

# Tenants' Voice

Spring 2015



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*Melvin Jones House from Fareham in Bloom*

A newsletter for and by  
Tenants and Leaseholders

**FAREHAM**  
BOROUGH COUNCIL



## Welcome to our spring newsletter 2015

Over the last year, many tenants and leaseholders have given their views about the services provided to them. In particular, we have had reports about the cleaning and grounds maintenance in blocks and this has led to some improvement in the service.

The cleaning contract comes to an end in March 2016 and we are keen to hear the views of tenants and leaseholders about the service. If you would like to give your views, please contact Jennie Larkin.



Also in the last year, we have successfully seen the merger of the Tenants' Forum, Leaseholders' Forum and Sheltered Housing Forum. The merger is working well and we now have a guest speaker to talk about a topical issue at most meetings. Guest speakers this year have talked about improvements to the maintenance service, dealing with dogs and pests and reporting crime. Details of meetings are listed below.

### *Tenants' and Leaseholders' Forum*



## Dates for your diary 2015



### Tenant and Leaseholder Forum meetings

- Thursday 11th June 2015 at 6:30pm at Ferneham Hall – How we let our properties.
- Thursday 24th September 2015 at 6:30pm at Ferneham Hall – The maintenance service.

### Housing Tenancy Board

- Tuesday 21st April 2015 at the Civic Offices from 6pm

### Block Captains' and Estate Monitors' Meeting

Block Captains and Estate Monitors meet twice a year and the next meeting will be held on

19th May 2015 at Ferneham Hall at 10:30am.

Estate Monitors and Block Captains keep an eye on the standard of cleaning and grounds maintenance in and around blocks of flats and maisonettes. Their feedback means that we can improve services that tenants and leaseholders pay for.

If you would be interested in letting us know about the cleaning and grounds maintenance in your area, please contact Jennie Larkin on 01329 824463 You can also speak to your Area Housing Estate Officer.

## Useful Contacts

### Housing Repairs

- Phone - 0800 1412 194 or 01329 236100 (Monday to Friday 08:45 to 17:15)
- Email - [responsiverepairs@fareham.gov.uk](mailto:responsiverepairs@fareham.gov.uk)
- Web - [www.fareham.gov.uk/housingrepairs](http://www.fareham.gov.uk/housingrepairs)
- Visit or write - Civic Offices, Civic Way, Fareham, Hampshire, PO16 7AZ

For out of hours emergencies please contact 0800 374 485.

For gas leaks or if you suspect the presence of carbon monoxide contact 0800 111 999.

For faults with a gas boiler & gas central heating please contact our contractor TSG directly on 0800 7812739.

**For all other enquiries such as Council Tax, Housing Benefit, transferring to another property and the Right to Buy please contact 01329 236100 or visit our website at [www.fareham.gov.uk](http://www.fareham.gov.uk).**

### Citizens' Advice Bureau



For advice about employment, debt, family, relationships, legal help and more you can contact the Citizens' Advice Bureau.

- Phone 0300 456 2987
- Visit Fareham Library, Osborn Road, Fareham, PO16 7EN (10am to 4pm Monday to Friday and 5pm until 6:30pm on Thursday)
- Visit the Highlands Hub, 103 Highlands Road, Fareham, PO15 6HZ (Tuesday 9:30am until 3pm)
- Visit Portchester Library, West Street, Portchester, PO16 9TX (Thursdays 10am until 3pm)
- Visit their website at [www.adviceguide.org.uk](http://www.adviceguide.org.uk)



## Collingwood Court

Collingwood Court will be completed this year and residents will be moving in around April.

The scheme will have 40 one and two bedroom self-contained flats over three floors. There are also communal facilities including a lounge and laundry area.

If you are interested in moving to the scheme, please contact our Strategic Housing Team on 01329 236100.

## Helping you take control of your money

For help and advice with money matters contact Fareham Community Savers:

- Telephone: 07511 900833
- Email: [fcs@sehco.org.uk](mailto:fcs@sehco.org.uk)
- [www.sehco.org.uk](http://www.sehco.org.uk)

- Advice on how to manage your money better
- Regenerating the local economy.



Supported by United Savings and Loans (Hampshire Credit Union) we can help with:

- Setting up a Current Account, savings, Christmas Savings Club, Jam Jar or Business Account
- Range of competitive loans available

### You can also access services by visiting any of these locations

Fareham Borough Council	Civic Offices, Civic Way, Fareham PO16 7AZ	Tuesday 12.30pm-4.30pm
Broadlaw Community Centre	Bishopsfield Road, Fareham PO14 1FE	Tuesday 10am-12noon
The Highlands Hub	103 Highlands Road, Fareham PO15 6HZ	Thursday 10am-12noon
United Savings & Loans	97 Fratton Road, Portsmouth PO1 5AG	Monday-Friday 9.30am-4.30pm





## Paying your rent

**Did you know that there are a number of ways you can pay your rent including:**

- 1. Direct debit** - To request a form, please call 01329 236100 or email [housing@fareham.gov.uk](mailto:housing@fareham.gov.uk).
- 2. Online** - Visit [www.fareham.gov.uk](http://www.fareham.gov.uk) and look up Housing Rents.
- 3. Telephone** - Contact our automated service (which is available 24/7) on 0845 6066876 or during office hours contact 01329 236100.
- 4. In person** - come into the office during 8:45am to 4pm Monday to Friday
- 5. Post** - Send a cheque to the address on the back of this newsletter. Please do not send cash in the post.
- 6. Telephone/internet banking through your own bank.** The Council's details are Fareham Borough Council BP Account. The account number is 0702006 and the sort code is 524132.

## Estate inspections

Area Housing Estates Officer	Estate/area to be inspected	Date of inspection
<b>Stubbington &amp; South Fareham</b>  Matt Elsbury 01329 824492 <a href="mailto:melsbury@fareham.gov.uk">melsbury@fareham.gov.uk</a>	Endofield Close, Blenheim House & St Julien House. Meet outside St Julien House.	Thursday 7 <sup>th</sup> May 2015 at 10am
	Solent House; Hamble House; Needles House; Meon House; Spithead House; Medina House & Langstone House. Meet outside Solent House.	Thursday 4 <sup>th</sup> June 2015 at 10am
	Minden House. Meet outside the main entrance.	Thursday 11 <sup>th</sup> June 2015 at 10am
<b>Portchester &amp; South Fareham</b>  Sian Jeffery (Monday & Tuesday) 01329 824484 <a href="mailto:sjeffery@fareham.gov.uk">sjeffery@fareham.gov.uk</a>  Keith Nevitt (Wednesday to Friday) 01329 824484 <a href="mailto:knevitt@fareham.gov.uk">knevitt@fareham.gov.uk</a>	St Quentin House; Ramillies House; Marne House; Caen House; Tebourba House; Vimy House & Flanders House. Meet outside St Quentin House.	Tuesday 21 <sup>st</sup> April 2015 at 10am
	Kenwood Road, Webb Road & Roman Grove. Meet in the car park in Kenwood Road	Friday 15 <sup>th</sup> May 2015 at 10am
<b>Western Wards</b>  Tania Meskouri 01329 824464 <a href="mailto:tmeskouri@fareham.gov.uk">tmeskouri@fareham.gov.uk</a>	Northmore Close. Meet outside the main entrance.	Tuesday 12 <sup>th</sup> May 2015 at 10am
	Holly Hill Mansion. Meet outside the main door.	Thursday 14 <sup>th</sup> May 2015 at 10am
<b>North Fareham</b>  Jon Johnson 01329 824458 <a href="mailto:jjohnson@fareham.gov.uk">jjohnson@fareham.gov.uk</a>	Frosthole Close. Meet outside the communal lounge.	Tuesday 12 <sup>th</sup> May 2015 at 10am
	Arras House, Gaza House, Nashe House & Hillson House. Meet outside Gaza House	Tuesday 9 <sup>th</sup> June 2015 at 10am





## You said, we did

Areas Inspected	Issues Identified & Action Taken	Outcomes
<b>Angelus Close 14/10/2014</b>	Uneven footpath leading to several front doors.  Non-residents using parking spaces.	Resurfacing works completed.  Letters sent to non-residents and the situation has greatly improved.
<b>Marchesi Court 16/12/2014</b>	Unwanted items left on communal landing area.	Items now removed by the person responsible and letter sent warning about Health & Safety in communal landing areas.
<b>Bishopsfield Road (All flats and maisonettes) 21/10/2014</b>	Fly-tipping at Tebourba House.	Items have been removed.
<b>Linden Lea &amp; Robinson Court 06/11/2014</b>	Tree overhanging drying area at rear of 84-96 Linden Lea.	Work done to remove overhanging branches.
<b>St Michael's Road, Locks Heath 04/11/14</b>	Road-sweeping not carried out at bottom end of road.	Regular sweeps now taking place.
<b>Bellfield 07/11/14</b>	Overgrown hedges crossing a public footpath at a private address.	Owner contacted and hedges cut back.
<b>Valentine Close 4/11/2014</b>	Damaged footpath outside flats.  Rubbish left on landings & bin store.	Repair works completed.  Landings & bin store now cleared. Letters sent to all in block asking for communal areas to be kept clear.



## Changes to Leaseholders' Service charge invoices

We have been reviewing how we send out service charge invoices to leaseholders in order to reduce our costs.

From 2016, we will send out one annual invoice with information on quarterly payments detailing the amount due and when each needs to be paid.

We will also be offering an additional method of payment so that it can be made by monthly



direct debit. We will write to leaseholders about this later in the year.

## Laminate Flooring in your home

Please remember that laminate or wooden floors are not allowed in upper floor flats and maisonettes as the noise created can disturb residents living below.

If laminate or wooden flooring has been laid and we receive noise complaints, we will ask that rugs or other sound deadening material are bought to reduce the noise. As a last resort, we may ask you to replace your flooring with carpets or linoleum.

## Make sure your gas cooker is clean

It is extremely important that you keep your gas cooker clean for health and safety reasons.

If you don't keep it clean not only can it result in a fire, but also there is a risk of carbon monoxide being produced as the burner injectors can get blocked with food debris.

If an engineer attends for the annual gas safety check and has concerns over the flame, your cooker may have to be turned off.

Rent a garage for £9.82 per week



## Rent a garage from Fareham Borough Council

There are a number of garages available to rent in Bishopsfield Road, Longfield Avenue, Privett Road and Nashe Way, Fareham and Woodside, Warsash.

To hold a garage tenancy you must be 18 years of age or over. Garages are only for the use of parking a vehicle.

The current rent per week is £9.82 if you are a Council tenant.

If you would like to rent a garage from us please contact the Council on 01329 236100.

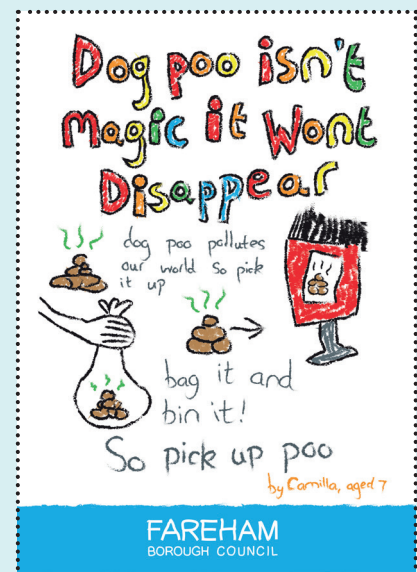




## Keeping dogs

### Did you know?

- The Council deals with stray dogs, dog barking, dog micro-chipping, dog attacks on other animals, dog fouling and dog walking restrictions in certain locations.
- Dog owners are responsible for their dogs and must make sure that they are not a danger to anyone at any time or place.
- Charges may apply if a dog is found as a stray and seized by the Council.
- Micro-chipping of dogs will be a legal requirement from April 2016. This will allow dogs to be returned to their owner if lost, stolen or straying.
- If your dog is attacked by another dog, the Council can investigate.
- If you do not clean up after your dog, you may be fined. If you see someone not clearing up after their dog, contact the Council with a description of the person with the dog, the dog itself, the time and place.
- If you are being disturbed regularly by dog barking from a nearby property, contact the Council with your details and the details of the property where the dog lives and we will investigate.



Poster designed by Camilla Ellwood, aged 7



## South Coast Training

The next event will take place on Saturday 25th April 2015 in Southampton. Workshops will include:

- Mental Health & Well-Being
- An Introduction to Housing Law
- You Can Do It – Building Your Own & Others' Confidence
- Social Housing and Tenant Involvement Past, Present and Future

# TIME TO TEST



You are at least four times more likely to die in a fire in your home if you have no working smoke alarm

Test your smoke alarms on the first of every month, then you know that they're working. Don't take risks with your family when a simple action is all that's needed. It's your life, take extra care of it.

In England over 200 people die each year in fires in their homes. These are often caused by smoking materials, cooking accidents, candles and faulty electrical wiring or appliances - especially heaters.

## These simple steps can reduce the risk of fire and keep everyone safer:



Fit smoke alarms on every level of your home



Test them on the 1st of every month and never take out the batteries



Plan your escape route and make sure everyone knows it



Put cigarettes out - right out - and never smoke in bed



Take extra care in the kitchen and never leave cooking unattended



Make a bedtime check last thing at night to reduce fire risks - eg unplug heaters



Never try to tackle a fire yourself

If a fire breaks out in your home. Get out, stay out and call 999

[www.gov.uk/firekills](http://www.gov.uk/firekills)



## Contact details



Fareham Borough  
Council, Tenancy  
Services, Department of  
Community, Civic Offices,  
Civic Way, Fareham,  
Hampshire. PO16 7AZ.

**Email:**  
[jlarkin@fareham.gov.uk](mailto:jlarkin@fareham.gov.uk) or  
tel: 01329 824463

**Email:**  
[hsaich@fareham.gov.uk](mailto:hsaich@fareham.gov.uk)  
or tel: 01329 824499

**Website:**  
[www.fareham.gov.uk](http://www.fareham.gov.uk)  
(look under Housing;  
Existing Council Tenants,  
Tenant and Leaseholder  
involvement)

If you would like to receive this publication in another format such as Braille or audio tape or in another language, please contact our Customer Service Centre on 01329 236100.

## Letters and poems to the Editor

Do you have something you would like to share with other tenants and leaseholders? Have you got a suggestion about how your estate could be improved?

If you would like the chance to win a shopping voucher, please send in your ideas. It could be a letter, poem, recipe or photo. If it is published, you will then be sent a shopping voucher.



Join the Council's E-panel to get involved with consultations and to have your say. Listening to your views is important to us and you can really make a difference to life in the Borough.

You can join online at [www.fareham.gov.uk/have\\_your\\_say](http://www.fareham.gov.uk/have_your_say)

