

Your Stanhope

A hello from Rachel

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My role is all about listening to what matters to you to improve services and tackle local issues across Stanhope.

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Rachel Valerio,
Head of Neighbourhoods,
Kent & Essex

Hello, I'm Rachel, Head of Neighbourhoods for Kent and Essex. I work closely with the Neighbourhoods team to make sure Stanhope residents have safe, well-maintained homes and can access the support they need.

As winter approaches, we know this can be a difficult time for many people. Whether you're worried about rising energy costs, need support with your tenancy, or have issues with damp and mould in your home, we're here to help.

In this edition of Your Stanhope, you'll find practical advice on keeping your home warm and well-ventilated, information on how to report repairs, and details of the support available through our regular customer drop-in sessions at the Stanhope office.

There's also plenty happening across Stanhope this winter. From community



events and seasonal activities at the Hub to Melissa's fortnightly advice sessions, where you can get support with budgeting, benefits and managing household costs, there's something for everyone.

On behalf of everyone at Moat, I wish you a safe, warm and happy winter.

Get your home winter ready



With the weather getting colder, it's important to keep your home warm, dry and well-ventilated.

Everyday activities such as cooking, showering and drying clothes can create moisture in the air, which can lead to condensation, damp and mould if it can't escape.

Here are a few simple ways to help reduce excess moisture in your home:

- Keep trickle vents and windows open for a short time each day.
- Use extractor fans when cooking or showering.
- Wipe away condensation from windows and windowsills.
- Try to maintain a steady temperature in your home.
- If drying clothes indoors, open a window and keep the door closed.
- Use lids on pans when cooking.

Need to report damp or mould?

If you're worried about damp, mould or condensation in your home, please give us a call as soon as possible. We'll talk through the issue with you, explain what will happen next and arrange any inspections or repairs that may be needed.



☎ 0300 323 0011 (Moat residents) ☎ 01233 647396 (Ashford Borough Council tenants)



For more practical advice and tips, scan this QR code or visit moat.co.uk

Energy support this winter

If you're worried about high energy costs or other household bills, we're here to help. Our free and confidential service can help you check you're receiving all the benefits you're entitled to, access grants and financial support, and make the most of your household budget.

Find out more on our website, visit Melissa's fortnightly drop-in at the Stanhope Office or call 0300 323 0011 for a benefits referral.



Melissa

Benefits and Income
Maximisation Officer



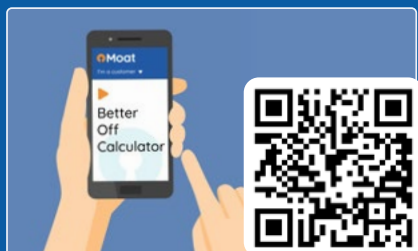
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Melissa is so professional, supportive, kind and compassionate, she reassured me at all times. I can honestly say I could not have asked for anyone better to help and support me.

- Stanhope resident

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Could you be better off?



Try our free online Better Off Calculator to see if you're missing out on financial support.

In just a few minutes, you can:

- Check what benefits you may be entitled to.
- Find information on energy grants and support.
- Access budgeting tips and money-saving advice.
- Get support to help with household bills.

You can use the calculator anonymously and at a time that suits you.

Scan the QR code or visit moat.co.uk and search “**Better Off Calculator**” to get started.

If you need support to access the Better Off Calculator, please speak to Melissa or Bev.

Christmas recycling and rubbish collections

Once the Christmas celebrations come to an end, please remember to dispose of your Christmas tree and festive rubbish responsibly.

Recycling your Christmas tree

If you have a real Christmas tree, there are a few ways to recycle it after the festivities:

Pilgrims Hospices Christmas Tree Recycling Scheme collects real Christmas trees from homes across Ashford and recycles them. The service is free, although donations are welcomed to support the hospice. Find out more at pilgrimshospices.org/christmas-tree-recycling.

You can also take your tree, whether real or artificial, to the **Ashford Household Waste Recycling Centre**, Cobbs Wood Industrial Estate, Brunswick Road, Ashford, TN23 1EL. Disposal is free, but you'll need to book before you visit. Visit www.ashford.gov.uk/recycling-waste-and-bins for details.

If you subscribe to Ashford Borough Council's garden waste collection service, you can place your real Christmas tree in your brown garden waste bin, if it meets the service requirements.



Top 5 tips for festive waste

1. Flatten cardboard boxes before recycling them.
2. Put recyclable items in the correct bin.
3. Check your bin collection dates, as these may change over Christmas and New Year.
4. Don't leave extra rubbish bags beside your bins, as they won't be collected.
5. Please don't leave unwanted items on the street or in communal areas.

By recycling where you can and disposing of waste responsibly, you'll help keep Stanhope looking its best throughout the festive season.



A reminder about door-to-door traders

From time to time, you may be approached by people offering services such as gardening, fencing, decorating or home repairs

Before agreeing to any work, please take your time and don't feel pressured into making a decision on the doorstep. It's always a good idea to check who you're dealing with, get more than one quote and make sure you understand exactly what work is being offered. Never pay for work upfront before it has been completed.

If you're thinking about making any changes or improvements to your home, remember to always contact us first to check whether permission is needed. Some work may require approval before it can go ahead. If work is carried out without permission, you may be asked to remove it or return it to its original condition, which could mean additional costs.



Need to report a repair?



If something in your home or communal areas needs fixing, we're here to help.

Ashford Borough Council tenants

Your repairs are carried out by Morgan Sindall Property Services – this includes pest control, heating, hot water, electricals, damp and mould.

Moat residents

Your repairs are managed by our repairs partner Mears and supporting contractors.

How to report a repair

You can report a repair using the contact details below or visit us at the Stanhope office during opening hours. If you need help accessing myMoat, our customer portal, please ask one of the team.

Our Stanhope office opening times:



- Monday, Wednesday and Friday, 10am to 2pm.
- Over the Christmas period, the office will close at 5pm on Thursday 24 December 2026 and reopen on Monday 4 January 2027.

If you need to report an emergency repair while the office is closed, please call the relevant number below. Our out-of-hours team will be available to help.

☎ 0300 323 0011
(for Moat residents)

☎ 01233 647396
(For Ashford Borough Council tenants)

✉ Stanhopecustomer@moat.co.uk

🌐 moat.co.uk

🌐 moat.co.uk/mymoat

what's on?



There's nothing better than seeing people of all ages coming together to enjoy their community. All our activities are free and there's no need to book - simply pop by and we'll welcome you in!



Beverley Wood,
Moat Foundation
Hub Officer

at your Stanhope Community Hub

Everyone is welcome at the Hub. Pop in for a chat, get to know your neighbours, and enjoy your community.

Contact Bev for more info:

✉ beverley.wood@moat.co.uk

☎ 07742 886 563

Regular events

MONDAYS

Ladies' Arts and Crafts Group

9.30am - 11.30am

Get creative, enjoy a chat and make new friends in a friendly setting.

THURSDAYS

Community Morning

10am - 12pm

New to the area? Drop in for a chat, a coffee, or a relaxed game of pool.

Community Food Larder

10am - 12pm

Having trouble finding money for food shopping? We've free food and household essentials to help - no referral needed. Support and information is available with our friendly Hub staff on hand.



Youth Club

4pm - 5.30pm (14-17 years old)

Enjoy games, music and good company in our games shed.

FRIDAYS

Stay and Play Toddler Group

Fridays, 12pm - 2pm

Perfect for parents and carers.

Youth Club

4pm - 5pm (5-11 years old)

5pm - 6pm (11-13 years old)

Get stuck into crafts, snack making, pool, table football and music - a great way to start the weekend.

The Hub will be closed on
Monday 21 December and will
reopen on **Monday 11 January**.

Seasonal events

THURSDAY

Community Morning with Chocolate Bingo

Thursday 17 December, 10am - 12pm

Join us for a friendly morning of chat, laughter and chocolate bingo.



FRIDAY

Parent and Toddler Christmas Special

Friday 18 December, 12pm - 1pm

Bring your little ones along for festive fun and a chance to meet a very special visitor - Santa will be stopping by.

Christmas Party at the Parish Hall

Friday 18 December, 4pm to 6pm

Join us for an afternoon of festive fun, games, food and refreshments. Santa will be stopping by his Grotto. Suitable for children aged 5 to 13 years.

2027 events

THURSDAY

New Year Drop-in at the Hub

Thursday 7 January, 10am - 12pm

Start the year with a friendly chat and a warm drink. Whether you need information, support, or just want to catch up, pop in between 10am and 12pm.

Our Community Food Larder will also be open from 12pm to 1pm

MONDAYS

Weekly Housing and Income Drop-in at the Stanhope Office

Every Monday 10am - 2pm
Need some advice or support? Drop in and have a chat with our Neighbourhoods and Income teams. Whether you have questions about your tenancy, repairs, mutual exchange, anti-social behaviour, rent payments, arrears or your income, we're here to help. No appointment needed, just come along.

THURSDAY

Fortnightly Customer Drop-in at the Stanhope Office

Every other Thursday, 10am - 12.30pm
(term time only)

If you're worried about your finances or looking for ways to make your money go further, Melissa can help. From budgeting and benefits advice to accessing extra financial support, we're here to offer free, friendly guidance. No appointment needed.

