

Hometalk

New Forest District Council's magazine for tenants and leaseholders | Summer edition 2021



- p3** How to stay informed
- p4** Update from Service Managers
- p5** Planned maintenance
- p6** Citizens Advice
- p7** New Forest Food Larders
- p8** Domestic Abuse
- p9** Solent Mind
- p9** NHS 111 online
- p10+11** Scams
- p11** The Charter for Social Housing Residents (White Paper)
- p13** Appletree Careline
- p14** New Forest Disability - Independence Matters
- p15** The Crossings
- p16+17** Building for the future
- p18+19** Keeping the neighbourhood we live in clean and tidy
- p20+21** Make a hedgehog home
- p22+23** Active Lifestyles
- p24+25** An update on services from Southern Water
- p26** Wordsearch competition
- p27** Thinking of having a garden fire?
- p27** Gas safety checks
- p28** Advice on starting a business
- p29** Save time, do it online
- p29** Security items for sale
- p29** Don't forget to pay your rent
- p29** Making an appointment with a New Forest District Council Officer
- p30+31** Information directory
- p32** Useful contacts

Editorial contributions from

Tenant Representatives and Hometalk Editorial Panel Home Participants

Get in touch

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

RI@nfdc.gov.uk

Resident Involvement

New Forest District Council,
Appletree Court, Lyndhurst. SO43 7PA

Hometalk can also be viewed on our website newforest.gov.uk/hometalk

Editor Joy Stainer

Design Lana Waters-Williamson

Printing School Lane Colour

The information contained in this magazine is for general information purposes only.

New Forest District Council assumes no responsibility for tenants signing up to or volunteering in respect of any independent organisations appearing in this magazine. All information contained within this edition is correct at the time of going to print.



How to stay informed

With so much happening across the district it's hard to know where to go for the latest, accurate information. There are many ways to keep up to date with local news and information from New Forest District Council online. In this article we explain some of the ways you can be the first to get the latest updates.

Residents emails

If you would like a summary of all the important updates, you can sign up to receive resident emails, which include the latest updates about how coronavirus regulations may affect you here in the New Forest, seasonal tips, advice and news. You can sign up to receive our emails and view our privacy policy via the main website:

newforest.gov.uk/emails

We launched this email service to keep people informed during the coronavirus lockdown. Here's what some residents have to say about the emails:

"I just wanted to thank you for all the updates you have sent, and continue to send, since the start of the coronavirus pandemic. They have been most helpful."

"These bulletins are a welcome initiative telling residents in brief order about how you are dealing with issues and arrangements for the delivery of council services."

"I would just like to thank you for this news service which I find very helpful and informative."

Website

Our website is the best place to find information about the services we provide. Our website has been simplified to make it easier to find the information you need.

You can access a lot of our services online, including paying your rent, checking your rubbish collection date, and commenting on planning applications.

newforest.gov.uk

Social media

You can follow us on Facebook, Twitter or Instagram for quick updates about our services. We use social media most days to stay connected with residents and it's one of the first places we'll post urgent service updates and news.

[f @newforestgov](https://www.facebook.com/newforestgov)

[@newforestcouncil](https://www.instagram.com/newforestcouncil)

[@newforestdc](https://twitter.com/newforestdc)

We've also joined 'Nextdoor'. This is an online neighbourhood social media hub which works by using your postcode for information local to you.

nextdoor.co.uk

Update from Service Managers

2020 was a particularly difficult year for everyone in society. We heard many stories of hardship, difficulty and sacrifices our tenants and services users faced due to the Covid-19 pandemic. This made us even more determined to keep as many of our services running safely for all concerned, during periods of time in and out of lockdowns and restrictions, to meet the needs of our residents.

Despite tackling social distancing complications, material shortages, the closure of our offices and other Covid-19 related issues we were committed to re-letting empty properties to allow people in housing need to move to a more suitable home. Our allocation, repairs and estate management teams still facilitated 358 moves to social housing.

We supported many tenants who found themselves in temporary financial hardship to get back on track with their rent payments.

We maintained your safety with electric and gas servicing alongside weekly fire alarm checks and communal building inspections. We carried out your repairs and continued with replacing windows, doors, boilers, kitchens and bathrooms.

We delivered 64 new Council properties, including 18 temporary accommodation units and our first homes for shared-ownership, whilst several other schemes progressed.

As the effects of the pandemic subside, we aim to return our focus to a number of exciting projects and initiatives which will benefit many of you in future. These include greener housing initiatives and a 10-year strategy to determine how we reduce the carbon impact of our homes and a Tenant Involvement structure which provides our tenants and leaseholders improved opportunities to get involved, scrutinise our work and feedback on our plans for the future. We wish all of our tenants and leaseholders a safe 2021.



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



Ritchie Thomson
Housing Maintenance Operation
Service Manager



Richard Fudge
Housing Maintenance, Compliance
and Asset Service Manager



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



Tim Davis
Housing Strategy and Development
Service Manager

Planned maintenance programme 2021-2022

Description	Area	Street
Kitchen refurbishments Validation surveys will be carried out to all properties due to have a kitchen refurbishment and only those that fail the Decent Homes Standard will have their kitchen replaced.	Burley	Warnes Lane, Meadow Close
	Bransgore	Westbury Close
	Ringwood	Merryweather, Wessex Estate, Hurst Road and various properties
	Fordingbridge and surrounding areas	Various properties
Heating replacements - Gas	Various	
Electrical test and inspections	Various	
Loft insulation	Various	
Asbestos removal and low maintenance eaves	Various	
Roofing	Totton	Brookside, Bears Lane Close
Fire doors	Howards Mead	Birch Court, Forest Court, Holly Court
	Totton	Evergreens, Spicers Way
Replacement windows	Fordingbridge	Bourne Cottages, Lower Grove
	Holbury	Burbush Cose, Perrywood Close, Trenley Close
	Lyndhurst	Canterton Lane, Hillary Close
	Lymington	Corbin Court, Corbin Road, Gordon Road, Holes Close, Set Thorns Road
	Bransgore	Derritt Lane, West Road, Westbury Close
	Hythe	Ipley Way
Bathroom refurbishments Validation surveys will be carried out to all properties due to have a bathroom refurbishment and only those that fail the Decent Homes Standard will have their bathroom replaced.	Brockenhurst	Sway Road
	Totton	Allerton Close, Compton House, Elizabeth House, Haltons Close, Honeywood Close, Hounsdawn Avenue, Parkside, Players Crescent, Evergreens, Rothbury Close, Bannister Court, Shakespeare Drive, Shraveshill Close, Spicers Way, Tedder Way, Hanover House, Water Lane, Boniface Close
	New Milton	Culver Road, Gore Road, Milton Mead, Well Close, Wren Close, Gore Grange
	Various	One off properties
Communal / Emergency lighting	Totton	Parkside, Powell Crescent
	Ringwood	Clarks Close
	Lymington	Barfields, Corbin Court
	Fordingbridge	Albion Road
Decorating	Various	
Refurbishment of communal areas	Windows in Birch and Forest Court – Howards Mead	

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

Advice is available to everyone, on any issue

Citizens Advice New Forest (CANF) regularly give residents advice about their energy bills. The advisers help clients who are vulnerable, or in fuel poverty, and offer a holistic approach to assisting with debt issues, claims for benefits or grants to ensure the client is getting everything they are entitled to in respect of income.

Find out more

Citizens Advice New Forest (for free, impartial, confidential, independent advice)

newforestcab.org.uk
(email enquiry form available on website)

0808 278 78 60

Monday - Friday, 10am - 4pm

Amounting to a total of **£24,256 extra help in the New Forest area**

CANF helped **165 households to receive £147 towards their fuel bills**

220 children were warmer (and had less stressed parents) as a result

CANF advisers also check that clients are on the correct tariff, offer comparison searches and help with switching providers and discuss options in respect of household energy efficiency. Where possible, they help to apply for the Warm Home Discount and put clients on the Priority Service Register.

One client had a two-year-old son and was on Universal Credit. Her payments were reduced by £100 because she was paying back a loan. The resident was on a pre-payment meter with SSE and had run out of credit. CANF applied to the foodbank for an immediate top-up for the client of £49.00 for her fuel bills and arranged for access to a food parcel.

They then applied to Hampshire County Council for top-up vouchers for gas and electricity, to the value of three vouchers, each worth £49.00 - a total of £147.00. The application was processed and two days later, she was emailed the voucher codes for immediate use.

The client emailed the CANF adviser to say:

“Hi it’s me, I received some help from you for the winter grant I just wanted to say thank you so, so much, it’s one less thing I have to worry about this month, it means a lot to me, so again thank you and stay safe.”

CANF advisers have helped many clients apply for Hampshire County Council Fuel Poverty Payments and when the Hampshire County Council Covid fuel voucher scheme was rolled out.

citizens advice

New Forest

New Forest Food Larders

Operational since January 2021, food larders have popped up all over the New Forest from Ashley to Pennington to Hythe

Run by Fare Share and its many wonderful volunteers, the food larders have served those in need by providing essential foods for the people of the New Forest. For a low weekly cost of £2.50 for an adult, £3.50 for a couple and £5.00 for a family of more than four, it is great value for money and up to 25 products are available plus fruit and vegetables on the side!

Coming to each site once a week, the aim of the scheme is to help make people’s money go further by reducing the food shopping bill. This scheme allows people to limit the money spent on their weekly shop. At the Pennington site, fresh meatballs, salad, eggs were some of the many things on offer, showing just how diverse the products on offer are.



Many of the people at the sites are very grateful for the service provided with one client telling us that after having surgery and not being able to work anymore, the scheme was so helpful and gave her one less thing to worry about.

After speaking to many people using the larders already, there has been an overwhelmingly positive response to the scheme with clients describing them as beneficial to the local area, a godsend and great value for money. They further said the service gave many people the opportunity to socialise with people and build a greater sense of community spirit which they said was very helpful especially during the Coronavirus pandemic.

The scheme has attracted many people with the Pennington and Ashley sites serving between 30 and 40 people each time, showing that they have become an asset to the community.

With a first-come-first-served premise, it is good to get in early to ensure the best groceries for the week!

Debbie, a member of the Fare Share team in Pennington told us that the scheme was having a very positive impact on the area with over 100 members signed up to the service



with everyone having access to at least three bags of food every week with a good variety, including fresh meat and vegetables to sweet treats. They went on to say that young, old, single, couples, they have seen a wide variety of people use the service and everyone was welcome.

Such a scheme allows us to reach out to the local community and discuss problems people in the New Forest have face-to-face, with members of our team taking the time to talk to those at the sites, giving people in the community the opportunity to raise any problems they have so that we may help and advise them.

Sites that are currently being operated are based in Marchwood, Ashley Hub, Hythe, Totton, Pennington, Blackfield, Calshot and Ringwood with payments taken at the site in cash, with no online payments.

Find out more

Visit fareshare.org.uk to find out where your nearest food larder is and sign up today!

Living with domestic abuse?

You don't have to suffer in silence

What is Domestic Abuse?

Domestic Abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

It can happen:

- Both inside and outside the home
- Over the phone, on the internet and social networking sites
- In any relationship and can continue even after the relationship has ended
- To both men and women as victims or perpetrator

Some signs that your friend, neighbour or family member may be experiencing domestic abuse:

- They appear withdrawn
- They speak to you less often/try to avoid contact with you
- Can you hear/witness arguing
- Do they seem pre-occupied
- Is the partner always with them/control the conversation
- Unexplained injuries/inconsistent explanations
- Change in personality/body language

If you have any concerns please seek further advice from services below:

Hampshire Domestic Abuse Service

Tel: 03300 165 112

Web: hants.gov.uk/socialcareandhealth/domesticabuse

Stop Domestic Abuse Service for victims

Tel: 03300 165 112

Virtual drop-in service for victims of domestic abuse who cannot access a telephone, please contact a worker via messenger:

facebook.com/Southerndas/

Web: stopdomesticabuse.uk

The Hampton Trust

For anyone who is or feels they may hurt their partner:

Tel: 02380 009 898

Web: hamptontrust.org.uk

Hampshire Constabulary

Web: hampshire.police.uk/advice/advice-and-information/daa/domestic-abuse/

If you feel you or anyone you know is at immediate risk, call Hampshire Constabulary 999.



We are Solent Mind

Solent Mind, Hampshire's leading mental health charity is dedicated to making sure everyone experiencing a mental health issue receives support and respect.

The mental health charity has two Wellbeing Centres in the New Forest, Marcella House in Hythe and The Hollies in New Milton. The centres are open to offer support Monday to Friday as well as offering additional support for those feeling isolated at the weekends.

Through an initial telephone assessment, they work with you to set goals to support your wellbeing and find the right activities to help you work towards them.

The support is always specific and personalised to you, but might include a combination of creative arts, active groups, mindfulness and useful specific short courses for anxiety, self-esteem or life skills.

Located in the New Forest National Park, the wellbeing centres make use of the stunning surroundings, through gardening, walking and even boat trips.

Whatever challenges you may be facing in your life, Solent Mind can help you build the confidence to manage and understand your symptoms.

Solent Mind also run a Support Line for anyone in Hampshire and the Isle of Wight who feels low, anxious and needs someone to talk to on 023 8017 9049. Open weekdays 8.00am - 8.00pm, and weekends 9.00am - 5.00pm.

To find out more, and to access support visit solentmind.org.uk.



Online help and advice for:

- Non-emergency medical issues
- Coronavirus symptoms / queries

You can:

- Check for help with symptoms, injury or dental problems
- See if symptoms could be coronavirus (Covid-19)
- Get an emergency supply of prescribed medicine
- Find out more about coronavirus symptoms, testing and isolation
- Book a coronavirus vaccination or find out about side effects
- Get information about a health condition or problem
- Know more about a medicine and its side effects

Scams awareness

Citizens Advice have seen evidence that scammers are exploiting the pressures that the pandemic is putting people under, including a significant increase in the number of scams relating to financial services reported in the past year. These can include fake “Get Rich Quick” investment schemes or someone pretending to be your bank to get you to transfer money or personal details

- Anyone can fall victim to a scam. People of all ages and backgrounds get scammed. It's important to be on your guard - if you're not sure about something take your time and get advice.
- If you think someone might be trying to scam you, it's important to act straight away. If you need advice and support you can call the Citizens Advice consumer service on 0808 223 1133 or visit citizensadvice.org.uk. You should also report scams or suspected scams to Action Fraud.

What is a scam?

A scam is a scheme to try to steal money, personal information or data from a person or organisation. Other names for a scam include fraud, hoax, con, swindle and cheat.

Citizens Advice found in June 2020 that in the first three months of the first lockdown over a third of British adults (36%) had been the target of a scam. Certain groups were at an increased risk of being contacted by a scammer, often those who could least afford it.

Financial scams

There has been a rise in scammers targeting people with finance-related schemes. You should look out for scams like:

- Adverts offering fake “Get Rich Quick” schemes
- Phone calls, texts or emails pretending to be from your bank, asking you to move your money or to provide your personal details
- Scam emails or automated calls pretending to be from the government or an official company
- An offer of a pensions review out of the blue

When making financial decisions, there are some things people can do to minimise the risk of being scammed:

- Don't give any money or bank details to anyone you don't know or have only met online. Be wary of unexpected contact
- Be cautious of investment opportunities, particularly if they seem too good to be true. Seek professional advice before making any decisions

- Research whoever you're dealing with. Almost all financial services firms must be authorised by the Financial Conduct Authority (FCA) – if they're not, it's probably a scam

Spotting a scam

It's important to always keep an eye out for scams. They can and do affect anyone. Here are some of the main warning signs of scams to look out for:

- It seems too good to be true – like an email saying you've won a competition you don't remember entering
- Someone you don't know contacts you unexpectedly
- You're being urged to respond quickly so you don't get time to think about it or talk to family and friends
- You've been asked to pay for something urgently or in an unusual way – for example by bank transfer or gift vouchers
- You've been asked to give away personal information

If someone thinks they might be being scammed, they should get advice immediately. They can contact the Citizens Advice consumer service for help with what to do next, and report scams or suspected scams to Action Fraud.

How to protect yourself from scams

There are some simple steps people can take to help protect themselves from scams:

- Don't be rushed into making any quick decisions. It's okay to take your time

- Never give money or personal details, like passwords or bank details, to anyone you don't know, trust or have only met online. If someone pressures you for these, it's most likely a scam
- Before you buy anything, check the company or website you're using. Read reviews from different websites, search for the company's details on Companies House, and take a look at their terms and conditions
- Pay by debit or credit card. This gives you extra protection if things go wrong
- Be suspicious. Scammers can be very smart. They can appear like a trusted business or government official, have a professional website and say all the right things. Take your time to work out if this is a real organisation. Ask them for ID or contact the organisation on a number you know and trust
- Make sure your antivirus software is up to date
- Keep your online accounts secure. Use a strong password for email accounts that you don't use anywhere else. Choosing three random words is a good way to create a strong and easy to remember password. You can also add in numbers and symbols.
- If you're not sure about something, get advice from a trusted source

What to do if someone has been scammed

If someone has been scammed, there are three steps they need to take:

- 1. Protect themselves from further risks**
They should contact their bank immediately to let them know what's happened. They should also change any relevant log-in details, and check for viruses if they were scammed on a computer.
- 2. Check if they can get their money back**
Tell their bank what happened straight away. If they've paid for something by card, bank transfer, Direct Debit or PayPal, then depending on the circumstances they might be able to help them get their money back.
- 3. Report the scam**
Reporting scams helps authorities stop the criminals responsible, and protects others from being scammed. Anyone who's been scammed should:
 - Call the Citizens Advice consumer service on 0808 223 1133 – we will pass on details of the scam to Trading Standards, and can offer further advice.

- Report the scam to Action Fraud, the national reporting centre for fraud. They'll also give them a crime reference number, which can be helpful if someone needs to tell their bank they have been scammed.

It's also important to talk about our experiences with family and friends. By letting them know what's happened they can be prepared, and together we can put a stop to scams.

Where to go for more help

- If someone has been scammed, or thinks they've been scammed, they can contact the consumer service by calling 0808 223 1133
- If they've been scammed online they can also get advice from a Scams Action adviser (Monday to Friday 9am to 5pm) on 0808 250 5050 or via webchat.
- You can also use Citizens Advice online scams helper to work out if something is a scam and see the next steps to take.
- You can check recent scams on Action Fraud's website, and sign up for email alerts to find out about scams in your area at www.actionfraud.police.uk/news
- You can also find out about common financial scams on the Financial Conduct Authority's website at www.fca.org.uk/consumers/protect-yourself-scams.



THE CHARTER FOR SOCIAL HOUSING RESIDENTS (WHITE PAPER)

Published by the Government November 2020

The long-awaited White Paper, released by the Government November 2020, sets out what every social housing resident should be able to expect.

The Government have declared they will work with the Regulator of Social Housing to ensure landlords:

- Are transparent about performance and decision-making
- Put things right when they go wrong
- Listen to tenants through effective engagement

Here is a list of the chapters a few examples of how it might impact on you:

1. To be safe in your home

- Legislation to strengthen 'safety' objectives
- Ensure resident voices are heard

2. To know how your landlord is performing

- Government will create a set of tenant satisfaction measures for landlords
- Landlords to identify a senior person responsible for ensuring compliance with standards set by the Regulator of Social Housing

3. To have your complaints dealt with promptly and fairly

- Swift and effective resolution of complaints
- Enable Housing Ombudsman to speed up their process
- Ensure tenants know how to raise complaints

4. To be treated with respect

- Proactively monitor compliance with improved consumer standards
- Routine inspections every four years (for landlords with over 1,000 homes)
- Hold Local Authorities to account to make sure they deliver a good service to tenants

5. To have your voice heard by your landlord

- Require landlords to seek best practice and continually improve engagement with tenants
- Enable residents to influence their landlords and hold them to account

6. To have a good quality home and neighbourhood to live in

- Review the Decent Homes Standard
- Tackle anti-social behaviour
- Allocations - evidence to ensure housing allocated in the fairest way possible

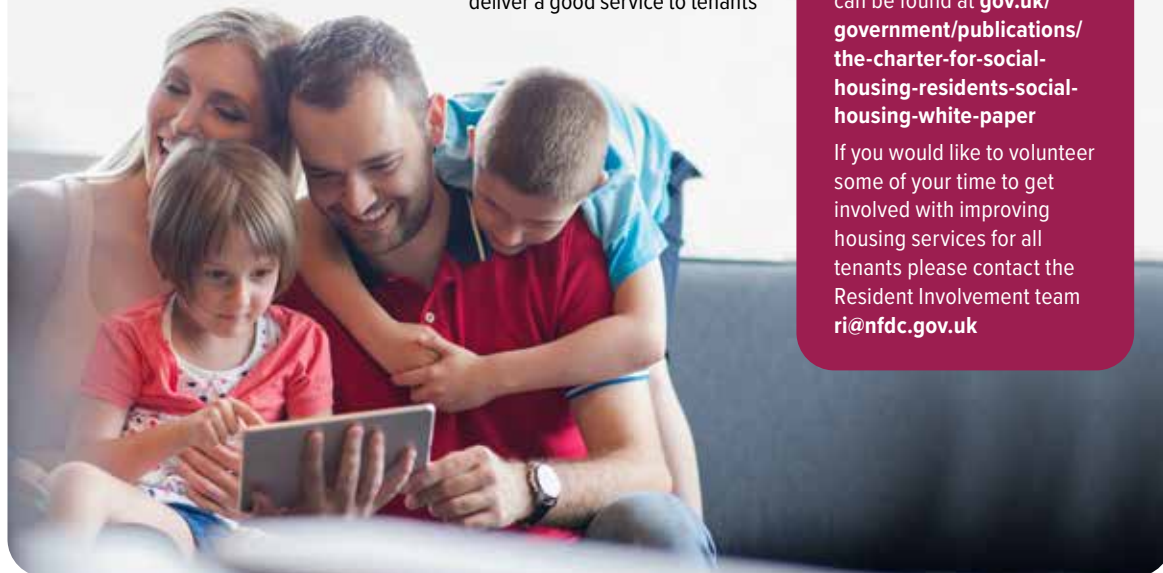
7. To be supported to take your first steps to ownership

- The Government is investing funds for more affordable homes

Find out more

If you would like to read the whole document, it can be found at [gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper](https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper)

If you would like to volunteer some of your time to get involved with improving housing services for all tenants please contact the Resident Involvement team ri@nfdc.gov.uk



APPLETREE CARELINE

Always here...

Help is at hand with the press of a button 24 hours a day

50% off an installation
with code 'HT01'

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



Always at the end of the phone for you



Helping to keep you independent at home



A helping hand when you need it most



Staying connected so you're never alone



023 8028 5523

appletree.careline@nfdc.gov.uk • [newforest.gov.uk/appletreecareline](https://www.newforest.gov.uk/appletreecareline)



New
Forest
Disability

Independence Matters

Do you have difficulty using your bath, or find stairs and steps difficult? New Forest District Council offer grants and loans for adaptations to your home that could help make your life easier.

Please contact our Private Sector Housing team on 023 8028 5151 for further details.

New Forest District Council has linked up with local charity New Forest Disability, to promote adaptations to help people stay independent in their homes. New Forest Disability provides free, impartial, confidential information and advice to those of any age and any disability, throughout the New Forest area.

What we can help with

Funding is available to assist New Forest residents with a disability to live safely, independently and with dignity in their own homes. We can help with a wide range of adaptations, including:

- Installing a level access shower.
- Widening doors for wheelchair access.
- Fitting grab rails, ramps or stair lifts.

We can also assist with arranging a needs assessment, surveyor and builder to carry out the work.

Loans are also available to help with essential work such as roof and window repairs or a broken boiler. Loans are administered by the Parity Trust, a charitable organisation.

Who can apply

Council or housing association tenants, private tenants and home owners can apply. Applications for adults will be means tested and you may have to contribute to the cost. Applications for children are not means tested.



New Forest District Council
Appletree Court, Beaulieu Road, Lyndhurst,
Hampshire. SO43 7PN • **023 8028 5151**
newforest.gov.uk
📍 newforestdc • 📞 newforestgov

New Forest Disability
NFDIS Head Office, 6 Osborne Road, New Milton,
Hampshire. BH25 6AD • **01425 628750**
newforestdis.org.uk • info@newforestdis.org.uk
📍 NF_Disability • 📍 New-Forest-Disability



THE CROSSINGS

Drop-In Centre

We all need each other, so...

Rough sleeping or sofa surfing?

Living in temporary accommodation?

Job / Housing worries?

**...working alongside
NFDC, we're here to help**

a welcoming place to talk
hot drinks & snacks

free wi-fi & phone charging

help getting into accommodation

I.T. help applying for benefits

Help against
homelessness



across the Waterside

St John's Hall, Marchwood, SO40 4XF Wed 10am - 1pm (by appt. only)

Blackfield Baptist Church, SO45 1XA Thurs 10am - 1pm

St John's, Hythe, SO45 6BP Sat 10am - 1pm

thecrossings.org.uk



07486 551272

TheCrossings
Waterside



Charity registration number 1175115



Building for the future

Did you know that more than 200 additional council affordable homes have been provided over the last three years across the New Forest and plans are in place to deliver hundreds more!

Back in 2018 the District Council adopted a new Housing Strategy and set a target to provide at least 600 additional council-owned homes by April 2026. Although the council had been buying and building affordable homes for a few years before then, the Housing Strategy introduced a new challenging target incorporating different types and tenures of housing. These plans encompassed the provision of new emergency accommodation for those in greatest need and facing homelessness, as well as different types of affordable housing for rent, and new homes for shared-ownership.

Since then the Council's Development Team has been very busy looking for land and sites where we can buy and build new homes, where there is housing need! And as activities have scaled-up over the last 18 months or so, steps have been taken to improve the way we work, to ensure we have strong relationships with good building contractors; and to ensure that the homes are safe and built to very high standards.

More recently, and as part of our emerging Greener Housing Strategy, we have started looking closely at how affordable our new-build homes are to run, how energy and carbon efficient they are, and how we can introduce new technologies.

But of course, the challenge of providing at least 600 affordable homes by April 2026 isn't easy. In our district so much of the environment is protected and development sites are hard to find and in high demand, which makes building land expensive even for market housing let alone subsidised affordable housing!

Despite these challenges 211 affordable homes have been added to our stock over the last three years in a variety of types and sizes. Some have come through new mixed housing developments with private developers. Some have been bought new or second-hand. Some have been commissioned and built for the council on land that we own, whilst some have been created from converting underused space in council-owned properties.

And to help pay for the new homes, we have secured a significant amount of public funding from central government as well as using our own money.

With a number of sites and proposals already lined-up for the next couple of years we are going to be busy for a while to come and we look forward to updating you as we make progress.

Find out more

For more information about our Housing Strategy and Development Programme please contact Catherine Bonnett, Housing Initiatives Manager. Tel. **023 8028 5129** or email housing.development@nfdc.gov.uk





Keeping the neighbourhood we live in clean and tidy



Although we'd all rather not see any litter in the New Forest, we know it does happen and we are very lucky to have lots of volunteers that work independently to help keep our area clean and tidy. With restrictions lifting, litter picking is a great way to get out, keep fit with your families and friends or meet new people. You'll also be doing something positive for your community and for the environment.

Families and individuals can get free litter picking equipment and advice on their clean up, when they sign up as a New Forest Ambassador, with the New Forest National Park Authority. There is more information at newforestnpa.gov.uk/nfambassadors

New Forest District Council can lend equipment for groups of up to 30 volunteers, including litter grabbers and hi-vis vests, for organised litter picking events. They will supply rubbish sacks and arrange to collect the waste after the litter pick. Organisers can get more information and request support for their event at newforest.org.uk/litterpicking

Stay safe when litter picking

Please remember to follow our health and safety guidance to make sure you and your volunteers stay safe on your litter pick.

- Get permission from the landowner before you start
- Don't litter pick along roads with a speed limit of more than 30mph, highways or highway verges, or any roads where there is no pavement or footpath
- Avoid litter picking steep slopes, cliff edges or in water courses
- Always litter pick in daylight, and wear appropriate clothing and footwear, including a hi-vis vest if possible
- Use a litter grabber to pick things up, and don't attempt to pick up anything too heavy, sharp or hazardous
- Report any fly tipping or hazardous items, such as needles, to the council as soon as possible at newforest.gov.uk or on **023 8028 5000**
- Be aware of other people, dogs and wildlife
- Make sure children are supervised at all times
- Don't enter private land without permission

If you are organising a litter pick please make sure you follow current COVID-19 and social distancing guidance, use hand sanitiser regularly, and wash your hands thoroughly after the event.

Please note: Litter pick organisers and volunteers are not working or acting on behalf of the council and they are not covered by the council's liability insurance.

You can help to keep the neighbourhood you live in clean and tidy by disposing of your waste responsibly

Ways to help

Sort your household waste into the correct bags:

- Clear plastic sacks for recycling paper, card, tins, cans, aerosols and plastic bottles
- Black plastic sacks for general household waste
- Black box for glass bottles and jars

Use community facilities, such as:

- Household waste and recycling centres
- Community recycling banks

Disposing of bulky waste:

Consider donating it

Many of the things we no longer need can be put to good use by someone else and a lot of charities can assist with recycling furniture etc.

Book a bulky waste collection

If you have a large item that can't be reused elsewhere, and you are not able to take it to the tip, contact Customer Services to arrange a Bulky Waste collection.

You are responsible for ensuring that rubbish is disposed of safely and legally once it leaves your home. If you use a private company to remove waste from your property, ask the company what they will do with your waste and if they are a licensed waste carrier. Make a note of their waste carrier's licence number and check it on the Environment Agency's register of licensed waste carriers.

Report fly-tipping

If you see somebody fly-tipping do not approach them. When it is safe to do so, please take pictures of the items dumped and email the photos, along with any information such as:

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

to customer.services@nfdc.gov.uk

If you do not have access to emails you can call the Customer Services team on **023 8028 5000**.

Find out more

Full details about how you can dispose of your waste and recycling can be found on NFDC's website [newforest.gov.uk/recycling and rubbish](http://newforest.gov.uk/recycling-and-rubbish)

Report fly-tipping online at newforest.gov.uk or contact Customer Services (contact details are on the back page).

Make a... hedgehog home

Offer your local hedgehog a safe home in your garden, and throw away your slug pellets as hedgehogs will love to munch your slugs and snails

2. Next:

- Cut a hole about 15cm² in the base of the box. This should be done by someone who is experienced with a jigsaw.
- Drill a hole big enough for the hose to fit into in the other side of the box.
- Put the bedding into the box.
- Attach the battons to the lid with nails or wood glue so that the lid sits snugly on the top of the box. Put the lid on.



1. Get these:

- A wooden box about the size of a wine crate
 - A piece of wood big enough to be a lid
 - 2 wooden battons
 - A hammer and small nails, or wood glue
 - Some old bricks
 - About 30cm of garden hose
 - Bedding: newspaper, shredded paper, earth or sawdust (not hay) – soft things for their feet
 - An old roof tile or piece of slate
 - Optional: some old plastic sheeting
- NB: All the wood should be untreated



Helping hedgehogs in your garden...

- There is evidence that hedgehog numbers are declining drastically across the UK.
- Loss of habitat is a cause, but gardens also hold many threats.
- Slug pellets, which are consumed by slugs and then eaten by hedgehogs, are fatal to hedgehogs.
- Give ponds sloping edges so they can get out; roll up any nets they might get caught in; take care when turning your compost and check fires before lighting.

Top hedgehog tips...

- They usually eat insects, slugs and snails at night. If you want to feed them, dog or cat food is the best, not milk and bread as they can't digest it.
- Your box is likely to be used during winter for hibernation and in the breeding season during spring.
- Don't disturb hedgehogs when they're hibernating.

3. Then:

- Place the box into a wild and quiet area of your garden. The best place is alongside a fence, bank or wall. Make sure the doorway isn't facing north, or the cold wind will get in.
- Put the hose into the hole for ventilation.
- Create a corridor from the large hole using the bricks, it should be about 30cm long. Use the slate or tile as a roof. This will stop foxes getting in.
- You can prolong the home's life by putting it on and under plastic sheeting.
- You can also hide it under dry leaves and soil if you want.



Why not send in a photo of your hedgehog home? For details go to bbc.co.uk/wildaboutyourgarden



STEADY and Strong

Classes designed to improve balance, strength and confidence for people at risk of falling.

Applemore Health & Leisure
Tuesdays 11.30am and 1.30pm

Lymington Health & Leisure
Wednesdays 2.00pm
Fridays 1.15pm and 2.45pm

New Milton Health & Leisure
Wednesdays 1.15pm and 2.30pm
Fridays 2.15pm

Ringwood Health & Leisure
Mondays 1.15pm

Wednesdays 1.30pm

Totton Health & Leisure
Mondays 3.00pm

Lyndhurst Community Centre
Wednesdays 11.15am

An assessment is required before attending please contact
Richard Bell 023 8028 5512 • richard.bell@nfdc.gov.uk

£3.60
per session

Our Active Lifestyles Scheme aims to support sedentary patients in the community to become more active.

We received over 1,000 patient referrals each year for many conditions including diabetes, obesity, mental health and muscle skeletal issues. As part of the scheme we also deliver specialist sessions for falls prevention, osteoarthritis, pulmonary and cardiac rehabilitation. We also offer cancer rehabilitation as part of our twelve week scheme.

All patients are supported by our fully qualified and experienced advisors. We offer a wide range of activity options which include walking, swimming, sports, class or gym based activities.

We can also signpost local activities available in the community.

For more information about our scheme please see our website at:

newforest.gov.uk/leisure

For a referral to the scheme please speak to your GP or NHS Healthcare professional.





An update on services from Southern Water

Southern Water’s Priority Services Register ensures that people who need a little extra help can receive assistance tailored to their needs.

We can add you to our Priority Services Register if you or someone in your household:

- are pensionable age with additional needs such as limited mobility
- have a disability or mental health challenges
- have a medical condition that means you need additional help
- have difficulty seeing, hearing or communicating
- require assistance with your water account or want a little extra security in protecting your account

Services offered

- We’ll contact you about extra support if there are unavoidable interruptions to your water supply, e.g. to supply bottled water if you have kidney dialysis at home.
- Bills sent to a friend, relative or register a unique password.
- Large print, braille bills, audio or digital bills.
- Talking bills, Textphone or Minicom.

Call our free-phone helpline on **0330 303 0116** from 9am - 5pm Monday to Friday or alternatively apply online at southernwater.co.uk/services-we-offer

Other services if you are having difficulty paying your bill

WaterSure tariff

You may be eligible for a reduction in charges if you have a low income and your water is supplied by a meter.

You need to be in receipt of means tested benefit and have three children under the age of 19 in full time education, or have a medical condition that requires additional use of water .

Water Direct

If you’re claiming means tested benefits, Jobcentre Plus may consider paying us directly out of your benefits.

If you have at least £50 arrears, they will take a fixed amount from your benefits to cover what you owe in arrears plus your current charges.

NewStart

This scheme can help you pay off your water bill debt

You might qualify for NewStart if you currently owe us money and have not made a payment for a while.

Essentials tariff

Our Essentials Tariff is designed to help customers who are struggling to pay their water services charges. It provides a discount of at least 20% on future bills. If you receive your water and wastewater services from us, you’ll qualify for our Essentials tariff if:

- your household income is less than £21,000 per year (excluding Disability Living Allowance, Personal Independence Payments, or Attendance Allowance), or someone in your household receives Pension Credits.
- If you qualify, we’ll discount the amount we charge you for services – this will be between 20% and 90% depending on your income.
- If you qualify through pension credit, we’ll provide a 20% discount.

In order to apply for all the above you will need to contact Southern Water’s Affordability Team on **0330 303 0116** or complete their online Financial Assistance Form at southernwater.co.uk/difficulty-paying-your-bill.



WORDSEARCH COMPETITION

The trees and woodland areas of the British Isles provide shelter and food for numerous native and non-native mammals.

You may catch a glimpse of the fast and furious stoat foraging up trees or underground, there are few places that it won't go in search of its next meal and, what weasels lack in size, they make up for in appetite, eating a third of their own body weight daily.

Despite being one of our most common woodland mammals, the small and secretive wood mouse is hard to spot. They feast on nuts, seeds and invertebrates and are an important food source for larger mammals and birds of prey.

There are many varieties of bats in the UK and they are a protected species. Bats are nocturnal and come out at night to feed on midges, moths and other flying insects and they hibernate over winter between November and April.

Can you find the 15 names of mammals in the wordsearch puzzle below?

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

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



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

- | | |
|------------------------|-------------------|
| Badger | Weasel |
| Beaver | Wood mouse |
| Pipistrelle bat | Roedeer |
| Fallow deer | Vole |
| Fox | Shrew |
| Squirrel | Rabbit |
| Hedgehog | Brown rat |
| Stoat | |

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

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

Entry form

Full name Telephone

Address

Closing date for entries is 30 September 2021. Terms and Conditions apply. This information will only be used by our Housing team for the purposes of the wordsearch competition prize draw, and will not be used for any other purpose or shared elsewhere. Further information about your information rights can be found at nfdc.gov.uk or by emailing our Data Protection Officer on data.protection@nfdc.gov.uk.



Thinking of having a garden fire?

Can you avoid burning, burn cleaner, burn safely?

Garden fires can cause harmful particulate air pollution in your home and neighbourhood. This negatively impacts the health of your family and community, affecting your heart and lungs.

Instead of having a garden fire

- Compost garden waste at home or through council garden waste collections: newforest.gov.uk/gardenwaste
- Dispose of household waste safely through council general and bulky waste collections, waste and recycling centres and recycling or donating where possible: newforest.gov.uk/recyclingandrubbish

If you need to have a garden fire

- Make sure it is a small fire within a contained fire bin so as not to spread or cause a risk to other properties.
- Only burn dry, untreated wood and not rubber tyres, plastics or wood with varnish or paint.
- Consider your neighbours, community and wildlife before building and lighting a fire.
- Be aware of the impacts of air pollution – don't allow fires to smoulder or produce a lot of dark smoke, and avoid days with poor air quality or unsuitable weather conditions.
- Follow fire safety advice – don't leave a fire unattended, keep water nearby and children and pets away.

For more information and advice on wood burning
environmentcentre.com/wood-burning

Gas safety checks

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

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

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

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

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

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

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

Carbon Monoxide kills!
Please help us gain access to your property.





Starting a business can be an exciting and stressful adventure, so planning ahead is essential to achieving your business dreams

If you're thinking of taking the plunge, it can be quite daunting. You need to think about your business structure, budgeting and paying your own tax.

New Forest District Council works with partners, to ensure businesses can access impartial advice to help them start and grow.

In partnership with Enterprise South, we have produced a New Forest 'Start Your Own Business' book, which covers topics such as business planning, finance and funding. This book is completely free to download and you can find it online at syob.net/uk/book/New+Forest

You will also find useful information for your new or existing business on the New Forest District Council website at newforest.gov.uk/new-business

The Council also publishes a regular free newsletter for businesses, with updates on business grants and information to help your business. You can sign up to receive it at newforest.gov.uk/businessnewsletter

newforest.gov.uk/business  [NFDCBizUpdates](https://twitter.com/NFDCBizUpdates)

Security items for sale at information offices

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

The high quality products include:

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

For more information visit safer.newforest.gov.uk



Don't forget to pay your rent

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

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

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



Save time, do it online

Why not use our online services to save yourself some time - visit newforest.gov.uk.

You can also:

- Apply for a property

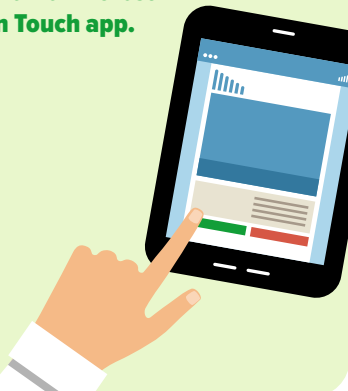
You can make online payments for:

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

Some of the things you can report include:

- Repairs needed
- Benefit fraud or change in circumstances
- Dog fouling
- Flytipping
- Graffiti
- Household rubbish and recycling enquiries
- Pest control issues
- Street cleaning issues
- Abandoned vehicles

Alternatively use the New Forest In Touch app.



Making an appointment with a New Forest District Council officer

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

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

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



Information directory

Home safety

Things I can do myself

- Smoke detectors - make sure batteries are working properly and test them regularly.
- Key safes and mobility aids can be purchased in high street stores.

If I need help or advice

Free home security visits from Blue Lamp Trust

0300 777 0157

bluelamptrust.org.uk

Household emergency

Things I can do myself

Water - find out where the mains supply / stopcock is. Switch off mains if necessary.

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

Electric - turn off mains power to the house.

Smell gas?

Call **0800 111 999** (National Grid) and let the Housing Support Hub know.

Consumer advice including benefits, housing, finances and legal concerns

Things I can do myself

Keep all relevant paper work/bills etc. stored safely for reference. Don't ignore final bills or letters that concern you.

If I need help or advice

Housing Support Hub (see back page)

Citizens Advice Hampshire

citizensadvice.org.uk

New Forest Advice Line

0300 3309 009

Rogue traders, scams and doorstep crime

If I need help or advice

Citizens Advice Consumer Help

citizensadvice.org.uk

Report an issues to Hampshire Trading Standards

01962 833620 • tsadvice@hants.gov.uk
hants.gov.uk/business/tradingstandards

Preparing for winter

Things I can do myself

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

If I need help or advice

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

0800 8048 601

Keeping healthy

Things I can do myself

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

If I need help or advice

inclusion.org

(Aged 25 and over) **0300 124 0103**

(Aged 24 and under) **0845 459 9405**

Mental Health Support

Solent Mind

0300 123 3393 • info@mind.org.uk

Healthy Eating and Weight Management

nhs.uk/change4life

Reducing social isolation

Things I can do myself

Do something new either for yourself or for others. Discover a new talent, go back to something you used to enjoy, connect with people. Get to know your neighbours and your local community.

If I need help or advice

Your local voluntary service will have details on all sorts of clubs and groups as well as transport solutions that can help.

To find details of your local voluntary service please visit **hampshirecvs.org.uk**

Silverline

0800 470 8090

Bereavement

bereavementadvice.org

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

Cruse bereavement care

cruse.org.uk

Supporting carers

Things I can do myself

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

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

If I need help or advice

Princess Royal Trust for Carers

carercentre.com / 01264 835246

Carers Together

carerstogether.org.uk

01642 488977

Supporting independence

Things I can do myself

Don't wait until crisis point to make changes.

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

If I need help or advice

Appletree Careline

newforest.gov.uk/appletreecareline

023 8028 5523

Steady and Strong and Better Balance for Life classes

hants.gov.uk/balance

023 8028 5588

Meals on Wheels (Apetito)

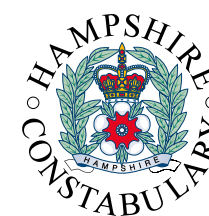
hants.gov.uk/meals-on-wheels

01225 560368

Bus services in the New Forest

Blue Star bus services

01202 338 421 / bluestarbus.co.uk



Useful contacts and information

Housing Support Hub

- Web chat is quick and easy to use. Go to newforest.gov.uk and click on the 'Live Chat' option at the bottom of the page.
- Email the support hub team to discuss or raise a variety of housing related queries housing.supporthub@nfdc.gov.uk
- To report a repair you can use one of our online forms 24 hours a day at newforest.gov.uk/maintenance
- Call **023 8028 5222** - listen to the options for all housing related enquiries. Alternatively, you can call **023 8028 5000** - option 4 for Customer Services (all general, non-housing related enquiries).
- **Contacting us in an emergency**
If you need to report an emergency outside of our office hours, at weekends or on public holidays, call **023 8028 5250** or if the land line is unavailable, call our emergency mobile **07771 259098**

Housing options

1. Homesearch vacancies / Housing waiting list

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

If you need to speak with us about social housing, call **023 8028 5222** (option 3), Monday to Thursday from 2.00pm to 5.15pm, and Friday from 2.00pm to 4.45pm.

2. Homeless and housing advice

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

If you are homeless or at risk of homelessness you can refer yourself to the Housing Options team <https://hpa2.org/refer/NEWF> or if you are homeless today call **023 8028 5222** (option 3)

Monday: 9.00am - 12.30pm and 1.30pm - 5pm

Tuesday: 1.00pm - 5.00pm

Wednesday: 9.00am - 12.30pm and 1.30pm - 5pm

Thursday: 9.00am - 12.30pm and 1.30pm - 5pm

Friday: 9.00am - 12.30pm and 1.30pm - 4.45pm

Or you can advise Streetlink of a rough sleeper via a 24 hour, 7 days a week free phone line **0300 500 0914** or visit streetlink.org.uk

If you need emergency assistance outside of normal office hours, call **023 8028 5250**

3. Rent account advice

For enquiries about your rent payments or help with debt management contact rents@nfdc.gov.uk or call **023 8028 5222** (option 2)

4. Estate management

For enquiries about your tenancy or to report tenancy related issues and anti-social behaviour contact estatemangement@nfdc.gov.uk or call **023 8028 5222** (option 5)

Customer Services

- Web chat is quick and easy to use. Go to newforest.gov.uk and click on the 'Live Chat' option at the bottom of the page.
- Email customer.services@nfdc.gov.uk
- Use one of our online forms at newforest.gov.uk
- Use our In Touch app if you're out and about and spot something that needs reporting. Visit mycouncilservices.com for more information and to download.
- Get in touch on Twitter or Facebook where you can post or message us with your enquiry [@nfdc_updates](https://twitter.com/nfdc_updates) [@newforestgov](https://facebook.com/newforestgov)
- Call **023 8028 5000** - option 4 for Customer Services (all general, non-housing related enquiries). If you are not sure who you want to speak to, just hold and you will be connected to the Customer Service team who will assist you.

Appletree Careline

appletree.careline@nfdc.gov.uk
or call **023 8028 5523** 24 hours a day

National Grid

If you suspect a gas leak please call the National Grid. Also report the gas leak to New Forest District Council. nationalgrid.com **0800 111 999** (24 hours) have your postcode ready.

Other useful numbers

Street lights at Hampshire County Council

Report road problems, including potholes, pavements, roadside plants, drainage problems etc. You can log a report direct to Hampshire County Council's website hants.gov.uk/roadproblems or call **0300 555 1375**

Alternative formats

If you would like this information on audio CD, audio tape, braille, large print, any other format or interpreted into a language other than English, please contact Joy Stainer or Adrian Phipps, Resident Involvement on **023 8028 5119** or email RI@nfdc.gov.uk.