

Tenants' Voice

Summer
2016

A newsletter for and by
Tenants and Leaseholders

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Mr and Mrs Leach's garden in Nashe Way

Hello,

Welcome to our latest edition of Tenants' Voice. We do hope you find some interesting articles and information that are of use to you.

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

Congratulations to the tenants who won prizes in 'Fareham in Bloom' 2015. The photo on the front cover shows Mr & Mrs Leach's garden, who won gold for their back garden and silver for their front garden.

Have a great summer.

Editorial Team



Thanks to Mike Busby

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.

Postage Costs for newsletters

Over £1000 was saved in postage thanks to the help of both tenants and staff who posted out the last newsletters.

If you can help to deliver the newsletter, please contact Jennie Larkin.

South Coast Training

The last South Coast Training event was held in April 2016 and the workshops included anti-social behaviour; the impact of the Housing & Planning Bill; running effective meetings and organising events.

The next event will be held on **29 October 2016**. To find out more, please contact Jennie Larkin.



Paying your rent:

Rent payments can be made in the following ways:

Direct debit – to request a form call 01329 236100 or email: housing@fareham.gov.uk

Online at www.fareham.gov.uk and look up Housing Rents

Telephone our automated service (available 24/7) on 0845 6066876 or during office hours (8:45am to 5:15pm) call 01329 236100.

Visit the Council Offices between 8:45am and 4pm

Post a cheque to the address on the back of this newsletter (do not post cash)

Telephone/internet banking through your own bank. The Council's details are Fareham Borough Council BP Account. Account number 07020066 and the sort code is 524132.



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

Call a Right to Buy advisor: 0300 123 0913

E-mail: enquiry@righttobuyagent.org.uk

Dates for your diary 2016/17

Tenant & Leaseholder Forum meetings- Ferneham Hall

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

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

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.

If you are interested in monitoring the cleaning in your



block, please contact Jennie Larkin on 01329 824463 or email jlarkin@fareham.gov.uk.

Health & Housing Policy Development & Review Panel

Meetings held at the Civic Offices on the following dates:

Thursday 21 July 2016 at 6pm

Thursday 22 September 2016 at 6pm

Thursday 17 November 2016 at 6pm

This panel looks at issues affecting tenants and leaseholders in the Borough. It is attended by Councillors and officers and a tenant representative. If you would like to attend, please contact Jennie Larkin.

Passivhaus Homes

Six new 2x bedroom homes were built in Allotment Road in March this year. The homes are built to Passivhaus standards, which mean that due to the excellent thermal qualities of the design and build, tenants will benefit from very low fuel bills. An Energy Performance Certificate rating of 'B' has been achieved, and research suggests that the annual cost of heating the property could be as low as £30 per year.



Contents insurance

If a fire breaks out in your home, or floodwater pours in, or a break-in occurs, have you considered how you will replace your possessions? Just because such events are rare, you should still take steps to protect your things.

Please be aware that contents insurance is your responsibility. The Council pay for Buildings Insurance but not for your belongings, so, we will not pay if they are damaged or destroyed, unless it is our fault.

By taking out a Home Contents Insurance Policy you would be able to replace your belongings should such an event happen.

Although Fareham Borough Council cannot recommend a particular company, there are a number of locally based companies who would be able to advise on the best option for you. You could also contact the company that you insure your car with as sometimes they offer special rates.

For more information on companies offering home contents insurance please use an internet search engine or consult the Yellow Pages or other local directory.



Community Gardening Competition

Mr & Mrs Leach, Nashe Way, Fareham

Last year, we helped the Fareham in Bloom team to plant daffodils in Nashe Way and the Wildflower Meadow in Hillson Drive. The staff running these projects said we should enter our garden into the competition. We were not going to enter but they put a form through the door so we felt that we would do it for one year.

We love gardening and Liz spends every waking hour in it during the summer months growing plants from seed and we also get some plants from the nursery. We have always looked after our gardens and the back garden here is so enclosed it is our little sanctuary for family and friends. It gives us so much pleasure to see colour and to watch plants grow.

It was a lot of hard work and we realise how much effort is put into the borough by 'Fareham in Bloom'. We just try and do our little bit to help to enhance Nashe Way.

Phil and Liz Leach

To find out more about the Community Garden Competition, please contact 01329 236100.

Sylvan Court

This brand new sheltered housing scheme is currently being built at Coldeast and is due to be completed in November 2016. It will include 36 1x and 2x bedroom flats, including a communal area. **If you would like to find out more about Sylvan Court, please contact 01329 236100.**



Protecting Yourself from Fraud Scams

Fraudsters are getting more creative in the way they target people with financial scams. The scams are designed to deceive people into handing over their money, credit or debit cards or personal details so the fraudsters can gain access to their money or commit fraud in their name. Some of the major types are:

Telephone Scams (vishing)- This involves the fraudster calling, claiming to be from a bank or building society, utility company or the police and claiming that the victims card is at risk or has been used fraudulently. They then ask the victim to contact their bank/building society and persuade them to transfer money

Anti-Virus Vishing Scam- Here the victim is advised they have malicious software and offer to protect it for a fee. Once installed, the caller gains access to an online account or debit card

Phishing Scam - This involves fake links to websites where fraudsters gain access to card or login details

For more information about fraud please visit www.actionfraud.police.uk

Here are some points to remember:

- Treat all callers as suspicious until you can be 100% sure they are genuine
- Fraudsters are very skilled in their powers of persuasion
- You cannot win a prize in a competition you have not entered
- Only send money to someone you know and trust
- If it is too good to be true, it probably is.

Recycling and disposing of rubbish

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

 Plastic - bottles only	 Card	 Paper	 Tins, cans and aerosols
 Household waste	 Cartons	 Glass	 Foil
		 Polystyrene	 Any plastic other than bottles

Keep your bin free from maggots!

With warmer weather just around the corner, here is some practical advice about food waste to minimise the chances of maggots. The presence of maggots indicates that flies have been able to lay their eggs directly on food, either in the bin or in the kitchen before it was placed in the bin.

- Cover all waste food 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
- Keep your food bin clean
- If possible, store you bin in the shade which will slow down decomposition and reduce smells
- Solid waste from nappies should be emptied in the WC before double bagging. Use

of terry nappies will reduce smells in bins

- Use of natural herbs in the bin, such as sprigs of elder, lavender, mint, pennyroyal, rue or southern wood may help reduce flies. Tea-tree oil or citronella rubbed on the lid is an alternative or you could tie mothballs to the handle
- Various powders, sprays and gels have been developed to neutralise smells
- Compost fruit and vegetable waste if possible
- If you do get maggots, use boiling water or cleaning products to kill them.





You said, we did...

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

Area Housing Estates Officer	Estate/area to be inspected	Date of inspection
Stubbington & South Fareham Matt Elsbury 01329 824492 melsbury@fareham.gov.uk	Redoubt Court & Nelson Court	7 June 2016 at 2pm
	Spencer Court	29 June 2016 at 10:30am
Portchester & South Fareham Sian Jeffery (Mon & Tues) 01329 824484 sjeffery@fareham.gov.uk	St Quentin; Ramillies; Marne; Caen; Tebourba; Vimy & Flanders Houses.	Tuesday 20 September 2016 at 10:30am
Keith Nevitt (Wed to Fri) 01329 824484 knevitt@fareham.gov.uk	Robinson Court & Linden Lea	8 July 2016 at 10am
Western Wards Helen Ayers (Mon to Wed) 01329 824464 hayers@fareham.gov.uk	Chapelside	20 July 2016 at 10:30am
Jon Johnson (Thurs & Fri) 01329 824464 jjohnson@fareham.gov.uk	Hewett House; Hewett Road; Hewett Close & Ransome Close	17 June 2016 at 10am. Meet outside Hewett House.
North Fareham Tania Meskouri 01329 824458 tmeskouri@fareham.gov.uk	Frosthole Close	27 September 2016 at 10:30am. Meet outside the communal lounge.
	Arras House/Gaza House	14 July 2016 at 10am. Meet outside Arras House.

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.

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.



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 enquires 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:

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hsaich@fareham.gov.uk
or tel: 01329 824499

Website:

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