Paying your rent & direct debit payments

Food waste – how we can help to prevent it

Sylvan Court – a resident’s view

How do the Council charge tenants and leaseholders for repair work?

Estate inspections and feedback

Dates for your diary

Council’s Corporate Strategy – have your say

Photo courtesy of John Elsey
Hello,

Welcome to the autumn edition of ‘Tenants’ Voice’ where tenants and leaseholders share news, achievements and keep up to date on any changes that may affect them.

It is with sadness we report the passing of Mike Busby, former Chairman and member of the Editorial team.

Editorial Team

New Vice Chair for the Tenants’ & Leaseholders’ Forum:

Welcome to Tracy Thomas who has recently been elected Vice Chair of the Tenants’ & Leaseholders’ Forum. Tracy moved here from Gosport Borough Council where she was actively involved in the Customer Opinion Panel, community projects and meetings with contractors.

Our thanks go to Paula Weaver who held this position for six years and has only given it up to let someone else have a go! Thanks Paula for all your work on behalf of tenants.
Housing Rent Payments:

Direct Debit Rent Payments

The Council has been looking at the way in which we collect rent payments via Direct Debit. We are planning to expand on the frequency that we can collect money in order to make it easier for people to pay using this method.

Payment of Council rent by direct debit has transferred to AllPay, who are a company specialising in this type of payment and they now handle the process on the Council’s behalf.

This now means that we are able to offer variable payment dates for rent to be paid when it suits you. You could choose to pay weekly, fortnightly, every four weeks or monthly. If you would like to change your direct debit payment date, set up a new payment or have a query about your rent payment, please give us a call on 01329 236100.

In the meantime, rent payments can be made in the following ways:

**Direct Debit:** You can now set up a Direct Debit over the phone during office hours (8:45am to 5:15pm) by calling 01329 236100. Alternatively, we can still send you a form or you can 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

---

**Mike Busby**

Mike Busby sadly passed away in April this year. Mike had been a tenant of Fareham Borough Council for over 30 years and lived with his family in Stubbington.

During this time, he was very involved in promoting the views of tenants, particularly in the Stubbington area. Mike was involved in the Tenant Area Panel Groups and was Chair of the Stubbington Group. He went on to be the Chairman of the Tenants’ and Leaseholders’ Forum and held this position until 2012. In addition, Mike was involved in the Housing Tenancy Board, the Borough Panel and the Hampshire Residents’ Group. He attended many training and awareness workshops for tenants and contributed towards the newsletter.

Mike will be sadly missed by tenants, leaseholders, local councillors and staff of Fareham Borough Council.

---

**Chimney sweeping**

Do you still have an open fire in your home that you are using? If so, are you aware that Fareham Borough Council will arrange for your chimney to be swept regularly (at no cost to you)?

Our contractor, TSG, will carry out chimney sweeping, so, in order to arrange this, please contact Alan Dindar on 01329 236100.
**Confused by dates on packaging?**

A ‘Use By’ date on a product is there for food safety reasons. You can eat it right up to the ‘Use By’, but not after - even if it looks and smells fine. Most foods can be frozen, so freeze meat and cheese on or before the ‘Use By’ date to use later on.

A ‘Best Before’ date is about food quality and should be safe to eat but it may no longer be at its best. If potatoes have started to sprout, cut the shoots off and cook as usual. Tomatoes past their best can be added to a meat sauce, stew, or cooked to make a quick pasta sauce or pizza topping. Remember, food from a greengrocer doesn’t have a date on it at all!

**Make a plan** – People who use a shopping list waste less food (and spend less!) Check the fridge and cupboards and write a list to take to the shops.

**Get your portions sorted** – Many of us often cook too much, particularly rice and pasta. It doesn’t look like much in the pan so we add more and it ends up being thrown away. Get to know how much is right for your family; it doesn’t matter if you measure it using a tablespoon, cup, mug or scales.

---

**Love your leftovers**

Love your leftovers – Last night’s leftovers could be tonight’s feast. Check out our recipes at www.fareham.gov.uk and if you’ve got any great ideas of your own, we’d love to see them. Video your recipe and we can share it on our website.

**If you’re finding it tricky to make the most of your milk, here are our five steps to success:**

- **Check your fridge temperature.** It needs to be below 5 degrees Celsius.
- **Think about how much milk you’re buying** – go for smaller bottles.
- **You can freeze milk too** as long as it’s before the ‘Use By’ date. Just remember to take a little bit out first to allow room for expansion. Did you know you can freeze it in an ice cube tray to pop in your tea or coffee?

For more information, please contact Sue Hand on 01329 236100 or email customerservices@fareham.gov.uk.
Sylvan Court:

Sylvan Court, Fareham Borough Council’s newest Sheltered Housing Scheme, is now open and residents from across the Borough have been moving in. The scheme is set in lovely grounds in a quiet area with plenty of outdoor seating.

When we visited we were given a guided tour of the building by Douglas the Sheltered Housing Officer who was very helpful. All the flats are spacious with good natural light, great kitchens, wet rooms, sprinklers (in case of fire) and balconies. The building has under floor heating, good fire escape plans and a lovely cleaner called Jackie who is very well thought of. There is a doctors’ surgery nearby and the local chemist delivers prescriptions to residents.

We chatted with two new residents who have settled in very happily to their second floor flat. They really enjoy living there.

There is a good community spirit with coffee mornings and visits to the local swimming pool. We joined some of the residents in the lounge for coffee and they told us that in time they would like to create a wild flower garden, grow vegetables and have a compost bin!

The residents we talked to are happy in their new homes and in their words “couldn’t wish for a better place to live and to no longer be isolated”.

Yvonne Goddard.

Estate improvements

Do you have any ideas about how your estate could be improved? If so, contact your Area Housing Estates Officer (details on page 7).

Paying for Repairs and improvements:

Leaseholders will be aware that they contribute towards the external repair costs for their property and the building they live in. The costs are apportioned equally based on the number of properties in the block. For example, if you are in a block of four you will pay 25% of the cost of repairs and if you are in a block of 16 you will pay 6.25% of the cost.

All tenants contribute towards the cost of repairs to all housing stock within their weekly rent charge. Therefore the cost to individual blocks is paid for by both tenants and leaseholders.

However, as tenants contribution towards the cost of repairs is not block specific they will still pay towards repair costs, regardless as to whether works have been carried out to their block in the previous year. This does not happen with leaseholders.

Leaseholders pay for the cost of major works when invoiced therefore we ask leaseholders to build up what is known as the cyclical repair fund. This helps to pay the cost of works when they occur. The Council has identified a number of blocks where major works may take place and for this reason, some leaseholders have experienced a large increase in their contributions for this year.
You said, we did...

### Areas inspected

- **Solent House**; **Hamble House**; **Needles House**; **Meon House**; **Medina House**; **Spithead House**; **Langstone House** & **Minden House**

### Issues identified & action taken

- ‘Dragons’ Teeth’ missing around Solent & Hamble. Fly tipping & car up on ramps in a dangerous state.

### Outcomes

- Dragon’s Teeth to be replaced. Fly tipping removed & car has now gone.

### Areas inspected

- **Marchesi Court**
  - Dumped items in hallways

### Issues identified & action taken

- All removed.

### Outcomes

- Stairs in all blocks should be cleaned every week & this is being monitored. Pathways; drying areas & bin areas to be swept every 6 weeks. Bins emptied.

### Areas inspected

- **Garden Court**
  - Gate missing leading to properties.

### Issues identified & action taken

- Gate replaced.

### Outcomes

- New shed to be provided by FBC.

### Areas inspected

- **Foy Gardens**
  - Request for bench seating.

### Issues identified & action taken

- Following consultation with residents, two seats are to be installed.

### Areas inspected

- **Frosthole Close**
  - Dumped items in recycling area & overflowing bins.

### Issues identified & action taken

- Recycling area cleared. Line painting due to be done later this year.

### Areas inspected

- **Gaza House**; **Arras House**; **Hillson House** & **Nashe House**

### Issues identified & action taken

- Parking issues at Gaza. Dumped bulky waste left in bin area at Arras. Hillson House & Nashe House – bins left out & items left in recycling area that could not be recycled. Nashe Way – problem with use of parking bays

### Outcomes

- More parking bays installed; bulky waste cleared from Arras & letter sent to residents in Hillson & Nashe about bins. Parking signs put up in Nashe Way.

---

You said, we did...

### Areas inspected

- **Solent House**; **Hamble House**; **Needles House**; **Meon House**; **Medina House**; **Spithead House**; **Langstone House** & **Minden House**

### Issues identified & action taken

- ‘Dragons’ Teeth’ missing around Solent & Hamble. Fly tipping & car up on ramps in a dangerous state.

### Outcomes

- Dragon’s Teeth to be replaced. Fly tipping removed & car has now gone.

### Areas inspected

- **Marchesi Court**
  - Dumped items in hallways

### Issues identified & action taken

- All removed.

### Outcomes

- Stairs in all blocks should be cleaned every week & this is being monitored. Pathways; drying areas & bin areas to be swept every 6 weeks. Bins emptied.

### Areas inspected

- **Garden Court**
  - Gate missing leading to properties.

### Issues identified & action taken

- Gate replaced.

### Outcomes

- New shed to be provided by FBC.

### Areas inspected

- **Foy Gardens**
  - Request for bench seating.

### Issues identified & action taken

- Following consultation with residents, two seats are to be installed.

### Areas inspected

- **Frosthole Close**
  - Dumped items in recycling area & overflowing bins.

### Issues identified & action taken

- Recycling area cleared. Line painting due to be done later this year.

### Areas inspected

- **Gaza House**; **Arras House**; **Hillson House** & **Nashe House**

### Issues identified & action taken

- Parking issues at Gaza. Dumped bulky waste left in bin area at Arras. Hillson House & Nashe House – bins left out & items left in recycling area that could not be recycled. Nashe Way – problem with use of parking bays

### Outcomes

- More parking bays installed; bulky waste cleared from Arras & letter sent to residents in Hillson & Nashe about bins. Parking signs put up in Nashe Way.

---

You said, we did...

### Areas inspected

- **Solent House**; **Hamble House**; **Needles House**; **Meon House**; **Medina House**; **Spithead House**; **Langstone House** & **Minden House**

### Issues identified & action taken

- ‘Dragons’ Teeth’ missing around Solent & Hamble. Fly tipping & car up on ramps in a dangerous state.

### Outcomes

- Dragon’s Teeth to be replaced. Fly tipping removed & car has now gone.

### Areas inspected

- **Marchesi Court**
  - Dumped items in hallways

### Issues identified & action taken

- All removed.

### Outcomes

- Stairs in all blocks should be cleaned every week & this is being monitored. Pathways; drying areas & bin areas to be swept every 6 weeks. Bins emptied.

### Areas inspected

- **Garden Court**
  - Gate missing leading to properties.

### Issues identified & action taken

- Gate replaced.

### Outcomes

- New shed to be provided by FBC.

### Areas inspected

- **Foy Gardens**
  - Request for bench seating.

### Issues identified & action taken

- Following consultation with residents, two seats are to be installed.

### Areas inspected

- **Frosthole Close**
  - Dumped items in recycling area & overflowing bins.

### Issues identified & action taken

- Recycling area cleared. Line painting due to be done later this year.

### Areas inspected

- **Gaza House**; **Arras House**; **Hillson House** & **Nashe House**

### Issues identified & action taken

- Parking issues at Gaza. Dumped bulky waste left in bin area at Arras. Hillson House & Nashe House – bins left out & items left in recycling area that could not be recycled. Nashe Way – problem with use of parking bays

### Outcomes

- More parking bays installed; bulky waste cleared from Arras & letter sent to residents in Hillson & Nashe about bins. Parking signs put up in Nashe Way.

---

You said, we did...

### Areas inspected

- **Solent House**; **Hamble House**; **Needles House**; **Meon House**; **Medina House**; **Spithead House**; **Langstone House** & **Minden House**

### Issues identified & action taken

- ‘Dragons’ Teeth’ missing around Solent & Hamble. Fly tipping & car up on ramps in a dangerous state.

### Outcomes

- Dragon’s Teeth to be replaced. Fly tipping removed & car has now gone.

### Areas inspected

- **Marchesi Court**
  - Dumped items in hallways

### Issues identified & action taken

- All removed.

### Outcomes

- Stairs in all blocks should be cleaned every week & this is being monitored. Pathways; drying areas & bin areas to be swept every 6 weeks. Bins emptied.

### Areas inspected

- **Garden Court**
  - Gate missing leading to properties.

### Issues identified & action taken

- Gate replaced.

### Outcomes

- New shed to be provided by FBC.

### Areas inspected

- **Foy Gardens**
  - Request for bench seating.

### Issues identified & action taken

- Following consultation with residents, two seats are to be installed.

### Areas inspected

- **Frosthole Close**
  - Dumped items in recycling area & overflowing bins.

### Issues identified & action taken

- Recycling area cleared. Line painting due to be done later this year.

### Areas inspected

- **Gaza House**; **Arras House**; **Hillson House** & **Nashe House**

### Issues identified & action taken

- Parking issues at Gaza. Dumped bulky waste left in bin area at Arras. Hillson House & Nashe House – bins left out & items left in recycling area that could not be recycled. Nashe Way – problem with use of parking bays

### Outcomes

- More parking bays installed; bulky waste cleared from Arras & letter sent to residents in Hillson & Nashe about bins. Parking signs put up in Nashe Way.

---

You said, we did...

### Areas inspected

- **Solent House**; **Hamble House**; **Needles House**; **Meon House**; **Medina House**; **Spithead House**; **Langstone House** & **Minden House**

### Issues identified & action taken

- ‘Dragons’ Teeth’ missing around Solent & Hamble. Fly tipping & car up on ramps in a dangerous state.

### Outcomes

- Dragon’s Teeth to be replaced. Fly tipping removed & car has now gone.

### Areas inspected

- **Marchesi Court**
  - Dumped items in hallways

### Issues identified & action taken

- All removed.

### Outcomes

- Stairs in all blocks should be cleaned every week & this is being monitored. Pathways; drying areas & bin areas to be swept every 6 weeks. Bins emptied.

### Areas inspected

- **Garden Court**
  - Gate missing leading to properties.

### Issues identified & action taken

- Gate replaced.

### Outcomes

- New shed to be provided by FBC.

### Areas inspected

- **Foy Gardens**
  - Request for bench seating.

### Issues identified & action taken

- Following consultation with residents, two seats are to be installed.

### Areas inspected

- **Frosthole Close**
  - Dumped items in recycling area & overflowing bins.

### Issues identified & action taken

- Recycling area cleared. Line painting due to be done later this year.

### Areas inspected

- **Gaza House**; **Arras House**; **Hillson House** & **Nashe House**

### Issues identified & action taken

- Parking issues at Gaza. Dumped bulky waste left in bin area at Arras. Hillson House & Nashe House – bins left out & items left in recycling area that could not be recycled. Nashe Way – problem with use of parking bays

### Outcomes

- More parking bays installed; bulky waste cleared from Arras & letter sent to residents in Hillson & Nashe about bins. Parking signs put up in Nashe Way.
### Estate Inspections:

<table>
<thead>
<tr>
<th>Area Housing Estates Officer</th>
<th>Estate/area to be inspected</th>
<th>Date of inspection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stubbington &amp; South Fareham</strong></td>
<td>Solent House; Hamble House; Needles House; Meon House; Medina House; Spithead House; Langstone House &amp; Minden House.</td>
<td>Monday 9th October 2017 at 11am. Meet outside Solent House.</td>
</tr>
<tr>
<td>Matt Elsbury 01329 824492 <a href="mailto:melsbury@fareham.gov.uk">melsbury@fareham.gov.uk</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Portchester &amp; South Fareham</strong></td>
<td>Kenwood Road; Webb Road &amp; Roman Grove.</td>
<td>Monday 11th September 2017 at 10:30am. Meet at the front of Linden Lea.</td>
</tr>
<tr>
<td>Sian Jeffery (Mon &amp; Tues) 01329 824484 <a href="mailto:sjeffery@fareham.gov.uk">sjeffery@fareham.gov.uk</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lauren Bedford (Wed - Fri) 01329 824484 <a href="mailto:lbedford@fareham.gov.uk">lbedford@fareham.gov.uk</a></td>
<td>St Quentin House; Ramillies House; Marne House; Caen House; Vimy House &amp; Flanders House.</td>
<td>Thursday 5th October 2017 at 10am. Meet outside St Quentin House.</td>
</tr>
<tr>
<td><strong>Western Wards</strong></td>
<td>Hewett House; Hewett Close; Hewett Road &amp; Ransome Close.</td>
<td>Friday 8th September 2017 at 11am. Meet outside Hewett House.</td>
</tr>
<tr>
<td>Helen Ayers (Mon - Wed) 01329 824464 <a href="mailto:hayers@fareham.gov.uk">hayers@fareham.gov.uk</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jon Johnson (Thurs &amp; Fri) 01329 824464 <a href="mailto:jjohnson@fareham.gov.uk">jjohnson@fareham.gov.uk</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>North Fareham</strong></td>
<td>Stow Crescent</td>
<td>Tuesday 17th October 2017 at 10am</td>
</tr>
<tr>
<td>Tania Meskouri 01329 824458 <a href="mailto:tmeskouri@fareham.gov.uk">tmeskouri@fareham.gov.uk</a></td>
<td>Cort Way &amp; Thorni Avenue</td>
<td>Wednesday 18th October 2017 at 10am</td>
</tr>
</tbody>
</table>

**PIERS**

PIERS is a spin-off service offered through Two Saints who provide help to people in South East Hampshire, including Fareham.

PIERS stands for Prevention, Early Intervention, Resettlement and Tenancy rescue. It is available to anyone 18 or over who may be in need of help. This could be families, single people and older people who need help to keep their tenancy.

Help comes in the form of budgeting advice, life skills, debt management, help with filling in forms and food bank access.

Get help by speaking to Tenancy Services or Housing Options. They will refer you to PIERS. Alternatively, visit the Council Offices on a Wednesday between 10am and 1pm and speak to an advisor from PIERS.

**Free support & advice with any problems that are affecting your independence, health or well-being**

**What can we help you with?**

- Problems with your housing
- Welfare benefit checks
- Managing your money & budgeting for daily living
- Getting in touch with health services
- Issues with drug & alcohol
- How to manage your medication
- Finding a job or a training course
- Using telecare or assistive technology
- Finding interesting things to do in your local area
- Meeting new people & finding friends

Telephone advice is available from Monday to Friday between 9am – 5pm by calling 0330 822 0282.

Or drop in: Wednesday 12:30am – 2:30pm, Fareham Job Centre, Crown Buildings, Civic Way, PO16 7HR

[www.theyoutrust.org.uk](http://www.theyoutrust.org.uk)

**PIERS**

PIERS is a spin-off service offered through Two Saints who provide help to people in South East Hampshire, including Fareham.

PIERS stands for Prevention, Early Intervention, Resettlement and Tenancy rescue. It is available to anyone 18 or over who may be in need of help. This could be families, single people and older people who need help to keep their tenancy.

Help comes in the form of budgeting advice, life skills, debt management, help with filling in forms and food bank access.

Get help by speaking to Tenancy Services or Housing Options. They will refer you to PIERS. Alternatively, visit the Council Offices on a Wednesday between 10am and 1pm and speak to an advisor from PIERS.

**Free support & advice with any problems that are affecting your independence, health or well-being**

**What can we help you with?**

- Problems with your housing
- Welfare benefit checks
- Managing your money & budgeting for daily living
- Getting in touch with health services
- Issues with drug & alcohol
- How to manage your medication
- Finding a job or a training course
- Using telecare or assistive technology
- Finding interesting things to do in your local area
- Meeting new people & finding friends

Telephone advice is available from Monday to Friday between 9am – 5pm by calling 0330 822 0282.

Or drop in: Wednesday 12:30am – 2:30pm, Fareham Job Centre, Crown Buildings, Civic Way, PO16 7HR

[www.theyoutrust.org.uk](http://www.theyoutrust.org.uk)
Useful Contacts

Report a repair:
Phone 0800 1412 194 (free from landlines, some mobile networks may charge) or 01329 236100 (Monday to Friday 8:45am to 5:15pm).
E-mail: responsiverepairs@fareham.gov.uk
Website: 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 781 2739.

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.

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/epanel

Citizens’ Advice
For advice about employment; debt, family, relationship breakdown, legal help and more contact the Citizens’ Advice. Phone 03444 111 306 (9am until 5pm Monday to Friday and 9:30am until 1pm Saturday). 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 CA website at www.farehamcab.org.uk or www.citizensadvice.org.uk