

# Hometalk

New Forest District Council's magazine for tenants and leaseholders

**SUMMER 2023**



# In this edition of Hometalk

- p3** Tenant Engagement
- p4-7** Help and support available to New Forest residents
- p8** Energy efficient home upgrades
- p9** How do I make a complaint?
- p10+11** Kings Coronation
- p12+13** Fire safety
- p14+15** Neighbourhood nuisance
- p16** Recycle garden waste from home
- p17** Transform your home waste with composting
- p18+19** Housing Development News
- p20-23** Annual report
- p24** Tenant satisfaction measures
- p25** Four Million Homes
- p26** Homeswapper
- p27** Gas safety checks
- p28+29** Preventing damp and mould
- p30+31** Hampshire Swifts
- p32** Wordsearch
- p33** Save time, do it online
- p33** Bus fare cap
- 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 the Tenant Engagement Team:

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

**Post:** Tenant Engagement Team

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)

**Editor** Joy Stainer, Tenant Engagement Officer  
**Design** H&W Creative  
**Printing** School Lane Colour

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

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

### 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

\*Failure to comply may result in a fixed penalty of £100 or being taken to court and a fine of up to £1,000.

# Welcome to the Summer edition of Hometalk

**We have packed this edition full of useful information. Many thanks to this month's contributors, our Tenant Involvement Group, and our Editor, Joy!**

**Dave Brown**  
Tenant Engagement Manager



**I thought this would be a great opportunity to introduce myself - I'm Dave Brown, the new Tenant Engagement Manager here at New Forest District Council (NFDC).**

I've been in post since late April and have to say it's been a real pleasure to meet, chat with, and get to know my fantastic colleagues and a number of our tenants so far. The passion shown by everyone for our homes and communities is a real highlight.

With a renewed focus on social housing providers engaging with tenants and listening to their views, it's great to know that NFDC have reinforced this with the creation of my role to complement our existing Tenant Engagement and Housing teams, and to help drive our services forward.

I know there's a lot of great work already planned to hear your voice and act on it - but we can also improve and evolve our services, with the Social Housing Regulation Bill and new Consumer Standards on the horizon.

I've worked in Housing for over 17 years and in every role (from Income Officer to Anti-Social Behaviour Officer and managing various

Tenancy Management services) people have been the key factor in getting the best outcomes for tenants. So, I'm really looking forward to continuing to bring that experience and enthusiasm to shape the services that mean so much to our people, both tenants and staff.

Outside of work its family, motorcycles and motorsport - and enjoying the wonderful area in which we live, from beach to forest and the great towns we have.

However, enough about me – I'd like to hear from you. If you'd like to have further involvement in shaping our housing services, have a passion for representing your community and NFDC tenants, and can give a little free time as a volunteer – get in touch. We'd be happy to arrange a chat to talk about how you can be involved, and how much or little time you'd be able to give.

Please email: [ri@nfdc.gov.uk](mailto:ri@nfdc.gov.uk) in the first instance - but if you're unable to email, call us on **023 8028 5119** or **023 8028 5191** for an informal chat.

I hope you all get to enjoy a great summer.

# Help and support available to New Forest residents

## 1. Council Support Schemes

In response to the Cost of Living Crisis, New Forest District Council have brought together the local and national support and benefits available to New Forest residents. Visit [newforest.gov.uk/costofliving](https://newforest.gov.uk/costofliving) to find all the details.

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

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

Call **0808 278 7860** to book a free debt appointment, or visit: [citizensadvice.org.uk/debt-and-money/help-with-debt/](https://citizensadvice.org.uk/debt-and-money/help-with-debt/)

## 4. Digital help

Free 1 to 1 help with your IT problems is available in the New Forest libraries. The Digital Champions are available to assist with any request or issue that is just about computer help on phones, tablets and laptops. This includes password issues, creating email accounts, Universal Credit accounts and general computer help.

Call Citizens Advice on **0808 278 7860** for further details.

## Energy

Contact Citizens Advice New Forest for help with energy bills. Call: **0808 278 7860**

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

In October you will be able to check if you are eligible for the **Warm Home Discount scheme** via the Government's webpage: [gov.uk/the-warm-home-discount-scheme](https://gov.uk/the-warm-home-discount-scheme)

## Help to Save

Help to Save is the government savings scheme for low-income earners, which offers a 50% bonus payment worth up to £1,200 over 4 years – has been extended to April 2025, HM Revenue and Customs (HMRC) has confirmed.

More than 359,200 customers have opened savings accounts since its launch in September 2018 and an additional 3 million individuals could still benefit from the savings scheme as a result of the extension.

Help to Save is a savings scheme for low-income earners. Savers can deposit between £1 and £50 a month into their account and will receive a government bonus - even if money has been withdrawn.

Find out more at: [www.gov.uk/help-to-save](https://www.gov.uk/help-to-save)

## Water companies

There are three water companies covering the New Forest area, check your water and 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

**0800 027 0800**

### Wessex Water

**0345 600 3600**

### Bournemouth Water

**01202 590059**

## Local libraries

You can visit your local library for a warm welcome, where you have free access to newspapers, magazines, books, wifi, public computers, print facilities and charging points.

## 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](https://hubhub.org.uk/the-community-fridge)

### Ringwood Community Fridge

Ringwood Library  
Christchurch Road BH24 1DW

#### Open:

Tuesday, Wednesday and 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

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

# Help to reduce your food shopping bills

## New Forest Food Banks and other organisations

All areas of the New Forest are covered by Food Banks. They provide food and other essentials in an emergency situation.

All food banks require a referral from an agency such as Citizens Advice.

Call: **0808 278 7860**.

**The South** (New Forest Basics Bank)  
[basicsbank.org.uk](http://basicsbank.org.uk) | **01590 610008**

**The West** (Ringwood Foodbank)  
[ringwood.foodbank.org.uk](http://ringwood.foodbank.org.uk) | **01425 600134**

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

**Totton**  
[youthandfamiliesmatter.org.uk/basics-bank](http://youthandfamiliesmatter.org.uk/basics-bank)  
**023 8086 0320**

## 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)

## 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. Brands include: Greggs, Costa & Morrisons.

### 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

Did you over order items in your latest shop? This app lets you share unwanted items of food for free among your neighbourhood.

## The New Forest Food Larders

Why not help reduce your weekly food bills by becoming a member of one of our weekly food larders. 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

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

### Tuesday

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

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

### Wednesday

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

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

### Thursday

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

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

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

### Friday

**Bransgore**, St Mary the Virgin Church, Ringwood Road, Bransgore BH23 8JH

**Open:** 9.30am - 10.30am

**Ringwood**, Ringwood Leisure Centre, Ringwood BH24 1PX

**Open:** 1.30pm - 2.30pm

**Fordinbridge HUB** St Mary's Church, Fordingbridge SP6 1BB

**Open:** 1.30pm - 2.30pm

## Community Hubs HUB

You can access additional cost of living support at five weekly community hubs.

At the community hubs, residents can meet with officers from our benefits and housing teams, as well as Citizens Advice New Forest, who can provide cost of living advice and signpost to the local and national support that is available - or just come along for a cup of tea or coffee and a biscuit. There are other local groups that also attend to provide support, including Step Up Safe Space.

The community hubs take place at the same time and location as five existing weekly FareShare food larders in the district, which is a membership scheme offering food essentials for a reduced fee.

## You can visit the following community hubs and food larders:

New Milton | Wednesdays | 9.30am - 10.30am

Totton | Wednesdays | 9.30am - 11.30am

Calshot | Thursdays | 12.30pm - 1.30pm

Pennington | Thursdays | 1.00pm - 2.00pm

Fordingbridge | Fridays | 1.00pm - 2.00pm

As well as supporting the five community hubs, we continue to offer other cost of living support. This includes a dedicated cost of living hub on our website, where you can find regularly updated advice and information about help with food, housing costs, energy and water bills, Council Tax, money concerns, and disability payments: [newforest.gov.uk/costofliving](http://newforest.gov.uk/costofliving)

The latest information about cost of living support is often included in our regular resident emails. You can sign up to receive these emails on our website: [newforest.gov.uk/emails](http://newforest.gov.uk/emails)

## New Forest District Council to install energy efficient home upgrades to 70 council properties

**70 council owned properties are to benefit from energy saving home upgrades after we were awarded £549,253 in funding from the government.**

We are receiving new funding from the Social Housing Decarbonisation Fund (Wave 2.1) to upgrade 70 properties in the New Forest where improvements to their energy performance will be of the most benefit to residents. The properties benefitting from the funding are located in Burley, East Boldre, and Minstead, and are off the gas network.

The funding will help us to install measures such as air source heat pumps, top up insulation, and new windows in the properties, which will improve energy efficiency, lower energy bills, and reduce fuel poverty, in support of the council's Greener Housing Strategy.

Following installation of the measures, the properties' energy performance certificate (EPC) rating will increase from an E or below to a C, and it is expected that residents could save between £220 to £400 on their annual energy bills.

The measures will also help to reduce carbon emissions and aligns with both our and the government's aims of becoming net zero carbon by 2050. Reducing emissions within the district is a key part of our response to the Climate and Nature Emergency, which we declared in 2021, and the range of measures delivered through this project will also support climate resilience and nature recovery.

The insulation measures, which include installing new windows, will help to lower energy costs by reducing the amount of fuel that is needed to reach and maintain comfortable indoor temperatures, with ventilation upgrades improving indoor air quality.

An air source heat pump can produce

approximately three units of heat for every unit of electricity that it uses, meaning they can have an efficiency rate of 300%. This makes them a viable heating alternative, which will help to reduce fuel poverty and assist us in decarbonising its housing stock.

We are also partnering with Hampshire Swifts, who will be installing purpose-built swift boxes at each of the 70 properties, which provides these birds with a permanent nesting site. Swifts are currently in decline, with a lack of nesting places being one of the causes, and it is hoped that installing these boxes will help to prevent a further decrease in their population.

Cllr Steve Davies, deputy leader and portfolio holder for housing and homelessness at New Forest District Council, says: "This funding will enable us to continue to support our residents by lowering energy prices and carbon emissions. I am looking forward to seeing the progress and positive impact of these energy efficient measures."

We have been contacting the 70 households identified to begin the process of installing the upgrades and swift boxes, which are expected to be complete by March 2025.

### Find out more

More information about our plans for more energy efficient housing can be found in our Greener Housing Strategy, which is available to view on our website at [www.newforest.gov.uk/greenerhousing](http://www.newforest.gov.uk/greenerhousing).

## How do I make a complaint

A message from the Housing Ombudsman



**If you're unhappy with the service from your landlord, you should make a complaint to them first.**

### Complaints could include:

- repairs and maintenance
- issues with communal areas
- health and safety issues
- anti-social behaviour
- customer service

Be assured, you shouldn't be penalised for making a complaint and it will not affect your tenancy.

Advice on how to make an effective complaint can be found on the Housing Ombudsman website: [www.housing-ombudsman.org.uk/residents/make-a-complaint](http://www.housing-ombudsman.org.uk/residents/make-a-complaint)

Unfortunately, landlords sometimes make mistakes. The complaints procedure provides a way for the landlord to put things right. Whatever has happened it is likely that you and your landlord will have to work together in the future so it's important to find a solution that you both agree to and from which any lessons can be learned for the future. This is usually best achieved by a tenant and landlord discussing and dealing with the issues together.

If you are dissatisfied with a service provided by your landlord, you can make a formal complaint using its internal complaints procedure. This will vary from landlord to landlord but usually consists of two stages. Making an effective complaint will help you and the landlord to resolve matters as soon as possible after the problem arises. You should be clear about what went wrong and what you would like the landlord to do to put things right.

### Find out more

Go to: [newforest.gov.uk](http://newforest.gov.uk). Visit the Feedback, Comments and Complaints section.



# King's Coronation celebrations

Residents at New Forest District Council's Extra Care Schemes enjoyed celebrating King Charles III and Queen Camilla's Coronation weekend.



# Fire safety

From overloaded extension leads and low cost chargers, through to white goods not fit for the job, issues with electrical items are a common cause of fire incidents.

So how can you reduce fire risks and keep you and your family safe?

## Essentials for electrical device safety

Always **make sure electrical appliances have a British or European safety mark** when you buy them. This ensures they have been manufactured and tested to the appropriate standards.

Be wary of buying famous brand electrical items at a reduced price from unauthorised sources – they could be **fake and potentially dangerous**.

**Keep electrical appliances clean** and in good working order. Check cables and plugs regularly for signs of damage.

**Don't buy cheap chargers** for items that use lithium batteries, and never leave phones or laptops plugged in to charge overnight.

**Empty fluff regularly from tumble dryers** – check and clean before each use.

Hair straighteners and tongs can get extremely hot – **always switch them off and leave them to cool on a heatproof surface**. Ensure the heating element does not come into contact with the cable.

Major appliances like washing machines and fridges should be **plugged directly into a wall socket**. Never use an extension cable.

Always **check that you're using the right fuse** – seek specialist advice or manufacturers instruction if you're not sure.

Cable drum extension leads should **always be completely unwound to avoid overheating** and be careful not to overload extension leads.

**Register your white goods** – it could save your life if a product is recalled for safety reasons: [registermyappliance.org.uk](https://registermyappliance.org.uk)

## E-bikes and scooters

Some fire services and fire investigators have seen **a rise in e-bike and e-scooter battery fires**. Most fires related to e-bikes and e-scooter have happened in homes and these fires are often caused when charging batteries.

- Always **charge batteries whilst you are awake and alert** so if a fire should occur you can respond quickly.
- **Don't leave batteries to charge** while you are asleep or away from the home
- Please **pay special attention to bike conversion kits** because some are sold without a battery, and some retailers may sell batteries that don't adhere to UK safety regulations which may increase the risk of fire.
- **Do not attempt to modify** or tamper with the battery.
- Always **follow the manufacturer's instructions**.

In the event of an e-bike or e-scooter battery fire – do not attempt to extinguish the fire. **Get out, stay out, call 999.**

## Your home's electrics

It's important to **know the signs of a potential electrical problem**.

Look out for any scorch marks, flickering lights, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reason. These could all be **signs of loose or dangerous wiring**.

If in doubt **get them checked by a qualified electrician**. The mains electricity supply to your home is the responsibility of the Council as Landlord.

**Please report any potential faults to the Housing Hub.**

### Find out more

Housing Support Hub - see back page for contact information.

# Neighbourhood nuisance

Neighbourhoods should be a safe and welcoming environment for all residents and visitors.

However, we may at times, feel uncomfortable or inconvenienced by other's behaviour.

It is important that we all strive to be a considerate neighbour and be aware that sometimes our own behaviours and actions impact on others, even if unintentional, such as:

- carrying out loud work (including repairs) at night
- playing your television, radio/ music or musical instruments loudly, especially at night
- not keeping your dogs and other pets under control
- not disposing of your rubbish properly

It is always good to advise your neighbours beforehand if you intend to have an occasional party for a special occasion. This advance notice demonstrates your consideration for them, and your desire to be a good neighbour.

If, however, a neighbour's behaviour is causing you annoyance or distress, try to think it through before you act.

- **Is the problem due to difficulties in communication or differences in lifestyle?**  
It is important to take a step back and consider the behaviour itself – is this unreasonable?
- **Is your neighbour really at fault?**  
Excess rubbish or a poorly kept garden may mean they are having problems with their waste collection, or they may be struggling to manage this due to illness or mobility restrictions that you may not be aware of.

- **Does your neighbour realise what they are doing or how it is affecting you?**

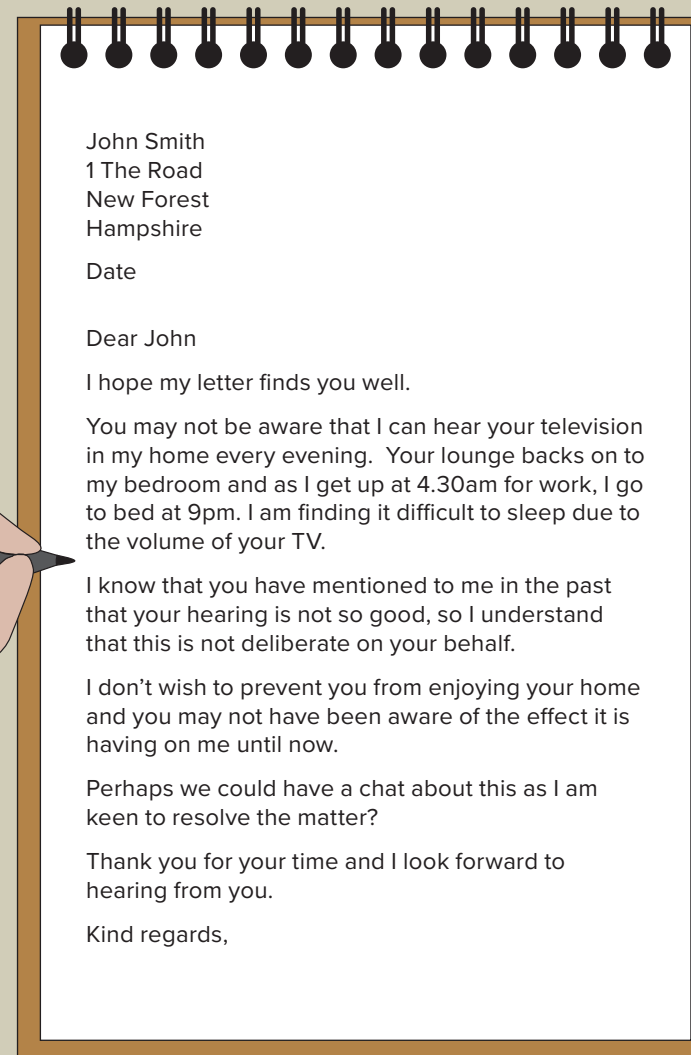
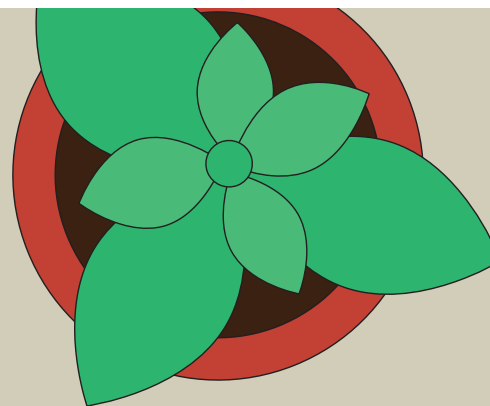
A noisy neighbour may not appreciate or know that you have different schedules, i.e. night worker.

A number of complaints regarding noisy televisions / radios are due to hearing impairment and not inconsiderate or deliberate behaviour.

If you are experiencing hearing loss, find out about aids and equipment from an organisation like Royal National Institute for Deaf People (RNID). Modern televisions have Bluetooth enabling them to be compatible with wireless headphones; this can often be a simple and effective resolution.

It is always best to speak with your neighbours in the first instance and politely explain what the problem is and how this is impacting you/ and your family. Whilst you may have frustrations try to be calm when expressing and informing them of your concerns.

Alternatively, you could write them a letter. An example being:



There are occasions where incidents or behaviour would be deemed as Anti-social behaviour (ASB), as opposed to nuisance.

ASB is defined as conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person.

Housing related anti-social behaviour can include:

- loud noise from neighbours
- harassment such as verbal abuse or threats
- vandalism, property damage and graffiti
- fly-tipping, dumping rubbish and abandoned cars
- animal nuisance

If you experience problems, it is important to keep an up-to-date record of events, noting the day, date, time and nature of the behaviour causing you annoyance or distress. This can help you to get some perspective on how often it happens. If you decide to take formal action at some stage, it can help others to see an established pattern of nuisance over a period of time. There are times when behaviours, whilst anti-social, may also be a criminal matter. In the incidents we will work alongside our Policing partners and affected residents.

**To report anti-social behaviour, please contact the Housing Support Hub - details on the back page.**





## Recycle garden waste from home

If you have garden waste, we can collect and recycle it fortnightly for an annual fee when you sign up to our garden waste service.

Recycling garden waste helps to keep your garden tidy, whilst looking out for the environment. You can recycle things such as grass cuttings, flowers, weeds, leaves and twigs. The garden waste we collect is composted to create a high-quality soil conditioner which you can purchase at tips (Household Waste and Recycling Centres) in Hampshire.

Collections for the 2023/24 garden waste collection service run from April 2023 to March 2024. However, subscriptions to the 2023/24 garden waste

collection year will close on 30 September 2023, as we will be preparing for our new wheeled bin garden waste service for April 2024.

Find out more about our garden waste collection service, including how to sign up, on our website: [newforest.gov.uk/gardenwaste](https://newforest.gov.uk/gardenwaste)

You can also visit one of our local information offices or call the garden waste hotline on: **023 8028 5391** if you need assistance.

### Changes to garden waste service from April 2024

In April 2024 our garden waste collection service will switch from using bags to wheelie bins.

You will be able to register for the new service this autumn. We will be writing to current garden waste customers with full details of the new service and the discount period. There will be an initial sign-up period to guarantee your garden waste wheelie bin in time for April 2024 and information will be on our website:

[newforest.gov.uk/gardenwaste](https://newforest.gov.uk/gardenwaste)

### Find out more

In 2025 we plan to make further changes to our core collection services, find out more about future changes to recycling and rubbish collections, on our website at: [newforest.gov.uk/wastestrategy](https://newforest.gov.uk/wastestrategy)

# Transform your home waste with composting



Over a year, composting at home can save the equivalent of all the CO2 produced by your kettle annually. It is a great way to reduce household and garden waste and creates free soil conditioner for your outdoor space.

### Getting started with composting

If you would like to give composting a go, you can purchase a composting bin, or you may be able to get one second hand. Hampshire residents can receive a discount on composting bins from Get Composting online, just add your postcode to find composting bins to buy: [getcomposting.com](https://getcomposting.com)

### What can you compost from home?

It is always best to check first, but items you can compost include fruit and vegetable peelings, leaves and flowers, and shredded paper and card.

Items which cannot be composted include cooked food, meat and fish, food bones, pet waste, and metal, glass and plastic.

### Keep unwanted wildlife at bay

Following composting advice will help to ensure your composting doesn't attract unwanted animals like rats, or smell.

Key things you can do include:

- Avoid putting in cooked food, meat or dairy products.
- Aim for a 50:40 mix of 'green' items like fruit and vegetable peelings and grass cuttings, and 'brown' items like leaves, cardboard and shredded paper to avoid making a dry habitat.
- Place your composting bin or heap away from walls, fences, or anywhere that could provide easy access for creatures.
- Use a composting bin with a lid if you can, to help keep your composting secure.

### Find out more

Smart Living Hampshire have how-to-guides and information to help you with composting. They also provide tips on other ways to reduce waste at home and save money.

[www.hants.gov.uk/wasteandrecycling/smartliving](https://www.hants.gov.uk/wasteandrecycling/smartliving)

**Compost bins must not be used in communal garden areas, unless prior permission has been given by the Tenancy Management team.**



Since 2018 the District Council has now delivered 285 additional affordable homes across the New Forest from a variety of sources and to meet different needs. From securing homes with private developers to commissioning high-quality builds on our own land, the Council has looked at every possible route to meet permanent and temporary housing needs.



And in terms of schemes in the current pipeline we have recently taken some significant steps forward achieving planning permission for 22 homes on the site of Hythe Medical Centre (next to the new Hospital), and in April the Council's Planning Committee voted in favour of a scheme for 20 new homes for rent in Salisbury Road, Totton. In recent months we have also secured 17 new affordable homes in Fordingbridge (Burgate) from a private developer for rent and shared-ownership. Meanwhile another 12 highly energy efficient all-electric homes are currently under construction at the old Testwood Social Club site Totton and we are about to start building another 16 in Moore Close, New Milton.



# Housing Development News

**Tim Davis, Service Manager for Housing Development, has reported a very busy six months or so for his Team, seeing a number of developments reach completion and others taking big steps forward.**

Recently built schemes have completed in Totton, New Milton and most recently in Hythe, where six energy efficient homes with air source heat pumps, solar panels and electric vehicle charging points have replaced 37 underused and empty garages that had become an eyesore and were attracting anti-social behaviour (photo of old garages - bottom left).

After Councillor and portfolio holder at the time, Edward Heron visited the scheme he said how delighted he was with the hi-tech homes and how they were contributing to Council's target set in the Housing Strategy five years ago.

In total we have firm plans in our pipeline for another 144 homes for rent and shared-ownership, and of course, where we are building these ourselves we're aiming to meet the highest viable energy efficient and carbon-reducing standards



At a time when construction and the housing market has been so badly affected by uncertainty and inflation these are results to be proud of. We are still looking out for new opportunities and taking a carefully balanced approach whenever we find them to ensure that we spend wisely, that we attract as much funding from outside the Council as possible, and that we deliver the most sustainable and viable forms of housing wherever we can.

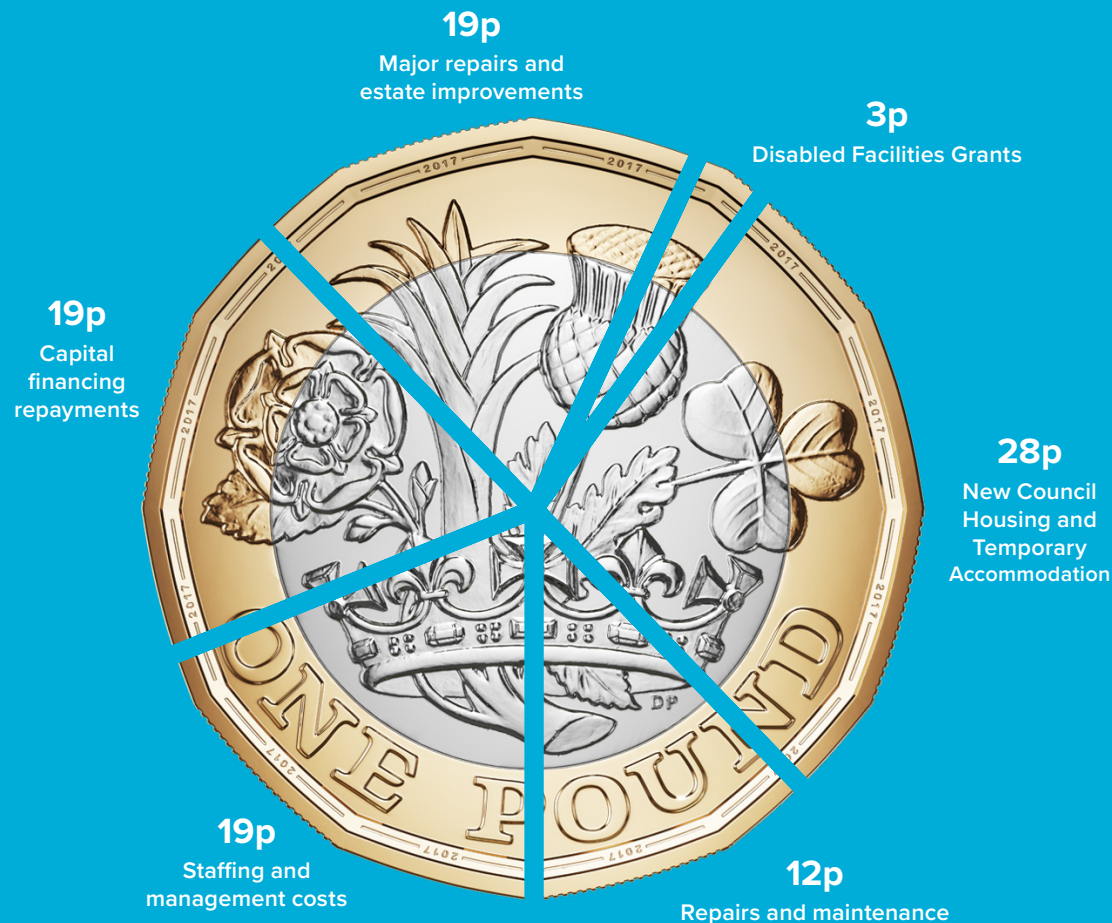
Clockwise from top left: Gorse Close, Cllr Heron and Cllr Cleary at Ladycross, Hythe Medical Centre, Rumbridge Street, Burgate Fordingbridge, Testwood Social Club, (inset) Salisbury Road, Ladycross completion, Ladycross garages.



# Annual report 2022/2023

## Housing Service expenditure 2022/2023 (£32,143,677)

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



## Our performance 1 April 2022 - 31 March 2023

### Tackling homelessness

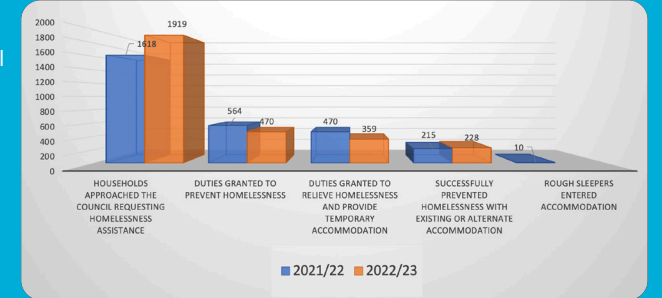
**1,919 households** approached the Council requesting homelessness assistance.

**470 duties** granted to households to prevent homelessness

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

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

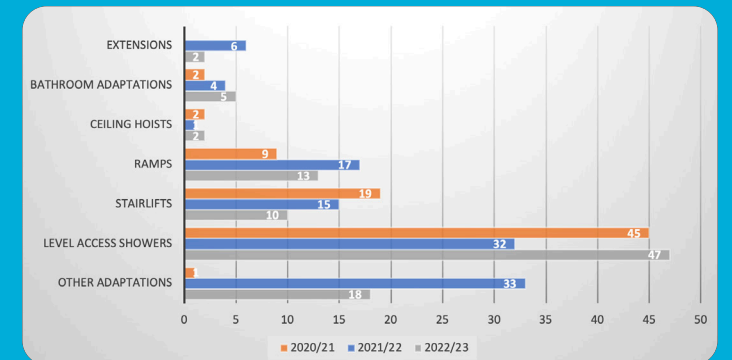
**10** rough sleepers entered accommodation.



### Disabled Facilities Grants

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

- **47** level access showers
- **10** stair-lifts
- **13** ramps
- **2** ceiling hoists
- **5** bathroom adaptations
- **18** other minor adaptations

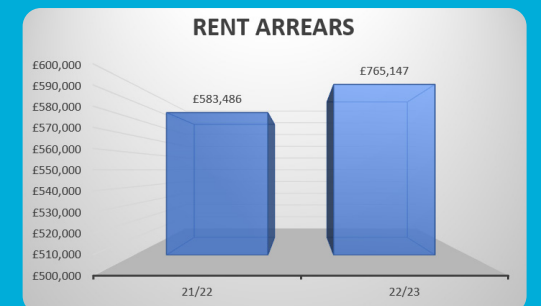


The new Private Sector Housing Strategy was **approved by Council** in December 2020, and a new bespoke software system was developed and implemented to help deliver new strategic actions.

### Housing income

We collected **97.4%** of rent due.

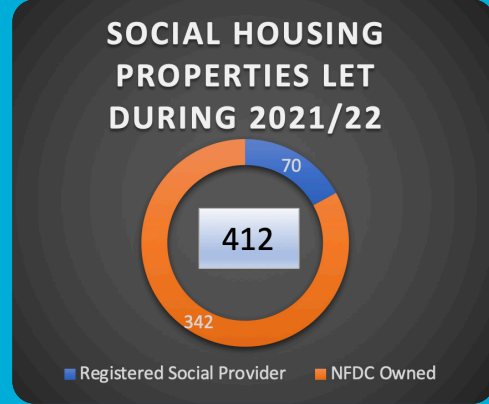
The Tenancy Account Team supported many tenants to seek financial advice, help with Universal Credit Claims and provided the reassurance and time to tenants to help resolve their situations, but cost of living pressures contributed to an increase in arrears.



### Social housing allocations

302 social housing properties let across all landlords including 233 council owned properties.

There are 1,704 households on the housing register.



## Housing Strategy and Development

### New affordable homes

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

### 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 16 units were delivered during 2022/23.

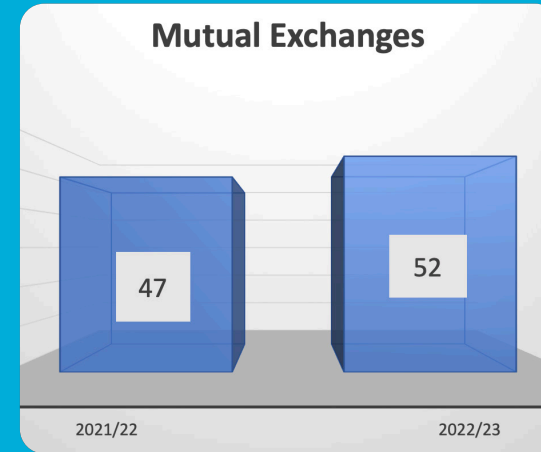
On top of the 6 units delivered during the previous year as an improved alternative to the use of external Bed and Breakfast.

2021/22 figures reflect the work undertaken post Covid to clear the backlog of outstanding lettings, with 2022/23 showing more settled 'back to normal' figures.

## Housing Estates Management

### Mutual exchanges

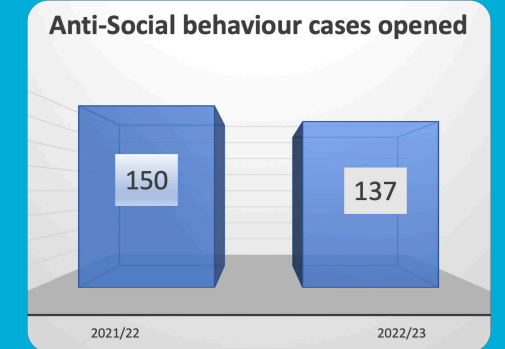
52 households swapped their Council accommodation with other households.



### Anti-social behaviour

137 cases opened.

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



## Building Maintenance

### Planned maintenance

- 82 kitchen replacements.
- 102 bathroom replacements.
- 158 window replacements.
- 188 external doors replaced and 300 fire doors replaced.
- 35 roof replacements.

### Reactive maintenance

- 18,162 repairs completed.
- 82% of emergency repairs completed on time.
- 87% of routine repairs completed on time.





## Tenant Satisfaction Measures

Surveys starting over the coming months

You may have seen in the winter edition our article on the **Social Housing Regulation Bill, The Charter for Social Housing Residents, and the Regulator's requirement for landlords to capture and provide a set of tenant satisfaction measures from April 2023.**

We wanted to let you know that over the next few months, we will be commissioning an external company to start capturing this data for us, and we are planning on conducting two waves of surveys over 2023/2024 (one in the summer months, and one in the winter).

We're currently working with a company called **The Leadership Factor (TLF - [www.tlfresearch.com](http://www.tlfresearch.com))** who have a wealth of experience in undertaking this type of work. We will be asking them to conduct this piece of work for us, and if you are selected for one of these surveys, they will contact you by phone and explain how the survey will work.

We will be working with TLF to make sure that our initial surveys are collected from a good representation of our tenant population, and we will make every effort to make sure that no group is underrepresented.

Following this year's survey, we will measure the success and make sure we are complying with the requirements of the Regulator. This will then influence our approach for future surveys, and we'll keep you updated on how we're doing as well as the results.

### Find out more

If you'd like to know more about the Regulator's requirements for these Tenant Satisfaction Measures/Perception surveys, you can visit [www.gov.uk](http://www.gov.uk) and search for Tenant Satisfaction Measures, or email [RI@nfdc.gov.uk](mailto:RI@nfdc.gov.uk)

## Four Million Homes

Every social housing resident to be offered place on 'Watchdog style' know-your-rights training scheme.

Social housing tenants will be empowered to hold their landlords to account as part of a new government funded training scheme that launched in April 2023.

From free advice on addressing damp and mould to webinars on how to complain about anti-social behaviour, the training programme will share information like that handed out by shows such as 'Watchdog' or 'Rip Off Britain', offering tips and advice so tenants know their rights and how to access the Housing Ombudsman service.

Backed by £500,000 government funding, the Four Million Homes programme will also encourage tenants to take an active role in how their homes are managed, and to ensure tenants are treated with respect.

All are welcome to register, and residents will be able to book upcoming online and in-person events via [fourmillionhomes.org](http://fourmillionhomes.org), with the training events running until April 2025.

Sessions will include face-to-face accredited training around the country including in Newcastle, Liverpool, Birmingham and London and monthly webinars on topics such as addressing damp and mould and anti-social behaviour. Online training videos will be live from September to ensure that these opportunities are available to all via the Four Million Homes website.

The training will be provided by the Confederation of Co-operative Housing (CCH) and Public Participation, Consultation and Research (PPCR) - organisations that help empower social housing residents.



# 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](http://www.homeswapper.co.uk)

## Gas safety checks

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

We require all tenants with a gas supply to their property 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.**

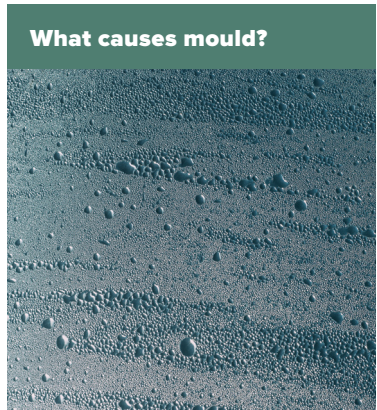
### Carbon Monoxide kills!

Please help us gain access to your property.



# Looking after my home: preventing damp and mould

Mould can grow in any home for lots of reasons, especially during cold weather. It is very common and can happen to anyone, but should be addressed before it causes bigger issues. In this article, you can find helpful advice and top tips for preventing and treating black mould.



Condensation is the most common form of dampness in our homes and if it is not managed and treated correctly, it can lead to the growth of black mould.

Condensation occurs when the humidity in our home becomes too high and the moisture transfers onto colder surfaces.



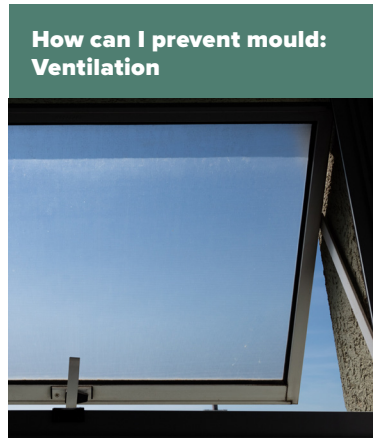
## How can I prevent mould: Cooking and bathing

- Close all doors when cooking or bathing.
- Open windows when cooking and bathing, where possible.
- Use extractor fans when cooking or bathing, if available.
- Place lids on pots and pans when cooking.

**Tip:** Extractor fans are designed to run at a lower wattage, and if regularly cleaned aren't as expensive to run as you may think.

**Tip:** Lowering the temperature of your shower by a couple of degrees will significantly reduce the steam and condensation created whilst showering.

Also shorter showers and taking showers instead of baths will help to reduce the amount of moisture and cut energy bills.



## How can I prevent mould: Ventilation

- Opening windows for a few minutes will help to remove moist air.
- Ensure all windows with fitted vents and installed wall vents are kept open, clean and clear at all times.

**Tip:** Opening windows on opposite sides of a property will create a flow of air that removes moisture faster.

- Open curtains and blinds during the day.

It is important to wipe down the windows daily when condensation builds up, as the moisture will attract mould spores to the damp surfaces. This is perfectly normal and spending a couple of minutes each day will stop mould growth.

- Where possible, furniture should be kept away from external walls and cleaned regularly. If not possible, leave a good gap between furniture and external walls to allow air flow.
- Avoid filling cupboards with too many items.



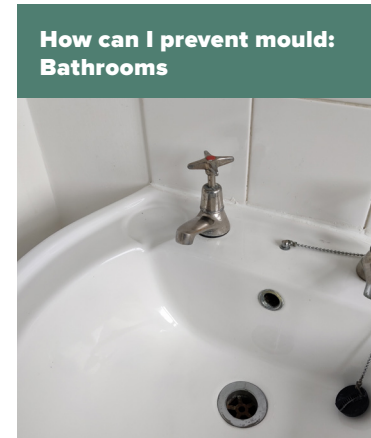
## How can I prevent mould: Heating

- Keep the temperature in your living room at 21°C and the rest of the home about 18°C.

**Tip:** It is better to keep a constant temperature during winter than have periods when the heating is on and then off, as this allows the moist air to cool which may encourage mould growth.

**Tip:** If you need help with the cost of living, please see the advice on pages 4 and 5.

**Tip:** If a room is sunny, you can save money by adjusting thermostatic radiator valves (TRV), if you have them, to level 2-3. If a room is shady, set valves to 4-5.



## How can I prevent mould: Bathrooms

- After use, always leave the door closed with the fan on and window open for ten minutes.

**Tip:** When running a bath, run the cold and hot tap together, if possible, to reduce condensation.

## How can I report mould issues?

If you have tried preventing and treating mould but it is not going away, there may be a larger underlying issue causing black mould. We are here to help so please contact us at your earliest convenience and if possible, send an image of the issue.

### How to report

Go to [newforest.gov.uk](https://www.newforest.gov.uk) and click on the 'Live Chat' option at the bottom of the page.

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

Phone: 023 8028 5222 (option 1)



## How can I prevent mould: Drying clothes

- Where possible, always dry clothes outside.
- Otherwise, dry your clothes in one room and open the window to let the damp air escape.
- If you use a tumble drier, make sure the moist air is vented directly outside.
- Remember that all the moisture from laundry dried in your home will become airborne and can lead to damp and mould.

## How can I clean mould?

To help prevent the mould spores spreading within your home, close the door of the room, open the window and wash the mould away with a disposable cloth in warm water with a mild detergent.

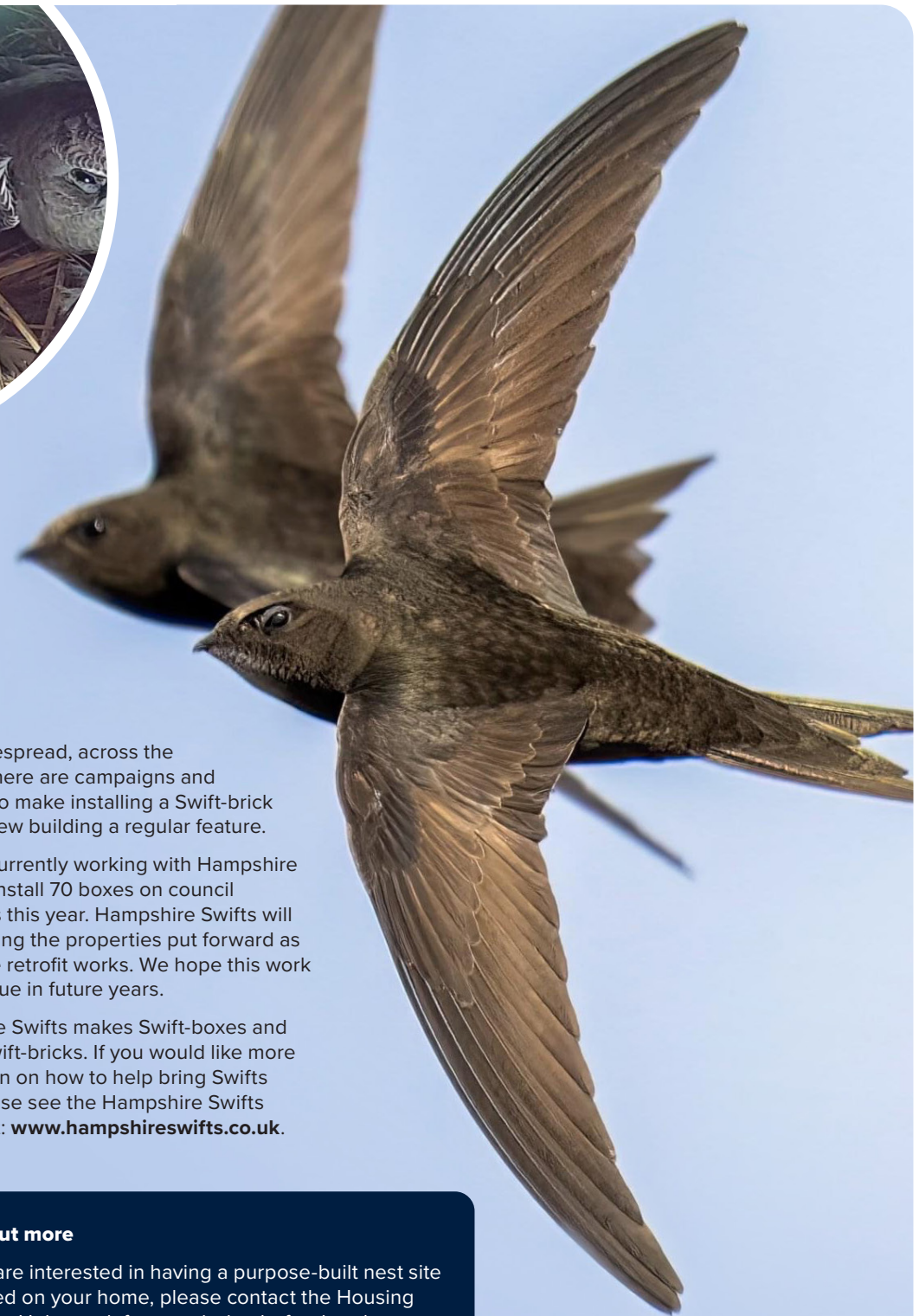
Throw the disposable cloth away to prevent mould spores from spreading throughout your home.

# Hampshire Swifts

**Swifts really are birds of the air.**

**They eat, sleep, drink and mate on the wing, landing only for brief periods, when breeding, in nooks and crannies in buildings or rock-crevices during the period May to August.**

**Young birds, on leaving the nest site, do not breed until they are three years old, so they have no need to land, anywhere, in that time. In fact, a grounded Swift cannot become airborne by itself.**



Swifts migrate here from southern Africa to northern latitudes in the spring – a journey typically of around 6,000 miles. They arrive with us in early May, find their previous mate and if they locate their old nest site, breed quickly. The young fly the nest site in August then both adults and young depart our shores in late-August, flying back to southern Africa.

Swifts are sneaky. Quite often nest sites in houses go unnoticed by occupants as the birds go about their business rapidly and quietly. Even when feeding young which are often silent in the nest, they may only visit to feed three or four times in a day. The family will roost together at night in the nest space. The only time anyone may be aware of Swifts in their area is during the summer, when they gather in small parties, wheeling around the sky, sometimes flying low down over roof-tops socialising and bonding with each other, with their high-pitched calls.

Swifts used to be more numerous but, unfortunately, their population in the UK has dropped by 65% in the last 25-30 years and they continue to decline at an alarming rate. Swifts, like many other of our once common breeding birds, are now on the Red-list of Birds of Conservation Concern. The reason for this decline is simple – holes in buildings are being blocked when older wooden fascias and soffits (eaves) are replaced by tight-fitting plastic.

Birds are therefore excluded; birds which have used the same nest site for years and years no longer have a home. Not only that, new spaces are limited so the numbers that successfully breed go down.

We can all help Swifts by providing purpose-built spaces for them in our buildings. In 2011-2012 NFDC provided 90 artificial spaces for them on the North Milton Estate in New Milton and over 60% are now being used by Swifts successfully. In 2022 surveyors recorded 68 pairs which is the largest colony in the area, indeed in Hampshire. Elsewhere in the District, Swifts breed in very small numbers in the larger towns and villages. For example, New Milton only has two other pairs breeding, away from the Estate; in Lymington there are around 10-20 pairs, Lyndhurst 2 or 3, Fordingbridge up to 10, Beaulieu around 5 or 6 and in Ringwood birds are seen regularly, but no recorded successful breeding.

Hampshire Swifts is passionate about Swifts and is trying to change the fortunes of these beautiful and enigmatic birds by encouraging householders, businesses, building developers, local councils, and the clergy to install purpose-built nesting sites. They are promoting the installation of Swift-bricks, ideally, or Swift-boxes on suitable properties across the county, which includes the New Forest area.

More widespread, across the country, there are campaigns and petitions to make installing a Swift-brick in every new building a regular feature.

NFDC is currently working with Hampshire Swifts to install 70 boxes on council properties this year. Hampshire Swifts will be reviewing the properties put forward as part of the retrofit works. We hope this work will continue in future years.

Hampshire Swifts makes Swift-boxes and installs Swift-bricks. If you would like more information on how to help bring Swifts back, please see the Hampshire Swifts website at: [www.hampshireswifts.co.uk](http://www.hampshireswifts.co.uk).

## Find out more

If you are interested in having a purpose-built nest site installed on your home, please contact the Housing Support Hub to ask for permission beforehand - contact details are on the back page of the magazine.



**Bird migration is one of the wonders of the natural world. Around half of the UK's bird species migrate each year, some taking short journeys, and others travelling thousands of miles.**

Very few birds stay in the same place their whole lives. Most move to find a good food source, so that they can raise a family or just survive. Some of these migrations are short, but many birds make truly epic journeys, crossing continents and oceans.

In the UK, we see a big surge in bird migration during the spring, when species like swifts and cuckoos arrive, and then again in the autumn, when our geese and some species of swan return. Birds use a wide range of techniques to navigate up and down their flyways.

They can use visual landmarks like rivers or the stars, the Earth's magnetic field, smell or even just follow other birds. However they do it, migration is a truly incredible feat.

**Can you find the 15 birds 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

Swallow



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

Swallow	Oystercatcher
Swift	Redshank
Redwing	Martin
Fieldfare	Warbler
Brambling	Osprey
Lapwing	Greyplover
Dunlin	Cuckoo
Knot	

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:

**Tenant Engagement 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 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](https://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](https://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
- Street cleaning issues
- Abandoned vehicles

You can also:

- Apply for a property

You can make online payments for:

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



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

The Government is providing funding until 31 October 2023, to help bus operators to cap single adult fares at £2 per journey.

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

**citizensadvicecab.org.uk**

New Forest Advice Line

**0808 278 7860**

## Rogue traders, scams and doorstep crime

### If I need help or advice

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 8202 7810**

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.

**inclusionhants.org**

## 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 **hampshirecvcs.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**

**01202 338421**



# 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, Tenant Engagement Team on **023 8028 5119** or email [RI@nfdc.gov.uk](mailto:RI@nfdc.gov.uk).