

Tenants' Voice

Winter 2015/16



Hillson Drive wild flower meadow

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A newsletter for and by
Tenants and Leaseholders

FAREHAM
BOROUGH COUNCIL

Welcome to our winter newsletter 2015/16

Hello,

Welcome to the winter edition of Tenants' Voice. We do hope you will find the articles and information helpful and informative.

The editorial team would appreciate your feedback and views about what you would like to see in future editions of the newsletter. If you have any stories or tips that you would like to share with other readers please write or e-mail them to us.

The Editorial Panel

Dates for your diary 2016

Tenant and Leaseholder Forum meetings

- **Thursday 14th January 2016 at 1:30pm at Ferneham Hall** Housing performance information and changes to the Sheltered Housing Service.
- **Thursday 21st April 2016 at 1:30pm at Ferneham Hall** Welfare Reform Changes
- **Thursday 21st July 2016 at 6:30pm at Ferneham Hall** How we let our homes

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 24th November 2016 at 10:30am at Ferneham Hall.

If you would like to be involved and give feedback about the standard of cleaning in your block, please contact Jennie Larkin (contact details on page 8) or speak to your Area Housing Estates Officer.

Health & Housing Policy Development & Review Panel

This panel looks at issues affecting residents in the Borough including tenants and leaseholders. The dates of meetings are:

Thursday 21st January 2016
at 6pm in the Civic Offices

Thursday 10th March 2016
at 6pm in the Civic Offices



Postage Costs for Newsletter

Did you know that we have a hardworking team of volunteers and staff who deliver many of your newsletters? Thanks to their efforts we save around £700 per edition.

If you would like to help deliver future editions please contact Jennie Larkin.

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.

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 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



Paying your rent

Did you know that there are a number of ways in which you can pay your rent:

- 1. Direct debit** - To request a form, please call 01329 236100 or email housing@fareham.gov.uk.
- 2. Online** – Visit 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 8.45am - 5.15pm contact 01329 236100.
- 4. In person** - come into the office between 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 07020066 and the sort code is 524132.

Remembering VE Day

Mrs Bailey has lived in Fareham for most of her life and has many memories of Fareham both before and after the war.

During the Second World War, Mrs Bailey worked as a conductress for

the Provincial Bus Company in the Fareham and Gosport area. Mrs Bailey recalls that on the day that the war in Europe had come to an end, she and the driver of the bus were stopped by other buses on the way to Fareham and told to return to the bus depot.

Once at the bus depot, everyone joined in a party celebrating the end of the war.

Do you have a story about the area that you would like to share?





Collingwood Court after

Collingwood Court

It's all new at Collingwood Court

Nineteen tenants were moved out of Collingwood Court in Fareham in 2012 so that it could be demolished to make way for a brand new building. All nineteen were offered the opportunity to move back to the new scheme, but most have settled in their new homes and do not want to move.

Mr Atkins did choose to return and is "over the moon" with his quirky corner second floor flat. It has a great view, balcony and an excellent fitted kitchen and a large wet room. He praised the Council saying how helpful they were and how he was involved with the choice of fittings for his new flat. His only criticism (if it can be called that) would be that on the day the interview took place, the lifts were out of order! Not unusual for any



Collingwood Court before

block but not good if you have to take your rubbish or laundry out!

Collingwood Court has an activity room as well as a very large lounge, communal kitchen and many seating areas on all floors. All corridors are well lit and carpeted.

Other residents spoken to have settled in and are also very happy in their new homes.

Liz & Yvonne (our roving reporters!)

Rent a garage

There are a number of garages available to rent throughout the Borough. They are only for the use of parking a vehicle and the current rent is £10.31 per week for Council tenants.

To hold a garage tenancy you must be 18 years of age or over.

At the moment, we have garages available in Bishopsfield Road, Longfield Avenue, Fairfield Avenue, Nashe Way and Woodside.

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



Brand new bathrooms for residents

We joined up with some residents at Assheton Court in Portchester for their coffee morning where we were made most welcome.

The purpose of the visit was to find out about the recent work on their bathrooms, which have all been converted to wet rooms. Residents were overwhelmed with the results with only praise for 'MITIE' (the firm who carried out the work). The bathroom fitters were polite, helpful and cleaned up after themselves.

We were fortunate to be able to view four different properties, a bedsit, a flat, a flat made from two bedsits and a flat in the annexe.



All were totally different in layout and design but all with beautiful wet rooms.

Thank you to Lin and the residents.

Liz and Yvonne

New scheme at Coldeast

Sylvan Court is the new sheltered housing scheme being built in Park Gate. Construction is now underway and due to be complete in winter 2016. Once finished, the scheme will comprise 36 flats to rent, including 25x one bedroom flats and 11x two bedroom flats. All units will be wheelchair accessible with special design features such as level access showers and an assisted communal bathroom. There will also be a communal lounge, activity room, and scooter store.



What is Condensation?

Condensation is caused by moisture in the air from within your home coming into contact with a colder surface, such as a window or wall. This is similar to when a mirror in your bathroom steams up when you have a bath or shower.

Problems occur when this water soaks into wallpaper, plasterwork or paintwork and goes mouldy.

How to Reduce Condensation

- Open kitchen and bathroom windows when cooking or washing so that steam can escape
- Use an extractor fan if you have one fitted
- If possible, dry clothes outside
- Vent tumble driers outside, or buy a condenser drier
- Do not use paraffin or liquid gas heaters. These are not allowed in any of our properties
- Do not put beds or wardrobes against outside walls
- Do not block air vents
- Fit an extractor fan or trickle vents
- Excess condensation should be wiped from windows or sills
- Increase the level of heating and ventilation in problem rooms as this will increase air flow

If, after trying these steps, you are still experiencing condensation problems, the Council can carry out a survey to see if there is an underlying cause.





Estate Inspections

| Area Housing Estates Officer | Estate/area to be inspected | Date of inspection |
|---|--|---|
| Stubbington & South Fareham Matt Elsbury 01329 824492 melsbury@fareham.gov.uk | Solent House, Hamble House, Needles House, Meon House, Spithead House, Medina House & Langstone House. | Friday 4 th March 2016 at 10:30am. Meet outside Solent House |
| | Salerno House & Sicily House | Friday 5 th February 2016 at 10:30am. Meet outside Salerno House. |
| Portchester & South Fareham Sian Jeffery (Monday & Tuesday) 01329 824484 sjeffery@fareham.gov.uk Keith Nevitt (Wednesday to Friday) 01329 824484 | St Quentin House, Ramillies House, Marne House, Caen House, Tebourba House, Vimy House & Flanders House. | Tuesday 15 th March 2016 at 10:30am Meet outside St Quentin House. |
| | Garden Court & Newtown | Wednesday 6 th April 2016 at 10:30am. Meet outside the communal lounge at Garden Court. |
| Western Wards Helen Ayers (Monday to Wednesday) 01329 824464 hayers@fareham.gov.uk Tania Meskouri (Thursday to Friday) 01329 824464 hayers@fareham.gov.uk | Winnards Park | Thursday 11 th February 2016 at 10:30am |
| | Lincoln Close | Tuesday 9 th February 2016 at 10:30am Meet outside the communal lounge. |
| North Fareham Jon Johnson 01329 824458 jjohnson@fareham.gov.uk | Frosthole Close | Tuesday 26 th January 2016 at 10:30am Meet outside the communal lounge. |
| | Valentine Close & Menin House | Tuesday 29 th March 2016 Valentine Close: 10:30am meet at the front of the block Menin House: 11:30am meet at the front of the block |

You said, we did

| Areas inspected | Issues identified & action taken | Outcomes |
|---|---|---|
| Endofield Close, Blenheim House & St Julien House | Pathways and drying areas around blocks not being swept. Bins were not being used properly and general rubbish was being put into recycling bins. Also, a bin lid was missing. | Areas now swept as part of a regular programme. Bin lid replaced and a letter sent to residents to remind them to recycle & point out what can and cannot be recycled. |

| Areas inspected | Issues identified & action taken | Outcomes |
|--|---|---|
| Solent House; Hamble House; Needles House; Meon House; Spithead House; Medina House & Langstone House. | Uneven pathway at the rear of Solent House. Resident unable to use shed as lock was broken. Dumped bulky waste in bin areas. Rotary drying lines broken at Medina House. Gas company left a large hole outside Langstone House. | Pathway repaired. Lock repaired. Dumped items removed. Now repaired. Hole filled in by the Gas company. |
| Minden House | Communal door panels not being cleaned. | This will be included in the new contract for cleaning which comes into effect in April 2016. |
| St Quentin House; Ramillies House; Marne House; Caen House; Tebourba House; Vimy House & Flanders House. | Overflowing bins at Marne House. Bins cannot always be emptied due to parked cars. Dumped items in some bin areas. The hard surfaces around blocks need sweeping. | This is an ongoing problem & the Council is looking at a solution. Items removed. The grounds maintenance team will do this on a regular basis. |
| Northmore Close | Trees overhanging the car park. Building workers are accessing their building site through the car park at Northmore Close. | No action can be taken as the trees are protected. Company approached & workers asked to stop accessing the site in this way. |
| Frosthole Close | Dumped bulky items in the recycling area. Toilets in the communal area not being cleaned. | Items removed. Now being cleaned regularly. |

Bulky items

The bins provided by the Council will normally be able to take the majority of household waste, but what about bulky items such as furniture and large household appliances?

If you are purchasing a new large item, the retailer may be able to take away the old item such as a fridge or washing machine, but unfortunately will not take away beds and some TVs. You should check with your retailer at the time of purchase.

All items collected by the Council are disposed of, but some charities will collect items for free from your home and sell them on. The British Heart Foundation will collect goods as long as they are in good condition, complete and work correctly.

They have several shops in the area and you can contact them direct:

- Fareham BHF Shop
Tel: 01329 826025
- Gosport BHF Shop
Tel: 02392 527764

Alternatively, the Council provides a chargeable collection service for large items. Fridges and freezers can be collected at £16 per item and large items cost £31 each.

The Council will not take away monitors, TVs, light strips, microwaves, kitchen units and rubble from DIY work.

There are several household waste recycling centres (HWRC) across Hampshire. They will take garden waste, bulky items and recyclable and excess household waste but not trade or commercial waste.



The HWRCs nearest or within the Borough are:

- Barnes Wallis Road, Segensworth
- 01489 589396
- Port Solent - 023 9221 9819
- Grange Road, Gosport -
023 9252 4112

Please do not place bulky items in or around the communal areas as this is fly tipping and we will prosecute offenders.



Residents' handy tips

- Did you know that if you pull apart bunched bananas before you place them in a fruit bowl, they don't ripen as quickly?
- If you spray WD-40 on a cloth and wipe over your shoes then buff with a cloth to make them

shine, it helps make them water repellent

- If you wrap cheese in aluminium foil and keep it in the fridge, it will keep fresher for longer and helps keep mould out
- By saving the tops off fabric conditioners or some detergents, you can use them to put on the tops of canes to help prevent accidents and make your garden look more colourful
- Dip your fingertips into soap before gardening as it helps cleaning your nails easier. If you rub some hand cream into your cuticles as well, it makes it so much easier to wash off any dirt
- If you save the water used to wash your vegetables, watering your pots and plants with it makes them grow stronger

Do you know any handy tips? Let us know and we'll pass them on to other residents.

Gina

South Coast Training

The last South Coast Training event took place on 31st October 2015. Workshops included anti-social behaviour; Welfare Reform; Mental Health and applying for jobs.

For more information about South Coast Training please contact Jennie Larkin.



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)



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.



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

