



Penwood

**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
www.sentinelha.org.uk

If you would like this communication in large print, braille or translated please contact the
Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from a mobile.



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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 WPC M King
To report problems that don't require a 999 call			101	Calls to the service cost 10p from landlines and mobiles

Utilities

Service	Name	Address	Phone: ☎	Notes
Electricity	Southern Electric	PO 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				

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.southeastwater.co.uk	0845 3010 845 0845 602 1724 0800 028 3399 0800 096 1998	Mon -Fri 8.00 am-7.00 pm Sat 8.00 am-1.00 pm 24 hour Emergency Line Leak Line Mincom Service
Water	Southern Water	PO Box 41, Worthing, West Sussex, BN13 3NZ	0845 272 0845	
Repairs	Sentinel Housing Association		0800 195 5515	
Gas Central Heating in your property	Central Heating Services		0800 917 9306	

Other Services

Name	Address	Phone: 📞	Notes
BT	Customer Services Bill Enquiries Moving Home	0800 800 150 www.bt.com	Mon - Sat 8.00 am - 8.00 pm
BT	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.
BT	International Directory Enquiries	118 505	
BT	UK Operator	100	

BT	International Operator	155	
BT	Faults	0800 800 151	24 hours a day, 7 days a week
BT	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 324364 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 423874 0800 731 4931	Office open 9.00 am - 1.00 pm 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 am - 12.00 noon Thurs 9.30 am - 11.30 am 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.
Dog Warden	Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke	01256 845474	

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

Service	Name	Address	Phone: 📞	Notes
NHS Direct		www.nhsdirect.nhs.uk	0845 46 47	Helpline open 24 hours for medical advice and health information.
Hospital	West Berkshire Community Hospital	London Road, Benham Hill, Thatcham, Berkshire	01635 273300	
GP	Woolton Hill Doctors	Woolton Hill, Kingsclere	01635 253324	
To find your nearest NHS Dentist call 0845 050 8345				
Dentist				
Vets				
Animal Hospital	Barn Animal Hospital	Great Binfields Road, Old Basing	01256 329522	

SCHOOLS/PLAY AND TODDLER GROUPS



Name	Address	Phone: 📞	Head Teacher	Notes
Clere School		01635 278372	Mr C Nelligan	
St Thomas Infants School		01635 253431	Mrs G Roberts	
Woolton hill Juniors		01635 253364	Mr D Gent	
East Woodhay School		01635 253489	Mrs J Veasey	

LOCAL PHARMACIES/CHEMISTS



Name	Address	Phone: ☎	Opening Times
	Monks Lane, Newbury		
Boots the Chemist	Chineham Shopping Centre	01256 471414	Mon - Sat 7.00 am - midnight Sun 10.00 am - 4.00 pm

POST OFFICES AND LOCAL SHOPS

Name	Address	Phone: 📞	Opening Times	Notes
Woolton Hill Post Office	Woolton Hill, Newbury	01635 253463		

PLACES OF WORSHIP AND COMMUNITY HALLS

Places of Worship

Name	Address	Phone: ☎	Rev	Notes
St James Church	Ashmansworth			
St Michael and all Angels	Crux Easton			
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			

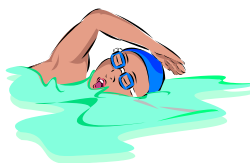
Community Halls

Name	Address	Phone: ☎	Opening Times	Notes
Penwood Village Hall				

PARKS/OPEN SPACES/SPORTS FACILITIES

Name	Address	Phone: 📞	Opening Times	Notes
	Heathlands			Playground
	Woolton Hill			Playground

FITNESS CLUBS/CINEMAS/THEATRE/LIBRARY AND OTHER SERVICES



Fitness Clubs

Name	Address	Phone: ☎	Notes
Leisure Centre	Northcroft Lane, Newbury	01635 31199	
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@gmc.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, Basinstoke	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.

Tadley Swimming Pool	New Road, Tadley	01189 817818	
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Libraries

Name	Address	Phone: ☎	Notes
Newbury Library	Lunt Street, Newbury		Mobile Library on Tuesday

Theatres

Name	Address	Phone: ☎	Notes
Anvil Concert Hall	Basingstoke, Hampshire	01256 844244 www.theanvil.org.uk	
The Corn Exchange	Market Place, Newbury	01635 5522733	
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	

Cinemas

Name	Address	Phone: ☎	Notes
Vue Cinema	Festival Place, New Market Square, Basingstoke, Hampshire	0871 224 0240 www.myvue.com	
Odeon Cinema	The Leisure Park, Churchill Way West, Basingstoke	0871 22 44 007 www.odeon.co.uk	

Guiding/Scouting

Name	Address	Phone: ☎	Notes
Girl Guiding, <i>Including Rainbows, Brownies, Senior</i>	join.us@girlguiding.org.uk www.girlguiding.org.uk	08001 695901	Guiding is open to everyone from the ages of 5-65
Scouting, including <i>Beavers, Cub Scouts, Scouts, Explorer Scouts, Network</i>	info.centre@scout.org.uk www.scouts.org.uk	0845 300 1818 020 8433 7100	Scouting is open to all young people aged 6-25 of every faith and background
Beavers		01256 355708	
Cubs		01256 476331	
Scouts		01256 477155	
Venture Scouts		01256 327180	
Rainbows, Brownies and Guides		01256 461922	

Other Services

Name	Address	Phone: ☎	Notes
Age Concern	Basingstoke, Hampshire	0800 7314931	
Basingstoke Citizens' Advice Bureau	The Library, Newbury Town Centre, Berkshire	01635 552050	

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

County Councillor

Name	Address	Phone: ☎	Notes
Councillor John Maxwell		01635 250929 or 01635 253233	Ward - Whitchurch and Clere (Con)

Parish Councillors

Name	Address	Phone: ☎	Notes
Councillor James Lewin		01635 278357	Ward - Burghclere, Highclere and St Mary Bourne
Councillor Horace Mitchell		01635 254677	Ward - Burghclere, Highclere and St Mary Bourne
Councillor Clive Sanders		01635 254839 or 07879 474121	Ward - East Woodhay (Con_

Member of Parliament

Name	Address	Phone: ☎	Notes
Maria Miller	House of Commons, Westminster	020 7219 5749	
Roy Perry	Tarrants Farmhouse, west Wellow, Romsey	07794 322472	Member of European Parliament

Councils

Name	Address	Phone: ☎	Notes
Basingstoke and Deane Borough Council	Civic Offices, London Road, Basingstoke	01256 844844	
Hampshire County Council	The Castle, Winchester, Hampshire, SO23 8UJ	01962 841841	

COMMUNITY BEAT OFFICER, ACCREDITED COMMUNITY SAFETY OFFICER, COMMUNITY WARDENS, SENTINEL CARETAKERS, NEIGHBOURHOOD CO-ORDINATORS AND NEIGHBOURHOOD PANEL REPRESENTATIVES

Community Beat Officer

Name	Address	Phone: ☎	Notes
WPC M King		0800 045 45 45	

Accredited Community Safety Officer

Name	Address	Phone: ☎	Notes
	Community Safety, Montgomery House, Monarch Way, Winchester, Hampshire, SO22 5PW	0845 600 1747	

Community Wardens

Name	Address	Phone: ☎	Notes
	Units 17/18, Beresford Centre, Wade Road, Basingstoke, Hampshire, RG24 8FA	01256 845508 Fax: 01256 969534	community.wardens@basingstoke.gov.uk Office open 9.00 am - 5.00 pm Wardens work on shift basis 9.00 am - 9.00 pm

Mobile Caretaker

Name	Address	Phone: ☎	Notes
Colin London	Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire, RG21 6XG	0800 195 5515	

Neighbourhood Co-ordinator

Name	Address	Phone: ☎	Patch
Stacey Stephens	Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire, RG21 6XG	0800 195 5515	◆ Ashford Hill ◆ Ashmansworth ◆ Baughurst ◆ Bishops Green ◆ Broadlayings ◆ Burghclere ◆ Ecchinswell ◆ Hannington ◆ Headley ◆ Heath End ◆ Highclere ◆ Kingsclere ◆ Newton Common ◆ North End ◆ Penwood ◆ Wolverton ◆ Wolverton Common ◆ Woolton Hill

Neighbourhood Panel Representative and Tenant Board Member

Name	Address	Phone: ☎	Notes
Mr Paul Frankum		01256 472496	Board Member and Neighbourhood Panel Representative
Mr George Herbert		01189 701934	Neighbourhood Panel Representative
Ms Kathy Hine		07776 223508	Board Member

RECYCLING SITE/HOUSEHOLD WASTE

Name	Address	Phone: ☎	Notes
Recycling Centre/ Household Waste	Pinchington Lane, Newbury		
Bulky Household Waste Collection	Basingstoke and Deane Borough Council	01256 845474	Bulky Household waste is subject to a charge. Can take away furniture, fridges, freezers, washing machines, televisions.



PUBLIC TRANSPORT/BUSES/TRAINS/COMMUNITY TRANSPORT

Name	Address	Phone: ☎	Notes
Buses and Bus Routes		01962 846924	
Bus Information Line		0870 608 2608	
Basingstoke Community Transport	www.bct.uk.com	01962 846785	
Stagecoach	Bus Station, Basingstoke	01256 464501	
Countywide Travel	1 Clerken Green, Oakley	01256 780079	
Dial-A-Ride	basingstokedar@btinternet.com	Booking Line: 01256 462101 Admin Line: 01256 816069	Mon - Fri 8.30 am - 12.00 noon and 2.00 pm - 4.15 pm Mon - Fri 9.00 am - 5.00 pm
Neighbourcare	www.neighbourcare.org.uk	01256 423855	Provides help with transport, visiting, shopping, gardening, correspondence, relieving carers.
National Rail	www.nationalrail.co.uk	08457 48 49 50 0845 6060 0600	24 hours a day Minicom service for the deaf or hard of hearing
Cango Buses		0845 602 4135	

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 £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.

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

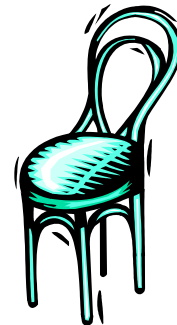
LOCAL NEWS/RADIO

Name	Address	Phone: 📞	Notes
Gazette	Pelton Road Basingstoke Hampshire RG21 6	01256 461131	3 weekly newspapers <ul style="list-style-type: none">• Monday Gazette• Basingstoke Extra• Thursday Gazette
Observer	2 nd Floor, Paddington House, Festival Place, Basingstoke RG21 7LJ	01256 694120	Free weekly newspaper - every Thursday www.yourbasingstoke.co.uk
Kestrel FM (107.6)	Suite 2 Paddington House Festival Place Basingstoke	01256 694000	E-mail: studio@kestrelfm.com Text on: 8181 - Start your message with the word 'KESTREL' Txts costs 25p plus standard rate.



USED FURNITURE STORE

Name	Address	Phone: 📞	Notes
Community Furniture Project	Unit 5, 36 Queens Road, Newbury, Berkshire LG14 7NE	01635 43933	<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 9:30 am - 4pm - closed for lunch between 12:30 pm and 1pm. Also open first Saturday of every month 9:30 am - 12:30 pm.</p>



MEDIATION SERVICE

Name	Address	Phone: ☎	Notes
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.

NEIGHBOURHOOD WATCH

Name	Address	Phone: ☎	Notes
The Secretary Basingstoke and Deane Neighbourhood Watch Association	10 Orchard Road, Basingstoke, Hampshire, RG22 6NU	01256 422395 Mobile: 07986 460443	e-mail: bd-nwa- secretary@ntlworld.com
If you are interested in setting up a Neighbourhood Watch Scheme, contact PC Paul Green, PCSO on 01256 845316 or via e-mail on paul.green@basingstoke.gov.uk			

USEFUL TELEPHONE NUMBERS

Accredited Community Safety Officer	☎ 0845 600 1747
Age Concern	☎ 01256 423874 ☎ 0800 731 4931
Anvil Concert Hall	☎ 01256 844244
Barn Animal Hospital	☎ 01256 329522
Basingstoke and Deane Borough Council	☎ 01256 844844
Basingstoke and Deane Neighbourhood Watch Association	☎ 01256 845316 ☎ Secretary: 01256 422395 ☎ Mobile: 07986 460443
Basingstoke and District Community Mediation Service	☎ 01256 423819
Basingstoke Aquadrome	☎ 01256 472343
Basingstoke Community Transport	☎ 01962 846785
Basingstoke Sports Centre	☎ 01256 326331
Beavers	☎ 01256 355708
Boots the Chemist	☎ 01256 471414
British Gas	☎ Emergencies: 0800 111 999 ☎ General Enquiries: 0845 600 0560 ☎ Meter Readings: 0800 107 0225
BT	☎ Customer Enquiries: 0800 800 150 ☎ Directory Enquiries: 118 500 ☎ International Directory Enquiries: 118 505 ☎ UK Operator: 100 ☎ International Operator: 155 ☎ Faults: 0800 800 151
Bulky Household Waste Collection	☎ 01256 845474

Bus Information Line	☎ 0870 608 2608
Buses and Bus Routes	☎ 01962 846924
Cango Buses	☎ 0845 602 4135
Central Heating Services	☎ 0800 917 9306
Central Studios	☎ 01256 418318
Citizens' Advice Bureau	☎ Basingstoke: 01256 322814 ☎ Newbury: 01635 552050
Clere School	☎ 01635 278372
Colin London, Mobile Caretaker, Sentinel Housing Association	☎ 0800 195 5515
Community Furniture Project	☎ 01635 43933
Community Legal Service Direct	☎ 0845 345 4345
Community Warden	☎ 01256 845508
Councillor Clive Sanders	☎ 01635 254839 ☎ 07879 474121
Councillor Horace Mitchell	☎ 01635 254677
Councillor James Lewin	☎ 01635 278357
Councillor John Maxwell	☎ 01635 250929 ☎ 01635 253233
Countywide Travel	☎ 01256 780079
Crimestoppers	☎ 0800 555111
Cubs	☎ 01256 476331
Dial-A-Ride	☎ Booking Line: 01256 462101 ☎ Admin Line: 01256 816069
Dog Warden	☎ 01256 845474
East Woodhay School	☎ 01635 253489
Fairfields Art Centre	☎ 01256 321621
Gazette	☎ 01256 461131
George Herbert, Neighbourhood Panel Representative	☎ 01189 701934
Girl Guiding (including Rainbows and Brownies)	☎ 08001 695901
Hampshire Constabulary	☎ 0845 045 45 45 ☎ 01256 473111
Hampshire County Council	☎ 01962 841841
Hampshire Fire and Rescue Service	☎ 01256 818881
Haymarket Theatre	☎ 01256 465566
Help the Aged	☎ 0800 800 6565

Hindu Temple	☎ 01256 464031
Kathy Hine, Sentinel Board Member	☎ 07776 223508
Kestrel FM	☎ 01256 694000
Leisure Centre (Northcroft Lane)	☎ 01635 31199
Maria Miller, Member of Parliament	☎ 020 7219 5749
National Rail	☎ 08457 48 49 50 ☎ 0845 6060 0600
Neighbourcare	☎ 01256 423855
NHS Direct	☎ 0845 46 47
NSPCC	☎ 0808 800 5000
Observer	☎ 01256 694120
Odeon Cinema	☎ 0871 22 44 007
Paul Frankum, Sentinel Board Member and Neighbourhood Panel Representative	☎ 01256 472496
Planet Ice	☎ 01256 355266
QMC Sports Centre	☎ 01256 418301
Rainbows, Brownies and Guides	☎ 01256 461922 ☎ 01256 355404
Relate	☎ 01256 324364
Roy Perry, Member of Parliament	☎ 07794 322472
Samaritans	☎ 0845 790 9090
Scouting (including Beavers, Cub Scouts, Scouts and Explorer Scouts)	☎ 0845 300 1818 ☎ 020 8433 7100
Scouts	☎ 01256 477155
Sentinel Housing Association	☎ 0800 195 5515
South East Water	☎ 0845 3010 845 ☎ Emergencies: 0845 602 1724 ☎ Leak Line: 0800 028 3399
Southern Electric	☎ Emergencies: 0845 770 8090 ☎ General Enquiries: 0845 744 4555
Southern Water	☎ 0845 272 0845
St Thomas Infants School	☎ 01635 253431
Stacey Stephens, Neighbourhood Co-ordinator, Sentinel Housing Association	☎ 0800 195 5515
Stagecoach	☎ 01256 464501
Tadley Swimming Pool	☎ 01189 817818

The Active Life Centre	☎ 01256 352858
The Corn Exchange	☎ 01635 5522733
Venture Scouts	☎ 01256 327180
Vue Cinema	☎ 0871 224 0240
West Berkshire Community Hospital	☎ 01635 273300
Woolton Hill Doctors Surgery	☎ 01635 253324
Woolton Hill Junior School	☎ 01635 253364
Woolton Hill Post Office	☎ 01635 253463
WPC M King, Hampshire Constabulary	☎ 0800 045 45 45