

# Hometalk

New Forest District Council's magazine for tenants and leaseholders

WINTER 2022



New Forest scene near  
Anderwood, taken by Tim Davis

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## 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](mailto: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](http://newforest.gov.uk/hometalk)

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

 Sign up to residents emails at [newforest.gov.uk/emails](http://newforest.gov.uk/emails)



## Mobility scooters

**Do you currently own a mobility scooter? Are you looking to buy one, or has a medical professional recommended one to you?**

**If the answer is yes, then we need you to read on.**

Mobility scooters are becoming an increasing cause of fires, mainly due to the types of batteries used to power them. If they are not stored, or the batteries not charged appropriately, there is a greater risk of fires starting. If a fire occurs in a block of flats the effects can be devastating.

Mobility Scooters can also be a cause of damage to buildings, or worse still other residents, if driven inappropriately. Therefore, we want to work with scooter owners to ensure the safety of all residents.

In early 2023 we will introduce a new Policy to make sure the use of mobility scooters, particularly in our blocks of flats, keeps everyone safe and ensures the Council complies with statutory obligations in respect of fire safety.

### The policy:

- Introduces a new mobility scooter application scheme which sets out how the Council will consider requests from tenants and leaseholders to store mobility scooters.
- Explains the factors it will consider when granting or refusing storage permission.
- Highlights how mobility scooters will need to be stored safely in accordance with the Council's fire safety policy.

This policy applies to all tenants and leaseholders of New Forest District Council, even if you live in a house or bungalow, and includes those in Extra Care and Age Restricted Schemes. Whether you already have, or

require a mobility scooter in future, you must seek permission in writing from the Council first, to agree appropriate methods of storage of the scooter and so that we can advise you of ways to keep everyone safe. We may also provide you with different accommodation options if a scooter cannot be safely stored.

Whilst permission will not be unreasonably withheld, the Council's responsibility for the health and safety of all residents is of paramount consideration. Permission will only be granted if the tenant/leaseholder is able to store the mobility scooter in suitable storage facilities, if they are available where they live, or within their home if they live in general needs housing.

### I want to apply for permission. What do I do?

To apply for permission to store a mobility scooter on council property, email: [estatemangement@nfdc.gov.uk](mailto:estatemangement@nfdc.gov.uk) or call: **023 8028 5222 (option 5)**

# Help and support available to New Forest residents

## 1. Council Support Schemes

People on low incomes may be eligible for Housing Benefit, Discretionary Housing Payments and Council Tax Support from New Forest District Council. This will depend on your current circumstances.

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

As part of the Cost of Living government support package there are small grants available from New Forest District Council [newforest.gov.uk/householdsupportfund](http://newforest.gov.uk/householdsupportfund)

## 2. Speak to a Trained Adviser

Anyone who is struggling financially can get a benefit check and speak to an advisor for free and confidential advice.

A benefit check can ensure that you are receiving all the money you're entitled to, especially if your circumstances have changed recently. Speaking to an advisor could also help you find cheaper deals on things like utility bills and make sure you can access any local support.

There are some great projects to help with school uniforms, household goods and hardship grants. Many of these initiatives need a referral from a local agency such as Citizens Advice.

Visit [newforestcab.org.uk](http://newforestcab.org.uk) to find all the details of the opening times of Citizens Advice offices in Totton, Hythe, Lymington, New Milton & Ringwood.

Tel. 0808 278 7860

## 3. Debt Advice

Debt can happen to anyone, 'don't ignore it'.

Free advice and support can help you find ways to manage your debts and reduce how much you pay each month. Citizens Advice New Forest have a specialist debt team.

Tel. 0808 278 7860 to book a free debt appointment

### Other New Forest based organisations who can help

#### Step Up Safe Space

This organisation collects donated used school uniforms, clothes and toys to pass on to its members.

Visit: [stepupsafespace.com](http://stepupsafespace.com)

#### Acts 4 Sharing

Collects and distributes donated household goods.

Visit: [acts4sharing.org](http://acts4sharing.org)

#### Dibden Allotments Fund

Helps people in Hythe, Dibden, Marchwood and Fawley who are in hardship.

Visit: [daf-hythe.org.uk](http://daf-hythe.org.uk)

### Cost of living information from NFDC

Check New Forest District Council's website [newforest.gov.uk](http://newforest.gov.uk) for up-to-date information

- If you have a prepayment meter
- For heating, electricity and other energy advice
- For help with food
- If you are having difficulty with paying council tax
- For the location of warm spaces within the District
- Community Hubs

### Water companies

There are three water companies covering the New Forest area, check your water & waste water bills to see which ones cover your area. They all have schemes for people who are struggling to pay their bills:

#### Southern Water

Tel. 0800 027 0800

#### Wessex Water

Tel. 0345 600 3600

#### Bournemouth Water

Tel. 01202 590059

### Energy

Contact Citizens Advice New Forest for help with energy bills. Tel. 0808 278 7860

They will advise on eligibility for any current energy help schemes.

#### Warm Home Discount Scheme (WHD)

You could get £150 off your electricity bill for winter 2022 under the Warm Home Discount scheme. You can get this discount if you:

- Get the Guarantee Credit element of Pension Credit - known as the 'core group'
- On a low income and meet your energy suppliers' criteria for the scheme 'known as the 'broader group'

#### Warmer Homes Programme

The Warmer Homes Programme offers a variety of energy efficiency measures within the home, including: insulation, solar panels and heat pumps. You may qualify for the funding if your home has a EPC rating of E,F or G and either you have a total household income of £30,000 or less, or you receive means tested benefit.

Apply online at: [warmerhomes.org.uk/apply-lad-programme](http://warmerhomes.org.uk/apply-lad-programme)

# Help to reduce your food shopping bills

## The New Forest Food Larders

FareShare food larders visit sites across the New Forest with supplies of dried, fresh and chilled food available to FareShare members. It is free to become a member and you only pay a small fee each week for up to 25 food items (dried, fresh and chilled). Bring your own bags.

1 person household £2.50 per week  
2 person household £3.50 per week  
4 person household £5.00 per week



### Monday

**Where:** Marchwood  
Marchwood Village Hall,  
Marchwood Village Centre SO40  
4SX **Open:** 12:30pm - 1:30pm

### Tuesday

**Where:** New Milton  
Ashley Baptist Church,  
New Milton BH25 5AA  
**Open:** 9.30am - 10.30am

### Where:

Hythe  
St Anne's Neighbourhood  
Centre, Warrys Close SO45 3QR  
**Open:** 1.00pm - 2.00pm

### Wednesday

**Where:** Totton  
Testwood Baptist Church, 283a  
Salisbury Road SO40 3LZ  
**Open:** 9.30am - 11.30am

### Where:

New Milton  
Nedderman Centre, Marryat  
Road, New Milton BH25 5NY  
**Open:** 9.30am - 10.30am

### Thursday

**Where:** Blackfield

Queen Elizabeth Recreation  
Centre, Thornbury Avenue,  
Blackfield SO45 1YP  
**Open:** 9:30am-10:30am

### Where:

Calshot  
St Georges Hall, 11 Tristan Close  
SO45 1BN  
**Open:** 12.30pm - 1.30pm

### Where:

Pennington  
St Marks Community Hall, The  
Square, Pennington SO41 8QN  
**Open:** 1.15pm - 2.30pm

### Friday

**Where:** Bransgore  
St Mary the Virgin Church,  
Ringwood Road, Bransgore  
BH23 8JH  
**Open:** 9.30am - 10.30am

### Where:

Ringwood  
Ringwood Leisure Centre,  
Ringwood BH24 1PX  
**Open:** 1.30pm - 2.30pm

### Where:

Fordingbridge  
St Mary's Church, Fordingbridge  
SP6 1BB **Open:** 1.30pm - 2.30pm

## Community Fridges

Community Fridges are publicly available fridges which store unwanted fresh food from the local area, so it can be passed onto those who can make use of it.

You don't need a voucher or referral, anyone can use it, but please only take what you need.

If you want to find your nearest fridge or set up a Community Fridge in your community visit

[hubhub.org.uk/the-community-fridge](http://hubhub.org.uk/the-community-fridge)

### Ringwood Community Fridge

**Where:** Ringwood  
Library,  
Christchurch  
Road BH24 1DW

**Open:** Tuesday,  
Wednesday,  
Thursday:  
9.30am - 5.00pm  
Friday:  
11.00am - 1.00pm  
Saturday:  
9.30am - 1.30pm  
Sunday:  
4.30pm - 5.30pm

### Fordingbridge Greener Living Community Fridge

**Where:**  
Fordingbridge  
Library, Roundhill  
SP6 1AQ

**Open:** Tuesday:  
9.30am - 3.00pm  
Wednesday:  
10.00am - 5.00pm  
Friday:  
10.00am - 5.00pm  
Saturday:  
10.00am - 1.00pm

## New Forest Food Banks

All areas of the New Forest are covered by Food Banks. They provide food and other essentials for people in an emergency situation. All food banks require a referral from an agency such as Citizens Advice. **Tel. 0808 278 7860.**

### The South

New Forest Basics Bank - [basicsbank.org.uk](http://basicsbank.org.uk) - **Tel. 01590 610008**

### The West

Ringwood Foodbank - [ringwood.foodbank.org.uk](http://ringwood.foodbank.org.uk) - **Tel. 01425 600134**

### The Waterside

Waterside Foodbank - [waterside.foodbank.org.uk](http://waterside.foodbank.org.uk)

## Food Apps

### Too Good to go

Many restaurants, cafes, supermarkets and food brands have partnered with Too Good to Go and provide a "magic bag" of unsold food to users at the end of the working day. It is a scheme to reduce food waste, but also offers food packages at a discounted price. It's like a goody bag - the items in the bags are always different. Tasty brands include: Greggs, Costa, Morrisons, Starbucks.

### Kitche

Keeps track of the foods you purchased from the supermarket and will suggest recipes and warn you when items are getting close to their sell by date.

### No Waste

Lets you scan your food and organise it by expiry date, name or category. Makes it easier to monitor what you need to buy in your next food shop so you don't buy things you don't need.

### Olio

Are you going on a diet or did you over order items in your latest shop? This app lets you share unwanted items of food for free among your neighbourhood.

# Fire safety

## Know the 5 Cs to stay safer in your home



### Carbon Monoxide

Do you know it's your landlord's job to make sure a carbon monoxide alarm is fitted in your home if needed?



### Cooking

Barbecues and camping stoves are unsafe to use indoors and put you at risk of carbon monoxide poisoning.



### Chimneys

Get yours swept and checked professionally if you're planning to light an open fire.



### Clothing

Think about where you dry clothes. Clothes can get caught on electric heaters and burn.



### Candles

Keep lit candles away from curtains and bedding, and be sure to blow them out when you leave the room.



Scan the code using your smartphone to visit our website for more information and advice

# Safe & Well

## Home Safety visits from Hampshire & Isle of Wight Fire & Rescue Service

### WHAT WE WILL DO DURING A VISIT...

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



### WHO DO WE VISIT?

Do you - or someone you know - need our help?

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



CALL 023 8062 6751  
community.firesafety@hantsfire.gov.uk



Hampshire & Isle of Wight  
FIRE & RESCUE SERVICE

## Warm and welcoming at Hampshire Libraries



Hampshire Libraries



### Game On!

Come along to the library and enjoy board games, puzzles and crosswords and enjoy free hot drinks.

**New Milton Library** Tuesday 10am - 12noon

**Fordingbridge Library** Tuesday 2pm - 4pm

**Ringwood Library** Thursday 10am - 1pm

**Lymington Library** Saturday 10am - 4pm



### Jubilee Club

Choose books & enjoy a chat over a cup of tea with our friendly volunteers.



**Totton Library** Tuesday 10.30am - 12noon

**Hythe Library** Wednesday 10am - 12noon

### Games Afternoon\* Monday 2pm - 4pm

**Hythe Library**

Choose from our board games or bring your own.

\*£1 entry which includes a hot drink

[www.hants.gov.uk/library](http://www.hants.gov.uk/library)   

 Hampshire  
County Council



Drop in - Everyone is welcome!  
[www.hants.gov.uk](http://www.hants.gov.uk)

## Free Computer Use at Hampshire Libraries



Hampshire Libraries

All of our libraries offer free use of our public computers during opening hours, until 15 minutes before the branch closes.



### Free Digital Support

Pop along to see our wonderful digital champion, who will be able to help you with your personal devices, as well as with our library computers.



**Totton Library** Tuesday morning 10am - 12noon

**Lymington Library** Tuesday afternoon 2pm - 4pm

**Hythe Library** Wednesday morning 10am - 11am

**Fordingbridge Library** Wednesday morning 10am - 12noon

**Ringwood Library** Wednesday morning 10am - 12noon

**New Milton Library** Thursday morning 10am - 12noon

[www.hants.gov.uk/library](http://www.hants.gov.uk/library)   

 Hampshire  
County Council

Everyone is welcome!  
[www.hants.gov.uk](http://www.hants.gov.uk)

## FIRE DOOR SAFETY AWARENESS

# Be Safe. Be Smart.

### What is a fire door?

Fire doors are specially manufactured doors installed on flat entrances and in communal corridors.

When we refer to a fire door, this includes not only the door (or leaf) itself but also to the doorframe, seals, glazing, hinges, any hold-open device, and hardware and it's important that they work correctly to be fully effective.

### Importance of fire doors?

Fire doors are an essential part of the fire safety system and provide critical protection within a building such as escape routes (stairs and corridors) and places of relative safety, and in separating different fire hazards in a building.

They provide protection against the spread of fire and smoke, giving increased likelihood that occupants of the building can escape to safety.

### Fire doors – what not to do?

You should not alter your fire door in any way, such as painting over seals, cutting vision holes, drilling holes for locks or screw or nail anything into the door. Once the door has been compromised it may need replacing.

You should never disconnect the fire door closer. It's essential to the integrity of the door that it's closed in the event of a fire. Doors which do not close properly can allow fire and smoke to spread into the corridor with serious consequences.

Also, ensure that the door has not been propped open or blocked, whether on purpose or by accident.

### How do I know if I have a Fire Door?

As a general rule, if you live in a flat or maisonette and share a communal escape route, then yes it is. If you live in a house or bungalow, then it isn't.

## Remember these **three** simple fire door safety rules

1

**Do not alter  
or adapt your  
fire door in  
any way**

2

**In the event  
of a fire, make  
sure all fire doors  
are closed**

3

**If you  
think anything  
is wrong,  
report it**

### Any problems with your fire door? Contact us:

Telephone: 023 8028 5222

Email: [housing.hub@nfdc.gov.uk](mailto:housing.hub@nfdc.gov.uk)

# Annual report 2021/2022

## Housing Service expenditure 2021/2022 (£30,170,117)

Every pound spent on the services we provided our customers were apportioned in the following way

**28p**  
Capital financing repayments

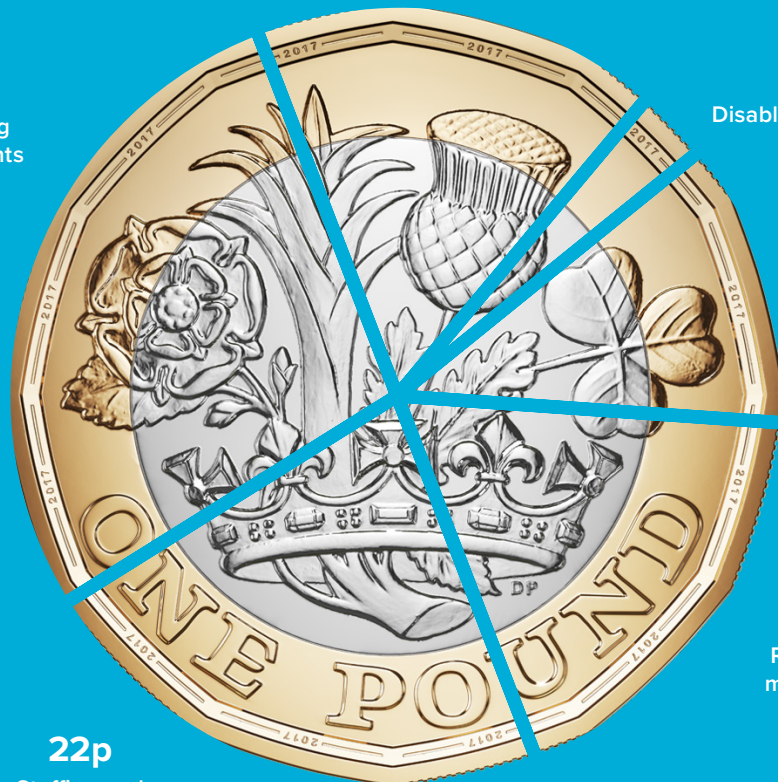
**17p**  
Major repairs and estate improvements

**3p**  
Disabled Facilities Grants

**12p**  
New Council Housing and Temporary Accommodation

**18p**  
Repairs and maintenance

**22p**  
Staffing and management costs



## Our performance 1 April 2021 - 31 March 2022

### Tackling homelessness

**1,618 households** approached the Council requesting homelessness assistance.

**564 duties** granted to households to prevent homelessness

**470 duties** granted to households to relieve homelessness and provide temporary accommodation

**215** successfully prevented homelessness cases with existing or alternative accommodation.

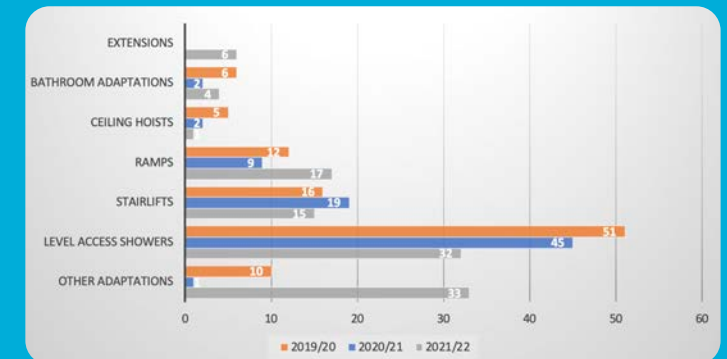
**10 rough sleepers** entered accommodation.



### Disabled Facilities Grants

**108** were completed for our council tenants including:

- **32** level access showers
- **15** stair-lifts
- **17** ramps
- **1** ceiling hoist
- **4** bathroom adaptations
- **33** other minor adaptations



The new Private Sector Housing Strategy was **approved by Council** in December 2020, and a new bespoke software system was developed and implemented to help deliver new strategic actions.

### Housing income

We collected **98.9%** of rent due.

The Tenancy Account Team supported many tenants to seek financial advice, help with Universal Credit Claims and provided the reassurance and time to tenants to help resolve their situations.

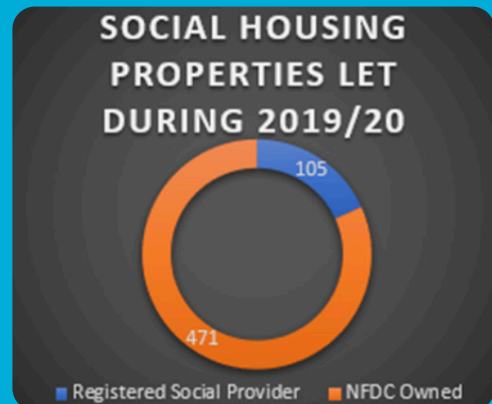




### Social housing allocations

412 social housing properties let across all landlords including 342 council owned properties.

There are 1,442 households on the housing register.



## Housing Strategy and Development

### New affordable homes

28 units were delivered by the District Council contributing to the corporate plan target of 600 additional council owned properties by 2026.

A further 92 units were started by all Social Housing Landlords where delays due to Covid restrictions should see them delivered during 2022/23.

### Specialist accommodation scheme

As part of the Government's initiative to help Rough Sleepers, the Council competitively secured capital and revenue funding from them to set-up and support a seven unit specialist accommodation scheme in Totton, which neared completion by the year end.

### Temporary accommodation

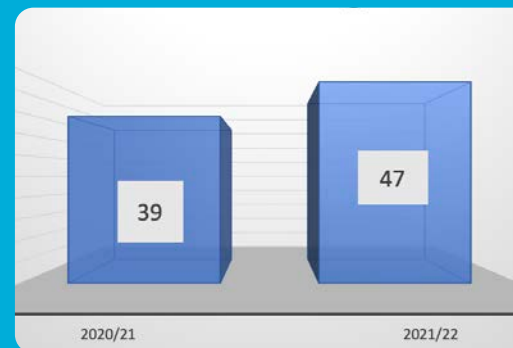
A further 6 units were delivered during 2021/22.

On top of the 18 units delivered during the previous year as an improved alternative to the use of external Bed and Breakfast.

## Housing Estates Management

### Mutual exchanges

47 households swapped their Council accommodation with other households.



### Tenancy sign-ups

395 new tenants and temporary accommodation sign ups completed remotely or in person.

### Anti-social behaviour

150 cases opened.

Housing Estates Management dealt with Neighbourhood complaints and disputes, with follow up investigations, visits and mediation required.



## Building Maintenance

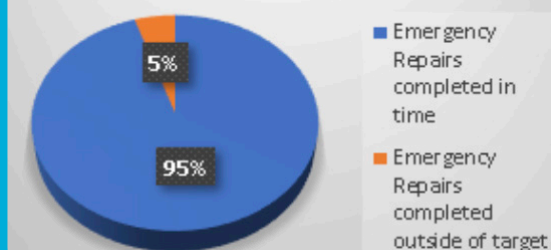
### Planned maintenance

- 126 kitchen replacements.
- 146 bathroom replacements.
- 188 window replacements.
- 252 external doors replaced and 191 fire doors replaced.
- 41 roof replacements.

### Reactive maintenance

- 16,483 repairs completed.
- 95% of emergency repairs completed on time.
- 74% of routine repairs completed on time.

### EMERGENCY REPAIRS 2020/2021





# Air Source Heat Pump project

In July we completed our first low carbon heating project after installing 50 Air Source Heat Pumps (ASHP) across properties in East Boldre, Lymington and the rural northern areas of our District.

We secured a grant of £250,000 from the Government to help us launch this project.

All 50 properties are not connected to the gas network and tenants used wood, coal, oil, LPG and electric to heat their homes and hot water. This meant that their energy usage was often expensive and contributed to the release of carbon emissions.

Ahead of the installations our surveyor and our Contractor AP Faulkner Heating worked with each tenant to plan the work and support them get ready. Each installation meant a brand-new hot water cylinder being installed in the airing cupboard, new pipework and new radiators installed throughout the home. The Air Source Heat Pump sits neatly outside the home at the back or side of the property.

We are currently working on our next phase of installations which we hope to confirm in the New Year.

If we are to reach the net zero carbon emissions target set by the UK Government, we will need to reduce the carbon emissions from heating our homes by 95% over the next 30 years.

To put this into perspective, the average household generated 2,690kg of carbon dioxide (CO<sub>2</sub>) from space heating and hot water heating in 2020. By 2050, we need to reduce this to just 140kg per household.

## How they work

A heat pump captures heat from outside and moves it into your home. It uses electricity to do this, however the quantity of heat delivered into your home is much greater than the quantity of electricity used to power the system.

As a heat pump captures heat that is already present in the environment, the system itself does not burn any fuel and therefore emits no carbon dioxide.

But how does it do it?

When the pressure of a gas increases, the temperature also increases. When the pressure decreases, the temperature decreases. This relationship between pressure and temperature is the key to how a heat pump works.

## Efficiency

Heat pumps are more efficient than other heating systems because the amount of heat they produce is more than the amount of electricity they use. The amount of heat produced for every unit of electricity used is known as the Coefficient of Performance (CoP). So, if a heat pump has a CoP of 3.0, then it will give out three units of heat for every unit of electricity consumed.

## Tenant feedback

“Electricity costs have halved – excellent system.”

“This system has cost us about 40% less a year to run, and the whole house is warm throughout winter. Super!”

“When heating turned on for winter we will know what electric costs will be. Otherwise very happy with the hot water.”

“The new system is great it looks after itself. Don’t have to worry about it.”

“Great improvement. I never used night storage heaters or the immersion tank as too expensive. Very happy, thank you.”

# Social Housing Regulation Bill

In late 2020 the Government set out a new Charter for social housing residents. This charter sets out what every social housing resident should be able to expect:

1. To be safe in your home. The Government and the Social Housing Regulator will work with industry and landlords to ensure every home is safe and secure.
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 Ombudsman who will give you swift and fair redress when needed.
4. To be treated with respect, backed by a strong consumer regulator 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. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
7. To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow

Many parts of the Charter are now progressing through Parliament to be enshrined in new laws from April. One of these new laws in the Social Housing Regulation Bill requests landlords appoint a lead person responsible for Health and Safety. Other parts of the Charter do not require legislation to begin. One of these important new features is a set of 22 new Tenant Satisfaction measures. 12 of these measures seek the views of tenants on how satisfied they are with our services.

## These measures are:

- TP01: Overall satisfaction
- TP02: Satisfaction with repairs
- TP03: Satisfaction with time taken to complete most recent repair
- TP04: Satisfaction that the home is well maintained
- TP05: Satisfaction that the home is safe
- TP06: Satisfaction that the landlord listens to the tenant views and acts upon them
- TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08: Agreement that the landlord treats tenants fairly and with respect
- TP09: Satisfaction with the landlord’s approach to complaints
- TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
- TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
- TP12: Satisfaction with the landlord’s approach to handling anti-social behaviour

## We will also be assessed on our performance against:

- RP01: Homes that do not need the Decent Homes Standard
- RP02: Repairs completed within target timescale
- BS01: Gas safety checks
- BS02: Fire safety checks
- BS03: Asbestos safety checks
- BS04: Water safety checks
- BS05: Lift safety checks
- CH01: Complaints relative to the size of the landlord
- CH02: Complaints responded to within Complaint Handling Code timescales
- NM01: Anti-social behaviour cases relative to the size of the landlord

We will begin surveying a sample of tenants throughout 2023 to gather perception information, plus recording the management information from April 2023.

Perception Surveys will largely be done over the phone or via a web link. All landlords must submit their data to the Social Housing Regulator after April 2024.

Tenants will be able to compare how well we are performing against social housing landlords throughout the country.

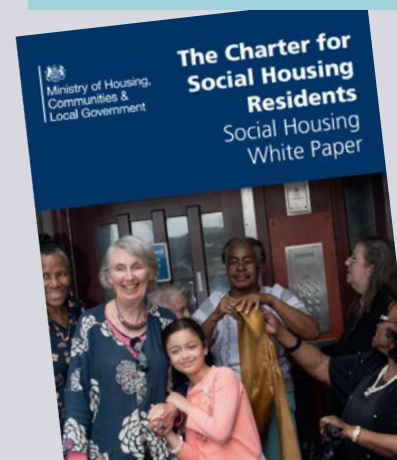
We are focussing on the key priorities of the Charter and reviewing our approach to:

- reactive repairs delivery, including fixing issues first time
- reports of damp and mould
- how we work with residents, communities and local groups to ensure neighbourhoods are a safe and enjoyable place to live
- how we respond to reports of anti-social behaviour and nuisance
- how we respond to complaints
- ensuring we continue to complete fety checks on time
- tenant engagement

## More information

We would love to hear your views on these changes and how you would like to get involved in helping us shape some of our responses.

If you would like to get involved, please call **023 8028 5119** or email **RI@nfdc.gov.uk**



# Information for residents about the Housing Ombudsman Service

## How we can help

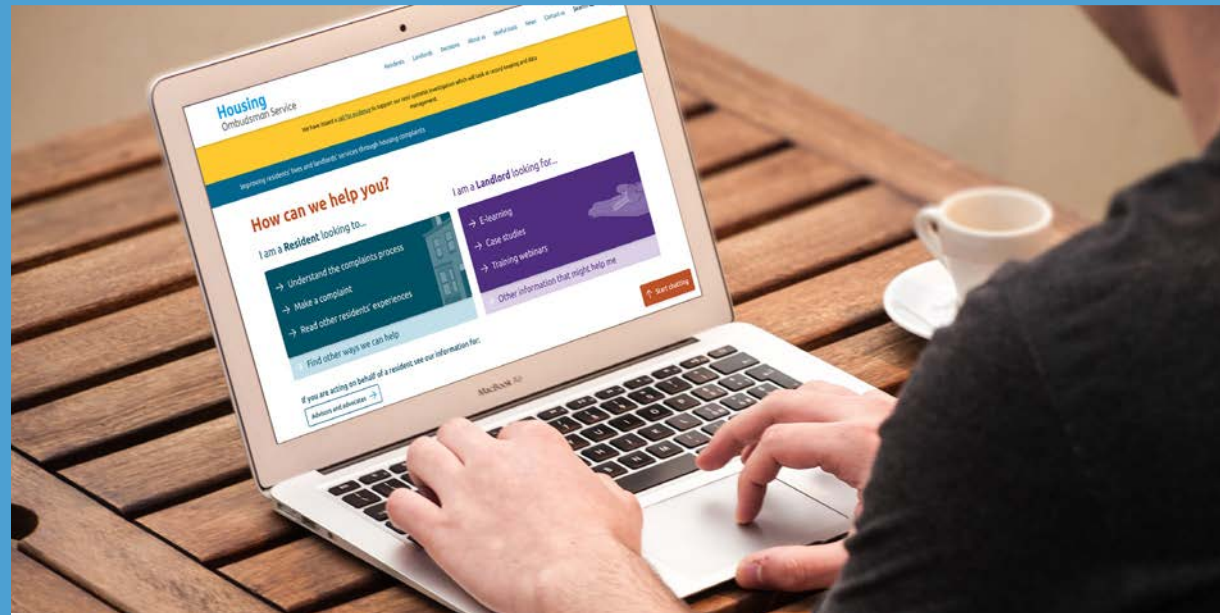
The Housing Ombudsman Service is set up by law to look at complaints about housing organisations that are registered with us, including housing associations and local authorities.

## When to contact the Housing Ombudsman Service

You can contact us at any point during the complaint process. The assistance we can offer depends on whether the landlord's complaints procedure has been completed and when.

## Making a complaint to your landlord

If you have not yet complained to your landlord, we can offer assistance on how to make your complaint and discuss what outcomes and actions would put things right for you. We can help you obtain details of your landlord's complaints procedure so you know what to expect.



## Getting a response

If you have already been in contact with your landlord about the problem we can help you find out whether a formal complaint has been logged. We can make sure the landlord understands that you wish to make a complaint and make sure the correct process is followed. We will also find out when you can expect to receive a response.

## What are the next steps?

If you have received a response from your landlord but remain dissatisfied with the outcome, we can discuss your options and help you identify the most appropriate action.

## What if we can't help?

There are some complaints that we will not be able to consider, for example if your complaint has been considered by a court. We will tell you as soon as possible if we are unable to consider any element of your complaint. Wherever possible we will provide you with details of any organisation that may be able to assist you to resolve the dispute.

## Can the Housing Ombudsman Service complain on my behalf?

We are an independent organisation and we are impartial. This means we cannot represent you or make the complaint on your behalf. We do not act on behalf of your landlord either.

We believe that the best way to resolve a dispute is quickly and locally, by a resident and their landlord. Before the landlord's complaints procedure has finished, our role is to help you and your landlord resolve the complaint between yourselves.

## Once the landlord's complaints procedure is complete, what happens then?

The landlord's final response to your complaint must be set out in writing and must state that it is the final response. It must include a paragraph advising that you may now refer your complaint to the Housing Ombudsman Service. If your landlord's letter does not include a paragraph stating that it is a final response, there may be more that your landlord can do. We can make checks with your landlord to help you know whether the complaints process has finished.

## What does the Housing Ombudsman Service do with the complaint?

All complaints are different. Once we have had time to consider the individual circumstances of your complaint, we will decide the best way to resolve it. For example, we may:

- Advise you to contact a different organisation if it is an issue that they are better placed to resolve. In some cases, we may be able to refer the complaint straight to the other organisation if you want us to do so.
- Help you get a response from your landlord and to progress the matter through its internal complaints procedure.
- Work with you and your landlord to resolve the dispute through agreement.
- Carry out an investigation into the way your landlord dealt with the initial problem and how it dealt with your complaint. We will assess whether this was fair in all the circumstances by looking at all of the evidence.

## How to contact the Housing Ombudsman Service

Online: [housing-ombudsman.org.uk](https://housing-ombudsman.org.uk)  
Call: 0300 111 3000  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Write: The Housing Ombudsman Service,  
PO Box 152, Liverpool L33 7WQ

## New Forest District Council (NFDC) Complaints Policy

You can get further information about making a complaint and download a copy of the our Complaints Policy by going to the NFDC home page, selecting the "Council" tab and clicking on "Feedback, comments and complaints".

# Difficulties with paying your rent?

The Tenancy Account Team are sensitive to the real financial hardship caused by the Cost-of-Living Crisis and our teams want to work with tenants who are struggling with their financial situation.

It is very important that rent payments are made to avoid building up rent arrears which may cause repayment problems in the future and there are various ways in which you can pay your rent.

If you are struggling with your finances, you should gain advice, support and guidance from the Tenancy Account team immediately; we can help to make affordable repayment plans to assist you during this difficult time. The team can also assist with making claims for any benefits you may be entitled to.

The sooner you let us know about any financial problems you are having, the sooner we can give you advice on all the options available. Contact us to get support with managing your rent account – this will help you avoid getting into rent arrears difficulties in the future.

The Tenancy Account team are here to help you with any queries or concerns you may have regarding your rent account.

Tel: **023 8028 5222** (option 2)

Email: [rents@nfdc.gov.uk](mailto:rents@nfdc.gov.uk)

**Please remember rent is due every Monday and is payable in advance.**

## Ways to pay your rent

### Direct Debit

The most convenient way to pay your rent is by Direct Debit. The payment is made automatically for you from your bank / building society. We offer two payment dates these are the 1<sup>st</sup> and 15<sup>th</sup> of the month. Simply complete a Direct Debit mandate and we will set up your Direct Debit on your preferred date. Ideally, we would prefer our tenants to complete the Direct Debit e-form online at [newforest.gov.uk/rents](http://newforest.gov.uk/rents) but if you would like a paper copy, you can collect one from your Local Area Office or contact the Housing Support Hub and they will send one to you in the post (HSH contact details are on the back page of the magazine).

### Standing Order

Payments can be made by your bank / building society by setting up a Standing Order these can be made weekly, fortnightly, four weekly or monthly. To set up a Standing Order you will need your seven-digit rent account reference and the following account details: **Lloyds Bank PLC, Sort Code: 30-80-63, Account No: 29293160, Account Name: New Forest District Council.**

### Telephone

Payments can be taken over the phone using a debit or credit card by calling **023 8028 5222** (option 2). Or you can pay by our automated facility 24 hours a day by calling **0300 456 0626**.

### Online

Make a payment online by visiting our website [nfdc.gov.uk](http://nfdc.gov.uk) select the 'make a payment option', debit and credit cards can be used.

### In person

Payments can be made in person at any of our offices Monday to Friday. Opening times may vary so it is advisable to check our website or contact us to obtain the current opening times.

### Our offices are located:

Jubilee Hall, The Square, Fawley, SO45 1DD Tel: 023 8089 1640  
Kings Yard, Salisbury Street, Fordingbridge, SP6 1AB Tel: 01425 654560

The Grove, St Johns Street, Hythe, SO45 6BZ Tel: 023 8084 1411

Town Hall, Avenue Road, Lymington, SO41 9ZG Tel: 023 8028 5000

Appletree Court, Beaulieu Road, Lyndhurst, SO43 7PA Tel: 023 8028 5000

Town Hall, 2 Ashley Road, New Milton, BH25 6AS Tel: 023 8028 5000

Ringwood Gateway, The Furlong, Ringwood, BH24 1AT Tel: 01425 473883

Civic Centre, Totton, SO40 3AP Tel: 023 8086 3138

### Housing Benefit

You must notify Housing Benefit of any changes to your circumstances, for example an increase or decrease to your household income, birth of a child, or anyone leaving or joining the household.

Please call the Housing Benefit team on **01590 646121**.

### Universal Credit

Universal Credit (UC) is a single monthly payment for people of working age in or out of work.

UC merges income-based Jobseekers Allowance, income-related Employment and Support Allowance, Working Tax Credit, Child Tax Credit, Income Support and Housing Benefit. UC will be a single monthly payment into a bank account.

If you get help with your rent, this will be included in your monthly payment. You will have to pay rent to your landlord yourself, in full and on time.

To contact UC phone **0800 328 5644**. We can also arrange for your Housing payments to come to us directly if you are struggling with budgeting or finding it difficult to make your rent payments on time. (Conditions apply).

### Council Tax Reduction

Council Tax Reduction Scheme (CTRS) is to give financial help towards the council tax bills of those on low incomes.

Council Tax reduction is a discount for council tax and the amount given is based on the income and circumstances of the household.

Please contact our Council Tax team on **01590 646111** for more information.

### Useful contacts

#### Citizens Advice

03444 111 444 / [citizensadvice.org.uk](http://citizensadvice.org.uk)

#### Money Advice Service

0300 500 5000 / [moneyadviceservice.org.uk](http://moneyadviceservice.org.uk)

#### Shelter

809 800 4444 / [shelter.org.uk](http://shelter.org.uk)

### Do you call one of our officers to make a payment?

To ensure we meet certain regulations, in December there will be some changes to how we process payments over the phone. This means that our staff will no longer be able to take your card details over the phone, and so you will be passed to an automated system to put these details in.

Please keep an eye on our website and social media for more information, and once the system is live if you call to make a payment the team will talk you through the process. Alternatively you can pay through our automated telephone or online payment systems.



# Christmas recycling and rubbish collections 2022/23

Check your collection day:  
[newforest.gov.uk/findyourcollection](https://newforest.gov.uk/findyourcollection)

## Black and clear sacks

If your normal collection day would be Monday 26 December 2022, your revised collection day is Monday 2 January 2023.

## Glass box

If your normal collection day would be Monday 26 December 2022, your revised collection day is Saturday 31 December 2022.

## Garden waste

Garden waste collections will not take place from Monday 26 December to Friday 6 January 2023. Garden waste collections will resume as usual from Monday 9 January 2023.

**Unless listed here, your collection day will stay the same as usual.**

## Recycle your real Christmas tree

Take your real Christmas tree to one of our drop-off sites across the district, and we will recycle it. The trees are chipped and transformed into mulch, which is then used locally.

**The following sites will be open from Saturday 31 December 2022 to Sunday 15 January 2023:**

### Blackfield

Gang Warily Community Centre Car Park, SO45 1GA

### Brockenhurst

Brookley Road Car Park, SO42 7RA

### Burley

Burley Coach Park, BH24 4AA

### Fordingbridge

A338 Slip Road Car Park, SP6 1AW

### Hythe

New Road Car Park, SO45 6BP

### Lymington

Bath Road Car Park, SO41 3SE

### Lyndhurst

Village Centre Car Park, SO43 7BF

### Milford on Sea

Hurst Road East Overflow Car Park (by Sturt Pond), SO41 0PY

### New Milton

Crossmead Avenue Car Park, BH25 6NF

### Ringwood

Furlong Long Stay Car Park - follow signs to designated area, BH24 1AT

### Totton

Rumbridge Street Car Park, SO40 9EA

Please remove any decorations from your Christmas tree and leave in designated fenced bays only.

Take your tree to the back of the bay and do not block the entrance.

**Any trees left in car parks not on this list will be treated as fly-tipping.**



Our recycling and rubbish service will be changing in the future. Find information and read our plans at [newforest.gov.uk/wastestrategy](https://newforest.gov.uk/wastestrategy)

## Waste less and save more this Christmas

The average household in the New Forest throws away 3.4kg of food waste per week, here's our top tips to waste less and save more this Christmas:

### 1. Make a Christmas meal plan

Plan ahead to help reduce food waste and save money

### 2. Sort your festive storage

Keep your fridge temperature to less than 5°C

### 3. Know your dates

Plan to eat or freeze food, if it is safe to do so, if the use-by date is near

### 4. Perfect Christmas portions

Consider letting everyone help themselves from serving bowls, and use up or freeze leftovers

Find more tips at [lovefoodhatewaste.com](https://www.lovefoodhatewaste.com)

#### Remember to add these six items to your clear recycling sack:

Empty aerosols, plastic bottles, tins, cans, paper, and card.

#### Use your glass collection box or communal bin to recycle.

Empty jars and bottles, all colours and sizes.



### Festive recycling tips

- Reuse greeting cards to create gifts tags next year, or recycle, but please remove any embellishments like ribbons first
- Recycle plain brown gift paper in your clear sack, or please add all other gift wrap to general waste. Most gift wrap contains some plastic and foil and cannot be recycled.
- Reuse festive sweet and biscuit tins, we can recycle tins made from metal
- Remember to remove food and drink from items before recycling, and check they are clean and dry

## Elections in the New Forest

### Your vote matters - don't lose it

You can register to vote online at [www.gov.uk/register-to-vote](https://www.gov.uk/register-to-vote)

**The process takes less than five minutes. If you are unable to register online, you can contact us on 023 8028 5445. You will need your national insurance number.**

To register to vote, you must be:

- a UK or Irish citizen
- a qualifying Commonwealth citizen living in the UK
- an EU citizen living in the UK

To register in England, you must be 16 years of age or older, you will not be able to vote until you are 18 years old.

#### Local elections in May 2023

We will be holding local elections on Thursday 4 May 2023. These will be to elect your district, and town and parish Councillors. This is your opportunity to influence how your local community might be governed.

You will need to be registered to vote to be able to take part in these elections.

Our polling station staff will be ready to help you on polling day and your vote is completely anonymous.

Where you go to vote may have changed as we have carried out a review of all our polling stations. Your polling station will be marked on your poll card which will arrive through the post in good time. It will look a little different, it will be an A4 piece of paper in an envelope addressed to you. Please check it carefully, you will only be able to vote at the polling station printed on your poll card.

You might also be voting for a different local Councillor. The geographical areas which set out where people vote, known as a ward, have been reviewed. This has reduced the number of district Councillors from 60 to 48. For more information, please visit our website.

#### Change is coming

The government has passed a new law. This will affect the delivery of elections in England from May 2023.

It is likely you will need to bring photo ID to the polling station to be able to vote. A list of acceptable forms of ID will be printed on your poll card. If you do not have a suitable form of ID, you will be able to apply for a free Voter Authorisation Certificate. Please check our website for further information.

The new law represents a positive change for those voters with access needs. If you feel like you may need a bit of extra help to cast your vote, our staff will be able to help you. We will be working in the coming months to provide the right support for voters with any type of disability.

Further information will be posted on our website as soon as it becomes available.





# Keep your drains flowing

**Did you know that a lot of the food we love to cook contains fat, oil and grease which, while tempting to the tastebuds, is not so favourable for our homes and the environment if it enters our sewers?**

If we put the wrong thing down the sink or loo, it can cause a problem. Here's how you can avoid a blocked drain.

Sadly, 300,000 homes suffer from sewer flooding each year. Most of these are caused by people putting the wrong things down their drains. So, we're spreading the word about how people can do their bit to protect their homes and communities from sewer flooding.

### Food for thought...

Fat, oil and grease (FOG) is used in nearly all types of cooking. If any leftovers are washed down sinks or drains – during cooking or washing up – it can harden in the pipes and restrict the flow of water. If wastewater has nowhere else to go, it can back-up into your toilets and sinks and flood local homes and businesses. The mess is horrible, and some of your possessions could be

ruined. Because all our pipes are linked, your neighbours could be the ones who suffer as well.

### Tips and advice

Here's how you can help:

- In the kitchen – dispose of the leftover fat in the bin – never down the sink. Scrape your plates before you wash up and collect any cooled FOG from cooking in a container and bin it.
- In the bathroom – keep the three P's in mind when flushing the loo. Only flush pee, poo and paper. Everything else goes in the bin – even products labelled 'flushable' or 'bio-degradable'.

Following these simple tips will help us prevent blockages and floods, and make sure nobody has to deal with a messy blocked drain.

### We're on-hand if you need extra support

We don't just offer advice on how to keep your drainpipes clear and your taps flowing. We're also here to support you should you

have trouble paying your bill, especially during these tough financial times.

You could be entitled to a discount on your bill if any of the following circumstances apply to you:

- Your household income is low
- Someone in your home gets a means-tested benefit
- You've got three or more children under 19 living at home
- Someone living with you needs more water because of a medical condition
- You haven't made a payment to us for a while

### Find out more

For more information on how we could help you through our payment schemes, and details on how to apply, visit [southernwater.co.uk/payless](http://southernwater.co.uk/payless) or email us at [payless@southernwater.co.uk](mailto:payless@southernwater.co.uk).



Providing training sessions for over 20 years

Free training workshops for New Forest District Council tenants

Saturday 22 April 2023 at the Novotel in Southampton

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](mailto: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 doors 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.



# Grounds Maintenance update

For our New Forest District Council (NFDC) gardeners the first cut of the season starts around the beginning of April with a schedule of eight cuts through the growing season until around October.

That means that the grass should get cut every four to five weeks. Global warming has made the correct conditions for grass cutting a little less predictable with warm and wet conditions favouring grass growth but not grass cutting. However, the teams do try and work safely and efficiently when conditions allow.

In addition, to address climate and nature emergency concerns, the teams are also:

- Continuing to reduce the use of fossil fuel-based equipment in favour of Battery powered alternatives, where suitable and practical
- Investigating sites which lend themselves to the introduction of wildflowers for pollinators and biodiversity
- Providing open spaces which can benefit peoples physical and mental health by linking areas with pathways and bridges that also act as wildlife corridors

We would be very pleased to hear from you if you spot or photograph any wildlife that use the open spaces around your area or if you have any suggestions of sites you think could be considered for wild flower meadowing.

NFDC gardeners are not the only Local Service provider that cut grass in the Forest, Parish and Town Councils also provide local services and roads with a speed limit over 40 MPH are cut by Hampshire County Council Contractors.

Guidance on the range of Grass Cutting provided can be found on the Grounds web pages under 'Grass Hedges and Shrubs', where there is also a link to an online mapping system to help confirm who you should contact with regard to any concerns you have over grass cutting.

Should you have any concerns over grass cutting in the area you live that is the responsibility of NFDC Grounds Teams, please contact the Customer Services team in the first instance.

We hope you will enjoy the benefits of the outdoor spaces around you and the links they provide to the wider New Forest.



# Preventing animal accidents

**Forest organisations are renewing their call for drivers to remember to pass animals wide and slow this winter.**

Low sunlight, dazzling on-coming headlights and bad weather can make visibility poor, and the New Forest Animal Accident Reduction Group is encouraging commuters and businesses to adjust their driving to suit the road and weather conditions.

Historically, winter is the worst time for animal deaths in the Forest as more journeys are taken in the dark.

The free-roaming animals are known as the 'architects of the Forest' – their grazing helps make the Forest internationally important for wildlife.

Although the overall trend of accidents has been gradually reducing over the years, any death or injury to an animal is a great loss to its owner and the New Forest.

Many of the drivers involved in animal accidents are local residents and people who make regular trips. The highest risk routes are:

- The B3078 from Brook to Godshill
- The B3054 from Lymington to Dibden Purlieu, via Beaulieu
- The B3055 from Brockenhurst to Sway
- The C10 from Picket Post to Holmsley

Clerk to the Verderers, Sue Westwood said: 'Our usual messages apply, slow down, particularly when passing animals on the verge and when visibility is poor, when it is dark, foggy, raining or if you are blinded by the sun or oncoming vehicles' headlights. Expect animals to walk out in front of your vehicle. They do not have any road sense.'

She added: 'Remember the speed limit is exactly that, a limit. It is not the speed at which you should always be travelling. Drive according to the conditions, not because you are late for an appointment, want your dinner etc.'

'A collision with an animal will significantly slow your journey, assuming you can continue at all. Colliding with a large animal can do a lot of damage to your vehicle and may result in significant injury to the vehicle occupants.'

The New Forest's Animal Accident Reduction Group has spearheaded a range of measures including police mobile speed cameras on the most dangerous routes and reflective warning signs on key roads during the winter months when accidents peak.

The Group is supported by the Commoners Defence Association, Forestry England, Verderers of the New Forest, New Forest NPA, New Forest District Council, Hampshire County Council, Hampshire Constabulary, New Forest Trust, New Forest Association and British Deer Society. [www.newforestnpa.gov.uk](http://www.newforestnpa.gov.uk)



Photograph credit: Russell Sach



With winter comes short days and changeable weather, gardens are looking a bit sad and summer flowers are long gone. But there is hope! Spring flowers, that are dormant during the winter, will soon be on the move to give us a display and show that spring is on its way.

There's nothing like seeing the first flowers of spring to raise your spirits. Many pop up even when it's still cold, like snowdrops with their pretty white and blue flowers. They are closely followed by crocus and daffodils to remind you there will be longer, sunny days ahead.

**Can you find the 15 spring flowers 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!**

1<sup>st</sup> prize - £20 shopping voucher  
2<sup>nd</sup> prize - £10 shopping voucher



- |           |          |            |
|-----------|----------|------------|
| Aconite   | Hyacinth | Snowdrop   |
| Amaryllis | Magnolia | Tulip      |
| Crocus    | Muscari  | Wallflower |
| Daffodil  | Narcissi | Wisteria   |
| Hellebore | Primrose | Daphne     |

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

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

**Entry form**

Full name .....

Telephone .....

Address .....

Closing date for entries is Friday 28 April 2023. Terms and Conditions apply. This information will only be used by our Housing team for the purposes of the wordsearch competition prize draw, and will not be used for any other purpose or shared elsewhere. Further information about your information rights can be found at [nfdc.gov.uk](http://nfdc.gov.uk) or by emailing our Data Protection Officer won [data.protection@nfdc.gov.uk](mailto: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](http://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

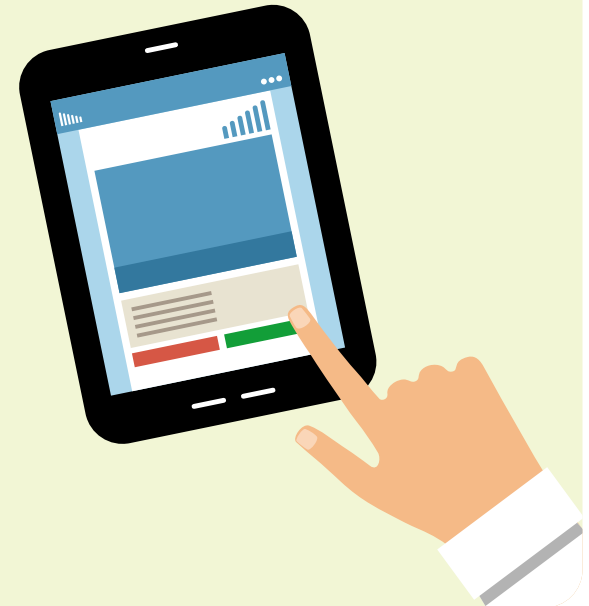
You can also:

- Apply for a property

You can make online payments for:

- Rent
- Council tax
- Parking clocks

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



## £2 bus fare cap across England to save passengers money

The Government is providing up to £60 million from January to March 2023, to help bus operators to cap single adult fares at £2.00 per journey.

**Find out more via [gov.uk](http://gov.uk)**

## 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 carer's 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](https://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](mailto: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](https://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](mailto: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](mailto: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](https://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](mailto: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](mailto: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](https://newforest.gov.uk) and click on the 'Live Chat' option at the bottom of the page.
- Email [customer.services@nfdc.gov.uk](mailto:customer.services@nfdc.gov.uk)
- Use one of our online forms at [newforest.gov.uk](https://newforest.gov.uk)
- Use our In Touch app if you're out and about and spot something that needs reporting. Visit [mycouncilservices.com](https://mycouncilservices.com) for more information and to download.
- Get in touch on Twitter or Facebook where you can post or message us with your enquiry  
[@nfdc\\_updates](https://twitter.com/nfdc_updates) [@newforestgov](https://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](mailto: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](https://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](https://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](mailto:RI@nfdc.gov.uk).