



Hook and Odiham

**WELCOME**

**TO YOUR NEW HOME**

**WITH**

**SENTINEL HOUSING ASSOCIATION**

This is your local information pack.  
It is packed full of information to help the move into your new home go as smoothly as possible.

We hope that you find this information useful.

Good Luck In Your New Home  
From All At

**Sentinel** 

Tel: 0800 195 5515 from a landline or  
0300 666 5515 from Your mobile  
E-mail: [info@sentinelha.org.uk](mailto:info@sentinelha.org.uk)  
[www.sentinelha.org.uk](http://www.sentinelha.org.uk)

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## ESSENTIAL SERVICES

### Emergency Services

<b>Service</b>	<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Fire Brigade	Hampshire Fire and Rescue Service	89 Connaught Road, Fleet	999	Retained station
Police	Crimestoppers		0800 555111	<a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a> A community service which helps prevent and solve crime. If you have details about criminal activity you can pass it on anonymously and without fear of exposure or retribution.
Police	Yateley Police Station	Royal Oak Close, Yateley, Hampshire GU46 7UD	0845 045 45 45 Minicom Helpline 02380 745500	
To report problems that do not require a 999 call			101 <a href="http://www.hampshire.police.uk">www.hampshire.police.uk</a>	

### Other Services

<b>Service</b>	<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
B.T.	B.T. National Directory Enquiries		118 500 Textphone 18001 118 500	
B.T.	B.T. International Directory Enquiries		118 505	
B.T.	B.T. Online			<a href="http://www.bt.com/118500">www.bt.com/118500</a>

B.T.	<b>Customer Services</b> <b>Bill Enquiries</b> <b>Moving Home</b>		0800 800 150  www.bt.com	Mon - Sat  8.00am - 8.00pm
B.T.	Faults		0800 800 151	24 hours a day 7 days a week
	NSPCC		0808 800 5000	24 hours a day
	Samaritans		0845 790 9090 www.samaritans .org.uk	24 hours a day

### Utilities

<b>Service</b>	<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Electricity	Southern Electric		Emergencies: 0845 770 8090	www.southern-electric.co.uk
Gas	British Gas New Supply		0845 955 5512	
Gas	Emergencies: Leaks		Emergencies: 0800 111 999	24 hours a day
Water	South East Water	London Road, Preston, PR11 1BS	0845 301 0845 Emergencies: 0845 602 1724	You may have two water companies
Water	Southern Water	PO Box 41, Worthing, West Sussex, BN13 3NZ	0845 272 0845	
Water	Leakline		0800 714 614	

## LOCAL HOSPITALS/HEALTH CARE CENTRES/GPs/DENTISTS/VETS

<b>Service</b>	<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Hospital	North Hampshire Hospital Trust	Aldermaston Road, Basingstoke	01256 473202	
Hospital	Frimley Park Hospital	Portsmouth Road, Frimley, Camberley GU16 7UJ	01276 604604	
Hospital	Farnham Road Hospital	Farnham Road, Guildford GU2 5LX	01483 571122	
To find your nearest NHS Dentist call 0845 050 8345				
Dentist	Hook Dental Surgery	1 Hook Parade, Station Road, Hook	01256 762353	By appointment
Dentist	King Street Dental Practice	King Street, Odiham, Hook	01256 703251	By appointment
NHS Direct		<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>	0845 4647	Helpline open 24 hours for medical advice and health information
GPs	Hook & Hartley Wintney Partnership	1 Chapter Terrace, Hartley Wintney, Hook	01256 842087	By appointment
GPs	Odiham Health Centre	Deer Park View, Odiham, Hook	01256 702371	By appointment
GPs	The Surgery	Reading Road, Hook	01256 762125	By appointment
Vet	Ark Veterinary Practice	Bell Meadow Road, Hook	01256 764771	By appointment
Vet	St Kitts Veterinary Centre	St Kitts High Street, Hartley Wintney, Hook	01252 844044	By appointment

## SCHOOLS



Name	Address	Phone: ☎	Head Teacher	Notes
Buryfield Infant School	King Street, Odiham, Hook RG29 1NE	01256 702667		
Hook Infant School	Church View, Hook RG27 9NR	01256 764487		
Hook Junior School	Church View, Hook RG27 9NR	01256 762468		
Mayhill Junior School	They Bury, Odiham, Hook RG29 1NB	01256 702973		

## LOCAL PHARMACIES/CHEMISTS



Name	Address	Phone: 📞	Opening Times	Notes
Lloyds Pharmacy	138 High Street, Odiham, Hook	01256 702218	Mon - Fri 9am - 6:30pm Sat 9am - 1pm	
Moss Pharmacy	2-3 Hook Parade, Station Road, Hook	01256 762497	Mon, Tues, Thurs & Fri 9am - 6pm Wed 9am - 6:30pm Sat 9am - 4pm	


## POST OFFICES AND LOCAL SHOPS

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Opening Times</b>	<b>Notes</b>
Hook Post Office	1-2 Grand Parade, Station Road, Hook	01256 762434		
Alldays Stores	1 Grand Parade, Station Road, Hook	01256 762873	Mon - Sat 7am - 10pm Sun 8am - 10pm	
Co-op Wholesale Ltd	117 High Street, Odiham, Hook	01256 702087	Mon - Sat 7am - 10pm Sun 8am - 8pm	
NAAR Shop	Fullbrook Way, Odiham, Hook	01256 702204	Mon - Fri 7:30am - 10pm Sat & Sun 8am - 10pm	

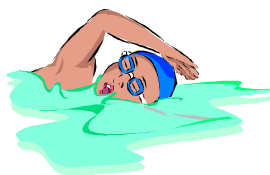
## PLACES OF WORSHIP AND COMMUNITY HALLS

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Rev</b>	<b>Notes</b>
St John The Evangelist Church	London Road, Hook	01256 760169		Service Sunday 8am & 10am
Sacred Heart, Roman Catholic Church	The Priests House, London Road, Hook	01256 762351		
The Vine Church	The Old School, London Road, Odiham, Hook	01256 702821		Service Sunday 10:30am
Community Centre	Cross Barn, Palace Gate, Odiham, Hook	01256 701803		
Hook Community Centre	Ravencroft, Hook	01256 764000		
Robert Mays Community Centre	West Street, Odiham, Hook	01256 393140		
Hindu Temple	Carnival Hall Council Road Basingstoke	01256 464031		
Sikh Community Centre	207 Lower Brook Street Basingstoke			
Basingstoke Mosque	37 Sarum Hill Basingstoke	01256 324859		

## PARKS/OPEN SPACES/SPORTS FACILITIES

<b>Name</b>	<b>Address</b>	<b>Phone: </b>	<b>Opening Times</b>	<b>Notes</b>
Hook Common	Hook			
Odiham Common	Odiham			
The Views	Behind Harlington Centre/Council Offices, Fleet			
The Harlington Centre	Fleet Road, Fleet, Hants GU51 4BY	01252 811009		

## FITNESS CLUBS/CINEMAS/THEATRE/PUBLIC HOUSES/LIBRARY SERVICES



### Fitness Clubs

Name	Address	Phone: ☎	Notes
Hart Leisure Centre	Hitches Lane, Fleet	01252 629974	

### Libraries

Name	Address	Phone: ☎	Notes
Fleet Library	Harlington Way, Fleet	01252 614213	Mon, Wed, Fri, Sat 9:30am - 5pm, Tues 9:30am - 8pm, Thurs 9:30am - 7pm
Basingstoke Library	Potters Walk, Basingstoke	01256 473901	Mon, Tues, Wed, Fri 9:30am - 7pm, Thurs 9:30am - 5:30pm, Sat 9:30am - 4pm
Odiham Library	The Bury, Odiham	01256 702949	

### Other Services

Name	Address	Phone: ☎	Notes
Age Concern	Basingstoke, Hampshire	0800 009966	
Fleet Citizens Advice Bureau	Civic Offices, Harlington Way, Fleet, Hampshire, GU51 4AE	01252 617922	
Dog Warden	Environmental Health Dept Hart District Council, Harlington Way, Civic Offices, Fleet GU51 4AE	01252 774420/1 eh@hart.gov.uk	

## Public Houses

Name	Address	Phone: ☎	Notes
Old White Hart	London Road, Hook	01256 762560	
The Bell Inn	The Bury, Odiham, Hook	01256 702282	
The Crocket Billet	London Road, Hook	01256 762118	
The Crown	Alton Road, Odiham, Hook	01256 703591	
Golden Pot Ltd	Reading Road, Hook	01189 732104	

## Theatres

Name	Address	Phone: ☎	Notes
Anvil Concert Hall	Basingstoke, Hampshire	01256 844244	<a href="http://www.theanvil.org.uk">www.theanvil.org.uk</a>
Haymarket Theatre	Basingstoke, Hampshire	01256 465566	<a href="http://www.haymarket.org.uk">www.haymarket.org.uk</a>
The Camberley Theatre	Knoll Road, Camberley, Surrey GU15 3SY	01276 707600	
New Victoria Theatre & Ambassadors Cinema	The Peacocks Centre, Woking, Surrey GU21 6GG	01483 545945 Bookings: 0870 060 6645	
Cinema	The Harlington Centre, Fleet Road, Fleet GU51 4BY	01252 811009	

**YOUR LOCAL COUNCILLORS/LOCAL AUTHORITY/  
MEMBERS OF PARLIAMENT**

**County Councillors**

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Jonathan Glen Conservative		johnathan.glen@hants.gov.uk	Ward - Odiham

**Local Ward Councillor**

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Jonathan Glen			Ward - Hook (Cons)
Sean Haffey			Ward - Hook (Cons)
Andrew Henderson			Ward - Hook (Cons)
Stephen Gorys			Odiham
Kenneth Crookes			Odiham

**Member of Parliament**

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Rt Hon James Arbuthnot MP	House of Commons, Westminster	01420 84122	arbuthnotj@parliament.uk

**Councils**

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Hart District Council	Harlington Way, Fleet, GU51 4AE	01252 622122	
Hampshire County Council	The Castle, Winchester, Hampshire, SO23 8UJ	Freephone 0800 0280888	
Hook Parish Council		01256 768573	Contact:- Mrs Anne Atkins

**SENTINEL HART & DISTRICTS NEIGHBOURHOOD PANEL AND TENANTS**  
**BOARD MEMBERS**  
**COMMUNITY BEAT OFFICER/CARETAKERS/NEIGHBOURHOOD**  
**CO-ORDINATOR**

**Sentinel Hart & Districts Neighbourhood Panel and Tenant Board Members**

Name		Phone: ☎	Notes
Mr Richard Wylie		01252 845514	Board Member
Mr William Hall		01252 615359	Board Member
Ms Dawn Moors	Odiham	07877 075266	SH & DNP
Mrs Molly Parrett	Hook	01256 762836	SH & DNP
Mrs Isla Sutherland	Hook	01256 763580	SH & DNP

**Community Beat Officer**

Name	Address	Phone: ☎	Notes
P.C. Beale		0845 045 45 45	Hook
P.C. Sexton		0845 045 45 45	Odiham

**Mobile Caretaker**

Name	Address	Phone: ☎	Notes
Rob Grover	Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire	0800 195 5515	

**Neighbourhood Co-ordinators**

Name	Address	Phone: ☎	Patch
Tina Widdison	Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire	0800 195 5515	Hook
Anita Foster			Odiham

## RECYCLING SITE/HOUSEHOLD WASTE

Name	Address	Phone: ☎	Notes
Hart District Council Environmental Health, Noise/Pest Control		01252 774420	
Hart District Council Refuse Cleansing		01252 774470	
Recycling Centre	Spring Well Lane, Hartley Wintney	01252 845312	
Recycling Hotline 24 hours		01252 774417	Kerbside recyclable collection (blue bins)
Basingstoke Recycling Centre/ Household Waste	Wade Road Amenity Site, Basingstoke	01256 461750	Notes Open daily 8am - 4:30pm
Farnborough Recycling Centre/ Household Waste	Eelmoor Road, Farnborough	01252 541277	

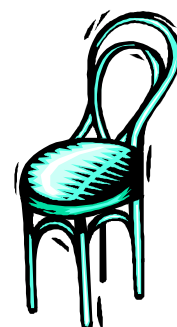


**PUBLIC TRANSPORT/BUSES/BUS STATION/  
TRAIN STATION/DIAL-A-RIDE**

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Hook Train Station	Station Road, Hook		
Buses and Bus Routes		01962 846924	
Bus Information Line		0870 608 2608	
Community Transport		01962 846785	
Dial-A-Ride		01962 847042	
National Express		0870 5808080	
National Rail	<a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>	08457 484950	Minicom service for the deaf or hard of hearing 0845 6060 0600

## USED FURNITURE STORE

Name	Address	Phone: 📞	Notes
Community Furniture Project	6 Joule Road, Houndsmill, Basingstoke, Hampshire, RG21 6XH	01256 320700	<p>The Community Furniture Project helps local people living on low income by providing furniture, goods and services at low cost. The organisation also provides opportunities for people to develop work and social skills.</p> <p>NB: Payment by cash only.</p> <p>Open 9:30am - 4pm - closed for lunch between 12:30pm and 1pm. Also open first Saturday of every month 9:30 am - 12:30pm.</p>
Lions Community Store	Basingbourne Road, Fleet, Hampshire, GU13 9GW	01252 616998	<p>The Lions can distribute furniture and other household goods (bedding, clothing etc) to those in need. They will also collect and redistribute good quality goods (there is a charge for delivery)</p> <p>Notes: Open Tues, Wed, Thurs 10am - 3pm &amp; Fri 10am - 1:30pm</p>
British Heart Foundation Furniture & Electrical Store	103-109 Victoria Road, Aldershot Gu11 1JE	0844 499 4180	



## MEDIATION SERVICE

<b>Name</b>	<b>Address</b>	<b>Phone: ☎</b>	<b>Notes</b>
Basingstoke and District Community Mediation Service	The Orchard, White Hart Lane, Basingstoke, Hampshire, RG21 AF	01256 423819	A service in which impartial Mediators listen to your concerns and enable you to explore a way forward.
Rushmoor Community Mediation Service	PO Box 13, Farnborough, Hampshire, GU14 OXP	01252 549977	This service is free and totally confidential.

## Garages To Rent

Sentinel does have a number of garages in Fleet, Hartley Wintney and Blackwater but at the moment there are none available, however, if you wish to complete an application form to go on the waiting list you will be contacted as soon as one becomes available.

As a Sentinel Association tenant, you can rent a garage for £7.78 per week. A second garage can be rented for £9.14 per week.

To find out more or to request a Garage Application Form contact Sentinel on 0800 195 5515.

## SENTINEL SERVICES - HOME CARE, COMMUNICARE AND SHELTERED HOUSING

### Sentinel Home Care

Sentinel's Home Care service can provide housekeeping services such as cooking, shopping and housework, personal care such as dressing/undressing and bathing/showering and domestic tasks such as collecting prescriptions and pensions.

Sentinel has 28 Home Care staff who provide over 8000 hours of care and support in North Hampshire to older people and people with a physical disability or debilitating illness.

The Sentinel Home Care service is regulated and inspected by the Commission for Social Care Inspectors.

For a price list or more information please ring 0800 195 5515.

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### CommuniCare

CommuniCare is Sentinel's 24-hour community alarm service, which was established in 1986. By simply pressing a button, customer's link up to our Community Alarm Centre, where staff answer the call and contact someone who can help. The Centre is staffed 24-hours a day, every day of the year. The system identifies the caller even if they are unable to talk.

The service is available to anyone, whatever their need, for example security, peace of mind or for health reasons.

CommuniCare also offers additional services such as contacting customers each day to make sure they are alright, mobile visiting and response service and a key safe facility.

For a price list or more information please ring 0800 195 5515.

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## Sheltered

Sheltered housing is intended to meet the needs of older people who would like to continue living independently in the community, but would benefit from additional support. Sentinel has 20 schemes in Basingstoke, Fleet and many of the surrounding small towns and villages

Sentinel has groups of self-contained flats or bungalows for rent; some are suitable for people with greater disabilities. Many of the schemes have communal facilities such as a resident's sitting room, laundry and guest facility. Various social activities are arranged for those who want to take part. Some schemes have facilities for people to stay for short periods, for example, while their family or partner are away from home, or after coming out of hospital.

Applications for sheltered housing are welcome from people over 55 years of age, including homeowners and those who live outside the area.

For more information on Sentinel's sheltered housing schemes and short stay suites, please ring 0800 195 5515