WORRIED OR CONCERNED ABOUT DRUGS, ALCOHOL OR MENTAL WELLBEING?

Emotional support, information and advice for your mental wellbeing, drug and alcohol concerns. Our confidential service also helps if you are worried about family or friends.

- We are totally non-judgemental and understanding
- We are always available to listen to you, whatever you’re going through
- We explain the options and services available we can refer you to appropriate treatment

Call our 24/7 confidential helpline

0808 802 5000
www.SDAC-helpline.co.uk
SMS 07537 432411 | For the hard of hearing
WE CAN REFER YOU TO TREATMENT SERVICES

Transforming our services

In our modern world, the internet has transformed our daily lives.

The way we work, keep on top of our day-to-day tasks, get information and keep in touch with family and friends has never been easier. Our recent research shows residents are doing more online themselves and their expectation is, rightly, that the Council should also be able to provide information and services online, in a more convenient way, rather than just during office hours.

We have embraced this challenge and are transforming the way we work by creating better systems, putting the needs of our residents and businesses at the heart of everything we do.

Through improving our technology, redesigning our services, working with residents, community groups and parish councils and empowering our workforce, we’ll be able to meet current and future challenges ahead.

This kind of transformation takes time and we’re making progress. Senior staff and councillors are working together to ensure we run your Council as efficiently as possible, improving and enhancing our existing services, but also having resilient and well-trained staff who can continue to provide the vital support for our more vulnerable residents.

I am pleased to say that, despite receiving very little government funding in the last few years, we have not made any reductions or cuts to our services.

Our ambition is to keep delivering the services we know our residents value most, while continuing to improve how we work, making this district an even better place to live, work and visit. I am confident we will be able to achieve this.

If you are interested in keeping up to date about services and information, please sign up for one of the e-newsletters by visiting www.tandridge.gov.uk/signup.

If you want to contact me directly, please e-mail leader@tandridge.gov.uk.

Councillor Tony Elias, Leader of the Council

Building for the future

As we approach the end of 2019 it’s a good time to reflect on what’s been a busy year, while looking forward to what we’ll be delivering in future.

It’s a cause for celebration as we mark 100 years of council housing. You’ll read more in this issue about our ambitious plans to deliver over 100 new affordable homes.

By the end of the year, we will have delivered over 31,000 new wheeled rubbish bins to every home in the district. Your new wheeled bin means cleaner streets, easy storage for rubbish and easier and safer collections.

This change was driven by the Health and Safety Executive and it’s also a great opportunity for us to increase how much we recycle and reduce the amount of rubbish which ends up in landfill.

Our local towns and businesses in Oxted and Caterham need your continued support.

This season they’ll be hosting a variety of events and activities and you’ll be guaranteed to find presents, decorations and delicious food to tantalise your taste buds.

It’s a really busy time for us, with our services in demand as the winter weather arrives.

You can read more in this issue about what we’re doing to support residents, while keeping our district safe and clean, as well as some tips for coping in the winter weather.

I hope you’re able to take some time to enjoy the festive period, and relax with friends and family.

Elaine Jackson, Acting Chief Executive

Contact us
Customer Services, Tandridge District Council, Council Offices, B Station Road East, Oxted, Surrey RH8 0BT
01883 722000, customerservices@tandridge.gov.uk.

SMS: If you are deaf or hard of hearing please text 07973 562057.

Out of hours emergency number 01883 722000.

Visit our website: www.tandridge.gov.uk.

Editor: Giuseppe Valenza, Head of Communications, 01883 722000, customerservices@tandridge.gov.uk.

Advertisements
Advertising enquiries: Frontline 01342 312570.
Photography by: Brian Aldrich 07973 562057.

Audio version
This magazine is also transferred onto a memory stick for use on a MP3 player for blind and partially sighted people. Please contact Mike Chappell from the Tandridge Lions Talking Newspapers on 01342 834 223.

The content of this magazine is correct at the time of going to press, but things can change during the production phase before it is delivered to residents. For up to date information please visit our website www.tandridge.gov.uk.

Follow us on Twitter @TandridgeDC
To join the conversation on Facebook, like the Tandridge Council page.

This magazine costs 25p a copy to design, print and deliver to all households and businesses in the district.

Text too small?
Articles from this magazine can be reproduced in large print. Please contact Customer Services on 01883 722000, or e-mail customerservices@tandridge.gov.uk.

Not in Tandridge? Because council boundaries and postcode areas are not the same, some copies of this magazine are delivered to addresses outside the Tandridge area. We apologise for the inconvenience this may cause, but hope the magazine is still of interest to you.

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Cover photograph
Colleagues from our team which manage our council house building programme celebrating 100 years of council housing.
NEWS

What does our Chairman do?

Our Chairman of the Council, Councillor Jeremy Pursehouse, along with Vice-Chairman, Councillor Simon Morrow, represent the Council at local community events and civic functions throughout Surrey and the surrounding areas.

Since his appointment in May, Councillor Pursehouse has attended over 30 events and functions. Earlier this month, he attended the Remembrance Day service on Warlingham Green where he laid a wreath in memory of the armed forces who died in the line of duty.

On Friday 6 December, the Chairman will be holding a quiz night, with a fish and chip supper, in Hurst Green. In February 2020 he will host a similar event in Warlingham and on 27 March 2020, there will be a dinner and auction at the Farleigh Golf Club.

If you would like to invite the Chairman or Vice-Chairman to attend a local event, for example to open a fete, give a speech or as a guest, please e-mail customerservices@tandridge.gov.uk.

Christmas holiday opening hours

Need to contact us over the Christmas period? Here are our opening times and emergency contact numbers.

Tandridge District Council
Council Offices, Oxted
Tandridge District Council will be available as follows:

- Monday 23 December - open until 5pm.
- Tuesday 24 December to Thursday 26 December - closed.
- Friday 27 December - open until 4.30pm.
- Tuesday 31 December - open until 4pm.
- Wednesday 1 January - closed.

General information is available on our website www.tandridge.gov.uk.

Out of hours council emergency service

In an emergency please call 01883 722000. Your call will be diverted to the emergency answering service. Please only call if it is a real emergency, as non-urgent requests could affect our response time to people who really need our help.

Surrey County Council
Social Care services

The Tandridge Locality Team which deals with the assessment and independence needs of older people, people with physical and sensory disabilities (under 65s) and learning disabilities, will be available as follows:

- Tuesday 24 December - open until 5pm.
- Wednesday 25 December and Thursday 26 December - closed.
- Friday 27 December - open until 5pm.
- Wednesday 1 January - closed.

In an emergency outside these hours, please call the Emergency Duty Team on 01483 517698.

Highways team

Please report problems and enquiries online, visit www.surreycouncil.gov.uk/highways or for urgent enquiries please call 0300 200 1003. The Surrey Highways team deals with general road maintenance including roadworks, dead animals on the road, broken traffic lights, road flooding, fallen trees and gritting.

Report it online

Did you know you can report, or request services from us, as well as carry out transactions online, or wherever you have an internet connection?

This makes it more convenient for you to contact us when you are free, rather than just during office hours.

During the summer we launched new interactive Report it forms, which make it easier to report something which needs to be fixed, cleaned or changed, or submit applications and requests, such as:

- Missed bin collection.
- Apply for an assisted collection.
- Request a new bin.
- Report a bin collection issue, flytipping, littering, dog fouling and dog bins, graffiti, fly-posting, abandoned vehicles, trees, grass, hedges and bushes and illegal camping.

You can also report some services Surrey County Council is responsible for, such as:

- Potholes.
- Road repairs.
- Traffic signs.
- Faulty street light.

When you complete the form, please give as much information as possible to help us resolve the issue, including an exact location where relevant. Many of the forms have a map you can use to pinpoint the exact location.

Once you have submitted the form you will receive an automatic reply which includes your unique case reference.

To find our Report it forms visit www.tandridge.gov.uk/report.
Local Plan examination

The public examination hearings for Our Local Plan: 2033 were held in October and November.

The planning Inspector Philip Lewis BA (Hons) MA MRPTI led the sessions which were broadcast live from the Council Offices in Oxted.

If you would like to watch any of the sessions they are available on our website for six months, please visit www.tandridge.gov.uk/webcast.

Representatives including parish councils, development professionals, residents and other stakeholders, attended these discussions.

The hearings concentrated on the Matters the Inspector required more information about, to enable him to conclude whether our Local Plan is sound and should be considered for adoption. The matters explored:

1. Procedural/legal requirements.
2. The provision of housing.
3. The Spatial Strategy.
4. Green Belt boundary alterations.
5. Employment land provision.
7. Employment and land allocations.

Some of the points raised at the sessions will mean we will need to modify the Local Plan and further public consultation will have to take place.

Once the consultation and all actions have been completed, the Inspector will prepare and issue his final report.

All information related to the Local Plan can be found at www.tandridge.gov.uk/localplan.

South Godstone Garden Community gets government backing

Earlier this year, the Garden Community received support and financial backing from the government and was added to the national Garden Communities Programme.

We have been awarded £150,000 to help progress the design and delivery of the Garden Community and ensure resources are available to support this. In addition, extensive support and expertise is available from Homes England and other government agencies to help overcome any barriers which might affect the delivery of the Garden Community.

The proposed Garden Community of 4,000 homes in South Godstone is a key part of our future development strategy and was discussed in detail during the Local Plan examination.

The South Godstone Garden Community includes affordable homes, some of which will only be available to local people, improved infrastructure to roads and rail, new schools and healthcare facilities.

Inclusion in the Garden Communities programme does not mean the proposal has formal planning approval. The plans for the Garden Community have been considered by the planning Inspector through the examination of the Local Plan and we’ll need to await his final conclusions on the plan. In addition, the Garden Community will still need to go through the usual planning application process.

This is an important step as it will help us ensure the Garden Community meets our aspirations for high quality, sustainable and affordable homes, supported by sufficient infrastructure.

We are also waiting for the government’s decision on our submission to the Housing Infrastructure Fund, which requested £57 million to be used for upgrades to junction six of the M25 and the A22. The funding would not only support the delivery of the Garden Community, but also ease existing issues felt by many residents who live, visit and work in the district.

For more information about the South Godstone Garden Community and the Local Plan please visit www.tandridge.gov.uk/localplan or sign up to our e-newsletter at www.tandridge.gov.uk/signup.

Need to get in touch?

You can pay and apply for services and report any issues on our website www.tandridge.gov.uk.

If you need to call us, you can use the following shortcuts to get through more quickly.

Call 01883 722000 and as soon as it is answered:

• Press 1 to make a payment.
• Press 2 if you are calling about the delivery of the new wheeled rubbish bin or need to report a missed bin collection.
• Press 3 for council tax and business rates.
• Press 4 for housing repairs.
• Press 5 for benefits.
• Press 6 for all other enquiries.
• Press 0 to listen to these options again.

You can press the options straight away - you don’t need to wait for the message.

To report a problem with roads and pavements visit the Surrey County Council website at www.surreycc.gov.uk.
Celebrating 100 years of council housing

In September, we celebrated 100 years of council housing with the opening of a new development in Flint Place, Whyteleafe.

The Housing Act 1919, or the Addison Act as it is often known, made housing a national responsibility and is seen as the birth of council housing.

The Act set local councils the task of building 500,000 new homes within three years, to deal with the serious housing shortage after the war. The challenge set by Prime Minister David Lloyd George was to build decent, affordable housing, which in his words, were “homes fit for heroes.” Like elsewhere in the country, some of our oldest council homes in the district were built at that time.

Skip forward 100 years and we are delivering new, high quality council housing to meet the ever increasing demand for truly affordable homes.

Back in 2016, after 25 years, we were able to start building homes again. Two new developments, one at Acorn Gardens, Oxted and at Eldon Road, Caterham were completed, welcoming families from the housing register.

Over the past three years we have delivered 40 new homes

Our new council houses in Greensand Close, Bletchingley received the Gold Secured by Design award. The award recognises the security standards which have been integral to the design and construction of these homes. These standards reduce the risk of crime such as burglary and the fear of crime being committed.

In September, eight new two bedroom flats at Flint Place in Whyteleafe became homes for residents. These new flats meet a high standard of energy efficiency and have been designed to be aesthetically in keeping with neighbouring properties.

Earlier this month, three brand new one bedroom bungalows in Hurst Green were completed. The bungalows, situated in a quiet cul-de-sac with a local shop nearby, were built specifically for existing tenants who wanted to downsize. We hope to build more homes like these for tenants who would like to move to a smaller property.

Any existing tenants who would like to be considered for future properties, should visit Home Choice at www.tandridge-homechoice.org.uk to see what’s on offer.

103 homes will be built in the next two years

In the next two years, we aim to deliver a further 103 affordable homes for residents. The majority of these new homes will be built in Warlingham, Hurst Green and Caterham, but we are currently identifying other suitable sites in the district. To help us achieve this ambitious council house building programme we have applied for funding from Homes England.

The 1919 Addison Act was one of the most significant pieces of legislation passed. We are proud to be building safe, good quality homes for our most vulnerable residents, as well as contributing towards tackling the national housing crisis.
Shared ownership in Whyteleafe

If you cannot quite afford a mortgage for 100% of a home, or you want to find an alternative to privately renting, shared ownership may be the solution for you.

Shared ownership gives you the opportunity to buy a share of your home (between 25% and 75% of the home’s value) and pay rent on the remaining share. You can purchase further shares in your home as and when you can afford to, helping you into home ownership in manageable stages.

Brand new one and two bedroom homes are available from Clarion Housing at Old Barn Lane in Whyteleafe, which can help you take your first steps into shared home ownership. Deposits start at £4,988 and the properties are ready to move into. In addition to the shared ownership homes, there are also 32 affordable rented apartments at the development which will become homes to residents on our council housing register.

You’ll need to get a mortgage to pay for your share of the purchase price, or fund this through your savings and your household income must be less than £80,000 per year. You can be a first time buyer, a previous home owner who cannot afford to buy a home on the open market or an existing shared owner looking to move. You may also be considered if you already own a home and you need to move, but cannot afford to.

If you are interested in finding out more about these properties, contact Clarion Housing’s Customer Service Sales Team on 020 7378 5638 or e-mail shared.ownership@myclarionhousing.com.

If you want to find out more about shared ownership, make an application or see the other properties for sale in the Tandridge district, please visit www.help2buyese.org.uk.

For more information about applying for council housing or applying from a housing association please visit www.tandridge.gov.uk/housing.

Affordable homes in Smallfield

Last May, planning permission was given for a development of 51 homes to be built on land at Coopers Close.

These homes will be delivered as affordable housing by Stonewater Housing Association, with construction starting in the new year.

Stonewater Housing Association currently has over 32,500 affordable properties across the country. The housing association is undertaking an ambitious house building programme and has chosen to expand its housing portfolio in our district.

Of the 51 homes being built, 25 of them will be available as shared ownership homes. Shared ownership gives you the opportunity to buy a share of your home (between 25% and 75% of the home’s value) and pay rent on the remaining share. You can purchase further shares in your home as and when you can afford to, helping you into home ownership in manageable stages.

The remaining 26 homes will be available for rent, with priority being given to people who are already registered on Tandridge Home Choice.

To apply for housing from the Council or a housing association, you have to complete an online application form to join the housing register. To complete this form, visit www.tandridge.gov.uk/housing.

If you are eligible and on the housing register, you can bid for a council or housing association property in the areas where you would like to live through Tandridge Home Choice. For more information visit www.tandridge-homechoice.org.uk.
Enjoy two hours of free parking in Oxted

Come and explore the wonderful shops and enjoy the wide variety of restaurants Oxted has to offer.

To make visiting Oxted easier for shoppers and restaurant lovers, the Ellice Road car park now offers two hours of free parking between 8am and 5pm on weekdays. Parking is free outside those hours and all day at the weekend and on bank holidays.

Free parking is also available at the Council Offices, Oxted, after 6pm on weekdays and all day at weekends.

We are looking at other options to provide more parking across the town, as there will be a higher number of construction workers at Courtyard Gardens, the former gasholder site, in the new year.

Making our towns a better place

They are usually referred to as Caterham Valley for You and LoveOxted, but their more formal titles are the Oxted and Caterham Business Improvement Districts, also known as BIDs.

Their purpose is to make their towns a better place to live, work and shop.

The two BIDs were set up in 2016 and 2017 and include most town centre businesses which pay a levy to funds activities, events and projects across the town. Each has a BID Manager — Sue McGeown for Caterham and Tracey Shrimpton for Oxted — and an annually elected Board from the local business community.

Each BID has a five year business plan setting out projects it aims to deliver and fund through the levy. Across the two towns there are a range of projects, all aimed at attracting visitors and improving their appearance and vibrancy. These range from signposting projects, loyalty schemes and initiatives to increase town centre parking.

The town’s BID also arranges a variety of activities such as trails, street markets and seasonal events and they work hard to brighten up shopping areas with features such as hanging baskets and Christmas lights.

To stay informed about events and news, sign up for their e-newsletters by visiting www.loveoxted.co.uk or www.caterhamvalley.co.uk.

Update on Courtyard Gardens

Lots of progress has been made on the Courtyard Gardens site in Oxted.

Over the summer 5500m3 of soil was removed from the site, that’s the same volume as two Olympic sized swimming pools. As a result, you may have seen the roadsweeper keeping the roads outside clean. The sheet piling has also finished.

Work is starting to construct the basements of each apartment block and put in drainage.

Keep it local

Shoppers in Oxted can find out about local deals in the town, thanks to a new app which can be downloaded to your smartphone.

The app has details about exciting local events and information, ranging from where to get a great coffee, restaurants with vegan options and buggy or dog friendly businesses.

To download the Oxted app by LoyalFree visit www.loyalfree.co.uk/download.

Christmas in Oxted

This year’s Christmas entertainment comes to Oxted on Saturday 23 November from 2pm to 7pm.

Children will have the opportunity to meet Santa and there will be the traditional Christmas window reveal, as well as entertainment for all the family with many of the shops and businesses taking part.

Lots of activities will be happening throughout December including late night shopping, Christmas prize draws when you do your shopping in Oxted and advent promotions in the run up to Christmas.

To keep up to date with everything that is going on please visit www.loveoxted.co.uk.
Win tickets to Santa’s Saturday Raceday

On Saturday 30 November, all Tandridge Together Lottery players will be in with a chance to win a family ticket and meal at Santa’s Saturday Raceday at Lingfield Park Resort.

Santa’s Saturday Raceday takes place on 21 December, where he will be handing out gifts to all the children and there will be lots of other festive entertainment on offer, as well as enjoying one of the last horse racing days of 2019.

When the family need some refreshment, the lucky winners will be able to enjoy a fish and chip meal together.

In addition to the exciting family festive day of racing, all lottery players will be in with a chance of winning cash prizes, including our top cash prize of £25,000.

Since the lottery started in March 2018, over 4000 winners have won more than £45,000 worth of prizes. Six players have won our second largest cash prize of £2,000 with many winners putting the proceeds towards house renovations or treating the family to a holiday or a new wardrobe.

Our players have raised more than £120,000 for charities and voluntary organisations to help them continue their invaluable work which directly benefits the health and wellbeing of our residents and enhances the area.

We have 150 local good causes registered to benefit from the lottery, which is free to join. 50p of the £1 ticket price goes directly to a player’s chosen good cause, with a further 10p going into a central community fund.

Every good cause has a website set up for them and is given detailed support to help them market the lottery to their supporters to raise funds.

This year, the lottery received generous additional prizes from local businesses such as Lingfield Park Resort, Godstone Farm, Edenbridge and Oxted Agricultural Show, Copthorne Hotel and Penshurst Place and Gardens. If you could sponsor a prize for a local resident to win, please e-mail customerservices@tandridge.gov.uk.

To buy tickets or register as a good cause visit www.tandridge lottery.co.uk or call 01883 460555.

Grants of up to £2000 available

We are inviting local organisations to apply for a grant from the Tandridge Together Community Fund.

The overall fund available is made up of money raised by people buying weekly tickets for the Tandridge Together Lottery and our Small Grants Fund.

The grants of up to £2000 will be awarded in the new year to local charities and voluntary groups which demonstrate how the work they do improves the health and wellbeing of people living in the district.

This year, the grants awarded have helped a number of projects, ranging from collecting and distributing donations for babies and children, befriending services for older people, support for vulnerable residents and carers, as well as delivering mental health workshops in schools and supporting a variety of clubs, activities, outdoor gyms and play areas.

Prospero Theatre

Prospero Theatre in Caterham uses drama as a tool to improve the lives of adults and young people with disabilities and mental health issues.

The grant helped their adult inclusive group devise and perform their play, Coma, which went on to receive excellent artistic reviews.

YMCA East Surrey

The YMCA East Surrey received £2,000 towards a Head Space project aimed at prevention and early intervention of common mental health problems. A series of eight workshops have been held in some local schools which aimed to offer increased mental health awareness and introduce self-help skills.

Tandridge Befriending Scheme

The Tandridge Befriending Scheme is a local friendship scheme managed by the charity TVA (Tandridge Voluntary Action). Their grant has contributed to promoting the scheme and helping support vulnerable people and reduce their feelings of loneliness and social isolation.

The grants awarded this year have supported so many worthwhile projects and our Health and Wellbeing Board is looking forward to awarding more grants in the new year.

Eligible organisations have until Friday 22 November 2019, to submit their application. For information and to apply visit www.tandridge.gov.uk/communityfund.
LAND WANTED FOR NEW HOMES

We have ambitious plans for growth over the coming years to meet the demand to supply quality Affordable Homes in the communities in which we live and work. We are keen to work closely with land agents and property professionals across the South East to help us achieve our goals.

At Selsdon Building Contractors, we pride ourselves on our strong reputation for working relationships, ambitious growth plans and a strong record of award-winning developments.

Our aim is to make the land buying process as smooth, clear and as simple as possible, with no fuss, no waiting and no frustration. We are proud of our upstanding reputation in being professional, reliable, open and most importantly experienced.

If you own land or know of land that you think may be suitable to us for building homes for the future, then we want to hear from you. We hope you will play a part in our ongoing success.

Please contact our land buying team on

Tel: 020 8406 0600
Email: info@selsdonpm.co.uk
Wiglet’s Father Christmas Visit & Adventure

23rd November - 24th December 2019

Book now!

PLUS: New Year Parties & all round winter fun!

www.godstonefarm.co.uk

Time for some Help at Home?

Contact us on:
01883 343095
www.ageuk.org.uk/surrey

Noticed a change in an older person in your family? Call us today to find out how we can support you or your family member to remain happy and independent at home.

Cleaning Companionship Shopping Gardening

All Home Helps are security checked

Registered Charity No: 1036450
Caterham, Chaldon and Whyteleafe Neighbourhood Plan

In the summer, the joint neighbourhood plan for Caterham, Chaldon and Whyteleafe (CCW) underwent a formal consultation.

The plan set out what the area could look like in the future, reflecting what the local community would like. It will now be considered by an external examiner. If approved, the plan will go to a public vote (a referendum) next year.

The CCW covers one of the largest geographical areas for a Neighbourhood Plan in the country and has been the result of much hard work from the volunteers who prepared it.

A number of areas across the district have taken up the challenge to prepare their own Neighbourhood Plans. Woldingham and Limpsfield have successfully had their plans adopted by the Council. These plans will influence the way the areas are developed over the coming years and be used in assessing planning applications.

Neighbourhood plans can consider a wide range of social, economic and environmental issues and those who prepare the plan decide what issues they want it to address.

If you feel a Neighbourhood Plan might be of benefit to your local area, please contact your parish council or our Customer Services team at customerservices@tandridge.gov.uk to find out more.

Business hub coming soon

Quadrant House in Caterham’s town centre will soon include a business hub which will help local businesses develop and grow.

We bought the large prominent building on Croydon Road earlier this year as it is a key site in terms of shaping and regenerating the town. By safeguarding office space in the town, much of which has been lost over the years, the aim is to attract current and future businesses to the area.

Opportunities for improving community services and bringing them together in places which are more accessible and convenient for people are also being explored.

If you are interested in renting office space visit www.michaelrogers.co.uk or www.stuart-edwards.com. If you are interested in renting a retail unit visit www.cradick.co.uk.

If you would like more information about the business hub please e-mail customerservices@tandridge.gov.uk.

To keep up to date with the project sign up for our weekly news and events e-newsletter by visiting www.tandridge.gov.uk/signup.

Pop into the Westway

In October, we handed over the running of the Douglas Brunton Centre in Caterham to a community based charity on a three year lease.

The centre has been renamed the Westway Community Cafe and Wellbeing Centre.

The trustees of the new charity, with continued support from the Council, have created a community hub which provides new and existing activities and services benefitting and enriching everyone who visits, including existing centre users. The look of the centre and aspects of its layout have been improved to attract people of all ages.

Since September, there have been dance classes for children and a manicurist has joined the hairdressing and podiatry team. There is a greater variety of food and refreshments available, including a popular monthly Sunday lunch.

The centre is also available for functions and celebrations and is fully licensed.

While the name of the centre has changed to reflect the new purpose, halls and meeting rooms will be named to reflect those who made their invaluable contribution to the centre over the last 34 years.

For more information visit www.thewestway.org or e-mail info@thewestway.org.
Meet our **Community Officers**

Our new team of Community Officers covers the whole district acting as our ambassadors, making the district cleaner and safer for everyone.

The team works across the district, with each officer assigned to a specific area. They help vulnerable residents access services, listen to feedback from residents and our partners, work to reduce antisocial behaviour and robustly tackle environmental crime like dog fouling, litter and fly tipping.

**100 flytippings reported**

In one month alone, over 100 flytipping incidents were reported to the team. These were mostly flytipping by commercial businesses, causing environmental concerns and huge inconvenience and frustration for our residents with paths, car parks or roads being blocked. The team gathers evidence in order to secure prosecutions and arrange for its removal.

If you’re having work done, it’s important to remember to use registered waste carriers and ask them how and where they intend to dispose of your waste, get a receipt and avoid traders who knock on doors.

If you employ someone who flytips, they can be fined up to £50,000 and imprisoned for up to twelve months and you could be fined up to £400.

**Working in partnership**

Our Community Officers work in partnership with the police and other local action groups, ensuring our work is co-ordinated. They also attend parish council meetings, raise awareness about recycling and are currently playing a key role in the introduction of our new wheeled rubbish bins.

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**Christmas comes to Caterham**

Music, lights and the arrival of Santa will signal the start of the Christmas countdown in Caterham Valley on Saturday 23 November.

Throughout the day, the town’s Church Walk shopping centre will ring to the sound of school choirs, disco music and the local Baptist church choir. There will be a Christmas market with around 50 stalls of food, drink and crafts in Croydon Road and Soper Hall will host an indoor craft market.

Visitors can admire the seasonally dressed window displays throughout the town while they shop for presents, before taking part in the countdown as Santa switches on the Caterham Valley lights around 4.45pm.

On Saturday 7 December, the festivities will be given additional sparkle when a Christmas fairy will fly into town to grant wishes to children and receive their letters to Santa.

Food lovers will also have their wishes granted when the monthly pop-up food and drink market returns to Church Walk, bringing a mouth watering selection of gourmet treats for the Christmas table.

The shopping centre will be hosting a free storytelling and craft workshop, where children can create their own Christmas baubles to take home and hang on their tree.

For more information visit www.caterhamvalley.co.uk.

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**Are you registered to vote?**

Make sure you’re registered to vote so you can have your say on the issues which affect you.

To be able to vote in local or general elections your name must be included in the Electoral Register. It’s quick and easy to register, all you have to do is complete the online registration form at www.gov.uk/register-to-vote.

If you will be away on the day of an election, you can apply to vote by post or proxy. Please complete an application form and send it back to the Council Offices in Oxted.

Please e-mail customerservices@tandridge.gov.uk, or call Customer Services on 01883 722000 if you:

- Want to check your name is on the register.
- Have moved within the district and want to find out which polling station you are entitled to vote at.
- Need a form for a postal or proxy vote.

You can also check the Electoral Register at the Council Offices, 8 Station Road East, Oxted, Surrey RH8 0BT.
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T: 01737 243164

Also at:
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T: 01737 814406
45-47 High Street, Godstone
T: 01883 740123
Littlewood House, Turners Hill Road, Crawley Down
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“Supporting Independent Living”
Sycamore Court is a development of privately owned retirement apartments with additional services and facilities.
Apartments are occasionally available for resale.
It is very conveniently located in Oxted close to all amenities and offers a friendly and supportive environment.
There is 24 hour staffing, domestic assistance, a laundry service and lunches if required.
For further information please telephone 01883 723500 or visit our website www.sycamorecourt.co.uk or feel free to call in at any time.

Did you know Tandridge is in a water stressed area?
Use water wisely whatever the weather.
Get free water saving products and tips at seswater.co.uk/saving
#EveryDropCounts
The perfect children’s party venue

de Stafford Sports Centre and Tandridge Leisure Centre offer a variety of great value children’s parties.

Party packs include invitations for all guests, a party host and a balloon for each child to take home. The following party packages are available:

**de Stafford Sports Centre:**
- Bouncy castle for over 6s.
- Pool party for over 8s.

**Tandridge Leisure Centre:**
- Bounce and play parties for under 3s.
- Bouncy castle and ball pit parties for 2-5s.
- Splash disco for 8-12s.

**Learning to swim**

A wide range of swimming lessons are provided, with structured, rewarding, affordable and fun lessons for all ages and abilities. With the Swim School direct debit members receive free swimming throughout the year.

**Leisure swimming**

No matter what your fitness level, the benefits of swimming are yours to make your own. Swimming supports the body and is an excellent full body workout, it’s great for general wellbeing and burns calories.

With the centres’ long opening hours, swimming is a convenient form of exercise which you can fit into your busy schedule.

**Memberships**

There are a range of affordable membership options for the ultimate healthy lifestyle, so come along on your own, with friends or the family. Start your healthier lifestyle now.

**The benefits of using steam rooms and saunas**

A steam room helps reduce stress, raises metabolism, alleviates pain, helps relax stiff joints and can also ease the symptoms of a cold.

The heat from a sauna relaxes the body’s muscles, improves circulation and helps to release endorphins which are the body’s feel good chemical.

You can try them both at the Tandridge Leisure Centre and see which one you prefer.

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**Contacts**

Call 01883 716717 and select a centre.

@TandridgeLeisureCentre
@deStaffordSC
@VillageHC
WINTER SAFETY

Recycling and rubbish collections in bad weather

During snow and icy weather conditions, it’s really important we consider the safety of our recycling and waste crews, as well as residents and other road users.

That’s why, during these conditions, we work with our contractor, Biffa, to decide whether it’s safe for our collections to go ahead that day, looking at things like the conditions of the roads and footpaths, as well as the weather forecast.

We appreciate delays to the collection services are inconvenient and we want to let you know how and why we make the decisions we do.

We carry out 73,000 collections each week. On a normal collection day, our crew load around 110 tonnes of recycling and waste and 15 tonnes of food waste into the trucks. This involves crossing roads and walking to and from properties about 400 times each day carrying bags and food caddies and wheeling bins.

Trying to do this safely on a slippery pavement or footpath is risky and we have a duty of care to look after the crew.

Why does the snow affect the recycling and rubbish services?

We know some people think if the postman or supermarket can make deliveries, we should be able to make collections. But the size of vehicle used, locations visited, amounts and weight carried, all need to be taken into consideration.

Manoeuvring a 26 tonne rubbish truck is dangerous in these conditions, especially in the more narrow roads, or where there are parked or abandoned cars.

The geography and topography of the district is a significant factor in being able to maintain services. This often means the northern parts of the district (to the north of M25) which lie on the North Downs are harder hit by snowfall.

How do you collect the outstanding recycling and rubbish?

In difficult conditions it takes longer for the crews to complete their rounds. Every extra day the service is delayed, more rubbish and recycling is added to the bins and bags still waiting to be collected, increasing the amount of materials.

This means some people may have to wait for their next scheduled collection.

How do I keep up to date with collection delays?

If there are delays we will keep you updated on our website www.tandridge.gov.uk and on social media channels. You can also sign up for e-mail updates at www.tandridge.gov.uk/signup.

Winter essentials to keep in your car

During bad weather you should only travel if you really need to.

Make sure you stock your car up with the following essentials over winter:

- Ice scraper and de-icer, plus extra screenwash.
- Shovel, torch and batteries.
- A blanket, sleeping bag or warm coat.
- Backup phone charger and battery pack.
- Warm and waterproof clothes.
- Sturdy footwear with good grip.

Remember to take some drinking water, a flask of hot drink and snacks like cereal bars with you on your journey.

Be a Snow Angel

Why not sign up to become a Snow Angel, joining our network of volunteers who help clear pavements around key areas during the bad weather?

Tandridge District Council, Surrey County Council, local parish councils and business groups have formed partnerships to clear snow and grit pavements in key locations, such as shopping areas, schools and doctors’ surgeries.

As soon as snow is forecast, volunteers are contacted to help pre-salt pavements and clear any snow and ice. All equipment and salt is provided by Tandridge District Council and Surrey County Council.

If you can spare a few hours to help your local community, please e-mail customerservices@tandridge.gov.uk or call 01883 722000, to find out more.

Gritting the roads and grit bins

Surrey County Council is responsible for gritting the roads and for keeping grit bins full.

As you’d expect, the main focus is on gritting main roads and bus routes first, plus roads around hospitals, health centres and fire stations.

You can check local gritting routes at www.surreycc.gov.uk.

If you’d like to stock up on grit or salt for use on your property, you can buy it from major builders’ merchants or large garden centres.
Keep an eye on older or vulnerable neighbours and relatives

Poor weather might mean elderly or vulnerable residents can’t get out, but they also might not receive visits from people they depend on, like carers.

Check up on older neighbours and relatives and those with heart or respiratory (breathing) problems, to make sure they:

- Are safe and well.
- Are warm enough, especially at night.
- Have stocks of food and medicines so they don’t need to go out during very cold weather.

If you’re worried about a relative or elderly neighbour, call the Surrey County Council Adult Social Care Information and Advice line on 0300 200 1005.

If you’re concerned the person may be suffering from hypothermia, contact NHS 111.

Are you prepared for flooding?

Get ready by finding out if you’re at risk.

Areas including Caterham, Chaldon, Outwood and Whyteleafe were badly affected by flooding in 2016. To find out if you’re at risk, visit https://flood-warning-information.service.gov.uk.

You can sign up for the Environment Agency’s free flood warning messages, at www.gov.uk/sign-up-for-flood-warnings or call Floodline on 0345 988 1188.

Visit www.nationalfloodforum.org.uk or call 01299 403 053 to find out about protecting your home and buying insurance.

If you’re at risk, we recommend drawing up a flood emergency plan for your home and family, so you can agree what actions to take before and after a flood. Templates for plans are available online, visit www.surreycc.gov.uk/surreyprepared.

Managing floods in Caterham on the Hill

After the 2016 flooding, the Caterham on the Hill and Old Coulsdon Flood Project Board was set up. It includes representatives from Tandridge District Council, Surrey County Council, London Borough of Croydon, Thames Water Utilities Limited, SES Water and the Environment Agency.

The board focuses on the work being done in Caterham on the Hill and Old Coulsdon to reduce the risk of and respond to flooding. It meets with the Caterham on the Hill and Old Coulsdon Flood Action Group, a group of residents who work with the organisations to reduce flood risk.

This year that has included:

- Caterham on the Hill Parish Council, Tandridge District Council and Surrey County Council funding and delivering a programme of work involving mapping, cleaning and repairing the highway drainage network, to reduce the risk of flooding.
- Surrey County Council’s work to understand how introducing different drainage measures, like water butts, ponds, rain gardens and tree pits, reduces the risk of drains overflowing and causing flooding.
- Bringing together the organisations and the local community in Caterham on the Hill and Old Coulsdon as part of a UK pilot project, to discuss and understand what the impacts of climate change might be for flooding in the area, to think about how to work together on changes needed in response and how to involve the wider community.

British Red Cross emergency app

The British Red Cross emergency app can help you prepare and deal with emergencies.

Emergency situations can be overwhelming, but the free app helps you know exactly what to do if disaster strikes. The app has:

- Clear and practical advice about how to prepare for and deal with emergency situations like heatwaves, flooding and fire.
- A notification that can be sent to friends and family to let them know you’re safe.
- A location finder, so you’ll always know exactly where you are.
- A personal alarm and strobe light so you can attract attention in emergencies.

The app also allows you to set up emergency alerts for your area, including severe weather warnings and letting family and friends know if a warning is issued for their area.

You can download the free app to your phone or tablet from the Apple App Store and Google Play.
Support for mental health

Every year one in four of us will experience a mental health problem.

The number of people with mental health problems has not changed in recent years, but worries about things like money, jobs and benefits can make it harder for people to cope.

Many people struggle to speak to friends and family and consequently suffer in silence without support. If you, or someone you know, have been affected by mental health issues, our Wellbeing Prescription Advisors are here to offer support.

Wellbeing Prescription

Wellbeing Prescription, our Social Prescribing service, supports residents in East Surrey to improve their health, offering up to six appointments within GP practices or at home if you’re housebound.

The team supports clients with a range of issues including concerns about debts, healthy eating and weight management, in addition to supporting those with feelings of loneliness, low mood, anxiety and stress.

Clients can share how they are feeling and how they would like to be supported and are signposted to local services, such as the Richmond Fellowship and Safe Haven in Redhill, NHS Talking Therapies or support groups.

Advisors also direct clients to large organisations including the charity Mind or NHS Moodzone, both of which have plenty of free resources.

Wellbeing Advisors also explore lifestyle choices such as alcohol, poor sleep and diet, all of which can affect a client’s mental health. A little bit of movement and fresh air every day can really help both the body and mind.

If you would like an appointment with an advisor, please book directly with your GP practice, or for more information call 01883 732787.

Wellbeing Prescription is a non crisis service, if you are concerned about your own safety, or the safety of others, please contact the Surrey Mental Health Crisis Helpline 0800 9154644.

The Hygiene Bank celebrates its first birthday

One year ago, Lizzy Hall sent a message to friends about collecting toiletries for people in need. The response was overwhelming and within weeks The Hygiene Bank was formed.

The Hygiene Bank gives hygiene, beauty and personal care essentials to people in need.

It is now a thriving national volunteer led organisation helping thousands of people across the UK.

Founder Lizzy Hall explains: “Basic hygiene goes to the core of self-worth, self-respect, confidence and dignity. With hygiene poverty comes isolation, exclusion and shame and this impacts our ability to participate in society and in turn what it means to be human.”

The Hygiene Bank collects new, unused and in-date toiletries, hygiene basics, beauty and personal care essentials (toothpaste, toothbrushes, body wash, shampoo, conditioner, shaving foam, razors, deodorant, soap, sanitary products, nappies and baby products).

These products are collected, sorted and given out to a network of local organisations, charities, schools and services which support vulnerable and struggling people. Everything donated locally stays in the area and is given to local families and individuals living in crisis.

There are several drop off points in Oxted and Hurst Green. To donate toiletries, visit:

Oxted
- Sainsbury’s Local.
- Paydens Pharmacy.
- La Maison Boutique.
- Ravery’s Hair & Beauty.

Hurst Green
- Hurst Green Pharmacy.
- Hurst Green Station.

For more information visit www.thehygienebank.com.
Preventing homelessness and rough sleeping

Our new strategy aims to raise awareness that not all homeless people sleep on the streets, even though rough sleeping is the most visible form of homelessness.

Few people in this district end up sleeping rough, but when they do, we and other agencies are here to help. Most homelessness is the result of people being evicted from privately rented housing because the gap between the lowest incomes and the cost of housing is growing, even being in receipt of benefits doesn’t always bridge the gap.

We work with those at risk to prevent them from losing their homes, while taking into consideration the links between homelessness, ill health and low incomes.

Some of the main focuses of the strategy are to:
• Raise awareness of the advice and support available.
• Increase access to affordable housing, including building more affordable homes.
• Work in partnership with others who can enhance services and make them more accessible.

Early successes are the part time co-location of some JobCentre Plus services at the Council Offices, Oxted and securing funding for specialist outreach workers. They will work with rough sleepers with complex needs, such as mental health or drug and alcohol problems.

This new strategy supports our ambitious Housing Strategy and Local Plan. These set out how more affordable homes will be delivered in the district, which is the most effective way to prevent homelessness, along with plans to make the best of use of existing homes by tackling empty homes and those in disrepair.

If you need housing advice, e-mail customerservices@tandridge.gov.uk or call 01883 722000.

Our open spaces

Attractive, safe and accessible parks and other open spaces contribute to positive social, economic and environmental benefits.

We are preparing an open space strategy which will play an important part in the design, creation and management of our beautiful open spaces throughout the district.

Access to quality green space is closely linked with a range of positive health outcomes including lower body mass index scores, weight loss and a fall in obesity levels, as well as improved mental health.

The strategy builds on a range of information we have gathered and is being prepared with the input of parishes and local community organisations. This strategy will examine and make recommendations for the future of our open spaces.

Once the strategy is adopted, annual action plans will be created which will concentrate on the development and maintenance of some areas over the coming years.

Drop into the Jobcentre

The Jobcentre is running a drop in service at the Council Offices, Oxted every Monday, from 10am to 4pm.

Residents can drop in to ask about benefits, make a claim, submit and validate documents or find out about an existing claim. The Jobcentre staff are based in reception.

This new service will reduce the distance residents have to travel to the nearest job centre, as there are none in the district.
Ageing well

As we approach middle age we may still do the things we did when we were younger, but often by the time people reach their 60s everyday tasks are starting to get harder.

Far from retiring to a comfortable chair and turning on the TV, it’s really important older people keep active.

Those over 60 can often have the most to gain from staying active. Walking to the shops or choosing the stairs instead of a lift or escalator are simple ways to build activity into the day, which can help to substantially cut the risks of conditions including diabetes, cancer, heart disease and even dementia. Just as importantly, moving helps maintain independence for longer.

In Surrey, falls are the biggest single reason for non-emergency hospital admissions among the over 65s. One in eight ambulance call-outs in the county are due to falls. Falls treated by the NHS costs up to £2 billion per year.

Maintaining strength and balance is clinically proven to reduce the risks of falls, which is why a new Active Ageing campaign from Active Surrey launched on 1 October and picks up on many of the conditions associated with old age.

Featuring the original TV fitness guru and Surrey resident the Green Goddess, Active Ageing highlights the importance of staying active.

You can find your nearest ‘Otago’ strength and balance class, or sign up to social dementia or diabetes walks by visiting www.activesurrey.com/AgeWell

Make every drop count

Water is our most precious resource, yet we tend to take it for granted.

When the skies are often grey, it may be hard to believe the south east of England is classed as water stressed. This means demand for water is higher than the amount replenished by rainfall, especially during the drier months.

Local water company, SES Water, launched its water efficiency campaign Every Drop Counts in the summer to encourage residents to save water. You might have seen some of the mailings, adverts, social media posts and competitions.

SES Water has also partnered up with its sister company, SES Home Services, to offer residents a free 45 minute home visit to check water fittings and flow rates, fit free water saving devices and fix simple leaks to toilets and taps.

In the first few weeks of the campaign, 167 home visits were booked across the area and as a result 138 devices were fitted, with 14 leaks found. The average daily saving per visit was 39 litres of water. That’s nearly 12 full baths saved in the first month alone.

Saving water not only protects the environment and the wildlife it supports, but also helps you save money on your water, sewerage and energy bills.

To find out more, or to make an appointment for your free home visit, call 0330 333 9801 or e-mail seswhomecheck@savewatersavemoney.com

Walking with wheels

Could you spare a couple of hours a week?

East Surrey Walking for Health is currently recruiting volunteers to lead the Pram Walk & Talk in Hurst Green.

The walk sets off from Hurst Green & Holland Children’s Centre every Wednesday at 11am, during term-time only and finishes at Aggie’s on the Green for some well earned refreshments.

If you are a parent, grandparent or childminder with a pram, or would just like to volunteer, Julie Haslett would like to hear from you, e-mail julie.haslett@ymcaeastsurrey.org.uk, or call 01737 779979.

For more information visit www.ymcaeastsurrey.org.uk.
Dreaming of a green Christmas

We all produce more waste over Christmas, from the additional parcels delivered, to the food we just can’t manage.

Here are some top tips to help minimise waste this festive period:

• **Love your leftovers:** with some planning, you can avoid buying too much food. Think ahead about what you’ll eat each day, be realistic about portion sizes and only buy what you’ll need. Get creative with leftovers and freeze what you aren’t going to eat. There are lots of recipes at [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com), along with useful information about freezing and storage. All other food waste can go in your green food caddy each week.

• **Get creative with your gifts:** days out, cinema tickets or a night’s babysitting make excellent gifts and create less waste. If you are taking part in a Secret Santa make it green by choosing recycled or charity shop gifts.

• **Out with the old:** if you are clearing out your wardrobe after receiving new outfits for Christmas, or from shopping in the January sales, don’t forget you can recycle all clean and dry clothes, home textiles, paired shoes, bags and belts every week, no matter how worn. Just put them in a tied plastic carrier bag and leave it next to your green food caddy for collection.

• **Avoid buying glittery or foil type wrapping paper:** it might look pretty, but as soon as it’s ripped off that present it is destined for the rubbish bin because it can’t be recycled. Look out for wrapping paper that can be recycled and go easy on the Sellotape.

• **Broken or unwanted Christmas lights:** if you no longer need your tree lights, they can be recycled. Put them in a tied carrier bag placed next to your food caddy at the edge of your property for collection.

• **Christmas cards and envelopes:** these can be recycled, but like wrapping paper, avoid glittery or foil embellished cards or cards containing batteries. You may like to consider sending Christmas ecards to your family and friends, particularly if you have missed the Royal Mail’s last posting dates for Christmas.

• **Storage containers using sweet or biscuit tins:** once you have eaten all the delicacies inside you can reuse them as storage containers. You can also put them in your recycling bin if you find you have too many. Just remember to remove all the sweet or biscuit wrappers and packaging before you recycle them.

To check what else you can recycle this Christmas and all year round, visit [www.surreyep.org.uk](http://www.surreyep.org.uk).

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**Extra recycling bins available**

Are you a keen recycler and find you often fill up your blue lidded recycling bin?

With Christmas approaching it’s an ideal time to order a second or third recycling bin. They will be delivered free of charge and can be ordered at [www.tandridge.gov.uk/orderbin](http://www.tandridge.gov.uk/orderbin).

Any additional recycling you can’t fit in your blue lidded bins can be placed in clear plastic bags (no black bags) which you can buy from many supermarkets or online. You can also take extra recycling to a community recycling centre or recycling bank site.

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**How to recycle 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 scheduled collections.

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.

Natural materials on Christmas wreaths, such as ivy, fir cones, mistletoe and holly, can be composted if they are not covered with excessive glitter or paint. Simply remove the greenery from the base and add it to your garden waste collection or take it to your community recycling centre.

Don’t attempt to recycle wreaths or trees that have been sprayed, painted or contain wire you can’t remove. These should be thrown away.
RECYCLING AND RUBBISH

Wheeled bins for your rubbish

We are delivering a new, free, wheeled bin to every household in the district to be used for rubbish.

Once your new bin has been delivered, you can use it straightaway. Put it where you normally leave your recycling wheeled bin and food caddy by 6am on your scheduled waste collection day.

The changes are being implemented following a formal direction from the Health and Safety Executive (HSE), which told us the back door service and lack of rubbish bin puts the waste collectors at increased risk of injury.

We must act on the formal direction and change our collection service to make it as safe as possible for the waste collectors.

This change will also mean your rubbish will be secured safely and there will be less opportunity for bin bags being ripped open by wildlife and spoiling your neighbourhood.

If you already have a rubbish bin, with a little bit of DIY, it can make an excellent water butt, compost bin or you could reuse it for storage.

Top tips for hassle free rubbish collections:

• We will only collect your rubbish from this bin, please don’t use any other bin.
• Put your bin at the edge of your property by 6am on your rubbish collection day.
• The bin lid must be closed so it can be lifted safely into the vehicle.
• Excess rubbish on top of or down by the side of the bin will not be collected. The exception will be after Christmas and Easter when bagged rubbish beside the bin will be collected on the first rubbish collection after the bank holiday.
• Put your rubbish in bags before putting it in the bin. This will keep the bin cleaner.
• Write your house name or number on the white panel on the front of the bin. Please don’t cover our logo.

Collecting food in wheelie bins

Some collection crews have extra wheelie bins to help collect your food waste as efficiently as possible.

They empty the contents of the green food caddies into these wheelie bins, known as slave bins and when it’s nearly full, they empty the wheelie bin into the side of the collection vehicle where there is a special compartment just for food waste.

Sometimes it might look like your food waste is being put in with the recycling or rubbish at the back of the vehicle, but this is just the slave bin being used to make collection more efficient.

Road works and badly parked vehicles

Road works and badly parked vehicles can make it difficult for large vehicles to get into or along a road.

The crews will attempt to get to you on your scheduled collection day and if they can’t they will return the following Saturday. Please help us by parking considerately.

Our collection vehicles need extra room to manoeuvre especially around junctions.

If your vehicle has caused an obstruction we will leave a leaflet on it.

Details of any delays to your service because of a parked vehicle will be posted on our website at www.tandridge.gov.uk/serviceupdates or can be e-mailed straight to you. To register for our newsletter, visit www.tandridge.gov.uk/signup.

Green bin bags

We are delivering a year’s supply of council bin bags to households which don’t have room for the new rubbish bin, or access issues.

Once you receive your new green bin bags, you can use them straightaway.

We will collect up to five of these bin bags each fortnight, but don’t put broken glass or sharp objects in them and please keep them away from babies and children.

Are you registered for an assisted collection?

Residents who are eligible for an assisted collection can have their recycling and rubbish bin emptied or their bags taken away. The bins/bags must always be presented in the same place with clear and safe access for the crews to get to them.

To apply please complete the form at www.tandridge.gov.uk/assistedcollection or e-mail customerservices@tandridge.gov.uk.

To check when your new wheeled bin for your rubbish or your green bin bags will be delivered visit www.tandridge.gov.uk/newbins.

To be kept up to date with our recycling and waste service, register at www.tandridge.gov.uk/signup.
Recycling and rubbish collection information

Collection time and location
All containers must be available by 6am on your collection day. Although the crews usually come at the same time each week to collect your bins, they can vary the route and time, so please don’t get caught out.

Missed bin?
If your recycling, food or rubbish has been missed and it was in the correct place by 6am on your collection day, please visit www.tandridge.gov.uk/serviceupdates to check for any delays to your collection.

If there were no delays please report it at www.tandridge.gov.uk/recyclingandrubbish.

We will talk to our contractor Biffa to find out why it was not collected. If it has just been missed and there was no other reason for it not to be collected, we will ask Biffa to return to collect it within wo working days. If it’s still not collected, please contact us again.

Keep up to date
To receive service updates by e-mail straight to your inbox, register at www.tandridge.gov.uk/signup

Check your collection day
To check which week your recycling and which week your rubbish is collected please:
- Visit www.tandridge.gov.uk.
- E-mail customerservices@tandridge.gov.uk.
- Call 01883 722000, or use Typetalk 18000 if you are deaf or hard of hearing.

Christmas and New Year collections

Recycling and rubbish collection days will change following the bank holidays over Christmas.

Check your collection calendar for full details.

Garden waste collections will not take place in the weeks beginning 23 December and 30 December 2019. Please check your garden waste calendar for scheduled collections.

Usual collection day         Holiday collection day
Tuesday 24 December 2019     Tuesday 24 December
Wednesday 25 December        Friday 27 December
Thursday 26 December         Saturday 28 December
Friday 27 December           Monday 30 December
Tuesday 31 December          Tuesday 31 December
Wednesday 1 January 2020     Thursday 2 January
Thursday 2 January           Friday 3 January
Friday 3 January             Saturday 4 January

Bulky rubbish clearance weekends 2019

At our bulky rubbish clearance weekends, residents can bring large items including ceramics, furniture, garden waste, glass, household rubbish, metal items and up to two washing machines along and we will take it away.

If you want to recycle your items, please take them to the community recycling centres at Bond Road, Warlingham, or Chaldon Road, Caterham.

We can’t take fridges, freezers, asbestos, car batteries, concrete, hardcore, hazardous chemicals, oil, paint, plasterboard, trade waste or tyres.

For advice about getting rid of these items, please e-mail Surrey County Council at contact.centre@surreyc.gov.uk, or call 03456 009 009. We cannot accept any rubbish brought to the site in a lorry.

Please do not leave waste if the vehicle is not there. This is flytipping, which is illegal dumping and a crime.

If a site is misused, for example if waste is flytipped before the vehicle arrives, after it has left or there is any abuse of the collection crew, we will be forced to remove the site.

Saturday 30 November
Bletchingley  7.30am-10.45am  Coneybury
    7.30am-10.45am  Clare Cottages
    12pm-2.15pm     St Catherine’s Cross
Blindley Heath 12pm-2.15pm  Cottenhams
Godstone     7.30am-10.45am  Club Road, The Green
            12pm-2.15pm  Opposite Evelyn Gardens
South Godstone 7.30am-10.45am  Sports Association car park
South Nutfield 12pm-2.15pm  North Station Approach

Saturday 7 December
Dormansland  7.30am-10.45am  Hollow Lane Garages
            12pm-2.15pm  Newhache
Lingfield    7.30am-10.30am  The Star Public House
Smallfield   7.30am-2.15pm  Wheelers Lane

Saturday 14 December
Hurst Green  7.30am-10.45am  Community Centre
            12pm-2.15pm  Coldsott
gLimpfield   12pm-2.15pm  Stoneleigh Road
Oxted       7.30am - 9.45am  Council Offices, Oxted
            10am-12.15pm  Chalkpit Wood
Tandridge 12.30pm-2.15pm: Car park behind St Peter’s School
Tatsfield   7.30am-10.45am  Village hall car park

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‡Additional costs may apply at time of need for third party services, which are beyond a funeral director’s control. *SunLife Cost of Dying Report 2018.
‡For details, please see goldencharter.co.uk/legal-disclaimer