



Popley

**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
E-mail: info@sentinelha.org.uk
www.yourhousing.co.uk

If you would like this document in large print, Braille or translated please contact us 0800 195 5515.

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ESSENTIAL SERVICES

Emergency Services

Service	Name	Address	Phone: ☎	Notes
To make an emergency call dial 999 and tell the operator which emergency service you require: Fire, Police or Ambulance. The operator will then connect you to the service you require.				
Fire Brigade	Hampshire Fire and Rescue Service	West Ham, Basingstoke, Hampshire	01256 818881	
Police	Crimestoppers	0800 555111	www.crimestoppers-uk.org 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	Hampshire Constabulary	Basingstoke Police Station, London Road, Basingstoke, Hampshire	0845 045 45 45 01256 473111 Minicom Helpline 02380 745500	Beat Officer PC Carter PC Thorn PCSO Smith PCSO Rapley
To report problems that don't require a 999 call			101	Calls to the service cost 10p from landlines & mobiles

Utilities


Service	Name	Address	Phone: ☎	Notes
Electricity	Southern Electric	P O Box 7506, Perth, PH1 3QR	Emergencies: 0845 770 8090 General Enquiries: 0845 744 4555	www.southern-electric.co.uk
For Gas Emergencies (24 hours) contact the National Gas Emergency Service free on 0800 111 999				

Service	Name	Address	Phone: ☎	Notes
British Gas	Bill Enquiries Moving Home		0845 600 0560	www.house.co.uk
	Gas Meter Reading		0800 107 0225	
Water	South East Water	PO Box 2208, Bristol, BS99 7HJ contactcentre@ southeastwater. co.uk www.southeastw ater.co.uk	0845 3010 845	Mon - Fri 8.00 a.m. - 7.00 p.m. Sat 8.00 a.m. - 1.00 p.m.
			0845 6021724	24 hour Emergency Line
			0800 028 3399	Leak Line
			0800 096 1998	Minicom Service
Water	Southern Water	PO Box 41, Worthing, West Sussex, BN13 3NZ	0845 2720845	
Repairs	Sentinel Housing Ass.		0800 195 5515	
Gas Central Heating in your property	Central Heating Services		0800 917 9306	

Other Services

Name	Address	Phone: ☎	Notes
B.T.	Customer Services Bill Enquiries Moving Home	0800 800 150 www.bt.com	Mon - Sat 8.00 a.m. - 8.00 p.m.
B.T.	Directory Enquiries	118 500	Calls cost 24p per minute, billed by the second, plus a connection charge of 49p per call. Other mobile and network charges may vary.

Name	Address	Phone: 📞	Notes
B.T.	International Directory Enquiries	118 505	Calls cost £1.50 per minute, plus a connection charge of 75p per call. Other mobile and network charges may vary.
B.T.	UK Operator	100	
B.T.	International Operator	155	
B.T.	Faults	0800 800 151	24 hours a day, 7 days a week
B.T.	Phone Book Website	www.bt.com/thephonebook	
NSPCC		0808 800 5000	24 hours a day
Samaritans		0845 790 9090 www.samaritans.org.uk	24 hours a day
Relate The Relationship People	The Orchard, White Hart Lane, Basingstoke, Hampshire RG21 4AF	01256 423855 www.relate-basingstoke.org.uk	Relate offers counselling and relationship guides for everyone
Age Concern	The Orchard, White Hart Lane, Basingstoke, Hampshire RG21 4AF	01256 423855 0800 731 4931	Office open 9.00 a.m. - 1.00 p.m. Mon - Fri
Help the Aged		0800 800 6565	
Basingstoke Citizens' Advice Bureau	Basingstoke Library, Potters Walk, Basingstoke	01256 322814	Mon, Tues, Wed, Fri - 10.00 - 12 noon Thurs 9.30 - 11.30 a.m. Appointments by arrangement
Community Legal Service Direct		0845 345 4345 www.clsdirect.org.uk	A national helpline (calls charged at local rate) providing free information on a range of common legal problems.

Name	Address	Phone: 	Notes
Dog Warden	Basingstoke & Deane Borough Council, Civic Offices, London Road, Basingstoke	01256 845474	

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

Service	Name	Address	Phone: ☎	Notes
Hospital	North Hampshire Hospital	Aldermaston Road, Basingstoke, Hampshire	01256 473202	
	N H Loddon Community Trust	Popley Fields Community Centre, Popley, Basingstoke	01256 325422	
GPs		Bermuda Practice Shakespeare Road, Popley	08448 800498	
GPs		Shakespeare Medical Centre, Shakespeare Road, Popley	01256 328860	
Dentist	Dental Clinic	Shakespeare Road, Popley	01256 328662	
Vet	Brunswick Place Vet Clinic	Brunswick Place, Cranbourne Lane, Basingstoke	01256 473371	
Vet	The Barn Animal Hospital	Old Basing Basingstoke RG24 8AD	01256 329522	

SCHOOLS



Name	Address	Phone: 📞	Head Teacher	Notes
Chineham Park County Primary School	Shakespeare Road, Popley, Basingstoke	01256 325420	Gwen Clifford	
Everest Community College	Oxford Way Basingstoke	01256 465547	Julie Rose	
Marnel Community School	Shetland Road, Popley, Basingstoke	01256 328670	Alison Baron	
Merton County Infant and Junior School	Romsey Close, Popley, Basingstoke	01256 324507	Infants: Larissa James Juniors: Helen Palmer	
St Bedes Catholic Primary School	Popley Way, Basingstoke	01256 473379	Tony Murray	

LOCAL PHARMACIES/CHEMISTS



Name	Address	Phone: 📞	Opening Times	Notes
Lloyds Pharmacy	Shakespeare Road Medical Centre	01256 327882	Mon-Fri: 9am - 6:30pm Sat: 9am - 1pm	
Lloyds Chemist	2 Chineham Shopping Centre, Chineham	01256 356590	Mon-Fri: 9am - 7pm Sat: 9am- 5:30pm	
Fastfare Pharmacy	Abbey Road	01256 357637	Mon-Fri: 9am - 7pm Sat: 9am - 5pm	

POST OFFICES AND LOCAL SHOPS

Name	Address	Phone: 📞	Opening Times	Notes
Sub-Post Office	Abbey Road, Popley	01256 322066		In McColls Newsagent
Fastfare	Abbey Road, Popley	01256 323679		
McColls Newsagent	Abbey Road, Popley	01256 322066		
Tesco	Bermuda Close, Popley	01256 323679		

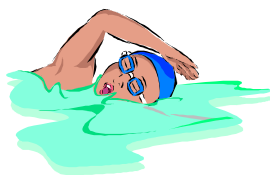
PLACES OF WORSHIP AND COMMUNITY HALLS

Name	Address	Phone: ☎	Rev	Notes
Church of England St Gabriels	Tewkesbury Close, Popley	01256 324734		
Church of Jesus Christ - Mormon	Crockford Lane, Carpenters Down, Popley	01256 465859		
St Bedes RC, Presbytery	Popley Way, Popley	01256 465214		
Hindu Temple	Carnival Hall, Council Road, Basingstoke	01256 464031		
Sikh Community Centre	207 Lower Brook Street, Basingstoke			
Basingstoke Mosque	37 Sarum Hill, Basingstoke			
Pentecostal Church	10 Turnberry Drive, Beggarwood, Basingstoke			
Popley Fields Community Centre	Carpenters Down, Popley	01256 414494		
Melrose Meeting Hall	Abbey Road, Popley	01256 420676		
Chineham House	Shakespeare Road, Popley	01256 324734		
Everest Community College	Oxford Way Basingstoke	01256 465547		

PARKS/OPEN SPACES/SPORTS FACILITIES

Name	Address	Phone: 📞	Opening Times	Notes
Aldermaston Road	Popley Way, Popley			
Chineham Park	Shakespeare Road, Popley			Swings and Slides
Carpenters Down	Popley			Tennis and Netball Courts
Bermuda Close, Trinidad Close, Tobago Close, Persnore Road	Popley			Play Area
Popley Fields	Popley			Youth Area

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



Leisure Facilities

Name	Address	Phone: ☎	Notes
Planet Ice	Silverdome Arena, The Leisure Park, Basingstoke, Hampshire	01256 355266	
Basingstoke Sports Centre	Basingstoke, Hampshire	01256 326331	sales@sportscentre.org.uk
Basingstoke Aquadrome	The Leisure Park, Basingstoke, Hampshire	01256 472343	
QMC Sports Centre		01256 418301 sports.centre@qmc.ac.uk	The Centre includes a fitness studio, swimming pool, sports hall and an outdoor all weather court. Classes are available for adults as well as sports courses for children.
The Active Life Centre	Houndmills, Basingstoke	01256 352858 www.activelifecentre.co.uk	This facility houses a large gym hall and two high quality multi-sport studios that are ideal for indoor activities such as dance, fitness and martial arts.

Libraries

Name	Address	Phone: ☎	Notes
Basingstoke Library	19/20 Westminster House, Festival Place, Basingstoke, RG21 7LS	01256 473901	Mon, Tues, Wed & Fri 9.30am - 7pm Thurs 9.30am - 5.30pm Saturday 9.30am - 4pm Sunday 11am - 5pm
Chineham Library	Chineham Shopping Centre	01256 465643	Monday Closed Tues & Wed - 9.30am - 5pm Thurs & Fri - 9.30am - 7pm Saturday - 9.30am - 4pm

Other Services

Name	Address	Phone: ☎	Notes
Age Concern	Basingstoke, Hampshire	0800 7314931	
Basingstoke Citizens' Advice Bureau	Basingstoke Library, Potters Walk, Basingstoke	01256 322814	Mon, Tues and Fri 10am - 4pm, Wed 10am - 6:30pm, Thurs 9:30am - 11:30am, Sat 10am - 12noon

Public Houses

Name	Address	Phone: ☎	Notes
The Barbican	Maldive Road,	01256 319900	
The Popinjay	Abbey Road, Popley	01256 466044	

Theatres

Name	Address	Phone: ☎	Notes
Anvil Concert Hall	Basingstoke, Hampshire	01256 844244 www.theanvil.org.uk	
Haymarket Theatre	Basingstoke, Hampshire	01256 465566 www.haymarket.org.uk	
Central Studios	Queen Mary's College, Cliddesden Road, Basingstoke	01256 418318 www.centralstudio.co.uk	
Fairfields Art Centre	Council Road, Basingstoke	01256 321621	

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

County Councillors

Name	Address	Phone: ☎ and E-mail	Notes
Councillor Mrs J Frankum		01256 819924	Ward - Basingstoke North
Councillor Mrs J Frankum	405 Abbey Road Popley Basingstoke RG24 9EL	01256 819924 cllr.jane.frankum@ basingstoke.gov.uk	Ward - Popley West
Councillor Mr P Frankum	55 Winklebury Centre Winklebury Basingstoke RG23 8BU	01256 472496 cllr.paul.frankum@ basingstoke.gov.uk	Ward - Popley West E-mail: cllr.Paul.frankum@b asingstoke.gov.uk
Councillor A McCormick	1 Warwick Road Winklebury Basingstoke RG23 8DX	01256 419376 or cllr.andrew.mccormi ck@basingstoke.go v.uk	Ward - Popley East
Councillor M Brian	40 Shooters Way Basingstoke RG21 5PN	01256 322108 Cllr.mary.brian@ba singstoke.gov.uk	Ward - Popley East

Member of Parliament

Name	Address	Phone: ☎	Notes
Maria Miller	House of Commons, Westminster	020 7219 5749	
			Member of European Parliament

Councils

Name	Address	Phone: ☎	Notes
Basingstoke and Deane Borough Council	Civic Offices, London Road, Basingstoke	01256 844844	www.basingstoke.go v.uk

Hampshire County Council	The Castle, Winchester, Hampshire, SO23 8UJ	01962 841841	www.hants.gov.uk
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**COMMUNITY WARDENS/COMMUNITY BEAT OFFICER/
CARETAKERS/NEIGHBOURHOOD CO-ORDINATOR AND
NEIGHBOURHOOD PANEL REPRESENTATIVES**

Community Beat Officers

Name	Address	Phone: ☎	Notes
PC D Carter PC Paul Thorne PCSO Smith PCSO Rapley	Basingstoke Police Station, London Road, Basingstoke	0800 045 45 45	

Mobile Caretaker

Name	Address	Phone: ☎	Notes
Sid Bradley Colin London	Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire	0800 195 5515	

Neighbourhood Co-ordinator

Name	Address	Phone: ☎	Notes
Larissa Trussell	Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire	0800 195 5515	Popley Islands
Dawn Stanley	Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire	0800 195 5515	Popley Abbeys and Poets

Neighbourhood Panel Representatives

Name	Address	Phone: 📞	Notes
Mrs Marion Witts	31 Malta Close	01256 840032	Popley Representative
Mr Bert Jobling	37 Abbey Court	01256 324294	Popley Representative
Mr Arthur Williams	27 Deans Close	07700 545568	Popley Representative
Mr Kenny Mayle	1 Paulet Place	07791 622305	Popley Representative

29.08.2008

Community Warden

Name	Address	Phone: ☎	Notes
David Mason	The Beresford Centre Wade Road Basingstoke	01256 845508	
Vikki Lonie	The Beresford Centre Wade Road Basingstoke	01256 845508	

Accredited Community Safety Officer (ACSO)

Name	Address	Phone: ☎	Notes
Doug Gould	Hampshire County Council	08456 001747	

RECYCLING SITE/HOUSEHOLD WASTE

Name	Address	Phone: ☎	Notes
	Abbey Road Shopping Parade, Popley		
	Madeira Close Shopping Parade, Popley		
Recycling Centre/ Household Waste	Wade Road Amenity Site, Basingstoke		Notes Open daily 8am - 4:30pm



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

Name	Address	Phone: ☎	Notes
Buses and Bus Routes		01962 846924	
Bus Information Line		0870 608 2608	
Community Transport		01962 846785	
Dial-A-Ride		01962 847042	
National Rail		08457 484950	Minicom service for the deaf or hard of hearing 0845 6060600
Stagecoach		01256 464501	

GARAGES TO RENT

Sentinel has a number of garages available in the Basingstoke area. Currently there are vacant garages in Oakridge, Popley, Winklebury and some in the rural areas of Tadley, Penwood and Kingsclere.

As a Sentinel Housing Association tenant, you can rent a garage for £7.78 per week. A second garage can be rented for £8.94 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.

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.

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

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>



LOCAL NEWS

Name	Address	Phone: ☎	Notes
Gazette	Pelton Road Basingstoke Hants RG21 6	01256 461131	
Observer	2 nd Floor, Paddington House, Festival Place, Basingstoke RG21 7LJ	01256 694120	Free weekly newspaper - every Thursday www.yourbasingstoke.co.uk
Norden News	Oakridge Hall for All	01256 475844	Newsletters distributed: <ul style="list-style-type: none">• March 2008• June 2008• September 2008• December 2008



MEDIATION SERVICE

Name	Address	Phone: 📞	Notes
Basingstoke and District Community Mediation Service	The Orchard, White Hart Lane, Basingstoke, Hampshire, RG21 AF	01256 423855	A service in which impartial Mediators listen to your concerns and enable you to explore a way forward.

NEIGHBOURHOOD WATCH

Name	Address	Phone: 📞	Notes
PC Paul Green Basingstoke and Deane Neighbourhood Watch Association	Community Safety Civic Offices London Road Basingstoke RG21 7EA	01256 845316	
<p>If you are interested in setting up a Neighbourhood Watch Scheme, contact P C Paul Green, on 01256 845316 or via e-mail on paul.green@basingstoke.gov.uk</p>			

USEFUL TELEPHONE NUMBERS

Abbey Road Post - Office	☎ 01256 322066
Albert Jobling, Neighbourhood Panel Representative	☎ 01256 324294
APH Dental Clinic	☎ 01256 328662
Arthur Williams Neighbourhood Panel Representative	☎ 07700 545568
Basingstoke and Deane Neighbourhood Watch Association	☎ 01256 845316
Basingstoke and District Community Mediation Service	☎ 01256 423819
Basingstoke Library	☎ 01256 473901
Bermuda Practice	☎ 08448 800498
Brunswick Place Vet Clinic	☎ 01256 473371
Chineham House	☎ 01256 324734
Chineham Park Primary School	☎ 01256 325420
Church of Jesus Christ-Mormon	☎ 01256 465859
Colin London Mobile Caretaker, Sentinel Housing Association	☎ 0800 195 5515
Councillor A McCormick	☎ 01256 419376
Councillor Mrs J Frankum	☎ 01256 819924
David Mason, Community Warden	☎ 01256 845508
Dawn Stanley, Neighbourhood Co-ordinator	☎ 0800 195 5515
Everest Community Collect	☎ 01256 465547
Fastfare	☎ 01256 323679
Hampshire Constabulary	☎ 0845 045 45 45 ☎ 01256 473111
Hampshire County Council	☎ 01962 841841
Hampshire Fire and Rescue Service	☎ 999 ☎ 01256 818881
Kathy Hine, Board Member	☎ 07776 223508
Kenny Mayle, Neighbourhood Panel Representative	
Larissa Trussell, Neighbourhood Co-ordinator	☎ 0800 195 5515
Lloyds Pharmacy	☎ 01256 327882
Lloyds Pharmacy	☎ 01256 356590
Maria Miller	☎ 020 7219 5749
Marion Witts, Neighbourhood Panel Representative	☎ 01256 840032
Marnel Community School	☎ 01256 328670
McColls Newsagent	☎ 01256 322066
Melrose Meeting Hall	☎ 01256 420676
Merton County Infant School	☎ 01256 324507
Merton County Junior School	☎ 01256 326573

N H Loddon Community Trust	☎ 01256 325422
North Hampshire Hospital Trust	☎ 01256 473202
PC D Carter, Hampshire Constabulary	☎ 0800 045 45 45
PC Paul Thorne, Hampshire Constabulary	☎ 0800 045 45 45
Popley Fields Community Centre	☎ 01256 414494
Sentinel Housing Association	☎ 0800 195 5515
Shakespeare Medical Centre	☎ 01256 328860
Sid Bradley Mobile Caretaker, Sentinel Housing Association	☎ 0800 195 5515
South East Water	☎ 0845 3010845 ☎ Emergencies: 0845 6021724
Southern Electric	☎ Emergencies: 0845 7444555 ☎ New Connections: 01256 333444
St Bedes Catholic Primary School	☎ 01256 473379
St Gabriels (Church of England)	☎ 01256 324734
Tesco, Bermuda Close	☎ 01256 323679
The Barbican Public House	☎ 01256 319900
The Popinjay Public House	☎ 01256 466044
Tony Mitchell, Residents' Forum Representative	☎ 01256 462354
Transco (Gas)	☎ Emergencies: 0800 111 999 ☎ Meter Readings and Bills: 0845 555508
Vikki Lonie, Community Warden	☎ 01256 845508