

Hometalk

New Forest District Council's magazine for tenants and leaseholders

SUMMER 2022



- p3** Citizens Advice
- p4** Energy saving tips
- p5** Boiler advice
- p6+7** A new Charter for social housing residents
- p8+9** Jubilee celebrations
- p10+11** Cyber Crime
- p12+13** Opening of Jubilee House, New Milton
- p14** South Coast Training
- p14** Gas safety checks
- p15** A big thank you
- p16** Starting a business
- p17** Youth Employment Hub
- p18** Safe and well support
- p19** Staying independent
- p20** Household Support Fund
- p21** Royal opening of a new CANF centre
- p22** Fordinbridge pilot project
- p23** Independence matters
- p24** Smart Living
- p25** Recycling and rubbish: What goes where
- p26+27** Our plans to reduce waste and improve recycling
- p28** Alterations to your home
- p29** HomeSwapper
- p30** Climate and nature emergency
- p31** Meadows across the district
- p32** Wordsearch
- p33** Save time, do it online
- p33** Don't forget to pay your rent
- p33** Making an appointment
- p34+35** Information directory
- p36** 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 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

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

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

Follow the New Forest code

The New Forest is a unique place with rare wildlife and free-roaming livestock. Thank you for helping us care for this special place by following the simple New Forest code.

Keep your distance from the animals – don't feed or touch them



Keep dogs under control. Don't let dogs approach or chase any animals



Stick to the permitted cycle tracks



Take home litter and dog waste



Park only in car parks



Drive with care – animals on the road!



No fires or barbecues



No wild camping



Help wildlife by keeping to the main tracks



Be Forest Friendly!












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.

Local offices

Lymington
Town Hall, Avenue Road, Lymington SO41 9ZG

Totton
91, Junction Road, Totton,
Southampton SO40 3BU

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

Ringwood
Ringwood Library, Christchurch Road,
Ringwood BH24 1DW

New Milton
1, Old Milton Road, New Milton BH25 6DQ



"I contacted CANF during lockdown and within 24 hours an adviser phoned me and was very helpful with his advice. He followed that up with a further two calls to see how I was getting along. I now have the confidence to finalise the problem. I will definitely recommend Citizens Advice to anyone needing help. Thank you"

Contact us

New Forest Advisers

Ring our Freephone Adviceline
(Monday - Friday, 10.00am - 4.00pm)
0808 278 7860

Fill in the online webform at
newforestcab.org.uk/contact-us/email-adviceline

National Citizens Advice Services

Get in touch through our webchat
citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service

Call us
0800 144 8848

Online
citizensadvice.org.uk

 @CABNewForest

Energy saving tips

energy
saving
trust

Energy Saving Trust tips and advice for quick and easy ways to save energy, lower your bills and reduce your carbon footprint.

Switch off standby

You can **save around £55 a year** just by remembering to turn your appliances off standby mode.

Almost all electrical appliances can be turned off at the plug without upsetting their programming. You may want to think about getting a standby saver or smart plug which allows you to turn all your appliances off standby in one go.

Check the instructions for any appliances you aren't sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

Turn off lights

Turn your lights off when you're not using them or when you leave a room. This will **save you around £20 a year** on your annual energy bills.

Replacing all the lights in your home with LED bulbs could help you save even more.

Careful with your washing

You can **save around £28 a year** from your energy bill just by using your washing machine more carefully:

- Use your washing machine on a 30-degree cycle instead of higher temperatures.
- Reduce your washing machine use by one run per week for a year.

In the bathroom

Keeping your shower time to just four minutes could **save a typical household £70 a year** on their energy bills.

Some of us might enjoy a long soak in the bath, but swapping just one bath a week with a four minute shower could **save you £12 a year** on your energy bills.

Be savvy in the kitchen

Kettles are one of the most used appliances in the kitchen. But many of us will admit that we at least occasionally boil the kettle with more water than we're going to use.

Avoid overfilling the kettle and **save yourself £11 a year** on your electricity bill.



Boiler advice

New Forest District Council's (NFDC) gas safety engineer Joanne Elliot visits around 40 homes a week to carry out checks on council housing tenants' boilers.

She says a lot of people don't know about the 'eco' or 'comfort' settings that are part of a boiler's on-demand function that would save money on energy bills.

Joanne explains that you can have a boiler set to pre-heat, or on-demand. Using the on-demand setting means the boiler only comes on when you turn on the tap, rather than continually heating a small amount of water, or 'kettleing' as Joanne terms it.

Switching the pre-heat setting to on-demand (called comfort or eco on different models) will save money on energy bills which, for some larger families, could be up to £10 a week.

Joanne also advises householders when she visits about thermostats located next to radiators, often in a hallway, to consider turning that radiator down. This she says is then more effective at heating the whole house, as "those radiators have got greedy".

Tenants in council homes have an annual gas safety check. NFDC asks that if you have been given an appointment, you do your best to keep it. As well as hearing Joanne's energy saving tips, tenants have their gas appliances checked for leaks and their boilers given a service. Contact NFDC with any questions or concerns on email at housing.supporthub@nfdc.gov.uk

If you would like to change your boiler settings, are unsure how to do it or do not have the boiler instructions, an internet search of 'eco boiler setting' and the manufacturer name should give videos and instructions that are simple to follow.



Joanne Elliot



We need you!

Do you want to get involved with the future of your housing service?

There has never been more opportunity to get involved with us to help shape the services you receive.

We will be working on a brand-new approach to create more engagement opportunities for our tenants and improve how our customers navigate through the various Housing services they need.

So, to start this off we are looking for tenants who care about the services they and their fellow tenants receive, to help us in person or through digital methods on the first phase of our work to design engagement with our services.

Do you have some spare time for an online meeting? A phone call, or to fill in online survey forms?

Do you want to be part of a panel that tells us about what works and doesn't work for tenants?

No matter whether you have a spare five minutes or an hour a month, there are opportunities to get involved.

If you want to get involved, please email RI@nfdc.gov.uk.

A new Charter for social housing residents

The Government has introduced a new charter which will bring about major changes next year to how we engage with our tenants, deliver services to you in your home and neighbourhood, keep you safe in your home and respond effectively and fairly if you make a complaint.

You will also get to see how well we perform, compared to other landlords. From April 2023 new Tenant Satisfaction Measures will record our performance in areas such as completing repairs on time, how well we deal with anti-social behaviour, how well we respond to complaints, plus the satisfaction of our tenants with their neighbourhood, how well we listen to you and how satisfied you are with us as your landlord.

Surveys are coming!

From next year we will send you a survey each year to ask you how well you think we are doing. Your feedback will help us understand what is working well and what we need to improve. Your feedback will be compared nationally with other landlords, and you will be able to see how we compare to all other social housing landlords in England.



The work has started!

Here at New Forest District Council we embrace everything the charter stands for and have already begun work to raise standards even further for our tenants.

We are investing £5m in Fire Safety measures over the next two years, surveying every one of our properties to check for asbestos and to record the lifespan of things like kitchens, bathrooms, doors and windows in your homes, so we know exactly when they need replacing.

We also invest £6m each year on major refurbishment schemes to your homes.

We have also begun a review of our frontline services to ensure they meet with tenant aspirations now and in the future, and the aims of the charter. We would like you to feed into these reviews wherever possible as it is important we listen to you and your feedback. We will share more with you in the coming months.

Stop! Trending for you #YouthPanel

Are you a child of a tenant? Are you a young person living in one of our properties? Are you aged between 13 and 25?

Do you want to build up your experience of working with organisations to help your career, CV, school project or coursework?

We are looking for young people to help inform us what it is like living in social housing and what you want to see from the future of social housing.

We can offer different ways of getting involved. We will provide a safe environment for you to become part of a youth panel that helps you get your message across, and gives you an opportunity to work with leaders of the Tenant Groups and the Council.

Oh and, there may be a reward in the shape of a pizza for your time!

If this is something that interests you please contact Richard Knott on **023 8028 5242** or Richard.Knott@nfdc.gov.uk

The seven key aims of the Charter

1. To be safe in your home.
2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. To have your complaints dealt with promptly and fairly, with access to a strong Housing Ombudsman who will give you swift and fair redress when needed.
4. To be treated with respect, backed by a strong Regulator of Social Housing and improved consumer standards for tenants.
5. To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board.
6. To have a good quality home and neighbourhood to live in, with your home kept in good repair.
7. To be supported to take your first step to ownership through initiatives like shared ownership.



Jubilee celebrations

Residents of our three extra care buildings, Gore Grange, Barfields Court and Winfrid House joined in the celebrations to celebrate HM platinum jubilee on Wednesday 1st June.

Residents were joined by NFDC Housing Estates including our Building Safety Officers, Tenancy Management Officers and Assistants alongside the management and care staff of SCiA. Bunting and balloons set the party atmosphere where residents at Gore Grange were entertained musically by Jamie Pearson singing along to Land of Hope and Glory before a number of residents joined in with dancing to tunes by Tom Jones.

Jenny Sandhu, Tenancy Management Officer, recently joined NFDC said "It was such a wonderful opportunity to spend some time with our residents celebrating this delightful occasion. Having the opportunity to meet with all the residents and staff of SCiA at Gore Grange will help me support and assist our residents going forward."

Residents, family and staff at Barfields Court were entertained by Kerry Leach, who recently joined Housing Estates from Business Development. Dressed in his red, white and blue, Kerry said "It was nice to play a part with the team and see residents come together in the communal lounges and join in the party atmosphere. Working alongside our colleagues at SCiA, residents welcomed the opportunity to celebrate and enjoy the food, in particular, the Union flag themed cake."

Nikki Swift, Community Safety Manager rolled up her sleeves and was only too happy to join in and help her colleagues in Housing Estates. Nikki led from the front and after helping with the food and drink preparation, she was seen to be joining in the conversations and laughter with residents.

Ricky Rossiter, Director of Integrated Services at SCiA also joined in the celebratory occasion supporting the delivery of the parties. Ricky said "It was a nice opportunity, prior to the long bank holiday weekend, to spend time with our residents and staff. Social restrictions reduced the opportunity for our residents to socialise and this was a great opportunity for us all to come together."





Are you at risk from Cyber Crime?

Our police checked volunteers will visit you in your own home **free of charge** to advise you on how you can stay safe online



- **WHAT IS CYBER CRIME?**
- **CYBER AND SCAM PREVENTION ADVICE**
- **HOW TO CHECK PRIVACY SETTINGS**
- **SIGNPOSTING TO OTHER ADVICE AND RESOURCES**
- **HOW TO REPORT ISSUES**
- **HOW TO RECOGNISE SCAM EMAILS AND TEXT MESSAGES**

We are a registered charity providing **FREE** advice to help you feel secure online

0300 777 0157

or visit www.bluelamptrust.org.uk



Stay Cyber Safe



DO

- ✓ use strong passwords, three unrelated words, eg mapfishpen
- ✓ regularly check your social media privacy settings and how your data is being used and shared
- ✓ be extremely cautious if you're asked for money
- ✓ use up-to-date anti-virus and anti-malware software
- ✓ make sure operating systems and apps are up-to-date on computer, tablet and phone
- ✓ challenge - genuine companies would never ask for financial information, passwords or log in details when contacting you
- ✓ be cautious of internet chats, there's no guarantee you're speaking to who you think
- ✓ Turn on two-factor authentication if available
- ✓ regularly back up your data

DON'T

- ✗ post personal information online or over email e.g. address, email address, phone number and bank details
- ✗ use debit cards to pay online. Use third-party payment method, like Apple Pay, Paypal or a credit card, as they offer an extra layer of protection against fraud
- ✗ plug unknown devices into a laptop or computer
- ✗ open attachments or click on links in emails or texts from senders you don't know
- ✗ do banking, online shopping or anything that requires you to enter login details while using public WiFi
- ✗ buy security software in response to unexpected calls, messages or pop-ups
- ✗ add or accept 'friend' requests from people you don't know
- ✗ give out your password

For more details call **Cyber Bobby** on
0300 777 0157



“Naming it to mark The Queen’s 70 years as our monarch shows how important providing quality accommodation for our residents is to the Council and, much like Her Majesty, the building will stand the test of time and help support many people in their time of need.”

The seven-month intensive refurbishment programme, successfully undertaken by Hampshire Partitioning Contracts, included the installation of new kitchens and bathrooms, replacing and upgrading the electrical and heating systems, new doors and windows, along with enhancements and improvements to the external area to provide an attractive garden area for residents, parking and secure cycle storage.

Jubilee House is the second recently completed temporary accommodation scheme in New Milton and Ashley to provide local people access to temporary accommodation when they need it, meaning they can still access family and support networks locally.

In total the council has now provided 37 new units of this type of temporary accommodation since 2019 with a further 24 units in the pipeline. And of course the scheme is contributing towards the overall target to provide 600 additional council-owned affordable homes by April 2026. To date 235 homes have completed and plans are in place for a further 139.



Opening of Jubilee House, New Milton

A newly acquired and refurbished temporary accommodation scheme in Ashley, New Milton has been re-named ‘Jubilee House’ by New Forest District Council (NFDC) as part of their commemorations for The Queen’s Platinum Jubilee.

The facility was officially opened by NFDC’s Chairman Cllr Derek Tipp and the portfolio holder for housing Cllr Jill Cleary on 25 March 2022.

Cllr Cleary, said, “We bought the building from another housing provider, and we set about a full refurbishment programme to bring it back up to modern standards.

“Now it is fully refurbished, it represents the latest example of our commitment to provide vulnerable homeless people with suitable accommodation, giving them not only a roof over their head but also the personal support so they can take positive steps toward securing permanent accommodation.



Find out more
For more information on the District Council’s development programme you can contact our Housing Strategy & Development Team housing.development@nfdc.gov.uk

Providing training sessions for over 20 years

Free training workshops for New Forest District Council tenants

Saturday 15 October at the Novotel in Southampton

The type of training on offer includes:

Understanding Performance Information

Dealing with stress, anxiety and challenging behaviour

Resident Involvement and Engagement Standards

Confidence in asking the right questions – effective challenging and questioning skills

South Coast Training is a partnership group that provides informal training workshops for tenants.

The event is scheduled to run from **9.30am to 4.00pm** with lunch and refreshments provided

There will be opportunities to network and exchange ideas with tenants from other Social Housing organisations in the area.

If you are interested in finding out more, please contact Joy Stainer, Resident Involvement joy.stainer@nfdc.gov.uk or call **023 8028 5119**

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 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:

- Get into fresh air immediately, open all door and windows to ventilate area.
- Turn off the emergency gas control valve at the gas meter.
- Extinguish all naked flames and do not smoke.
- Do not operate electrical switches.
- If you are feeling unwell, visit your GP or hospital immediately and let them know you may have been exposed to carbon monoxide.
- Do not turn on the gas supply until it has been checked by a gas safe registered engineer.

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.



A big thank you

The generous and caring people at the Dibden Allotments Fund have worked tirelessly over the years to support vulnerable people in their local community. They have also worked in partnership with New Forest District Council for many years supporting previously homeless households with everything they need to adequately set up their new homes.

There are many examples of where the fund has come up trumps but one particular example which stays in the memory was a female who approached the Homelessness Team in 2021. Mrs Rogers (not her real name), and her three children were made homeless after fleeing domestic abuse. With the council's assistance, they were placed into suitable temporary accommodation.

This 3-bedroom property was let unfurnished and, although she was assisted with basic furniture items, Mrs Rogers desperately needed white goods. She received a low income and would not be able to afford to buy these items herself. After approaching Dibden Allotments Fund, Mrs Rogers was granted brand new white goods and other furniture items. This has enabled her to concentrate on rebuilding her and her children's lives.

Another was a rough sleeper who had nothing but a few belongings, and was gifted white goods to help him set up his first home for a long, long time.

Applications for assistance to the fund are made by the individual in need, with a supporting statement provided by the homelessness team at New Forest District Council.

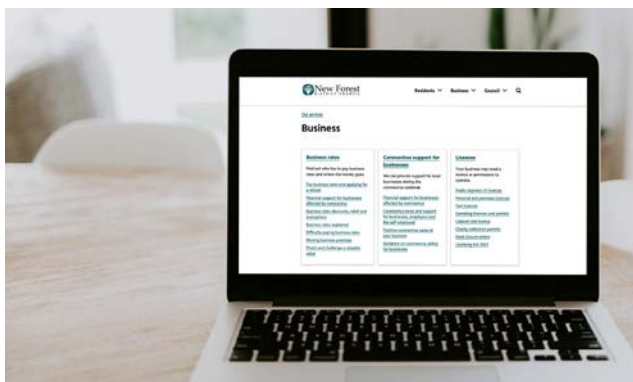
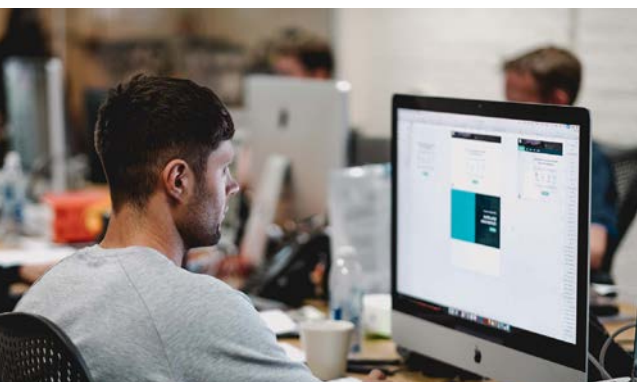
Working in collaboration, we have been able to successfully support many households in their time of need and we would like to express our thanks on behalf of them to the people behind the fund.

Find out more

For more information please visit daf-hythe.org.uk or email dibdenallotments@btconnect.com or call **023 8084 1305**

Office: 7 Drummond Court, Prospect Place, Hythe, S045 6HD

Open to the public Tuesday and Thursday 9.30am - 12.30pm



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

Are you aged 16-24 years old and struggling to find work or a career path?

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

The Central and West Hampshire Youth Employment Hub is a new information and advice service for young people aged between 16 and 24 in the New Forest and surrounding area.

It will provide help, support, and advice on a range of training and employment opportunities as well as on local activities, such as local youth groups, sports clubs, drama, art groups and activity sessions.

The Hub is a face to face, virtual and telephone-based support service with resources and opportunities designed to connect, listen to, and provide solutions for young people to find employment, enhance their career prospects and secure their futures.

New Forest District Council along with Councils in Eastleigh, Test Valley and Winchester have joined together to launch this new service. The project, which is joint funded by the Department for Work and Pensions, provides Job Centre work Coaches working closely with employers, training providers, schools, and colleges.

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 e-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://www.facebook.com/NFDCBizUpdates)

Find out more

For the Youth Employment Hub Helpline call **07876661525** or email youthemploymenthub@eastleigh.gov.uk

Alternatively visit the New Forest District Council website newforest.gov.uk/youthhub



Safe and Well Support from Hampshire and Isle of Wight Fire & Rescue Service

Safe and Well is a Home Fire Safety visit that's tailored to an individual's needs, relating to their health and lifestyle choices.

Who do we visit?

Whilst we'd like to offer visits to all Hampshire and Isle of Wight residents, unfortunately we aren't able to. Instead we focus our visits on the most vulnerable people in our community.

The following is a list of vulnerabilities that may indicate a person is at more risk of harm from fire:

Cognitive impairments which would mean a person might not understand what to do in the event of a fire.

Mobility impairments meaning a person's ability to escape from a property in an emergency would be hindered.

Signs of carelessness with smoking materials burn marks evident within the property.

Substance misuse which may impair a person's ability to exit a property in an emergency.

Hoarding or high levels of clutter this can obstruct a person's ability to exit a property as well as provide high levels of fuel to feed a fire.

Returning home from hospital and there are fire concerns in the home e.g. burn marks on bedding, furniture or carpets. Electrical faults, unsafe practices with cooking and heating the home, the occupier smokes and there are no fire alarms installed in the home.

Find out more

For home safety advice, please contact our Community Safety Team on: **023 8062 6751** or email: **community.firesafety@hantsfire.gov.uk** or visit: **hantsfire.gov.uk/safety/home-safe-home/safe-and-well/**

We offer free of charge:

- A custom-made information pack.
- We can install new and check existing smoke alarms, and carbon monoxide alarms.
- We can issue fire retardant bedding, furniture throws and nightwear where needed.
- We can also refer to other services for their professional assessment.



How to stay independent for longer

Connect to Support Hampshire is an online resource for adults in Hampshire. Its aim is to help you stay independent and to manage your own care. You can find local groups, activities and services within your community as well as care providers and other paid services that may help you.

Connect to Support Hampshire is not an advice service and cannot respond to individual queries. If you need personal advice about your care and support, please contact your local Adult Social Care department.

What is abuse or neglect?

Abuse can happen anywhere or be carried out by anyone. This could be family, friends, neighbours, paid staff, carers or volunteers. It could also be other service users, tenants or strangers. Abuse is anything that harms another person and might include:

- Physical abuse such as hitting, pushing, locking someone in a room.
- Verbal abuse such as shouting, swearing.
- Emotional abuse such as bullying, taunting or humiliating someone.

- Sexual abuse such as inappropriate touching, forcing someone to take part in any sexual act against their will.
- Financial abuse such as misusing, withholding or taking someone's money.
- Neglect such as not providing necessary food, care or medicine.
- Discrimination such as ill treatment due to the person's age, gender, disability or religious beliefs.

People who require care and support must be able to trust and depend on the people they rely on for help. No abuse is acceptable. Some abuse is a criminal offence and should be reported to the Police as soon as possible.

Who might need safeguarding services?

A person with care and support needs, living in the Hampshire area who is at risk of, or experiencing, abuse or neglect and as a result of these needs is unable to protect themselves, will be able to access safeguarding support irrespective of their eligibility for services.

This may be a person who:

- is elderly and frail due to ill health, physical disability or cognitive impairment
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness/condition
- misuses substances or alcohol
- is a carer, (family member/friend) and is subject to abuse
- does not have capacity to make a decision and is in need of care and support.

If you or someone you know is at risk of or experiencing abuse it is important to tell someone.

Find out more

For further information and advice please visit Hampshire Safeguarding Adults Board: hampshiresab.org.uk

Household Support Fund

We have received limited funding that can be used to support vulnerable households, experiencing exceptional financial hardship with essential household costs, such as rent arrears or one-off items.

The fund cannot be used to pay debts, mortgage payments, ongoing rent payments, or pay for food costs or standard energy bills.

If you need help with paying utility bills such as gas or electric, please contact Citizens Advice New Forest on **0808 278 7860**.

Further assistance is available at the [Connect4Communities](https://www.connect4communities.org.uk) website.

Eligibility

To be eligible you must be:

- over the age of 16 and be responsible for paying household bills
- a resident of the New Forest district
- in exceptional financial hardship and have insufficient resources to meet your immediate short term needs

How much can you apply for

- The amount of any award will be dependent on your circumstances, and will be decided on a case-by-case basis. However, the fund can only provide short term assistance.

Applying for Household Support Fund

To make a claim use the online application form available at newforest.gov.uk/householdsupportfund

If you are having difficulty filling in this form, or need assistance in applying, please call us on **01590 646121** between 9.00am and 1.00pm Monday to Friday.

Help with ongoing rent payments

If you are getting Housing Benefit or Universal Credit and have a shortfall in your rent which is causing you hardship you can apply for Discretionary Housing Payments. Further information on how to apply is available at newforest.gov.uk/dhp



Royal opening of a new CANF Centre



HRH Princess Royal, patron of Nation Citizens Advice officially opened a new Information and Advice Centre in New Milton on Wednesday 30th March. The leader of New Forest District Council, welcomed HRH to the new centre where she met volunteers from Citizens Advice New Forest and NFDC staff, including one of the Council's Rough Sleeper Outreach Workers, Chris Harwood.

The Princess met Kickstart trainee Dan Higgins who is training to be a telephone assessor for the charity he told her, 'I have enjoyed the friendly atmosphere, and learnt new skills, this Kickstart role has been absolutely amazing'. The Princess then also spoke to Ken Hardy CANF's oldest volunteer who has just celebrated his 90th birthday. Ken told the Princess about his volunteering as a specialist employment advisor.

After unveiling a plaque, created by New Forest Marque woodcarvers Bearwood, the Princess travelled to the Nedderman Centre, on the North Milton Estate where she met Fareshare, the Totton based charity who run the New Forest foodlarder project in partnership with NFDC, Citizens Advice and the New Forest foodbanks.

The foodlarder at the Nedderman Centre is just one of the network of foodladders which operate across the New Forest. The Princess talked to clients who have been using the foodladders and discovered what a "Godsend they have been in helping to reduce the weekly shopping bill".

The new Advice Centre is a key element of the multi-channelled advice service that Citizens Advice offers across the New Forest. Last year they helped over 6,539 people with 17,961 issues, from help with their energy bills to debt advice.

The New Forest Advice line 0808 278 7860 is a Freephone manned by experienced advisers with local knowledge who give free impartial advice to anyone on any issue. For many enquiries a phone call is a good starting point - or visit the website: newforestcab.org.uk

If you would like some advice please phone our New Forest Adviceline: **0808 278 7860**.

New Forest Food Larders

Monday

12.30pm – 1.30pm | MARCHWOOD
Marchwood Village Hall, Marchwood Village Centre SO40 4SX

Tuesday

9.30am – 10.30am | NEW MILTON
Ashley Baptist Church, New Milton BH25 5AA

1.00pm – 2.00pm | HYTHE
St Anne's Neighbourhood Centre, Warrys Close SO45 3QR

Wednesday

9.30am – 11.30am | TOTTON
Totton Church, 283a Salisbury Road SO40 3LZ

9.30am – 10.30am | NEDDERMAN CENTRE
Marryat Road, New Milton BH25 5NY

Thursday

9.30am – 10.30am | BLACKFIELD
Queen Elizabeth Recreation Centre, Thornbury Avenue, Blackfield, SO45 1YP

12.30pm – 1.30pm | CALSHOT
St Georges Hall, 11 Tristan Close SO45 1BN

1.15pm – 2.30pm | PENNINGTON
St Marks Community Hall, The Square, Pennington SO41 8QN

Friday

9.30am – 10.30am | BRANSGORE
St Mary the Virgin Church, Ringwood Road, Bransgore, BH23 8JH

1.30pm – 2.30pm | RINGWOOD
Ringwood Leisure Centre, Ringwood, BH24 1PX

1.30pm – 2.30pm | FORDINGBRIDGE
St Mary's Church, Fordingbridge SP6 1BB

Fordingbridge pilot project

The Council's Private Sector Housing Team supports a number of initiatives to assist our residents live independently and safely return home from Hospital. From an annual budget of £2.2m the Council funds and installs adaptations ranging from handrails, to extensions, to through floor lifts and level access showers across both social and private sector housing in the district.

The Private Sector Housing Team work in partnership with New Forest Disability Information Service (NFDIS), based in New Milton, to increase access to disabled adaptations through our joint Independence Matters scheme, whilst the Just Got Home scheme supports inpatients of Lymington Hospital return home with the help of practical advocacy e.g. arrangement of safe and well visits from the fire service, assistance with applying for benefits and liaison with Occupational Therapists. Typically, patients may have been admitted to

hospital due to a fall within the home and need assistance to return home to remain living independently.

The Lymington scheme has been so successful that, with the help of local Councillors, we have launched the same service at Fordingbridge Hospital. Cllr Ann Sevier championed the cause for Fordingbridge and set about proving the need for the Just Got Home Scheme in the North of the district. Cllr Jill Cleary, the Portfolio Holder for Housing and Cllrs Ann Bellows, Michael Harris, Emma Lane, Tony Ring, Ann Sevier, Michael Thierry and Christine Ward helped with NFDIS's set up costs by providing their annual community grants to get the scheme up and running.

Cllr Cleary said "The services offered by NFDIS are highly valued within our community. I am very proud of the joint work that both the Private Sector

Housing Team and NFDIS carry out to support our residents to remain independent within their homes."

"I am sure that the Fordingbridge Hospital scheme will be as successful as the scheme offered in Lymington Hospital and I look forward to hearing the feedback from the residents who have engaged with the service."

Cllr Sevier said "It is wonderful that we are able to offer the Just Got Home Scheme at Fordingbridge Hospital."

"It is something that I felt passionate about and wanted to be able to offer the residents of this side of the district the same service that is offered from Lymington Hospital."

The scheme has already started in Fordingbridge and supported its first few patients return home. We look forward to updating you in the future of the valuable joint work going on in our communities.



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 • 📞 newforestdgov

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

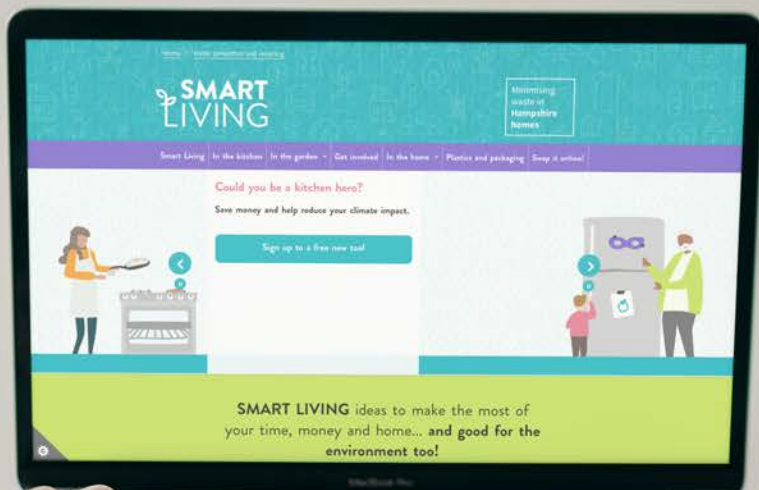
Reduce waste, save money, and help the environment

Are you looking for ideas to make the most of your time, money, and home? Hampshire County Council's Smart Living website can help you do all that and protect the environment too.

Visit the Smart Living website to find handy information you can put to use today: hants.gov.uk/wasteandrecycling/smartliving

Here are some tips to get you started:

- The average UK fridge temperature is at least 2°C too warm. Keep your fridge temperature under 5°C to keep your food fresh
- Know your 'best before' and 'use by' labels on food. Did you know, you can freeze food right up to and including the 'use by' date?
- Visit the Smart Living website and sign up to be a Kitchen Hero. Climb the leader board for completing activities and you could win a voucher.
- Looking to throw away your unwanted items? The Smart Living website can help you find local charity shops, and repair and reuse sites. It can also direct you to your nearest repair café where volunteers fix broken household items for a small donation
- You can cut down on unwanted junk mail by signing up to services such as the Royal Mail's Opt-out service



Your household recycling and rubbish collections What goes where?

Clear recycling sack



YES PLEASE



Empty aerosols
Cans, tins
Plastic bottles, all colours
(attach plastic lids)
Paper
Cardboard

❌ NO THANK YOU

Plastic packaging,
pots, tubs, bags and film
Shredded paper
Polystyrene
Foil

Glass collection box or communal bin



YES PLEASE



All glass bottles and jars
(attach metal lids) including:
Coffee jars, jam jars,
sauce jars
Wine, spirit, beer bottles
All colours and sizes

❌ NO THANK YOU

Drinking glasses
Broken glass
Glass kitchenware and crockery
Windowpane glass
Lightbulbs

Please make sure all recyclable items are clean, dry and loose.

Black rubbish sacks

Always check to see if you can reduce waste, reuse, or recycle items before throwing them away.

Please do not add business waste, garden waste, DIY/house clearance waste, bulky household items, hazardous waste, electrical items or batteries to black rubbish sacks.



Find more information on which items can be recycled and disposed of locally, and the latest information on our recycling and rubbish collections by visiting newforest.gov.uk/recyclingandrubbish

Our plans to reduce waste and improve recycling

We're planning changes to our recycling and rubbish service to reduce waste and improve recycling.

Any new service needs to be flexible, and we will vary the service where needed. This may affect you if you live in flats or have no external storage space.

Our waste and recycling strategy is due to be approved this summer. Once approved, changes are expected to take place from 2024 onwards.

Why are we planning changes to the service?

With a new recycling and rubbish service, we want to:

- Increase our recycling rate to meet government's target of 55% by 2025
- Encourage waste reduction
- Recycle more, including food waste and a wider range of plastics

- Provide more frequent glass collections
- Provide the safest way of working for our waste crews
- Comply with new Environment Laws

That's why we're:

- Looking at best practice from top-performing councils in England
- Working with Hampshire County Council and local authorities in Hampshire to improve our service
- Working with our community and staff to understand the impact of the proposed new service
- Following feedback from government to understand the new laws we must comply with

Why are wheelie bins a part of our proposals?

Wheelie bins are just one part of our proposals to reduce waste and improve recycling in the New Forest.

The role of wheelie bins will be to safely contain two weeks of mixed recycling or waste, reduce the 10 million single-use plastic bags the service currently uses, and encourage residents to reduce waste and separate out as much as possible for recycling or composting. Wheelie bins would also enable us to collect glass with mixed recycling and improve health and safety for our waste crews. And we will recycle foil and more plastics like plastic film, pots, tubs and trays.

Containing waste in wheelie bins allows us to switch to fortnightly collections of waste and recycling, minimising the number of vehicles needed to carry out these services and reducing our carbon emissions.

We will also introduce weekly food waste collections. Food waste will be collected from caddies for recycling. Food waste currently accounts for roughly 40% of our overall general waste, by weight.

How will the new service work for residents?

It will be our aim to provide our core service wherever possible to successfully improve recycling and reduce waste. However, any new service will be flexible, and we'll vary the service when needed.

With our new service we will:

- Survey properties across the district to establish which properties are not suitable for wheelie bins, such as flats or

properties with no external storage space

- Provide additional or larger containers for residents who need extra storage, such as larger families
- Continue to provide our assisted collection service for residents who need support taking their recycling and rubbish to the edge of their property

More information can be read at: newforest.gov.uk/wastestrategy



Alterations to your home

Our intrepid Tenancy Management Officer Jamie Pearson, who has been with us for 5 years, has been out and about checking that properties are safe. He had this to say when we interviewed him about his experience of people making alterations to their home and advice on how to apply for permission.

“I carry out a range of visits but some of the toughest are when we have to visit people who have put up structures at their homes that have to come down because they are not safe. I visit with a qualified Surveyor when I carry out those visits because they are the experts on the safety side of it all.

Not being much of a DIY person I suspect I would make some shocking mistakes if I was inclined to start constructing things at my home. My home would be like entering a ‘crooked house’ fairground attraction with wonky floors and ramshackle

doors and ceilings!

So, don't be like me!

*Do you want to add a conservatory to your home? Or perhaps a lean-to? Some decking? How about laying shingle instead of having a lawn? Thinking about knocking some walls through? **Stop!***

If you would like to make changes or improvements to your home, it's important that you contact your landlord before starting any work.

We are happy for you to make minor changes without our permission like: decorating, changing carpets or putting up shelves. For anything else, you'll need to let us know what you want to do and have written permission before you begin.”

To ask for permission give us a call on 023 8028 5222 and ask for a Tenant Improvement and Alteration form. Once we receive your completed form, we will acknowledge receipt

and respond within 28 working days. Our decision to approve or decline an application may require a home visit or survey.

It is a condition of your tenancy that you must get permission to carry out improvements or alterations to your property. This is to ensure that the quality of the work can be monitored to avoid any structural alterations being made which may be dangerous, affect the use and enjoyment of the property, invalidate the Council's building insurance and that any work is undertaken in accordance with any necessary statutory regulations.

Permission will not normally be refused unless the alteration is dangerous, affects the future use of the property, if statutory consents have been refused or if the alteration would be a nuisance to other people.

So, if you have any ideas about making alterations to your home, please make sure you contact us beforehand.

Want to move home?

HomeSwapper is the quick and easy way to find the right home for you.



Visit our website and find a home to suit all your needs – with the UK's biggest and best home swap service.

 **HomeSwapper**
www.homeswapper.co.uk



New Forest District Council approves new measures to respond to climate and nature emergency

NFDC's Councillors have agreed new measures aimed at cutting CO2 emissions, improving climate resilience, and safeguarding the environment, following its declaration of a climate and nature emergency in 2021.

The package of initiatives was approved by Cabinet in February 2022 and was supported by the Council's budget which provides for an allocation of funding to take forwards this important area of work and approves the appointment of a dedicated climate change officer.

Kate Ryan, the chief executive, said "We formally declared a climate and nature emergency last autumn. These new resources will mean that pledge has a tangible, positive impact. The new officer will work across all our services and departments to ensure adoption of the wide-ranging climate initiatives in our detailed Climate and Nature Strategy and Action Plan and

ensure we are well placed to secure external funding."

The 2022-23 Action Plan has the themes of nature, travel and transport, housing, waste and sustainable resources, energy, health, and organisational actions.

Further measures authorised by Cabinet included the establishment of a cross-cutting officer board that will work across the council to oversee delivery on climate and nature objectives. There will also be an expanded remit for Overview and Scrutiny Panels from every area of council business, with a new role to ensure that climate issues are embedded in all the work of the Council.

The report presented to Cabinet explained how actions to reduce carbon, build resilience and address the impact on nature, will have substantial benefits for residents linked to health and wellbeing.

It also emphasised the importance of forging and maintaining partnerships with other organisations including Town and Parish Councils, Hampshire County Council, New Forest National Park Authority, Forestry England and local community organisations to deliver joint actions.

The report states, 'Work has already been done by the Council and others to understand the needs and priorities of partners and communities as well as the drivers which will give them the urgency and capacity to act. We now need to build on this work.'

Councillors have also opted to develop a Climate and Nature Emergency Strategy and review NFDC's Climate and Nature Action Plan annually and authorised the Action Plan regime itself to be extended until at least 2028 with a 5-year rolling programme thereafter.



Meadows across the district

New Forest District Council (NFDC) is introducing meadow areas across the district, in line with the government policy on re-wilding and the need to prevent the decline in our pollinators, e.g. bees. You may have seen in the news that several environmental groups are lobbying for this to happen.

Over the last five years we have introduced seven meadow areas across the district and this year we have added a further five. So far, all the meadows have been introduced on land that is owned by NFDC and managed by the Grounds Maintenance department. We have had discussions with our colleagues in Housing to start introducing meadow areas on and around our Housing Estates. We are also talking to our colleagues at Hampshire County Council (HCC) to introduce meadows on land they own, which NFDC Grounds Maintenance teams cut on their behalf. So, slowly but surely over the next few years, you should see these areas pop up across the district.

HCC already leave certain verges uncut, e.g. Barton on Sea. These are called 'Road Verge of Ecological Importance' (RVEI's). They are important because species such as Autumn Ladies tresses and wild Chamomile have been found on them. HCC request we don't cut these verges at certain times of the year in order to promote growth and regeneration of certain flower species.

Meadow areas take a lot of planning, and the work is carried out by existing staff, not contractors. It is a specialised area of work, and the NFDC Grounds Maintenance teams are learning as they go. We use seeds from perennial native species, and these can take some time to establish (generally three years before the best impact). Most won't even flower on the first year so at the start we include a mix of seed to give some colour, e.g. poppies and corn flowers – it can take a few years to see the full colour range of the plants. Once the perennials have established themselves, they give a good show and will always be there.

What is a perennial plant?

Perennials are plants that live for more than two years – their Latin name means 'through the years'. They mostly flower in spring, summer or autumn, with a handful blooming in winter, and many have attractive foliage too. Most perennials are herbaceous, which means they die back to the ground in autumn and regrow in spring.

Is this a money-saving exercise?

No, Councils are not doing this to save money. It takes specialist equipment to maintain these areas which can be expensive. You can't leave the trimmings in place because perennial mixes prefer impoverished soil, so you have large amounts of trimmings that you have to remove from the site and dispose of. The seed itself and maintenance can also be costly.

Rewilding and wild flower establishment is part of NFDC's commitment to help balance the impact of the 'Climate and Nature Emergency' declaration by increasing habitats and reducing Carbon Footprints.

This year, Her Majesty The Queen became the first British Monarch to celebrate a Platinum Jubilee after 70 years of service.

Can you find the 15 words in the wordsearch puzzle below?

Words can go in any direction and can share letters as they cross over each other.

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

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



Elizabeth	Queen
Platinum	Celebrate
Monarch	Pageantry
Palace	Emblem
Jubilee	Commemorate
Streetparty	Treeplanting
Bunting	Crown
Majesty	

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 2022. 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 won data.protection@nfdc.gov.uk.

Save time, do it online

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

Some of the things you can report include:

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

You can also:

- Apply for a property

You can make online payments or:

- Rent
- Council tax
- Parking clocks

Alternatively use the New Forest In Touch app.



Don't forget to pay your rent

If you are having difficulty paying your rent please contact us at an early stage - our Tenancy Account Team are here to assist you. If you need additional help our very own Support Worker can provide extra assistance.

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



Making an appointment

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 paperwork/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

0808 278 7860

Rogue traders, scams and doorstep crime

If I need help or advice

Citizens Advice Consumer Help
citizensadvice.org.uk

Report an issue to Hampshire Trading Standards

0808 223 1133 • **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

Healthy eating

nhs.uk/change4life

Solent Mind

Advice and support for anyone with a mental health problem. Help if you feel low, worried or anxious and need to talk.

023 8017 9049

Weekdays: 9am-7pm, Weekends 10am-2pm

info@solentmind.org.uk

Inclusion

Specialist NHS Wellbeing and Change Services

Inclusion is a national organisation that works with individuals, families and communities who are affected by addiction, crime, mental health or need treatment for their sexual health. Whilst providing comprehensive and inclusive support and treatment we work with patients and our staff teams to achieve the best outcomes we can.

inclusion.org.uk/contact us

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**

The Silverline Helpline for older people

0800 470 8090

Bereavement

bereavementadvice.org

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

Cruse bereavement care

cruse.org.uk

0808 808 1677

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**

Carers UK

carersuk.org

Safe and well

Hampshire Fire & Rescue Service carry out free home fire safety visits to support vulnerable members of the community to ensure they are protected from fire risks

hantsfire.gov.uk/safety/safe-and-well

Community safety team

023 8062 6751 (weekdays 9am – 5pm)

community.firesafety@hantsfire.gov.uk

Bus services in the New Forest

Blue Star bus services

bluestarbus.co.uk

For connections to Southampton area call

023 8061 8233

For connections to Bournemouth/Salisbury area call

01722 336855



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 - 5.00pm

Tuesday: 1.00pm - 5.00pm

Wednesday: 9.00am - 12.30pm and 1.30pm - 5.00pm

Thursday: 9.00am - 12.30pm and 1.30pm - 5.00pm

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

Or you can advise Streetlink of a rough sleeper via a 24 hour, seven 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)

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.