Tenants’ Voice

A newsletter for and by Tenants and Leaseholders

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Mr and Mrs Leach’s garden in Nashe Way

FAREHAM
BOROUGH COUNCIL
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Don’t forget we are always looking for your contributions and feedback of what you may like to see in future issues.

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Thank you for your contributions to this newsletter.

Editorial Team

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Mike Busby has for a long time been interested in matters that affect tenants. He has been the Chair of the Tenants’ Forum and has attended Housing Tenancy Board and Borough Panel. Most recently, he has been involved in producing this newsletter.

On behalf of all tenants of Fareham Borough Council, thank you Mike for all your contributions to the newsletter and to tenant involvement generally over the years. We wish you a long and happy retirement.

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Dear Tenants,

We are writing to you today to introduce you to the process of Right to Buy - Own your own home.

Right to Buy is the scheme that helps eligible tenants buy their own home at a discount. You can now get a maximum of 70% off the price of your home, up to a cash value of £77,900. Each year this amount increases with inflation.

Buying your home is a life-changing decision and you should seek expert impartial advice. The first step is to find out whether you are eligible and can afford it.

The Government offer this service and can give help and support throughout the process, including finding a mortgage, solicitor and surveyor.

Please visit: www.communities.gov.uk/therighttobuy

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- **Thursday 28 July 2016**, 6:30pm (this is a change from the previously advertised date). The focus will be on how Fareham Borough Council lets its homes

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**Thursday 3 November 2016 at 1:30pm** – Recycling & disposing of waste

**Thursday 19 January 2017 at 1:30pm** – Housing & Planning Bill – what it means to you

**Thursday 27 April 2017 at 6:30pm** – Annual General Meeting – resident involvement

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**Estate Monitor/Block Captain meeting**

These meetings are held twice a year and the aim is to discuss the standard of cleaning and grounds maintenance. The next meeting will be held on Tuesday 15 November 2016 at 10:30am at Ferneham Hall.

As from April 2016, the new cleaning contractor will be a company called Hi-Spec.

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The following information shows what can and cannot be placed into recycling bins.

Yes please! If it’s not on the yes list, don’t put it in the blue lid recycling bin.

No thanks

Keep your bin free from maggots!

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- Cover all food waste where possible
- Double bag all food waste and squeeze air out of the bag before tying and putting in the bin. Wrap smelly food such as fish and dairy products in newspaper before placing in a plastic bag. Make sure the lid of the bin is kept closed
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- Solid waste from nappies will reduce smells in bins
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You said, we did...

<table>
<thead>
<tr>
<th>Areas inspected</th>
<th>Issues identified &amp; action taken</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frosthole Close</td>
<td>Non-residents dumping rubbish in the recycling area</td>
<td>Letter written to offender</td>
</tr>
<tr>
<td></td>
<td>Lots of litter lying around the blocks</td>
<td>A winter tidy up was carried out.</td>
</tr>
<tr>
<td></td>
<td>Dog fouling around the blocks</td>
<td>Residents asked to identify offenders</td>
</tr>
<tr>
<td></td>
<td>who can be fined if caught.</td>
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</tr>
<tr>
<td>Salerno House &amp; Sicily House</td>
<td>Overflowing bins at Salerno House &amp; lots of rubbish on the floor</td>
<td>Bins emptied &amp; area swept. Area to be monitored.</td>
</tr>
<tr>
<td>Redlands Lane maisonettes</td>
<td>The recycling bins in some blocks had household waste in</td>
<td>The bins were emptied &amp; signs have been put up on the notice board to show what can &amp; cannot be put into these bins.</td>
</tr>
<tr>
<td></td>
<td>There were dumped items in the bin store at Medina House.</td>
<td>Reported and removed.</td>
</tr>
<tr>
<td>Bishopsfield Road maisonettes</td>
<td>Overflowing bins</td>
<td>This is an ongoing problem in some blocks which the Council is monitoring.</td>
</tr>
<tr>
<td></td>
<td>The hard surfaces around the blocks need to be swept.</td>
<td>A tidy and sweep around the blocks was carried out.</td>
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</tbody>
</table>

Let's take the Oops out of Poops

Unfortunately dog fouling is a problem in some areas. Not only is it horrible and potentially dangerous, it is also an offence if you do not pick up after your pet and you could be fined £100.

We have recently launched a campaign called ‘Let’s take the Oops out of Poops’ aiming to encourage people to pick up after their dogs. Residents can pick up a week’s supply of free dog waste bags from the Civic Offices.

Get your dog micro-chipped

Did you know that it is now a legal requirement for all dogs to be micro-chipped? Owners who do not get their dogs micro-chipped could be fined up to £500.

Micro-chipping costs between £20 - £30 at a vet and involves inserting a sterile chip the size of a grain of rice between a dog’s shoulder blades. Once completed, the dog can easily be traced back to its owner should it become lost.
You said, we did...

<table>
<thead>
<tr>
<th>Areas inspected</th>
<th>Issues identified &amp; action taken</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frosthole Close</td>
<td>Non-residents dumping rubbish in the recycling area</td>
<td>Letter written to offender</td>
</tr>
<tr>
<td></td>
<td>Lots of litter lying around the blocks</td>
<td>A winter tidy up was carried out.</td>
</tr>
<tr>
<td></td>
<td>Dog fouling around the blocks</td>
<td>Residents asked to identify offenders who can be fined if caught.</td>
</tr>
<tr>
<td>Salerno House &amp; Sicily House</td>
<td>Overflowing bins at Salerno House &amp; lots of rubbish on the floor</td>
<td>Bins emptied &amp; area swept. Area to be monitored.</td>
</tr>
<tr>
<td>Redlands Lane maisonettes</td>
<td>The recycling bins in some blocks had household waste in</td>
<td>The bins were emptied &amp; signs have been put up on the notice board to show what can &amp; cannot be put into these bins.</td>
</tr>
<tr>
<td></td>
<td>There were dumped items in the bin store at Medina House.</td>
<td>Reported and removed.</td>
</tr>
<tr>
<td>Bishopsfield Road maisonettes</td>
<td>Overflowing bins</td>
<td>This is an ongoing problem in some blocks which the Council is monitoring.</td>
</tr>
<tr>
<td></td>
<td>The hard surfaces around the blocks need to be swept.</td>
<td>A tidy and sweep around the blocks was carried out.</td>
</tr>
</tbody>
</table>

Get your dog micro-chipped

Unfortunately dog fouling is a problem in some areas. Not only is it horrible and potentially dangerous, it is also an offence if you do not pick up after your pet and you could be fined £100.

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Let’s take the Oops out of Poops

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E-panel

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

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.

Mrs Paterson from Nashe Way won a shopping voucher for her handy tips.

Mrs Paterson’s handy hints

Flowers: Cut an inch off the bottom of the stems and place in water within 13 seconds. Adding a little bleach to the water will preserve your flowers longer, because the water is cleaner. Change the water regularly.

Fridges and freezers: To keep them smelling fresh, sprinkle a few drops of vanilla extract onto a damp cloth and wipe the interior walls and shelves. To dispel odours, place a small container of baking soda inside the fridge.

Useful Contacts

To report a repair you can do the following:

Phone 0800 1412 194 (free from landlines, some mobile networks may charge) or 01329 236100 (Monday to Friday 8:45am to 5:15pm).

Email – responsiverepairs@fareham.gov.uk

Web – 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.

Gas repairs

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.

General enquiries

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

Citizens’ Advice Bureau

For advice about employment; debt; family; relationship breakdown; legal help and more you can contact the Citizens’ Advice Bureau.

Phone 03444 111 306.

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 10am to 2pm).

Visit the CAB website at www.farehamcab.org.uk or www.citizensadvice.org.uk

Contact details

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

Email / Tel:
jlarkin@fareham.gov.uk
or tel: 01329 824463
hsaich@fareham.gov.uk
or tel: 01329 824499

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