What’s inside?

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1. Plan your Christmas spend in advance

By planning what you need to buy in advance you will be able to take advantage of several offers in the run up to Christmas. Start by making a list of the following likely costs:

- List the people you plan to buy presents for, with an amount you think each present may cost.
- Wrapping paper.
- Cards.
- Food and drink.
- Decorations.
- Travel.
- Going out.
- Outfits.
- Other expenditure.


2. Cut the cost of Christmas with discount websites

Shopping online can give you an idea of prices and many shops offer pre-Christmas discounts. You may be able to pick up a bargain now, while also spreading the cost of purchases. Don’t forget you may need to add a delivery charge to the cost of your purchase.

There are also sites which harness the power of thousands of deal seekers to help you get the best deals when you are Christmas shopping. These include:

- Hotukdeals is a community based website which allows members to post deals they come across. The Christmas section focuses on present ideas and decorations. Visit www.hotukdeals.com/tag/christmas.
- Groupon has a range of deals covering beauty and spas, things to do, food and drink, home and garden and lots more. On Groupon’s website at the moment you can save up to 70% on deals in Surrey. You will also get an extra 15% off your first Groupon purchase if you enter code HELLO15 at checkout. Visit www.groupon.co.uk.

You may decide to treat your family or a friend to a day out and there are some good 2 for 1 deals on days out in London when you travel by train. Visit www.daysoutguide.co.uk/2for1-london.

Before making a purchase online you can check if there is a money off voucher to reduce the cost. Visit www.vouchercodes.co.uk.

3. Shop around for your Christmas dinner and festive treats

Visit www.mysupermarket.co.uk Sometimes Christmas is a good excuse for giving larger, more expensive items which you don’t want to buy during the year such as a TV or bicycle. There are often considerable savings to be had on many items if you wait for the sales. Consider making a card with a picture of the gift on it and placing it in an envelope to give on the day. You can go shopping together in the New Year.

4. Check for offers from your mobile phone provider

Many mobile phone companies offer deals on food, shopping, travel, health and beauty. Visit their website or contact them to check what they have on offer.

5. Make some extra money

If you have a tight budget with no spare cash you may find you can sell items you no longer use. Have a clear out and sell any items you no longer use or need on Ebay. Visit www.ebay.co.uk.

You may have a very large family to buy presents for, or even a social group like book club or fitness class. To save time and expense you could hold a Secret Santa draw. All you need to do is make a note of everyone’s name on individual pieces of paper, place in a box and each person draws one name to buy a present for. You could agree a set a budget for the present such as £5 or £10.

6. Hold a Secret Santa draw

7. Paper Christmas

Sometimes Christmas is a good excuse for giving larger, more expensive items which you don’t want to buy during the year such as a TV or bicycle. There are often considerable savings to be had on many items if you wait for the sales. Consider making a card with a picture of the gift on it and placing it in an envelope to give on the day. You can go shopping together in the New Year.

8. 50 Christmas money saving tips

Take a look at one of our favourite websites, the Money Saving Expert which has a list of 50 money saving tips for Christmas including 50 under £5 Christmas gifts. Visit www.moneysavingexpert.com/shopping/christmas-savings.
Christmas recycling and rubbish

We all know Christmas can be a busy time and recycling may not be your top priority.

We generate so much additional waste at this time of year, a bit of sorting can make a big difference. From plastic, food and drink packaging to cardboard boxes and wrapping paper, much of the seasonal waste we produce can be recycled.

**In your blue lidded recycling bin or clear sacks**
- Toiletry containers and aerosols.
- Christmas wrapping paper (no foil or glitter covered ones please).
- Glass bottles and jars.
- Metal cans and tins.
- Greeting cards.
- Plastic drinks bottles.
- Cardboard boxes.
- Plastic pots, tubs and trays.
- Paper and card from crackers (after you’ve pulled them of course – please remove any ribbons, wire or glittery accessories).

**In your green food caddy**
- Vegetable peelings.
- Turkey bones.
- Plate scrapings.
- Tea bags and coffee grinds.
- Out of date food.

**In separate plastic carrier bags (left next to your other bins)**
- Unwanted or torn clothes, towels, bed linen (no duvets/pillows) and paired shoes.
- Broken or old small electrical items.
- Household batteries.

**Helpful hints**
- Give food packaging a quick rinse in washing up water to stop your bin from smelling and help it all to be recycled.
- Flatten cardboard boxes to make space in your recycling bin.
- If you can’t wait until your next collection day, take extra recycling and rubbish to the community recycling centres at Bond Road in Warlingham or Chaldon Road in Caterham.
- Look up recipes online to make your leftovers into tasty meals, such as turkey risotto.

**Christmas and New Year collections 2017**

Recycling and waste collection days will change following the bank holidays over Christmas. Check your collection calendar for full details.

<table>
<thead>
<tr>
<th>Usual collection day</th>
<th>Holiday collection day</th>
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</thead>
<tbody>
<tr>
<td>Tuesday 26 December 2017</td>
<td>Wednesday 27 December</td>
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<tr>
<td>Wednesday 27 December</td>
<td>Thursday 28 December</td>
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<td>Friday 29 December</td>
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We are aware in the past some residents received calendars in the post from other councils, please recycle these.

Garden waste collections will not take place in the weeks beginning 25 December 2017 and 1 January 2018. Please check your garden waste calendar for scheduled collections.
How to get rid of your Christmas tree

If you’re a Green Waste Club member and you have a real Christmas tree you need to throw away, you can cut up your tree (maximum tree trunk 10cm diameter) and put it in your brown wheeled bin for collection. Make sure you can still close the lid and check your garden waste collection calendar for dates.

If you’re not a Green Waste Club member, you can take it to the community recycling centres at Bond Road, Warlingham, or Chaldon Road, Caterham. You can also cut it up and put it in your home compost bin.

No recycling in black or coloured sacks

We will only empty blue lidded wheeled bins if the recycling in them is loose or in clear sacks. This is why if there’s a sack in a recycling bin and the waste crews can’t see what’s in it, they won’t empty it.

Food waste, dirty nappies, and other items we can’t recycle can contaminate whole truckloads of recycling. When these are put into recycling bins in black or coloured sacks they’re not spotted until it’s too late.

Did you know you can recycle all your plastic pots, tubs and trays? That includes yoghurt pots, moisturiser tubs and meat trays.

Over half of all plastic pots, tubs and trays that could have been recycled are thrown away in Surrey every year. If all of these were recycled it could save nearly £300,000 a year in disposal costs.

There are a few plastics that can’t be recycled, like cling film, film from the top of meat trays, expanded polystyrene and bubble wrap.

To check what you can recycle visit www.tandridge.gov.uk/recycling.

It’s easy to recycle your plastics

Recycling search tool and app

Want to know which bin to put something in or where to take it? Try the Recycle for Surrey search tool or app. Visit www.tandridge.gov.uk/recycling and type in what you want to get rid of and it will tell you how and where.

Easter bank holiday collections 2018

Recycling and waste collections will change following the bank holidays over Easter. Please check your collection calendar for full details.

<table>
<thead>
<tr>
<th>Usual collection day</th>
<th>Holiday collection day</th>
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<tbody>
<tr>
<td>Friday 30 March 2018</td>
<td>Tuesday 3 April</td>
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<td>Friday 6 April</td>
<td>Saturday 7 April</td>
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</table>

Check your garden waste calendar for scheduled collections at www.greenwasteclub.co.uk or call the helpline on 0800 0858 286.
A licensed taxi is a safe taxi

If you are getting a taxi over the next few weeks, here’s some advice about making sure you travel safely.

All taxis licensed by the Council require both the driver and vehicle to undergo a series of checks to ensure public safety is protected.

Take a journey in an unlicensed taxi and you’re putting your life at risk. Your driver may not be insured if you have an accident and you run the risk of being cheated, assaulted or even worse.

Taxis are licensed to be hired immediately - you can get one at a rank, hail one in the street, or pre-book.

Private hire vehicles (also called minicabs) are licensed only to collect passengers who have pre-booked with a licensed operator.

Both vehicles and their drivers must be licensed to ensure they meet legal requirements. If you need to get a taxi in this area, check it has a licence plate issued by the Council. Drivers are subject to a number of checks and must clearly display an identification badge. These badges are numbered and have a photograph of the driver.

Remember:
- Try to pre book a cab or taxi whenever possible.
- Request the cost of the taxi fare in advance of your journey.
- Don’t give your name to the driver - ask them who they are collecting.

- Always sit in the back of the vehicle.
- All doors should remain unlocked when the taxi is carrying passengers.
- Carry your mobile phone in your hand, so it is easily accessible.
- If you are at all suspicious, don’t get in and make a note of the number plate.

Do not use a cab if:
- There are no taxi signs on the roof or licence plate.
- The driver will not tell you the cost of the taxi journey.
- You can’t see an identification badge.
- The driver appears to be under the influence of alcohol.
- The driver does not seem to know the local area.
- The vehicle seems to be too old for use as a cab.
- The vehicle is in a state of disrepair.

If you have any information about unlicensed taxis report it at www.tandridge.gov.uk, call 01883 722000, Crimestoppers on 0800 555 111 or Surrey Police on 101.

New members needed for the council housing Residents’ Forum

Are you a council tenant or leaseholder who wants to get involved in your local community? The Tandridge District Council Residents’ Forum is looking for eight new members from across the district to join them.

The committee represents the voice of tenants and exists to ensure their views and housing needs are recognised and addressed. They meet at least four times a year to discuss everything from the planned programme of building works and improvements to local community events. It is also an opportunity to raise problems and issues such as anti-social behaviour which affects you and your neighbours.

The meetings are held at the Council Offices in Oxted, four times a year and start at 7pm. If necessary, a taxi can be provided to get you to and from the meetings.

If you are aged 18 and over and think you can bring fresh ideas to serve your community, please contact the Chair of the forum Alan Feesey by e-mail alanfeesey@yahoo.co.uk.

You can also e-mail customerservices@tandridge.gov.uk or call 01883 722000.
Need help with health and lifestyle resolutions this New Year?

If everyone had the time, knowledge and motivation all year round there would be no need for New Year’s resolutions. Yet in January many people reflect on what aspects of their lives they want to change to make the next 12 months an improvement, or even a turning point, compared to the ones just gone.

Whether you want to lose weight or need to develop healthy cooking skills, feel lonely and are keen to meet new people, are looking for fulfilment from volunteering opportunities, or have decided to stop smoking, you won’t be the first to have set such goals.

You can now realise your goals more easily with a little help from Tandridge District Council’s Wellbeing team.

Based in your local GP Practice, regular surgery visitors can receive a Wellbeing Prescription to see a Wellbeing Adviser for a health check and chat about health and lifestyle.

While your GP is available to provide medical support, the Wellbeing Adviser will be able to spend more time with you to assess and give you advice on lifestyle changes, as well as provide you with referrals to a variety of services and resources in your local community.

Your Wellbeing Adviser may decide on follow up appointments to ensure you are receiving the best support and any referrals or signposting to other services have been successful.

So whether you want to reduce your alcohol consumption and increase your exercise, need help with housing or finance, or simply emotional support if you are suffering from stress, anxiety or depression you can now get face-to-face help with a Wellbeing Prescription.

If you want to get a head start on your New Year’s resolution, contact your GP surgery to book an appointment with a Wellbeing Advisor, or for further information:

- Call 01883 732787
- E-mail wellbeingprescription@tandridge.gov.uk.

Caterham Foodbank

Caterham Foodbank has been open for four years and is continuing to help local people. The Foodbank is preparing Christmas hampers which will be given to those in need.

The foodbank is open on Mondays between 12-2pm at Caterham Baptist Church, Beechwood Road and on Thursdays between 12-2pm at Centenary Hall, Essendene Road.

Caterham Foodbank runs an ‘Eat Well Spend Less’ course which is a 6 week free course, giving people the skills to cook healthy meals on a budget. Please get in touch with them if you’d like to know when the next course will be.

www.caterham.foodbank.org.uk
info@caterham.foodbank.org.uk
Making your Universal Credit experience easier

Universal Credit was launched in Tandridge in February 2016 and many residents are now claiming this benefit in place of the six other benefits it replaced.

The first few weeks can be challenging as Universal Credit is paid monthly in arrears with households currently waiting five weeks or more for their first payment, although this will reduce to four weeks for most claims in 2018. To prepare for this change you can do the following:

1. Start putting money to one side on a regular basis whenever you can so you have funds available while you wait for your first payment.

2. Start making small additional payments into your rent account now. You should aim to have a credit balance of a month’s rent. By building a credit on your rent account you will be better able to manage the first month and avoid creating a large debt which will put strain on your household budget going forward.

3. Set up a bank account. Universal Credit will be paid directly into your bank account and you need to give your bank details to complete your claim. Basic bank accounts are offered by all the high street banks. You can use your Tenancy Agreement and one other form of identification to open a basic bank account. Ask the Council if you need help with identification documents.

4. Set up an e-mail address before you start your claim. When you make a claim you will be asked for your e-mail address and a message will be sent to it during the claim process with a code which you will need to enter to complete the rest of your claim.

Ask for help with budgeting

Universal Credit can organise help with budgeting for you and your family to help you adjust to a monthly payment if you are unused to this. You can ask the Department for Work and Pensions to arrange budgeting help if you are struggling with bills and even debts.

Budgeting loan

For existing claimants who have been on Universal Credit for at least six months, you can seek further financial assistance by requesting a budgeting loan. This is an interest free loan for help with one off items of expenditure, as well as in finding a job.

Borrowing amounts:
- £348 if you’re single.
- £464 if you have a partner.
- £812 if you or your partner claims Child Benefit.

You normally have to repay the loan within two years.
New housing manager contacts

You can pay your rent, request a repair and find out lots more information on our website at www.tandridge.gov.uk.

Should you need to speak to a member of the Housing Management Team please call 01883 722000 or e-mail customerservices@tandridge.gov.uk and ask for the relevant team member listed below.

**James Devonshire**  
Tenancy and Arrears Manager

**Louisa Eallett**  
Management Officer

**Neil Ormsby**  
Senior Management Officer

**Vikki Hunt**  
Housing Assistant

- Warlingham East
- Oxted
- Old Oxted
- Limpsfield
- Bletchingley
- Smallfield
- Outwood
- Horne
- Nutfield

**Jacqui Sullivan**  
Management Officer

**Lauren Nevin**  
Trainee Housing Officer

- Caterham Valley
- Warlingham West
- Whyteleafe
- Woldingham
- Fern Towers

**David Hicks**  
Management Officer

**Anne Flury**  
Management Officer

**Dilek Zengin**  
Trainee Housing Officer

**Farewell to Claude Hotobah-During**

Claude has been a member of the Housing Management Team for the past four years and got to know a number of residents throughout the District. We would like to take this opportunity to thank him for his work during this time and wish him all the best for the future.

Our latest council housing development at Coneybury playing fields in Bletchingley will welcome its first tenants in December, with the new residents able to settle into their lovely new homes ready for Christmas.

The building work was undertaken by Selsdon Building Contractors on behalf of the Council, which will own and manage the homes. This is part of our ongoing commitment to provide affordable rented accommodation for residents.

The ten much needed new homes, a mixture of 1 bed flats and 2 and 3 bed houses, will mean local people currently unable to afford market rents can remain living in the village. To achieve this, a legal agreement is in place, ensuring only households with a strong local connection to the village were considered when the homes were allocated.

The homes have been built to high standards of energy efficiency. All properties benefit from photovoltaic panels which generate electricity, and together with high levels of insulation, will keep energy and fuel costs to a minimum.

Projects in the pipeline include a mixture of eight flats and houses at Meadway, Warlingham and a further eight flats on Godstone Road, Whyteleafe.
An extra bedroom in six hours for family with disabled children

Back in November, a new bedroom for council tenant Amanda Weeks and her four children arrived at her home in Hurst Green, fully built and on the back of a lorry, ready to be craned over her house. By 4pm, the room was fully fitted with electrical connections and heat, ready for the family to use.

By the time Amanda’s four children, Luke, 16, Charlie, 10 and twins Millie and Tyler, 4, come home from school, their four bedroom home had five rooms. The extra space was needed as Charlie and Tyler both have cerebral palsy and require specialist equipment including a nursing bed, hoist and wheelchair access to enable them to be cared for at home.

This near instant home improvement is a first of its kind for the Council and as well as being a cost effective way of extending the home, it also causes minimal disruption for the family. The cost of the bedroom pod is around £26,000, a fraction of what it would cost to build a traditional extension or find a new home for the family, which could also mean moving them further away from the children’s schools and the support of family and friends.

Draft Caterham Masterplan Consultation – your chance to help shape the town’s future

At 9am on Monday 27 November an eight week consultation about the Draft Caterham Town Masterplan Supplementary Planning Document started. The consultation runs until 5pm on Monday 22 January 2018 and will help establish guidelines to help shape and deliver an ambitious regeneration plan for Caterham town centre and Caterham on the Hill over the next ten years.

The document and a feedback form is available at www.caterham-masterplan.org.uk. You can view hard copies in your local library in the district and at the Council Offices in Oxted. There will also be a number of exhibition events where councillors, council officers and representatives from Nexus, the planning and regeneration consultancy, will be on hand to guide residents and businesses through the plans and answer any questions. These drop-in events are open to everyone.

<table>
<thead>
<tr>
<th>Venue</th>
<th>Date</th>
<th>Times</th>
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<tbody>
<tr>
<td>Caterham Hill Library, Westway, Caterham CR3 5TP</td>
<td>Friday 12 January</td>
<td>2pm to 6.30pm</td>
</tr>
<tr>
<td>Caterham Hill Library, Westway, Caterham CR3 5TP</td>
<td>Saturday 13 January</td>
<td>10am to 1pm</td>
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Comments received during the consultation will be reviewed and any necessary changes made before the final version of the Caterham Masterplan is adopted by the Council.

Visit www.caterham-masterplan.org.uk for more information.
Local charities and good causes are invited to sign up to the Tandridge Together Lottery, so they can raise funds to help them provide their services for residents. The Tandridge Together Lottery will be officially launched on 31 January with a top prize of £25,000.

Good causes can register by visiting www.tandridge.gov.uk/lottery, e-mailing customerservices@tandridge.gov.uk or calling 01883 722000. The good cause must operate within the Tandridge district and can include hospices, schools, sports teams, Scout or Guides groups or community groups.

Lottery tickets costing £1 will be available via a new website and will be on sale from 22 February 2018. Anyone buying a ticket will be able to select the cause they want to support from those registered on the website.

50p of the £1 ticket price will go directly to the chosen good cause, with a further 10p in every pound going into a fund for the Council to distribute in the form of small grants, to a wide range of good cause projects who apply for support in the Tandridge district. The rest will go towards prizes and administration costs. There is no cost to the charities, projects and groups who sign up.

The first weekly draw will be on 31 March 2018 with a top prize of £25,000. This is the first community lottery in Surrey.

If your gas appliances eg central heating boiler, fire, has been supplied and fitted by the Council it has to be inspected in accordance with the Gas Safety (installation and Use) Regulations. This is a legal requirement and has to be carried out at twelve month intervals. The gas safety inspection takes approximately 30 to 40 minutes to complete.

Most of our residents understand the importance of the gas safety inspection and fully co-operate with us in allowing this to be done by our contractor, Payne’s Heating. But there is a small minority who don’t and as a result are putting themselves and their neighbours at risk.

The Conditions of Tenancy (section 3.14) state, ‘you must allow the council or its contractors to carry out an annual gas safety inspection of Council owned gas appliances and pipes in your home’. By not allowing access to carry out the annual gas safety inspection residents are in breach of their tenancy agreement.

As a result we would be entitled to take enforcement action and recharge you for any loss incurred eg paying a contractor who was not given access. Please help us to keep you and your neighbours safe by co-operating with us.

If you refuse entry or have no gas on the meter at the time of inspection, legal enforcement may be taken to gain access to your property and you may be required to pay legal costs.

If you have not had a gas safety inspection in the last twelve months, please call Payne’s Heating on 01892 891720 or 01892 891723 to make an appointment.
If your home appears to be damp, or you find patches of mould on the walls, your furniture or your clothes, this may have been caused by condensation. Condensation is caused when warm moist air, such as produced when cooking, bathing or washing, meets a cold surface such as a window or wall.

If you keep your home heated to a reasonable temperature, while removing excessive moisture by ventilating the property, you are less likely to get condensation.

You can get rid of small areas of mould by washing the affected surfaces with an anti-fungal spray, which can be bought from a supermarket or DIY store. The only permanent cure is to reduce the amount of moisture in the air in your home.

### Ventilation

- Open a window in the kitchen when cooking or use the extractor fan if you have one.
- Open a window during or immediately after bathing or showering, or use the extractor fan if you have one. Remember to close windows again to avoid your home getting too cold.
- Never block up air vents in walls, doors, chimneys, floors etc.
- Keep kitchen and bathroom doors closed, particularly when cooking or bathing. This will stop moisture spreading through your home.

### Heating

- Heat your home effectively using your heating controls to maintain a constant even heat throughout your home.
- Keep radiators clear of furniture and belongings.

You may be able to:

- Spread the cost of your fuel bills. Contact your, gas, or electricity supplier about budget payment schemes.
- Get a fuel discount if you receive Family or Pension Credit.
- Get additional insulation installed by your gas or electricity supplier.
- Have your loft and hot water tank insulated. Call the Property Services Team for more information.

### Cupboards and wardrobes

- Do not overfill cupboards and wardrobes. Air must be able to circulate freely around your clothes etc.
- If possible, fit ventilators within the cupboards.

### Drying laundry

Avoid drying laundry on radiators - outside clothes lines are better.

If you have a tumble dryer, ensure it is correctly installed and vented externally.

Further information is available in our leaflet “Tenants guide to maintenance” available at www.tandridge.gov.uk or from the Council Offices.

### Paying your rent this Christmas

Please don’t forget there are no rent free weeks anymore, so it is really important you continue to pay your rent over the festive period. Failure to pay your rent will result in enforcement action being taken and may result in the Council seeking possession of your home. If you currently pay by Standing Order or Direct Debit you do not need to do anything. For ways to pay your rent please visit www.tandridge.gov.uk or call 01883 722000.
Does your kitchen or bathroom need upgrading?

Tandridge District Council are working in partnership with Pilon to design and fit kitchens and bathrooms in a range of colours and finishes.

If you would like to find out more please e-mail customerservices@tandridge.gov.uk or call 01883 722000.

Home Contents Insurance

Many customers think that as your landlord we automatically insure your furniture, belonging and decorations against fire, theft, vandalism or water damage such as burst pipes. But this isn’t the case – we insure the buildings you live in but not the contents inside them.

If you look around the room, think about how much it would cost to replace your belongings if they were damaged or destroyed – it soon adds up!

We’ve worked with Royal Sun Alliance to arrange a contents insurance scheme designed specifically for our customers. You can give yourself peace of mind by knowing you’ll have a contents insurance policy which includes the following benefits:

- No excess payable on any claim.
- Easy payment, either weekly, fortnightly, monthly or annually.
- New for old cover (except clothing & household linen where an allowance for wear & tear is deducted).
- Fast and efficient claims service.

There’s also the option to extend the standard cover for the following:

- Full accidental damage cover for household contents.
- Personal belongings away from the home.
- Wheelchairs and electric scooters.
- Hearing aids.
- Pedal Cycles.

Interested?

Just have a look at www.tandridge.gov.uk/Housing/Council-housing to see the full details of the policy.

If you would like to apply, you can now do so by calling 03456 718 172, or alternatively, pick up an application from your housing officer and return it to:

RSA, Ryan Direct Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL
The new number to report a repair is 01883 722000

Every year, there are an estimated 1 million cases of food poisoning in the UK. The easiest way to protect your family this Christmas is to ensure you store and cook food safely.

Two thirds of UK households choose to have roast turkey for their Christmas dinner, and the Food Standards Agency (FSA) has produced a guide about how you can safely prepare turkey at home, www.food.gov.uk.

From buying turkey, right through to storing leftovers, there are a number of food hygiene tips you can follow to protect your loved ones over the festive period.

**Top turkey tips**

1. When Christmas food shopping, take enough bags with you so you can separate out raw and ready-to-eat foods to avoid cross-contamination.

2. Check the guidance on your turkey to ensure you have enough time to fully defrost it – it could take as long as 4 days.

3. Don’t wash raw turkey. It just splashes germs onto your hands, clothes, utensils and worktops.

4. To work out the cooking time for your bird, check the instructions on the packaging. Check the meat is steaming hot throughout; there is no pink meat visible when you cut into the thickest part and meat juices run clear.

5. Whether you cooked your turkey from frozen or fresh, your turkey leftovers can be used to make a new meal (such as a turkey curry). This new meal can be frozen, but make sure you only reheat it once.