood managers

Denise Hudson

023 9254 5439

denise.hudson@gosport.gov.uk

Roz Weaver

023 9254 5356

roz.weaver@gosport.gov.uk

Right to Buy and Leaseholder Officer

Sam Downing

023 9254 5686

sam.downing@gosport.gov.uk

Neighbourhood Involvement Officer

Emma Vanson

023 9254 5403

emma.vanson@gosport.gov.uk

Area 1

Juliet Mansell

023 9254 5681

juliet.mansell@gosport.gov.uk

- **Elson** – Blackthorn Drive, Dunkeld Road, Exmouth Road, Ham Lane, Hamlet Way, Naish Drive, Pannall Road, Richard Grove, Sedgeley Grove, Woodlands House
- **Hardway** – Goodwood Road
- **Brockhurt and Privett** – Anns Hill Road, Cheriton Road, Droxford Close, Hamble Road, Normandy Gardens, Salerno Drive, Selborne Gardens, Warnford Close
- **Harbourside and Town** – Hilton Road, Hornet Close, Old Road

Area 2

Sarah Parsons

023 9254 5540

sarah.parsons@gosport.gov.uk

- **Anglesey** – Archer House
- **Bridgemary** – Chatfield Road Conifer Grove, Gregson Close, Wych Lane
- **Elson** – Stanley Close
- **Peel Common** – Glebe Drive, High Drive, Long Drive, Rowner Lane, The Mead, The Links, The Fairway, Hoylake Close, Rowner Lane, Stradbrook, Stoners Close, Sunningdale Close
- **Rowner and Holbrook** – Nelson House
- **Harbourside and Town** – Nyria Way, Ramillies House, Renown House, Resolution House, Revenge House, Rodney House, Slocum House

Area 3

Bev Strong

023 9254 5293

bev.strong@gosport.gov.uk

- **Bridgemary** – Agnew Road, Bridge House, Bridgemary Avenue, Cameron Close, Fisher Road, Gregson Avenue, Harris Road, Horton Road, Keyes Close, Keyes Road, Layton Road, Nobes Close, Nobes Avenue, Montgomery Road, Portal Road, Southway, Tedder Road, Wavell Road, Bridgemary Road, Bridgemary Grove, Fraser Road, Harwood Close, Harwood Road, James Close, Mountbatten Close, Northway, Prideaux Brune Avenue

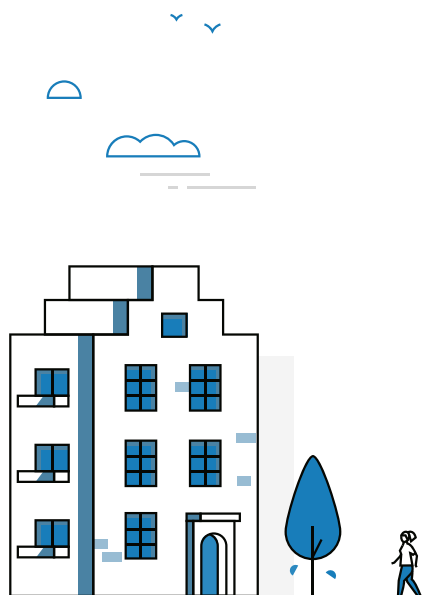
Area 4

Lisa Smith

023 9254 5522

lisa.smith@gosport.gov.uk

- **Leesland and Newtown** – Avenue Road, Holly Street, St Andrews Road
- **Forton** – Ferrol Road
- **Rowner and Holbrook** – Alliance Close, Aspen Grove Austerberry Way, Fleet Close, Gilbert Close, Landon Road, Lawn Close, Tichborne Way, Turner Avenue
- **Harbourside and Town** – Chester Court, Endeavour Close, Park Terrace, Trinity Close



Area 5

Syed Haque

023 9254 5273

syed.haque@gosport.gov.uk

- **Peel Common** – Dayshes Close, Kent Road, Laphorn Close, Nesbitt Close, Osborn Crescent, Pettycot Crescent Tukes Avenue
- **Forton** – Keith Close, Parklands Close, St Vincent Road, San Diego Road, The Crossways, Varos Close, Wheeler Close
- **Harbourside and Town** – Portland House, The Mews, York House

Area 6

Jordan Phillips

023 9254 5359

jordan.phillips@gosport.gov.uk

- **Bridgemary North** – Boyd Road, Vian Close
- **Forton** – Beryton Close, Beryton Road, Coulmere Road, Durley Road, Giles Close, Hewitt Close, Kealy Road, Rogers Close
- **Rowner and Holbrook** – Almondside, Charnwood, Forest Way, Kielder Grove, Lombardy Close, Orange Grove, Pinewood, Savernake Close, Sycamore Close, The Chine, The Coppice, The Firs, The Glen, The Hoe, The Limes, The Nook, The Thicket, Vineside, Yewside

Area 7

Laura Wise

023 9254 5637

laura.wise@gosport.gov.uk

- **Anglesey** – Mabey Close
- **Leesland and Newtown** – Gloucester House, Ivy House
- **Forton** – Dukes Road
- **Lee East** – Elmore Road, Elmore Avenue, Elmore Close, Hiller Walk, Maple Close, Skipper Way
- **Lee West** – Hove Court, Queens Close, Queens Road
- **Harbourside and Town** – Astra Walk, Burnhams Walk, Burney House, Farriers Walk, Seahorse Walk, Shamrock Close, White Lion Walk, Willis Road

Area 8

Jenner Moore

023 9254 5369

jenner.moore@gosport.gov.uk

- **Forton** – St Lukes Road, 46-78 Forton Road, Marine Cottages, St Johns Square
- **Leesland and Newtown** – Fortune House, Warders Court
- **Peel Common** – Birchmore Close, Brading Avenue, Brookers Lane, Carisbrooke Road Chale Close, Merstone Road, Niton Close, Totland Road
- **Brockhurst and Privett** – Dieppe Gardens, Wilmott Lane

Area 9

Paul Wilson-Suffield

023 9254 5351

paul.wilson-suffield@gosport.gov.uk

- **Bridgemary** – Braemar Road
- **Rowner and Holbrook** – Acorn Close, Beauchamp Avenue, Copse Lane, Gorselands Way, Green Crescent, Rowner Close, The Spinney
- **Forton** – Greenway Road, Mill Lane, Mill Pond Road
- **Anglesey** – Dolphin Crescent
- **Harbourside and Town** – Mariners Way, Tamworth Court

Area 10

Dominique Allison

023 9254 5294

dominique.allison@gosport.gov.uk

- **Anglesey** – Ash Close, Arminers Close, Baronsmere, Boldens Road, Bricketts Terrace, Kennet Close
- **Brockhurst and Privett** – Claudia Court, Linnet Court, Nightingale Close
- **Forton** – Alma Street, Avery Lane, Behrendt House, Behrendt Close, Durham Street, Graham Road, Russel Street, The Crossways, Brougham Street, St Anns Crescent
- **Leesland and Newtown** – Chilworth Grove, Leesland Road
- **Rowner and Holbrook** – Charden Road, Bracklesham Road, Tudor Close, Withies Road
- **Bridgemary** – Cunningham Drive
- **Harbourside and Town** – Alec Rose House, Dolman Road, Watergate, Winchfield House





How to pay your housing charges

Rent is due in advance either weekly or monthly, and is payable in these 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. Monday to Friday between 9am and 5pm. If you want to make multiple payments for rent, council tax and any other payments please call **023 9258 4242**.

Internet

Payments can be made anytime via our online payments.

Standing Order

Weekly, fortnightly, four weekly or monthly through your bank.

Account name: Borough of Gosport

Account number: 00000000

Sort code: 57-81-43

Quote your tenancy reference number when setting up payment.

Faster/Online Payment

Set up online or with your bank.

Account name: Borough of Gosport

Account number: 00000000

Sort code: 57-81-43

Quote your tenancy reference number when setting up payment.

In person

At the Town Hall cash desk Monday to Friday between 9am and 4.45pm.

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.

By cheque

Cheques can be sent in the post or through the secure letterbox at the front of the Town Hall.

Cheques should be made payable to '**Gosport Borough Council**'. Your tenancy reference number, name and address should be written on the back of the cheque and the envelope should be securely sealed.

It is not advisable to send cash as the Council cannot accept any responsibility for lost payments.

Important Universal Credit update

Universal Credit payments and 53 week accommodation charge for 2024/25.

You have recently been sent your updated accommodation and service charge letter and should have updated your Universal Credit claim to reflect this.

As your landlord, we charge your accommodation charges weekly. There are 52 weeks in a normal year, which means we issue 52 weekly accommodation charges. However, every five to six years, there are 53 Mondays in a year instead. The period from April 2024 to March 2025 is one of the years where there are 53 Mondays, which means 53 weeks accommodation charges rather than the usual 52 weeks.



How does this affect me?

You may need to make a change to your payments depending on how you pay your accommodation and service charges.

I receive Universal Credit:

If you receive Universal Credit, the Department for Work and Pensions (DWP) will not cover the extra week that will be owed – you will need to pay it. To avoid falling into arrears, you'll need to pay a little extra each week to make sure your accommodation charge is covered.

What do I need to do?

To avoid falling into arrears, you will need to pay a little extra each week to make sure your rent is covered. Please contact us and we can help set up a payment arrangement to suit your circumstances.

Why is this?

If you have claimed for Universal Credit Housing Element the DWP need to calculate your monthly entitlement to housings costs to determine your Universal Credit award. To do this, the DWP multiply the weekly accommodation charge by 52 and divide by 12. Unfortunately, when there are 53 weekly accommodation charges in a year, the calculation the DWP uses does not change. This means you have to pay the shortfall yourself. (The financial year from April 2024 to the end of March 2025 has 53 weeks: the DWP will not cover this additional week in your claim for Housing Element and so you will have to pay this yourself). We are speaking with customers in person but also informing you by letter so that you can decide how you will pay the extra weeks rent.

Enquiries

If you wish to discuss this, please contact your Housing Officer on **023 9254 5665** and they will be pleased to assist you. Your Housing Officer contact details can be found on page 4 and 5.



Extra Care Housing

Extra Care housing is offered by Hampshire County Council in partnership with Gosport Borough Council, Guinness Partnerships and Places for People.

Extra Care accommodation allows older people to live their lives actively and independently in self-contained accommodation with a tenancy. Care staff are based onsite and available 24 hours a day, 7 days a week to provide planned care and support and to respond in the case of emergencies.

Extra Care is different from residential care as it offers people their own flat in a safe and supportive environment, in buildings close to local facilities. You have your own home and front door, so family and friends are free to visit when they wish. Some schemes also have guest suites available should your family wish to stay for a few days.

Some schemes have shared facilities such as restaurants, hairdressers and gardens.

Social activities are held in a communal lounge which are arranged by care staff and resident groups, which you can choose to join if you wish.

There are lots of opportunities for informal socialising too and living in Extra Care is a great way to make new friends, without compromising your independence. Couples can move to Extra Care and remain together, and all schemes have one or two bedroom flats.

Extra Care Housing is an option for applicants along with a care and support need.

Hampshire County Council has a dedicated team of Extra Care advisors. They are available to help you to decide whether Extra Care housing is the right choice for you or your loved one.

To find out more visit www.hants.gov.uk/extracarehousing or contact Hampshire County Council at extracare@hants.gov.uk



Mental Health and Money Support

Citizens Advice Gosport

For support on all money related matters including benefits and debt.

☎ 023 9252 0112

💻 www.gosportcab.org.uk

📍 Ground floor, Martin Snape House, 96 Pavilion Way, St George Barracks, Gosport PO12 1GE

🕒 Monday to Friday, 9am – 4pm

Gosport Voluntary Action

For information on GVA's services and projects that support local residents, including those struggling with financial hardship.

☎ 023 9258 3836

💻 www.gva.org.uk

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

🕒 Monday to Thursday, 9am – 3pm
Friday, 9am – 1pm

Solent Mind General Enquiries

☎ 023 8202 7810

✉ info@solentmind.org.uk

Solent Mind Support Line

If you feel low, anxious or need someone to talk to, speak to trained mental health advisors through our support line.

☎ 023 8017 9049

🕒 Weekdays, 9am – 7pm
Weekends, 10am – 2pm

Fareham and Gosport Well-being Service

☎ 01329 281445

✉ afg@solentmind.org.uk

🕒 Monday, 8am – 4pm
Tuesday, 8am – 6.30pm
Wednesday, 8am – 4pm
Thursday, 8am – 6pm
Friday, 8am – 3pm

The Harbour

An informal, non-judgmental, out-of-hours mental health service for anyone who needs short-term support in times of great difficulty or is struggling with poor mental health.

Text or call.

☎ 07418 364911

🕒 Every evening, 4.30pm – 11pm

italk Talking Therapies Service

For support to improve their mental well-being through education, guided self-help tools and evidence-based talking therapies.

Self-referrals accepted by:

☎ 023 8038 3920

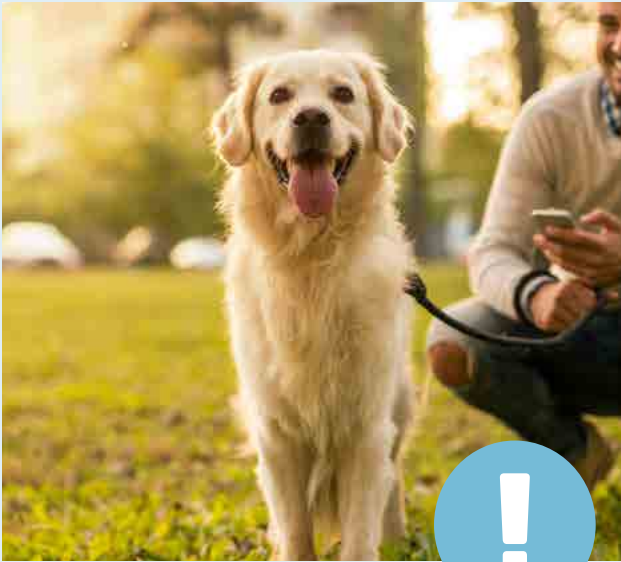
💻 www.italk.org.uk

🕒 Monday to Thursday, 8am – 6pm
(Appointments until 8pm)
Friday, 8am – 4.30pm

Samaritans

Speak to a Samaritan for free, available 24 hours a day, 365 days a year.

☎ 116 123



Important information about Communal Gardens

Communal gardens are there for the enjoyment of everyone and they are maintained by your landlord. Below is a reminder about the important rules around using the communal gardens:

Do not

- ✗ Use BBQs
- ✗ Put out your own plants
- ✗ Leave toys unattended
- ✗ Put out paddling pools or trampolines
- ✗ Create your own private garden by fencing off or marking an area.

Do

- ✓ Make sure dogs are kept on leads
- ✓ Make sure all pets waste is cleared up
- ✓ Put all furniture away after use
- ✓ Put all waste into the appropriate communal bin.

If you do not follow this guidance your tenancy may be at risk.

By being considerate of your neighbours and following these guidelines, everyone can enjoy the communal gardens.

Access for all

We are here for everyone in the local community, and we want to make it as easy as possible for you to reach us when you need us.



You can access our service by telephone, email or see us in person. We offer drop-in sessions at our office on:

- Tuesdays 9.30am to 3.30pm
- Fridays 9.30am to 12.30pm

You can just come along, no need to book. Find us at Martin Snape House, 96 Pavilion Way, Gosport PO12 1GE.

In partnership with Rowner Community Trust we also run an appointment based service at the Nimrod Community Centre on Wednesday afternoons. You can contact us on **023 9252 0112** or email advice@gosportcab.org.uk

Asking for your help

Last year we ran sessions at two local secondary schools for over 700 students to empower them with financial skills for their future. We really want to be able to do this again this year! We need support to be able to fund this important work.

If you can sponsor this project please do get in touch with our Community Projects Lead, Helen Burden at helen.burden@gosportcab.org.uk

Housing Service Complaints

The Housing Service aims to provide good quality, cost effective services, but recognises that, at times, things can go wrong. If they do, we need to know so we can put them right and learn from them.

The Housing Service uses the Housing Ombudsman's definition of a complaint:

“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council, our staff, or those acting on the Council's behalf, affecting an individual resident or group of residents.”

The best way to sort out a problem is by raising the issue with the person you have been dealing with or their immediate line manager. At this stage we think those people who deliver the service are best placed to resolve an issue.

We can usually sort out mistakes and misunderstandings quickly and informally at this stage. If you have been unable to resolve your service enquiry at the informal stage, or we need to make further enquiries to resolve the matter, or if you ask us to, we will log it as a complaint.

How to make a complaint:

- Fill in the online complaints form www.gosport.gov.uk/complaints
- In writing to **Complaints Co-ordinator, Gosport Borough Council, Town Hall, High Street, Gosport, Hants, PO12 1EB**
- Email to complaints@gosport.gov.uk
- Call **023 9254 5202**

Stage One

When a complaint is made, we will:

- Acknowledge your complaint within 5 working days.
- Establish full details of what has happened.
- Ask you how you would like us to resolve it. We will be clear where your desired outcome may be unreasonable or unrealistic, but we will focus on what we can do.

- Aim to respond within 10 working days of acknowledging your complaint (unless we need more time to investigate).

If you are unhappy with the outcome at Stage One, you have 20 working days from the date of the Stage One response in which to escalate your complaint to Stage Two.

Stage Two

When requesting your complaint to be reviewed at Stage Two, you do not have to state your reason for escalation, but it would help us investigate your complaint if you set out why you are not satisfied and what you expect from a further review.


We will acknowledge your Stage Two complaint within 5 working days, then investigate and respond within 20 working days.

If you have been through all stages of our complaints procedure and you remain dissatisfied, you can ask the Housing Ombudsman to review your complaint.

Please see further information and contact details for this free service below.

Housing Ombudsman information

The Housing Ombudsman Service aims to provide a fair and effective way of dealing with complaints against member landlords from their tenants. All responses to a complaint will make reference to your right to access the Housing Ombudsman Service at any stage of the complaint process. The Housing Ombudsman is completely independent of the Council and is free of charge. The Housing Ombudsman will support complaint resolutions between you and us and will formally investigate a complaint. We will co-operate fully with all requests from the Housing Ombudsman to support them in their findings and comply with the Housing Ombudsman Complaint Handling Code.

 **Housing Ombudsman Service,
PO BOX 1484, Unit D, Preston PR2 0ET**

 **0300 111 3000**

 **info@housing-ombudsman.org.uk**

Keep your home and



Free fire safety visits

Hampshire Fire Service offer free home fire safety visits (Safe and Well) for members of our community who require additional support to stay safe in their homes. These visits are tailored to an individual's needs and can help protect people by reducing the risk of fire in their home.

What we will do during a visit

- Identify any potential fire risks and discuss how you can prevent or reduce the risk
- Ensure you, or someone you refer to us, has working smoke alarms
- Fit carbon monoxide detectors where needed
- Help put together a household escape plan and identify any mobility issues that may impede an evacuation
- Issue fire retardant bedding, furniture throws and nightwear where needed
- Give basic advice on topics such as fall prevention and smoking

Who do we visit?

- Those aged 65 and over
- Evidence of fire risk concerns such as burn marks on bedding or furniture
- Signs of hoarding or unsafe cooking practices
- Hearing, cognitive or mobility impairments
- Those who are substance or alcohol dependent

You can also complete our free online home fire safety check today for a personalised plan packed with top tips to keep your home and family safe from fire.

family safe from fire

Fire service issues top safety tips for fun in the sun



BBQ safety



Clear away bottles, glasses and any broken glass to avoid them magnifying the sun and starting a fire.



Always take extra care if using a barbecue.



Only light fires or barbecues in designated areas using the facilities provided.



Don't leave campfires or barbecues unattended and extinguish them properly after you have finished using them.



Talk to young people about the dangers of playing with and lighting fires.



Report any information about illegal fire setting activities and those responsible (anonymously) to Crimestoppers on **0800 555 111**.

In an emergency:

- If you do see a fire in the countryside, get to safety and contact us immediately – dial **999**.
- Don't attempt to tackle fires that can't be put out with a bucket of water.
- Give a map reference if possible, otherwise give a landmark such as a farm or pub to help locate the fire.
- Download the **What3Words** app on your phone to help us pinpoint incidents.
- Estimate the size of the area that's burning.
- Describe the type of terrain (grass, bracken, forest, open moorland etc).
- Evacuate the area as soon as possible.



Tenant Satisfaction Measures 2023

About Tenant Satisfaction Measures

In April 2023, the government introduced new Tenant Satisfaction Measures (TSMs) for social housing landlords, including councils.

The Regulator of Social Housing (the regulator) will use the TSMs to measure whether social housing landlords are delivering good quality homes and housing services. They will also help identify areas that need to be improved.

Every year the council, and other social housing landlords, will have to assess whether our tenants are satisfied with the homes and housing services we offer.

The TSMs will make it easier for our tenants to see how well we are doing and hold us to account if something goes wrong or isn't good enough.

How the measures are divided



Tenant Perception Survey – what we did

A census approach was taken for the TSMs survey, which was launched on 14 July 2023 and was in field until 30 January 2024. All tenants were invited to share their views and we thank the households who responded to our survey.



840 households responded to our survey online, by post and in person



An incentive of a prize draw for £100.00 shopping voucher was offered to encourage tenants to respond



An easy read guide to the survey was available on request

Results of our Tenant Perception Survey 2023

83% overall satisfaction



81%

Satisfaction with overall repairs service

81%

Satisfaction with time taken to complete most recent repair

66%



Satisfaction that the landlord keeps communal areas clean and well-maintained

74%

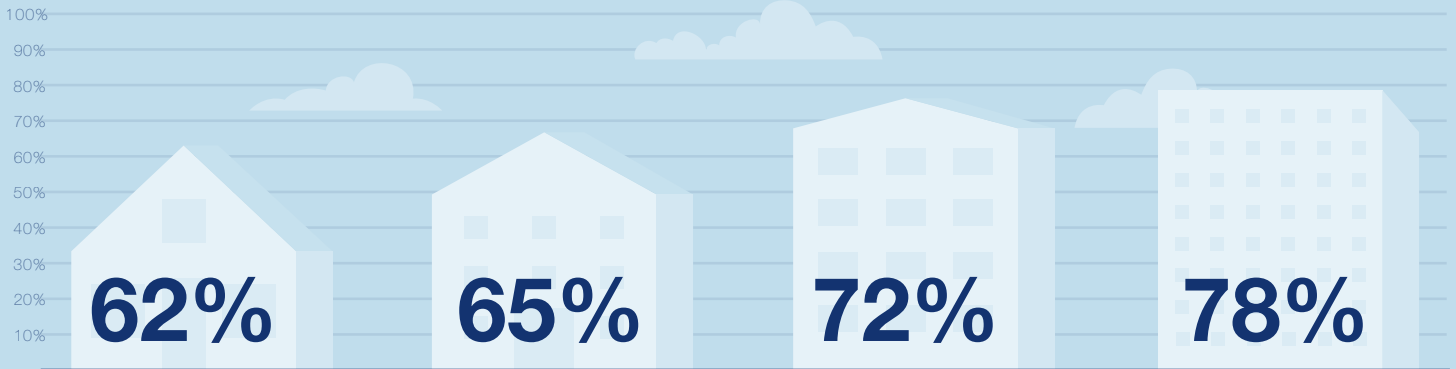


Satisfaction that the home is well-maintained

80%



Satisfaction that the home is safe



Satisfaction that the landlord makes a positive contribution to neighbourhoods

Satisfaction that the landlord listens to tenant views and acts upon them

Satisfaction that the landlord keeps tenants informed about things that matter to them

Agreement that the landlord treats tenants fairly and with respect



Satisfaction with the landlord's approach to handling anti-social behaviour 61%

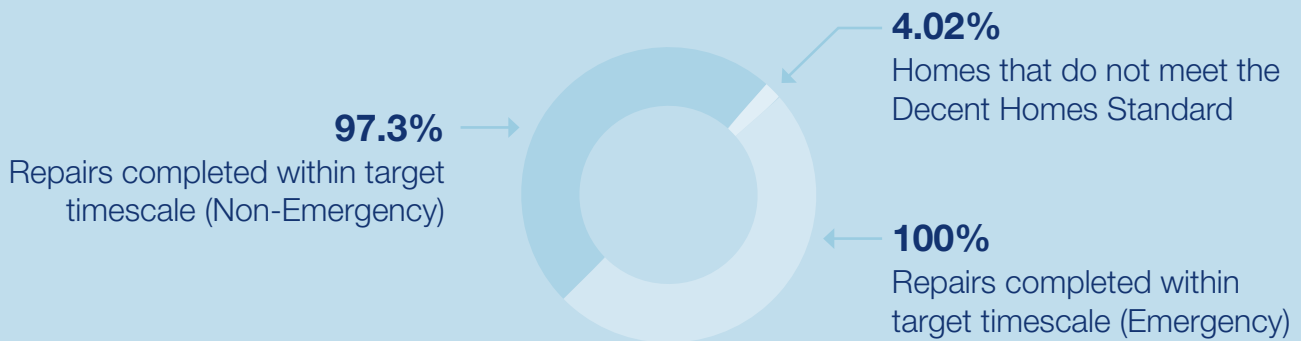


Satisfaction with the landlord's approach to handling of complaints 38%

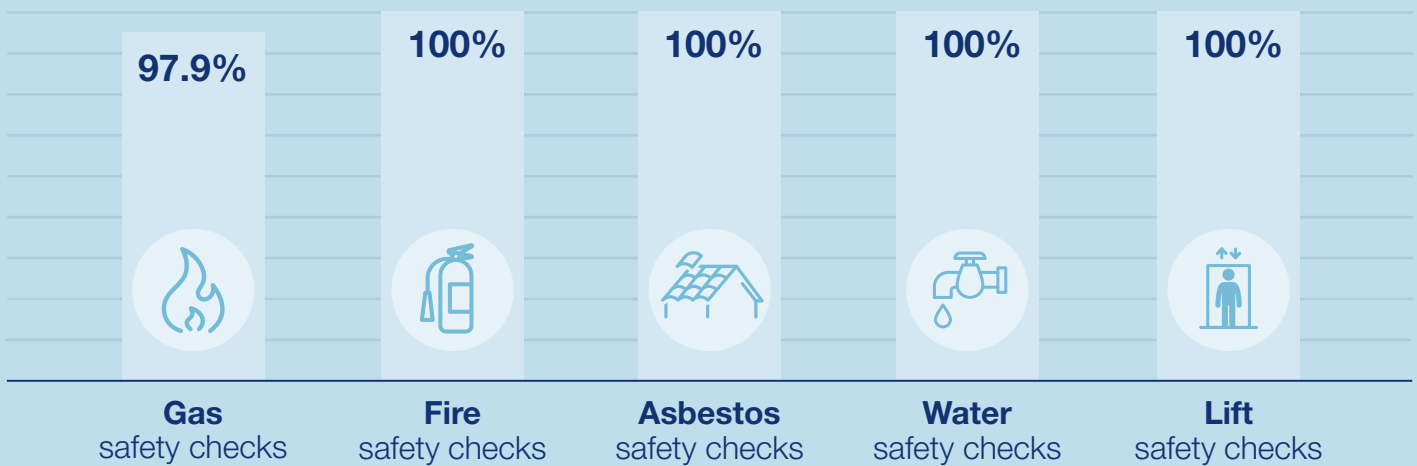
Performance Management Results 2023

How are we doing?

Keeping properties in good repair (RP)



Maintaining building safety (BS)



Effective handling of complaints (CH)

Complaints relative to the size of the landlord

- Stage 1 complaints received per 1,000 units..... 16.0
- Stage 2 complaints received per 1,000 units..... 2.3

Complaints responded to within Complaint Handling Code timescales

- Stage 1 complaints responded to in target time..... 91.8
- Stage 2 complaints responded to in target time..... 87.7

Responsible neighbourhood management (NM)

Anti-social behaviour cases relative to the size of the landlord

- ASB cases received per 1,000 units 27.4
- Hate crimes received per 1,000 units 0.0

The new Tenant Satisfaction survey for 2024

The new Tenant Satisfaction survey for 2024 will be available from 20 July 2024.

Your thoughts and opinions play a vital role in helping us to shape the services we provide, so we would appreciate you taking the time to complete the survey.

To complete the survey you can go online to

www.research.net/r/GBCTSM24AYS

Or by scanning the QR code below.

If you require a paper copy of the survey, please contact Emma Vanson, Neighbourhood Involvement Officer on **023 9254 5403**.



Don't forget!

By completing the survey in full you can be in with a chance of winning £100 Morrisons voucher.

A Day at the Beach

Covered in sun block, everyone safe,
the car filling up so ready for the day.

Off they go, the children so 'cheery', cannot
wait to get there, 'oh' so dreamy.

Nan and Grandad, the family together, what could
be better, the sun shining high and the water waiting
for all to try.

The towel on the sand, the screen and parasol surround.

Deck chairs set up, Nan and Grandad settle down.

Costumes revealed, ready to go.

The little ones rush to the sea, so cool and sound.

Swimming and splashing, the grownups watch the fun.

Mum, Nan and Grandad take pictures,
then sit back enjoying the sun.

Out of the water, a sand castle to build awaits.

Up go the walls too, a moat to protect it from water
and small waves.

A little boat then added in, then a flag to top it all,
fit for a king.

Time for lunch, sandwiches, biscuits and juice.

A small nap later, awaken they do.

Mum applies more sunscreen, just enough time
to enjoy the afternoon.

Having ice-cream and buying rock candy,
time to wrap up the day.

The castle still there, saying goodbye to a day
to remember and care.

The surf, the water, sand glowing in it too.

To see the sigh of it all as they take their last view.

So we've picked up our rubbish, in the bin,
you know how it goes.

The beauty of the beach, still fun and clean.

Thank you so much as the tears in our eyes run down our nose.

See you again and love you so!

Poem written by one of our residents Amanda Smith.

Summer Passport Scheme



Summer Passport is back for its seventeenth year!

The award winning summer scheme, offering free activities for secondary school aged young people, is back for its seventeenth year.

Planning is underway for this year's Summer Passport scheme, which offers free outdoor activities and workshops for secondary school age students taking place every Tuesday and Thursday from 30 July to 22 August.



For the latest updates on the Summer Passport scheme, search 'Summer Passport' at www.safergosport.co.uk or follow 'Gosport Passport Scheme' on Facebook.

Citizen Access - Benefits

Making it easier to get what you need!

A simple and convenient way in which to view your benefit claim in real time.

Sign-in using your smart phone, tablet or computer to get the answers you need... FAST!

Go to www.gosport.gov.uk and search 'Citizen Access' to see:

- The progress of your claim
- Your Claim details
- Your weekly entitlement
- Your payment information
- Your Decision Notices

If you would like some help or advice, please contact the Benefits Section on **023 9254 5325**.



Gosport Summer Passport Scheme 2024

FREE Activities!

FREE bus travel provided by FirstBus

To be eligible to attend you must be born between 1st September 2007 - 31st August 2012

Pre-register online from 17/06/2024

30th July - 22nd August 2024
www.safergosport.co.uk
www.facebook.com/gosportpassportscheme

Logos: Gosport Community Safety Partnership, Motiv 8, Hampshire County Council, Gosport Borough Council.

Gosport What's On Guide 2024

Pick up a hard copy of the guide from the Town Hall, Discovery Centre, Gosport Museum and other community hubs or use the QR code to take you to the guide online.

Visit www.gosport.gov.uk/article/2261/Gosport-What-s-On-Guide-2024

Be scam aware



What to do if individuals knock your door offering a service

Cold calling or the act of making uninvited visits to your home with the intention to sell goods or services is not illegal and doesn't require a license. However, there are some steps you can take to discover if the caller is legitimate in their aims:

- If you're not sure, don't answer the door or let anyone in your home.
- Ask for identification. Most genuine callers will carry identification with their photograph included. If they refuse to share ID, or the ID card is suspicious, call the police immediately.
- Ask which organisation they are from and check the identity of the caller by contacting the company directly and not from a number they have provided - this could be fake.
- Genuine callers will not mind making an appointment at a later date, this also gives you time to check everything.
- Never use companies who make unsolicited calls, don't provide written contracts, or who offer to do work for cash.
- Be mindful that any contracts you sign are a legally binding document that will then be your responsibility.

Beware of no win no fee

Our Property Services team have been made aware that some residents in our homes are being contacted by management companies, encouraging them to make claims for disrepair in their property.

These companies are not working on behalf of Gosport Borough Council.

Please contact Gosport Borough Council, Property Services by calling **023 9254 5289** or email **propertyservices@gosport.gov.uk** to report any suspicious requests relating to your council home repairs.



Community Support Volunteers Needed



Could you:

- Help with letter writing/filing in forms?
- Help someone complete a benefits check?
- Support someone to access vital services?
- Support someone to attend meetings/appointments?



Scan the QR code to see our volunteer opportunity

Join our Advocacy Team today!

For further information, please contact

023 9260 4686

laura.drew@gva.org.uk

www.gva.org.uk



Befriending



Our Service:



Telephone Befriending



Home Visiting Befriending



CHAT Group

A free, volunteer led service for Gosport residents, 55+ to prevent loneliness and isolation.

Please contact Laura for more information and to request a referral form

www.gva.org.uk

023 9260 4686

laura.drew@gva.org.uk



MEND & TEND

Enabling you to maintain your home and garden

Mend and Tend is a not-for-profit repairs, decorating and gardening service for residents of Gosport who are older, vulnerable and/or have a disability.



- General garden maintenance (weeding, pruning, watering)
- Hedge trimming
- Mowing
- External painting
- Repairing fences
- And more...

£12.50
PER HOUR

Please note that the customer must supply tools in a good working order and the service does not include garden waste removal.

www.gva.org.uk

For further information, please contact

023 9250 3871

emma.may@gva.org.uk



MEND & TEND

Enabling you to maintain your home and garden



- Inside painting & decorating
- External painting
- Putting up curtain rails
- Mending fences
- Installing grab & stair rails
- Minor plumbing
- And more...

£12.50
PER HOUR



Mend and Tend is a not-for-profit repairs, decorating and gardening service for residents of Gosport who are older, vulnerable and/or have a disability.

www.gva.org.uk

For further information, please contact

023 9250 3871

emma.may@gva.org.uk



Rubbish and recycling collections 2024

November 2023					December 2023					January 2024					February 2024					March 2024				
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
		1	2	3					1	1	2	3	4	5				1	2					1
6	7	8	9	10	4	5	6	7	8	8	9	10	11	12	5	6	7	8	9	4	5	6	7	8
13	14	15	16	17	11	12	13	14	15	15	16	17	18	19	12	13	14	15	16	11	12	13	14	15
20	21	22	23	24	18	19	20	21	22	22	23	24	25	26	19	20	21	22	23	18	19	20	21	22
27	28	29	30		25	26	27	28	29	29	30	31			26	27	28	29		25	26	27	28	29

April 2024					May 2024					June 2024					July 2024					August 2024				
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
1	2	3	4	5			1	2	3						1	2	3	4	5				1	2
8	9	10	11	12	6	7	8	9	10	3	4	5	6	7	8	9	10	11	12	5	6	7	8	9
15	16	17	18	19	13	14	15	16	17	10	11	12	13	14	15	16	17	18	19	12	13	14	15	16
22	23	24	25	26	20	21	22	23	24	17	18	19	20	21	22	23	24	25	26	19	20	21	22	23
29	30				27	28	29	30	31	24	25	26	27	28	29	30	31			26	27	28	29	30

September 2024					October 2024					November 2024				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
					30	1	2	3	4					1
2	3	4	5	6	7	8	9	10	11	4	5	6	7	8
9	10	11	12	13	14	15	16	17	18	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	18	19	20	21	22
23	24	25	26	27	28	29	30	31		25	26	27	28	29

Non-recycling (black bin) week

Recycling (green bin) week

Collections usually due on this date will be a day later

Put your bins out by 7am

All wheeled bin and sack collections are undertaken between the hours of 7am-5pm, Monday to Friday in Gosport. Streetscene cannot guarantee collection times so we ask that all residents place their bins out by 7am.

Bulky waste collections

Did you know, you can contact Streetscene to arrange for the removal of larger household items such as fridge freezers, sofas, beds and wardrobes and more for a small fee. If you are interested in making a booking contact Streetscene on **08000 198598**.

For more information on this service visit www.gosport.gov.uk/bulkyhouseholdwaste

If you are interested in making a booking contact Streetscene on the number. Items must be outside on the day of collection by 7am. Contact Streetscene on **08000 198598**. Collections can take place between 7am-5pm. Domestic items only, we do not collect commercial items or from commercial addresses.

Payment must be made to secure a booking.

Missed bin collections

We will return and collect a missed bin if:

- The bin was put out for collection, visible and unobstructed on the edge of the highway by 7am on your day of collection.
- The missed bin is reported within 2 days (Friday missed collections must be reported by the following Monday morning).
- The bin does not contain contaminated materials.
- The bin has not been red tagged.

Contact Streetscene

- 08000 198598
- streetscene@gosport.gov.uk
- Gosport Borough Council - Streetscene
- www.gosport.gov.uk/streetscene

Gosport Borough Council A – Z of services

Gosport Borough Council

Gosport Borough Council, Town Hall,
High Street, Gosport, Hampshire
PO12 1EB

Office opening hours:

Monday to Friday, 9am-5pm

www.gosport.gov.uk

Switchboard

023 9258 4242

Out of hours (Duty Officer)

0800 0280835

24 hour payment hotline

08000 213995

Abandoned Vehicles	08000 198 598	Dog excrement	08000 198 598
Access for the Disabled	01329 824823	Elections/Electoral Register	023 9254 5218/5227
Allotments	08000 198 598	Food safety	01329 824399
Beach Huts	023 9254 5564	Fraud – Benefit fraud hotline	023 9254 5545
Benefits	023 9254 5325	Freedom of Information	023 9254 5340
Building Control Partnership	01329 824823	Garden waste – green sacks	08000 198 598
Building Regulation Applications	01329 824823	Grass cutting	08000 198 598
Bus Passes	0300 555 1376	Health and Safety at work	01329 824339
Business Rates	023 9254 5470	Highways	0300 5551388
Business Enquiries	023 9254 5723	Housing repairs	0800 028 0835
Citizens Advice Gosport	023 9252 0112	Land Charges	023 9254 5221
Car Parks	08000 198 598	Licensing	01329 824399
Cashiers	023 9254 5334	Parks and open spaces	08000 198 598
Cemetery	08000 198 598	Pest control	01329 824399
Charitable collection of money (Licensing)	01329 824399	Planning enquiries	023 9254 5382/5483
Civic Events	023 9254 5202	Pollution	01329 824399
Community Safety	023 9254 5421	Public conveniences	08000 198598
Conservation & Design Buildings conversion	023 9254 5483	Recycling	0300 555 1389
Housing Advice	023 9254 5476	Refuse collection	08000 198 598
Neighbourhood Management Team	023 9254 5665	Roads	0300 555 1388
Right to Buy	023 9254 5686	Slipways	08000 198598
Repairs	0800 028 0835	Street lights	0300 555 1388
Council Tax – General enquiries	023 9254 5470	Tourist information	023 9252 2944
Dangerous structures	01329 824823	Travel tokens	0300 5551376
Demolition applications	01329 824823	Vehicle crossings	0300 5551388
Dog control	01329 824 823	Voting	023 9254 5227/5218
		Wild grounds	08000 198598

SUMMER

WORD SEARCH

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

ARMBANDS

BEACH

CAMPING

FAIR

FESTIVAL

FLOATS

HOLIDAY

SANDY

SEASIDE

SUMMER

SUNSET

ICE CREAM

POOL

SUN

HIKING

SWIMMING

PICNIC

FLIP FLOPS

RELAX

PARTY