

Having TV trouble?

What to do if you have been using a communal aerial system but it stops working.

If the communal aerial system is faulty, we will repair it, but, before you call the Council, you should check these things first:

- Has the TV been plugged in and switched on, and the correct channel selected?
- Are all connections to the TV equipment in place? Please check the aerial cable is securely plugged into the aerial socket and TV.
- If you are using a set-top box, for example a Freeview box, please make sure the SCART leads are completely pushed into the TV and box.
- Try unplugging the equipment for a few minutes, then plug it back in.

If these do not work, please call Woking Repairs Service on **0800 521 555**. They will need the following information from you:

- Is there any picture or sound? If so, what quality is it?



- Is there sound but no picture, or picture with no sound?
- Are your neighbours having the same problem?
- Are all channels affected, or only some channels?

If an engineer attends and discovers the problem is with your TV equipment and not with the communal aerial, then we may charge you for the call-out, so it is important that you carry out the initial checks given above before calling **0800 521 555**.

Inside...



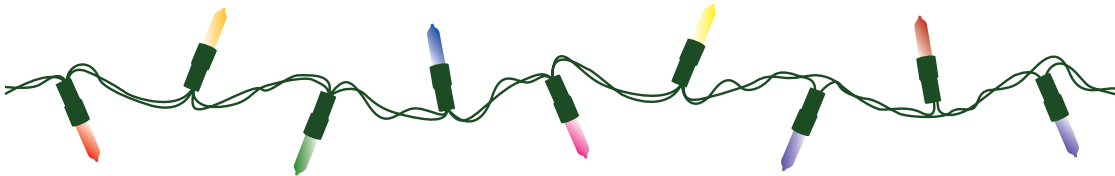
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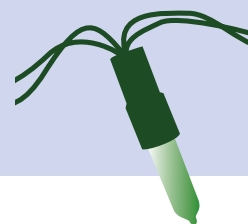


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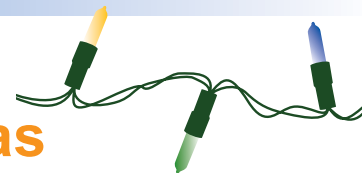
Twinkle twinkle, little green lights

Just for fun this Christmas, the Streetwise Editorial Panel has lit up the pages of Streetwise with Christmas lights, but how many green lights can you count? We will print the answer in the next issue of the magazine.



Incorporating:
repairnews





Remember to pay your rent this Christmas

At this busy time of the year, please do not forget to pay the rent.

Over the festive period, at least one of the Income Officers will be working during normal Council opening hours to take enquiries, and debit and credit card payments over the phone. Personal callers to the Civic Offices will also be able to discuss their rent account, if necessary.

If you have access to a computer, you can make payments 24-hours-a-day via the Woking Borough Council website www.woking.gov.uk

- Click on 'Make a Payment'.
- Select Housing Rent and Service Charges.
- Enter your payment reference (preceded by the code 50).
- Enter your card details and the amount you wish to pay.
- It's all done. You can then print off a receipt.

It's quick, easy and convenient, so why not give it a try?

Direct debit remains our preferred option to collect rent payments. We offer a paperless set up procedure. Just call our Income Officers and it can be set up quickly over the phone. From then on you will be safe in the knowledge that the rent will always be paid. Currently, direct debits are collected fortnightly but, from April 2011, we are introducing a monthly option. More details will follow in the spring.

As always, if you find yourself struggling to make your payments, or are faced with an unexpected change of circumstances, our Income Officers are always available to offer sound practical advice about payments, debts and benefits. They have years of experience, so the sooner you make contact the easier a problem is to solve. We also work closely with Woking Citizens' Advice Bureau, the Maybury Centre and other local organisations and charities to provide additional support where necessary.

If you wish to speak with our Income Officers, please phone Paul Griffin on **01483 743674** or Vincent Rankine on **01483 743494**.

<p>17th</p> <p>December</p>	<p>18th</p> <p>Last day for 2nd class post</p>	<p>19th</p>
<p>20th</p> <p>Pay rent today</p>	<p>21st</p> <p>Last day for 1st class post</p>	<p>22nd</p>
<p>23rd</p>	<p>24th</p>	<p>25th</p> <p>Cook Christmas dinner</p>

Annual Report to Tenants October 2010

Although the Coalition Government has now decided to scrap the Tenant Services Authority (TSA), it remains committed to the regulatory framework which was in place prior to the election.

The 'Regulatory Framework for Social Housing in England' requires local authorities and housing associations to deliver services to tenants in accordance with a common set of national standards.

The Framework requires social landlords to prepare an Annual Report for tenants. The purpose of the report is

to set out how the Council is delivering services under the National Standards and how well it is performing in general. Tenant Representatives were involved in the consultation with tenants, to help identify their priorities for the report, called 'local offers', which the Council is committed to implementing by 1 April 2011.

A copy of the Annual Report is available for you to download from www.woking.gov.uk/housing/report or you can obtain a hard copy of the report by contacting Tenant and Leaseholder Services on **01483 743828**, or by emailing t&l@woking.gov.uk

Bustler Dial-a-Ride

Residents of Woking may have spotted the bright yellow Bustler Dial-a-Ride minibuses around the Borough from time to time.

These are provided by Woking Community Transport (WCT), and offer a door-to-door transport service for Woking residents. The service uses vehicles specially designed to be accessible by people with mobility problems who find the standard bus service difficult to use.

This includes people in wheelchairs, but you do not have to be registered disabled in order to use Bustler Dial-a-Ride. The service is available to young and old alike, whether your mobility difficulty is as a result of permanent or temporary disability, age, accident or illness. An escort may travel with you too, if you need extra assistance.

WCT provides a reliable, personal and friendly service designed to help you enjoy greater freedom and independence – all their drivers are fully trained to ensure that your journey is as comfortable and easy as possible.

Bustler can take you from any part of Woking Borough into the town centre, to visit friends, relatives, or one of the many leisure facilities within Woking Borough. The service operates between 9am and 4.30pm Monday to Friday, and between 9am and 1pm on Saturdays (all times refer to first and last pick-ups).

Bustler Dial-a-Ride is free to join. All you have to pay is the fare of £2.40 – £2.80 for a single journey, payable to the driver when you use the service. The service must be booked in advance.



Hometrak update

Monthly statistics

The Hometrak usage figures for April to June 2010 are as follows:

Bids received = 4,727

Total number of lets = 75

Council = 49

Housing Association = 7

Woking Borough Homes Limited = 19

Number of applicants on the Housing Register = 2,628



Driver Richard Garner prepares the tail lift on one of the accessible minibuses.

The minibuses are also available for hire by community groups requiring transport for their regular activities, or for occasional days or evenings out. WCT can either provide a driver or the group can use its own volunteer, subject to a driving assessment. For smaller groups or families, there is also a six-seated (or driver and four passengers, plus one wheelchair) specially-adapted Nissan Serena people carrier available. The Serena can be hired with or without a driver, for short or long trips, or holidays to anywhere in the country!

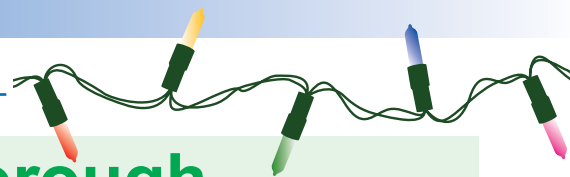
For more information on any of the above facilities, or to register for Bustler, please call the advice line on **01483 744800**, visit www.wokingbustler.org.uk or email enquiries@wokingbustler.org.uk

Hometrak is the Council's online tool for allocating homes to people on the Housing Register. It enables you to bid for homes that meet your needs and preferences.

For more information about the Hometrak service, log on to www.woking.gov.uk and click on the 'Services gateway' section of the homepage. If you require help on how to use the service, such as bidding, please contact the Housing Needs Team on **01483 743833** or the Council's Contact Centre on **01483 755855**.

Housing Allocations Scheme

The Housing Allocations Scheme was agreed at the Council's Executive meeting on 22 July 2010 and at full Council on 21 October 2010. The changes are likely to affect everyone on the Housing Register, and all applicants will receive a letter in January 2011, detailing the new changes. Applications will then be reassessed in accordance with the new Policy which comes into effect in April 2011.



Estate walkabouts in the Borough

Housing and repairs staff have been busy on our estates carrying out health and safety inspections and fire safety checks.

Following health and safety inspections in Sheerwater in April, Woking Repairs Service has made a considerable number of minor repairs to paths and drying areas around the flats. Much larger works have been identified and fed into the spending plan for the future. The sheds in Devonshire Avenue are in very poor condition and a decision has been taken to board those where the doors have fallen off, to prevent rubbish being dumped in them.

Housing officer, Kathy Hook, would appreciate either more feedback in terms of how Serco is performing, or would encourage residents to contact them directly on **01483 775422** if they are unhappy with the way the grass is cut or shrubbery trimmed.

When we schedule an estate walkabout we will let you have details in good time. Estate walkabouts are a good way of getting to know your Housing Officer, the local Police and other people in your neighbourhood.

Tenancy audits

As well as estate inspections and walkabouts, we are also carrying out a programme of tenancy audits.

These are conducted with colleagues from Housing Benefits and are primarily aimed at identifying tenancy fraud (establishing where properties are no longer occupied by the legal tenant). So far, we have carried out tenancy audits in the early evening and on a Saturday morning in parts of Sheerwater, Horsell, Lakeview, Maybury and Old Woking. We are particularly grateful for the many warm welcomes we have received and, as well as identifying potential tenancy matters which require further investigation, we have been able to help tenants apply for benefits they might be entitled to.

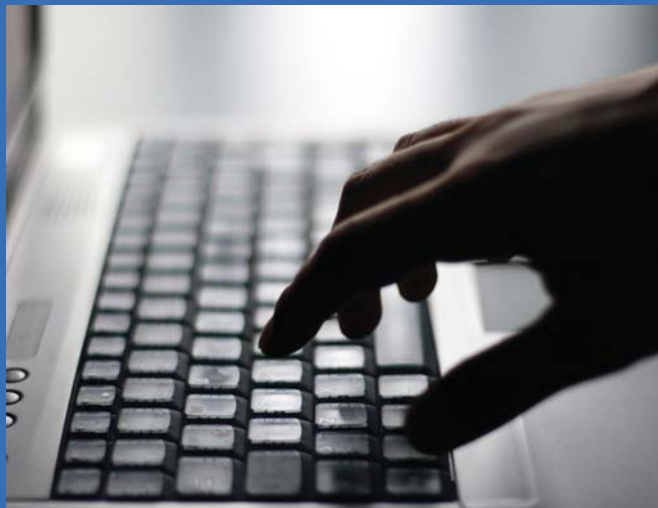
In the autumn edition of Streetwise, we mentioned that we wanted to increase the ways in which tenants can get involved. One initiative we identified was creating a network of volunteers or neighbourhood representatives who could let us know when there was a problem with cleaning or grass cutting. If you would like to contribute to improving the appearance of your area, please phone **01483 743672**.

Finally, if you have become a tenant during the last three years, or have become an introductory tenant since September, we would particularly like to hear from you, as newer tenants are under-represented in our consultation and involvement activities.

Email consultation group – have your say the easy way!

It's quick, it's simple, and being involved has never been easier! So why not join our growing email consultation group? For more information, just send an email to housingconsultation@woking.gov.uk

Once you have registered, you will be sent all the relevant information when we consult with residents.



Streetwise 2011

To try and reduce costs for the residents of Woking, Woking Borough Council has made the decision to reduce the number of Streetwise issues it will be publishing in 2011.

Next year, the Council will produce two issues, one in June and one in November.

Lawrence Dey, Housing Services Manager, said: "Unfortunately, pressures on budgets mean that Streetwise cannot be issued as frequently as in previous years. However, we will do our very best to make the six-monthly magazines even more informative, and packed with all the latest information needed to keep tenants informed of changes and issues that affect them."



Woking's Neighbourhood Watch Scheme

The Concept

Neighbourhood Watch rests on the concept of good neighbourliness.

The basic idea is simple:

'Neighbours join together to keep watch on each other's homes and their immediate surroundings.'

For example, they may remove newspapers and milk bottles from front doorsteps where these are accumulating, especially during holidays. They may also report suspicious persons and unusual events to the police.

Essentially, it concerns crime prevention in the form of individuals acting together in an attempt to protect themselves and their property from criminal activity. Starting a Watch can have many benefits. Our modern way of life means that the strength of many communities has been weakened. People can lead very isolated lives because of this, and live next door to neighbours for years without getting to know them.

Neighbourhood Watch can end this, bringing people closer to those who live nearby. It results in people looking after each other in a way that was more common in the past, and it encourages them to take greater care of families and possessions. It cuts the risk of people turning to crime and leaves everyone feeling safer. To sum it up, it improves quality of life.

Starting a new Watch

In Woking, there are over 250 Watch schemes covering well over 9,000 homes. That is almost 30 percent of the households in the Borough.

If you decide to start a Neighbourhood Watch scheme, your first move will be to contact the co-ordinator for Woking. There are also co-ordinators who are members of the Woking Neighbourhood Watch Support Group



which works closely with the local Police in the running of Neighbourhood Watch, and their contact details are available upon request.

Set up

You will have to get the support of about 60 percent of the people in the selected area to make the scheme viable. There is no recommended maximum or minimum number of members per Watch – it will depend on the area, its location and individual circumstances. In Woking, there are Watches as small as five homes and as large as 150 homes. It will be whatever forms a natural community.

A house is vulnerable at the front, back and either side if it is detached, so not only should your street be involved, but those whose gardens back on to yours. You may well need more than one co-ordinator for your Watch, depending on its size.

What do Neighbourhood Watch Schemes do?

Good schemes plan action to deal with the area's problems. Some projects can be done by members themselves; others need help from the Council, Police or other organisations. You and the scheme members could help to:

- increase awareness of the need for crime prevention
- explain how crime can be prevented
- promote home security and other measures to reduce crime
- encourage members to report suspicious activity to the police
- support vulnerable people in the community and help them to avoid becoming victims
- improve the environment to give people a sense of pride and discourage vandalism
- create safe areas for children to play
- promote property marking to deter theft and enable stolen property to be returned
- reduce conflict between neighbours, leading to greater co-operation.

For more information, please contact your local area co-ordinator, Melissa Murphy, on **01483 636916** or visit www.surrey.police.uk/woking



**SURREY
POLICE**
*With you, making
Surrey safer*



Don't let your gifts fall into the wrong hands

The festive period can be a busy time of year, and basic security measures can often be overlooked. Here are a few simple steps to help keep your belongings and gifts safe, leaving you free to enjoy the celebrations.

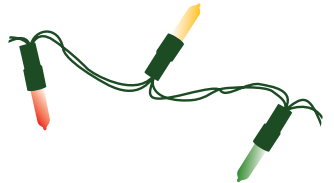
- Be aware that Christmas presents look very attractive when displayed under the Christmas tree and can often be seen through a window. Keep presents out of sight until the big day.
- Ensure that any empty boxes from Christmas presents aren't put out until your refuse collection day. Empty boxes and wrapping, such as TV or DVD boxes, provide thieves with clues as to what goodies are waiting for them inside.
- Don't leave your shopping on display in your car. Keep it out of sight in the boot and make sure your car is secure.



Are your Christmas lights safe?

Your Christmas lights might look pretty, but if they are not looked after properly they can cause fires and be potentially life-threatening. Here are some tips on how to look after your lights to keep you and your home safe this Christmas.

- Gently unravel the light string, tightening each bulb as you go along.
- Make sure one of the bulbs has a white tip, as this is a fuse bulb and will protect the rest in the event of a fault (this does not apply to low voltage or LED sets).
- Check the wire for any damage, and if there is any damage do not use it.
- Ensure the connections in the plug are tight and there is a 3 Amp fuse fitted.
- Never overload a plug socket.
- Use a three-way extension lead if you have more than one set.
- If the set doesn't work, it is usually missing a bulb or has loose bulbs.
- If any bulb is out, replace it as soon as possible – the higher the voltage in the rest of the set, the more likely other bulbs are to fail.
- Ensure you use the correct voltage and wattage.
- Store them in their original box or wrap them around some stiff card to stop them getting tangled.
- Put them carefully on the tree and have a happy Christmas.



Turn the lights on and let the town twinkle

With festivities getting into full swing, it is time to get snappy with those cameras. Each year people go crazy and decorate their homes from top-to-toe with lights galore. So, this year, Streetwise is asking tenants to go out in their neighbourhoods and take photos of the brightest, lightest and most festive homes. Please send your pictures to Helen Hilderley at Helen.Hilderley@woking.gov.uk and we will feature the best and most festive pictures in a future edition of Streetwise.



Woking's social housing solar revolution

Woking Borough Council and its energy service company, Thameswey Energy Limited (TEL), are planning to install a large number of solar panels that generate electricity on its community buildings and social housing stock over the next two years.

Here's what this means for residents:

What's the advantage of solar electricity?

Solar electricity offers a sustainable future, which satisfies a proportion of our energy needs.

Why is Woking interested in installing them on social housing?

Woking Borough Council wishes to increase the amount of Woking's energy that comes from renewable technology, reduce our dependency on fossil fuels which are in decline, and reduce harmful greenhouse gases that are contributing to climate change and local pollution levels.

Will it cost tenants or tax payers?

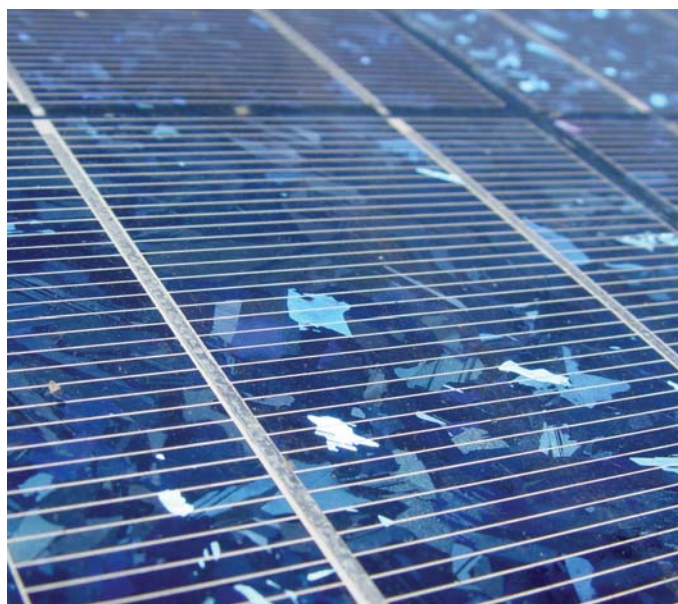
No. The solar panels will be funded through a public-private partnership and a government scheme that pays the owners of the panel for generating renewable electricity. They will be installed and maintained with no cost to tenants or tax payers.

Who will own the panels?

Thameswey Energy Limited, Woking Borough Council's own energy company. Thameswey Energy will also maintain them.

What will maintenance involve?

The solar panels will need very little maintenance. There will be a maintenance programme that will send someone to clean and adjust the panels every five years (for the next 25 years) but Thameswey Energy will be monitoring them remotely.



Does this mean electricity is free to those buildings that have solar panels installed on them?

No. But tenants may receive a small annual rebate that comes from exporting excess electricity to the grid. However, they should still try to conserve energy, as normal, by switching off appliances and turning lights off when not in use. For more energy saving ideas, please visit www.actionwoking.org

How have buildings been selected?

Buildings have been selected based on their orientation, roof structure and for ease of installation.

Does having solar panels mean we get pollution-free electricity?

No, it will mean there is less pollution, but tenants should try to conserve energy as normal. You will still have electricity supply during the night which will come from the grid. As the solar panels will be connected to the grid, this also means if there is a power cut the solar panels will stop working.

When is the installation expected to happen?

Installations should be commencing shortly after the New Year. We will endeavour to send out further information in due course, informing tenants in those buildings that will be affected.



For more information on this scheme and other questions you may have, please speak with your Housing Officer on **01483 743828** or email t&l@woking.gov.uk



Be prepared in the cold weather

Cold weather can lead to problems with your water pipes. Below, we detail how to deal with them if you happen to experience any problems.

General advice

- It is important you know where your stopcock is. It is usually where the water pipe enters the house or near the kitchen sink.
- Know where the gate valves for the hot and cold tanks are.
- Make sure you can easily turn off taps and valves.
- Make sure water pipes and tanks in your roof are lagged, especially when the loft has been insulated, so less heat is getting into the roof space.
- Never insulate beneath the water tank in your loft. If you are planning on going away over the winter for several weeks, drain the hot and cold water system (but not the heating system).
- Fully charge your electricity or gas key to make sure pipes are kept warm.
- Make sure your household insurance is up-to-date to cover your personal belongings.

What to do in an emergency

The pipes have frozen

1. Turn off the water system at the main stopcock.
2. You may wish to leave the pipes frozen. If you want to try and thaw them, use hot water bottles, a fan heater or a hair dryer, taking great care.
3. If the hot water system is frozen, turn off the water heater.

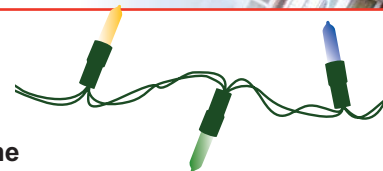


The pipes have burst

1. Turn off the water at the main stopcock and turn off any gate valves from the water tank.
2. Open all taps to drain water from the system.
3. Turn off any water heaters.
4. Do not touch wet electrics. Turn electricity off at the mains.
5. If water leaks make the ceiling bulge, place a bucket of water underneath and use a screwdriver to pierce a hole and let water out. This could prevent the ceiling from collapsing.

Repairs Panel monitoring	Sept 10	Oct 10
RESPONSIVE REPAIRS MONITORING 2010-11		
% of urgent repairs completed within target	93	92
Average number of days to complete repairs	7.3	7.9
Total number repair orders issued	562	772
Average cost of a repair	£129	£122
% of repairs completed within target	92	91
% of orders with appointments	82	83
% customer satisfaction level	89	91
Number of emergency repairs requested	110	120
Number of times WRS visited and could not get access to properties with appointments	18	24

Fire safety in your home **this Christmas**



Fires can happen at any time of year, but it is especially important to be careful at Christmas. If a fire starts in your home, it is up to you to make sure that you can get out of it.

Do not wait until a fire happens. Planning a fire exit route out of your home for you and your family is very important. If possible, try and plan more than one route out of the building in case a fire has started somewhere else.

If you and all the other people in the building follow the rules set out below, you will all be much safer, less likely to cause a fire or be injured in one.



At all times

- Smoke alarms save lives – make sure that the smoke alarms in your home are working at all times.
- Make sure exits are clear – do not store anything in your hall or corridor, especially anything that will burn easily.
- Use the fixed heating system fitted in your home. If this is not possible, only use a convector heater in your hall or corridor. Do not use any form of radiant heater there, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire). Please do not stack any combustible items near or on top of any convector or radiant heaters as this will create a fire hazard.
- Make sure Christmas lights are all in working order and remember to turn off lights when you go out and when you go to bed.
- Make sure candles are put out properly before going to bed.
- Do not store things in the cupboard(s) where your gas and electricity meters are fitted.
- Do not block access roads to the building.

If a fire breaks out in your home

- If you are in the room where the fire is, leave straight away, together with anybody else, then close the door.
- Do not stay behind to try to put the fire out.
- Tell everybody else in your home about the fire and get everybody to leave. Leave the building by the best possible route and close doors on the way out.
- Do not use the lift (unless it is a designated evacuation lift).
- Do not use a balcony unless it is part of the escape route from the building.

CALL THE FIRE SERVICE.

Calling the fire service

The fire service should always be called to a fire, even if it only seems a small fire. This should be done straight away.

The way to call the fire service is by telephone as follows.

1. Dial 999 from a landline or a mobile phone. You can call 999 even without credit on your mobile.
2. When the operator answers, give the telephone number you are ringing from and ask for FIRE.
3. When the fire service replies, tell them clearly the address where the fire is.

Do not end the call until the fire service has repeated the address to you and you are sure they have got it right. The fire service cannot help if they do not have the full address.

Information verified by Surrey Fire & Rescue Service.



Charity scams

It has happened to most people, and is a common occurrence. There is a flyer through your door, or someone leaves a plastic collection bag or collection envelope. They're asking for household donations – anything from money or clothes to electrical items – which will be picked up, and you have the impression that your old goods and donations are going to charity. But are they?

How it works

It seems legitimate enough. The envelopes/bags have been printed with a name, address and often a registration number, so, with all the expense of printing and sending out, you think it must be legitimate. So you find old clothes and add them to the bag, or write a cheque.

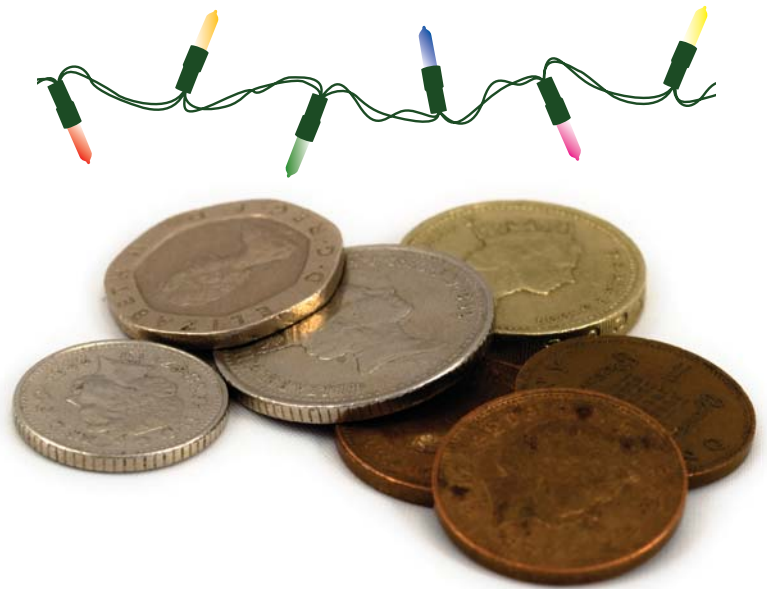
Typical types of statements used include, 'Homeless Eastern European People with Low Incomes Need Your Help', 'A Work Creation Project' or 'Recycle Your Unwanted Items'.

It might not be the biggest scam in the world. But, according to the Association of Charity Shops, it's still worth over one million pounds a year. Far worse is the fact that the money you believed might help others is going into someone's pocket.

How to avoid being a victim

If you're not sure whether the donation envelope, bag or flyer is from a real charity – you can take the following steps:

- Check with the Charity Commission to see if the charity is registered with them.
- Contact your local authority to see if the collector has been licensed.



- Give directly to the charity of your choice, whether it's money or goods. Most have their own charity shops. They can happily arrange for you to receive a collection sack, which will not only have the registered charity number but, in many cases, will also bear the Association of Charity Shops' logo.

How to report a fake charity

If you discover someone trying to fake a charity, you can do these things:

1. Call Consumer Direct on **0845 404 0506**. Or go to **www.consumerdirect.gov.uk** and click on the scams button. Select 'Report a Scam' and fill in the online form.
2. Write to the Charity Commissioner to report the incident:

Charity Commission Direct
PO Box 1227
Liverpool
L69 3UG

What's on this festive season

Woking's centres for the community will be in full swing this Christmas party season, with a whole host of activities to enjoy.

From Christmas lunches throughout December, to keep fit classes to work off those mince pies, there will be something for everyone.

Pay a visit to your local centre to find out what is going on, or call one of the numbers opposite. Please note that most community centres require pre-booking for Christmas lunches, so please phone in advance.

The Vyne

Broadway, Knaphill, Woking GU21 2SP
01483 743558

St Marys

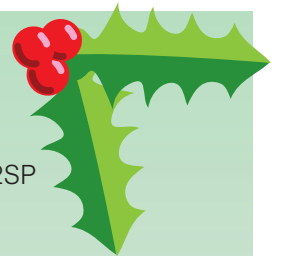
Stream Close, Byfleet, Surrey KT14 7LZ
01483 743877

Moorcroft

Old School Place, Westfield, Woking GU22 9LY
01483 743373

Parkview

Off Blackmore Crescent, Sheerwater, Woking GU21 5NZ
01483 743974



Performance indicator	Aug 2010	Sept 2010	Oct 2010
Letting of empty properties			
Total number of days to re-let general needs properties	22.3	21.2	20.3
Total number of days to re-let sheltered and supported properties	17.8	16.7	16.4
Rent arrears			
Rent arrears as percentage of annual debit (target 1.39% by March 2011)	1.23	1.30	1.35
Rent collected as percentage of rent due	97.24	97.53	97.76

These national indicators are collected every month so that the Council and government inspectors can monitor the level of service we provide. For more information, contact Tenant and Leaseholder Services Manager on **01483 743828**.

Are you interested in your home and surrounding area?

By Woking's Tenant Representatives

If the answer is NO, please stop reading.

If the answer is YES, where were you on 16 September?

We held the Annual General Meeting at Parkview, Sheerwater. We were there, Housing Officers and Managers were there, and the Chief Executive of the Council, Ray Morgan OBE, was there to answer questions.

The only thing missing was tenants.

With the cuts and many changes to the Housing department, and Woking in general, it is more important than ever that tenants GET INVOLVED.

PLEASE PHONE **01483 822809** and we will be pleased to tell you when and where the next forum will be held. You can be involved as much or as little as you like, and transport can always be arranged. This is your opportunity to really have a say, so please use it.

Civic Offices' Christmas hours

The Civic Offices will close at noon on Christmas Eve. Normal business recommences on Thursday 30 December 2010.

New Year's Eve will be a normal working day but New Year's Day is a Public Holiday. The offices will re-open at the usual times from Tuesday 4 January 2011.

Emergency and useful numbers over Christmas

Emergency numbers

Floodline

0845 988 1188

Emergency repairs

0800 521 555

Social Services

0845 600 9009

Electricity (EDF Energy)

Power failure/emergencies
0800 783 8866

Gas

Gas leaks and emergencies
0800 111 999

Heating (Quadron)

0800 980 3382

Water (Veolia Water Central)

Leaks and burst pipes 0800 376 5325

Woking Citizens' Advice Bureau

0844 375 2975 (landlines)
0300 456 8371 (mobiles)

Useful numbers

Dispensing chemist (Boots Pharmacy, Woking)

01483 761648

NHS Direct

0845 4647

St Peter's Hospital

01932 872000

Woking Community Hospital

01483 715911

Woking 2027 Local Development Framework

You may be aware that, following the General Election in May this year, the new Coalition Government is making a number of changes to how the planning system works. Woking Borough Council is working on a new planning policy framework to guide future development (including houses, offices and shops) in the Borough from now until 2027. This is called the Local Development Framework (LDF), and it will replace the current Woking Borough Local Plan.

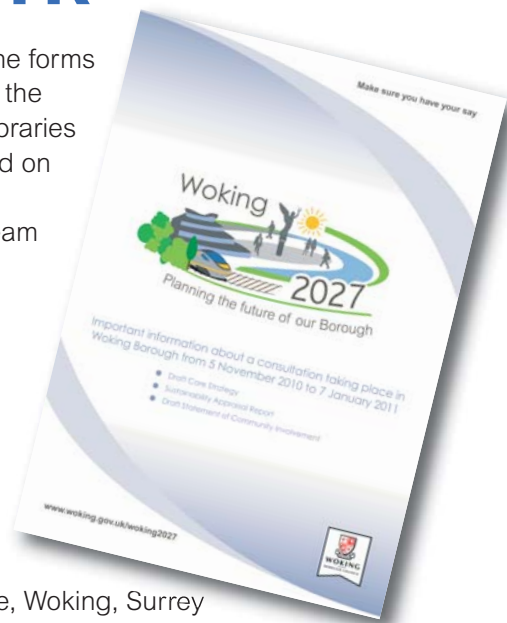
We would like to take this opportunity to seek your views on the level of growth being proposed, during our consultation period, which runs until 5pm on Friday 7 January 2011.

It is important that you have your say. Full versions of all LDF documents can be found online at www.woking.gov.uk/woking2027. If you have views on any part of these documents, now is the time to tell us.

It would really help us if you could complete a response form with your views. This is available online at www.woking.gov.uk/woking2027

Paper copies of the forms are available from the Civic Offices, at libraries in the Borough and on request from the Planning Policy Team on **01483 743871**.

Please send any completed hard copy response forms to: The Planning Policy Team, Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey GU21 6YL.



The consultation period runs from Friday 5 November 2010 and closes at **5pm on Friday 7 January 2011**. Representations and comments received after this consultation period cannot be taken into account. Please be aware that we are unable to accept anonymous or confidential responses.

Council to consider options for housing management

On the 25 November 2010, Woking Borough Council's Executive agreed to move forward with a market test of the Housing Management service. It expressed a need to look at available options in order to secure the most cost effective outcome for tenants and leaseholders, while maintaining and improving the quality of service offered.

It is important to stress that this is not a proposal to dispose of the Council's housing properties. The market test would investigate whether or not an external party, such as a housing association, could look after the 'housing management' side of things. Housing management could include:

- all tenant and leaseholder management
- rent collection
- administration
- repairs and maintenance.

Property currently managed for Woking Borough Homes would also be included in the exercise.

Following the Executive's decision, the next stage is to develop a specification for the Housing Management and Repairs Service that tenants expect. The tendering process would then begin to see whether there is any interest from other providers to deliver these services in the future.

We are keen to involve tenants and leaseholders in developing the specification and will be working with the Tenant Representatives in the New Year to ensure that it reflects the standard of service that you expect.

Further information will follow as the various stages of the process are reached. If, in the meantime, you have any questions, please contact Helen Hilderley at Woking Borough Council on **01483 743620** or email Helen.hilderley@woking.gov.uk

Helping you stay healthy this winter

Feeling unwell? Remember to 'Choose Well'.

If you've been injured or are feeling ill, it's important to 'Choose Well', so you get the right treatment as quickly as possible.



Dr John Omany, Medical Director at NHS Surrey, said: "When we are ill, or injured, we want the best help and we want it fast. Our 'Choose Well' campaign is all about making sure people in Surrey know how to get fast, effective treatment. This doesn't always mean calling your GP or just going to A&E – there are plenty of other options which can offer help quickly and conveniently.

"NHS services are often at their busiest over the winter, so it's especially important to choose well now, and over the coming months. Choosing well ensures you receive the right treatment fast, leaving emergency services to those who need them most."

Winter can also be the time when bugs, such as norovirus (the winter vomiting bug), can cause a problem. Please remember if you're visiting friends or family in hospital to do your bit to help stop infection spreading. That means using alcohol rub to clean your hands and following the "Catch it. Bin it. Kill it." advice if you have a cold. And don't visit hospitals at all if you have flu or a tummy bug.

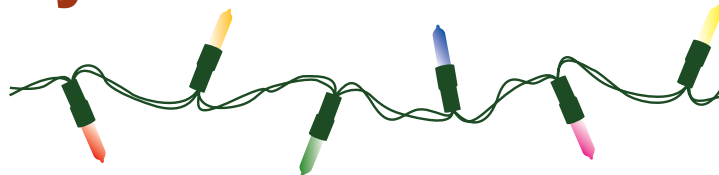
A final thought. Getting the right treatment by choosing well is best for the NHS, too. Choosing well helps free up emergency services for the most seriously ill patients, meaning precious NHS resources are used well too.

'Choose Well' – a quick guide

Self-care is the first choice to treat very minor illnesses and injuries. A lot of illnesses can be treated in your home with medicine bought at your local pharmacy and by getting plenty of rest. Check your medicine cabinet contains paracetamol, rehydration mixture, indigestion remedy, plasters and a thermometer.

NHS Direct offers confidential health advice and information by telephone and on the internet, 24 hours a day. It can also help you find local health services. Either call **0845 4647** or visit **www.nhs.uk**

Pharmacists can give you advice on illnesses and the medicines you need to treat them. Visit your local pharmacy if you're suffering from a common health problem which does not require being seen by a nurse or doctor. Pharmacy bank holiday opening times are regularly published on **www.surreyhealth.nhs.uk**

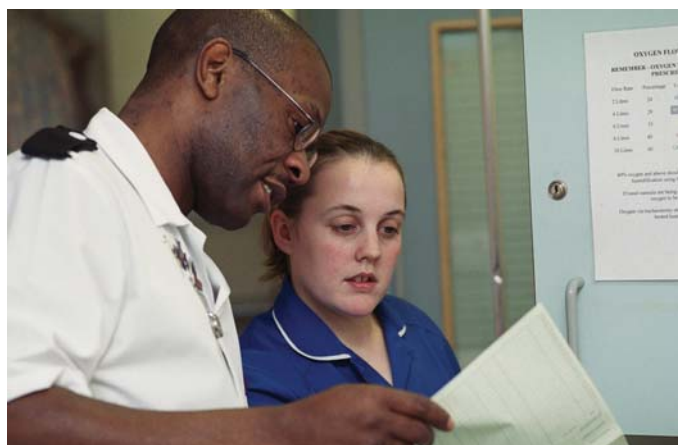


GPs can provide many services, including medical advice, examinations, vaccinations and prescriptions. Normally, you need to book an appointment in advance. When your surgery is closed, you can ring Thamesdoc on **0208 390 9991** to get advice from a clinician.

NHS Walk-in Centres, Urgent Treatment Centres and Minor Injuries Units can all treat minor illnesses and injuries and give you health advice. Most are open from early in the morning until late at night. You do not need an appointment, and you will be seen by an experienced nurse or GP.

The nearest Walk-in Centre for Woking residents is at Woking Community Hospital in Heathside Road, GU22 7HS. It is open from 7am to 7.30pm Monday to Friday, and from 9am to 7pm, on Saturdays, Sundays and Bank Holidays.

A&E or 999 Accident and Emergency departments are found at most major hospitals. They help people who show signs of being very ill or are badly injured. Emergency services are always very busy, especially over the winter. They should only be used in very serious or life-threatening situations.



Introduction to weekly food waste containers in Alpha Road

by A Hamid

Woking Borough Council recently introduced weekly food waste containers to all households in the Borough. Approximately 40 percent of the Borough's non-recyclable waste is made up of unwanted or leftover food. When biodegradable waste is sent to landfill, it cannot decompose naturally. The lack of oxygen causes the greenhouse gas methane to be released, which is 21 times more harmful than carbon dioxide – a contributing factor in global warming. Therefore, councils have been set limits on the amount of biodegradable waste that can be landfilled.

The food waste is collected separately and taken to composting plants in the South East, where it is turned into compost or agricultural fertiliser in a controlled environment. By introducing weekly food waste collections, the Council is helping to reduce the amount of methane gas released into the atmosphere and the amount of waste sent to landfill.

Although the food waste bins were introduced to all householders around the Borough, they were not introduced to the people living in estates. With the help of Andy Calfe, Environmental Officer, Alpha Road was chosen to be the first estate for the introduction of weekly food waste bins.

In August, the Chairperson of Alpha Road Residents' Association, June, and I went door-to-door to deliver

food waste bins to all Alpha Road residents, with leaflets which explained what food can be recycled. Where necessary, we made sure that residents understood the purpose of the bin, and this was also explained in different languages where necessary.

Delivering the bins was not the only thing on our minds. It is important to keep teaching the residents about waste bins, and also to keep an eye on the bigger bins outside the Alpha Road flats, where the residents empty their food waste bins.

We have six big blue recycle bins which are emptied every fortnight, and the association makes sure that there is no contamination by regularly checking the bins.

On the issue of food waste bins, the Residents' Association is determined that, by talking to the residents and keeping an eye on the situation, it will be able to achieve its goal of maximum food waste recycling.



Love Food, Hate Waste

Earlier this year, Surrey Waste Partnership launched its 'Love Food, Hate Waste' campaign to encourage us all to reduce the amount of food we waste. Here, chef and West Byfleet resident, Carmela Tompkins, gives us a quick and easy recipe to use up those festive left-overs.

Turkey Pie

Ingredients

- Cooked turkey left-overs
- Packet of shortcrust pastry
- Can of condensed chicken or mushroom soup, and half a can of water
- Cup of any cooked veggie left-overs
- Salt and pepper



Method

1. Empty the contents of the soup and water into a saucepan.
2. Add the left-over turkey and vegetables.
3. Mix well and pour into a pie dish.
4. Roll out pastry and place on top of the turkey mixture.
5. Brush with milk and cook for thirty minutes. Gas mark 4/180c/350f.
6. Serve and enjoy!



For more hints, tips and ways you could reduce your food bill, visit www.lovefoodsurrey.com

Indulge this Christmas, but spare the waste

The festive season is a time of celebration and enjoyment, but it is also a time when we produce additional waste. Nowadays, we can recycle almost everything, so please help us help the environment by recycling as much as you can this Christmas.

Real Christmas trees

You can dispose of your Christmas tree at our Community Recycling Centres:

- **Martyrs Lane**
- **Lyne Lane**
- **Slyfield**

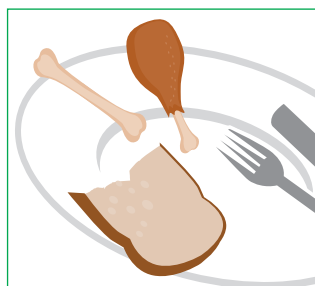
Trees will be chipped and turned into compost.

If you are a subscriber to the garden waste service, you can place your tree in your green wheeled bin. Make sure that you chop your tree into pieces no more than 12cm in diameter and that the lid can be closed. Please don't overfill your bin, as it may not be collected.



Food waste

Got any left-over turkey, some uneaten Brussels sprouts or maybe some cold Christmas pudding? These can all be recycled through your food waste container.



For a complete list of what you can and cannot recycle in your food waste container, please visit www.woking.gov.uk/foodwaste

Please remember, excess food waste cannot be collected.

Alternatively, you can use your left-over food to rustle up some delightful left-over meals. Check out www.lovefoodsurrey.com for a host of recipe ideas. Also see our special recipe idea from Chef Carmela Tompkins on page 14 for some inspiration.

Dry recyclables

Wrapping paper, cards, biscuit and sweet tins, glass bottles and jars, tins and cans can all be placed in your recycling container. If you have excess recycling, please leave it bagged by the side of your bin on your usual collection day.

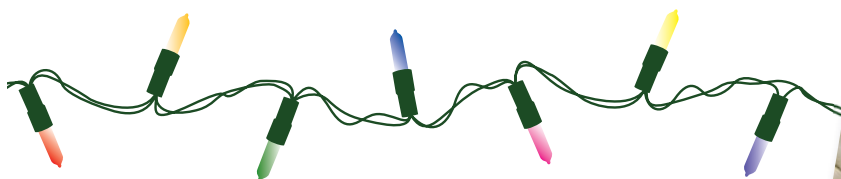


Christmas and New Year collections

Thanks to staff at Biffa, the Council's waste contractor, there will be no change to your waste and recycling collections over the Christmas period.

All households are asked to place their waste and recycling out for collection on their usual collection day.

Unfortunately, excess waste presented with your black wheeled bin will not be collected.



Love Food Surrey launches celebrity leftover cookbook

Famous faces from across Surrey are getting behind Surrey Waste Partnership's Love Food Surrey campaign, by sharing their left-overs recipes in a new cookbook. Stars including Strictly Come Dancing's Flavia Cacace and BBC sports presenter Gary Lineker, have contributed recipes to a free publication for residents.

Residents can either download a copy of the cookbook at www.lovefoodsurrey.com or send in an A5 SAE (1st class – 66p/ 2nd class – 51p) to Love Food Surrey, Communications Team, Room G29, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN.



**LOVE
FOOD
hate waste**



**Surrey
Waste
Partnership**

Snow White pantomime competition



To win a family ticket to this year's pantomime, simply identify which word is in the wordsearch list, but not in the wordsearch grid.

Circle the missing word in the list and send your answers, along with your name, address and telephone number, to Helen Hilderley, Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey GU21 6YL by **Wednesday 22 December 2010.**

Terms and conditions

Family ticket (2 adults 2 children). Valid for Tuesday to Thursday performances between Tuesday 4 January and Thursday 13 January 2011. This competition is open to Woking Borough Council's tenants and leaseholders only.

Terms and conditions apply – contact the box office on **0844 871 7645.**

U	D	C	L	I	A	S	N	E	E	Z	Y
F	W	R	H	A	R	J	I	A	Y	F	S
B	A	E	L	P	P	A	H	U	H	L	T
Q	R	I	T	Q	K	P	R	I	N	C	E
U	F	J	R	I	S	B	A	L	S	I	P
T	S	M	V	Y	H	L	E	T	Q	C	M
C	H	A	C	N	T	W	G	I	U	R	O
V	D	O	C	M	O	A	W	C	E	K	T
P	Q	U	D	N	K	E	L	O	E	U	H
X	S	N	E	E	P	Y	Z	E	N	A	E
F	O	D	T	S	Y	P	E	E	L	S	R
D	A	C	G	R	I	W	J	A	D	M	B

Stepmother

Queen

Doc

Snow White

Hi Ho

Dwarfs

Prince

Sleepy

Sneezy

Apple

Fairy tale

Editorial Panel

This issue was produced by members of the Editorial Panel:

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If you would like to join the Editorial Panel or suggest ideas for future articles, please contact:

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Tenant and Leaseholder Services
Woking Borough Council
Civic Offices, Gloucester Square
Woking GU21 6YL

A transcript of this document can be provided for visually impaired people, either in large print or on audio tape.

Please contact the number below if you require further information.

01483 755855 (9am to 5pm)

If you require a translation, please contact:

Se avete bisogno di una traduzione si prega conattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو ترجمے کی ضرورت ہے تو برائے مہربانی رابطہ کریں:

যদি আপনার অনুবাদের দরকার হয় তাহলে অনুগ্রহ করে যোগাযোগ করুন:

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