

Community NEWS



WINTER 2015

Snow and flood news online



When it snows, all the latest news on Council services can be found at www.stalbans.gov.uk/snow. You'll find updates on any changes to waste and recycling collection arrangements (see page 8), school closures, gritting and salting routes, flood advice and lots more. You can also follow us on Twitter @StAlbansCouncil.



Waste and recycling collection dates

Back by popular demand, our handy 2016 calendar hook is being delivered to local homes in December. See back page for Christmas and New Year waste and recycling collection dates too.

ST ALBANS CHRISTMAS MARKET

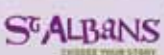
Thur 26 Nov – Sun 20 Dec

Mon, Tue, Wed, Fri: 11am – 6pm • Thur: 11am – 8pm • Sat & Sun: 10am – 6pm

IN THE GROUNDS OF ST ALBANS CATHEDRAL

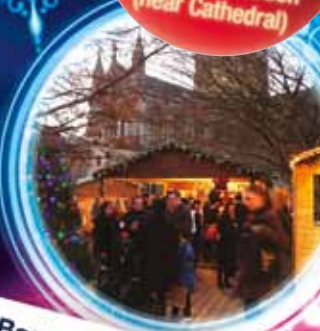
Fabulous chalet-style stalls • Bags of Christmas magic
Music & merriment • Stunning location • Great food
Christmas at the Cathedral • Visit Santa's grotto

For more information visit www.enjoystalbans.com



Bag a bargain daily at
ST ALBANS CHARTER MARKET
From Fri 18 Dec to Thur 24 Dec

MAGICAL LAUNCH EVENT
Thursday 26 November
5pm – 7.45pm
The Vintry Garden (near Cathedral)



Community News is published by St Albans City & District Council

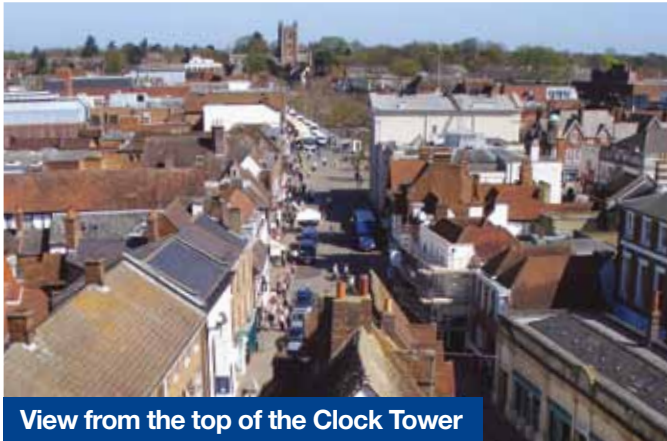
www.stalbans.gov.uk



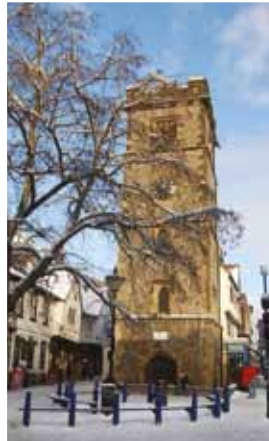
Approved by Plain English Campaign


Residents: enjoy St Albans

Sat 23 and Sun 24 January



View from the top of the Clock Tower




 Residents: Enjoy St Albans (formerly Residents First Weekend) is a great opportunity for local people to see top attractions for free, or try out leisure activities and other venues in the District at a discount.

For all the latest news, offers and events see www.enjoystalbens.com or contact events@stalbens.gov.uk, 01727 819311.



Mayor's Pride Awards – nominations now open!

 Do you know an unsung hero – an individual or group – deserving some recognition.

Nominations are now open for the Mayor's Pride Awards 2016. There are 8 award categories – nominations must be received by Friday 15 January. See www.stalbens.gov.uk/mayorsprideawards for details or contact events@stalbens.gov.uk, 01727 819311.

Sustainable St Albans Week

21-28 Nov 2015



 Sustainable St Albans Week has a packed programme of activities and events, all related to environmental sustainability, run by over 100 groups across the District. On offer is DIY help for your bike, kids storytelling, walks, community clear ups, films, art exhibitions, plus lots more. See www.sustainablestalbens.org for details.



LOTTERY FUNDED




Eating out this Christmas? Look before you book.

Christmas is a time to enjoy good company and delicious meals without worrying about food poisoning.

There's one easy way to set your mind at rest. Check the food hygiene rating at www.food.gov.uk/ratings or look for the green and black sticker on the door. If you can't see one, just ask.

There are 6 hygiene ratings ranging from '0' (urgent improvement required) at the bottom to '5' (very good) at the top.

Try our website first

 Our customer service centre covers everything from taking Council payments to answering planning enquiries.

Many of the things people phone or come in to talk to us about can also be done online from the comfort of your own home at www.stalbens.gov.uk.





WHAT'S ON

The Museum of St Albans is now closed while we develop the new museum and gallery at the Town Hall.

at the museum



Verulamium Museum, St Michael's Street, St Albans, AL3 4SW.
www.stalbansmuseums.org.uk 01727 751810

Displays and Exhibits

Coins Hoard Exhibit

See the Sandridge Hoard Roman Coin Exhibit – open now.

Objects on Demand

Sat 23 & Sun 24 Jan. 10.30am – 4pm. Free. Join us at the Town Hall in St Albans to get up close and personal with objects from the museum's collections.

Children and Families

Note: children must be accompanied by an adult

Story time sessions for the under 7s

Sun 29 Nov, Sun 31 Jan, Sun 28 Feb.

3 – 4pm. £2 or free for members of the St Albans Children's Book Group. Stories, activities and Red House Children's Book Award voting.

Tots' Tales

Wed 9 Dec, Wed 13 Jan, Wed 10 Feb.

1.30 – 2.30pm. Age 2-4. £2. Story, craft activity and museum hunt.

Meet a Roman Slave

Sun 13 Dec. 2 – 5pm. Free (museum entry charge for non residents). Special talks at 2.15, 3.15 and 4.15pm.

Step back in time nearly 2,000 years to meet a slave and find out what her everyday life is like.

Archaeology Apprentices

Sat 9 Jan. 2 – 4pm. Age 5-11. Free (museum entry charge for non-residents). Simulated archaeology dig.

February Half-term Holiday Activities

10.30am – 12.30pm and 2 – 4pm.

£6 (£5 for Young Friends). Age 6-11. Book in advance at Verulamium Museum (01727 751810).

Mon 15 Feb. Incredible Icarus. Hear the thrilling story of Icarus and his escape from the labyrinth. Create an embellished picture and make your own labyrinth game.

Tues 16 Feb. Gruesome Gorgon. Find out about Medusa, a horrible gorgon with snakes growing out of her head. Make a medusa mask and a Greek shield.

Wed 17 Feb. Arion and the Dolphins. Listen to this brilliant Greek Myth and create a colourful dolphin mosaic to take home.

Meet Queen Boudicca

Sun 21 Feb. 2 – 4.30pm. Free (museum entry charge for non-residents). Come along and meet this amazing queen in the museum galleries. Story telling sessions by Boudicca at 2.30 and 3.30pm.



Your museum needs you

 The Museum of St Albans in Hatfield Road has closed its doors for the last time after 117 happy years. In 2017, all being well, a superb new museum and art gallery will open at the Grade II* listed Town Hall in St Albans City centre.

The outcomes of two important applications – one to the Heritage Lottery Fund for over £2.5m, and one for planning permission – are anticipated with baited breath.

Meanwhile, the charity behind the bid to launch the new



Fundraising for new museum continues


museum needs your help to raise the remaining £1.5m towards the £7.75m project. If you can host a community or corporate event to raise money, or want to make a donation, they would love

to hear from you. Contact the St Albans Museums and Galleries Trust (Registration No. 1051868): www.renaissancestalbans.org.uk, stalbanmgrtrust@hotmail.co.uk, 01727 751830. Thank you.

YOUR VOTE MATTERS

MAKE SURE YOU'RE IN



 The revised Register of Electors is published next on 1 December 2015. If you are not registered, you may lose your right to vote.

If you recently moved home and have not yet registered to vote, it is important that you do so now. The registration process is easy and can be done online (www.gov.uk/register-to-vote).

A paper application form will be sent to you on request.


The Police and Crime Commissioner and District elections take place on 5 May 2016. To vote by post or proxy, please contact the Electoral Services Office (elections@stalbands.gov.uk; 01727 819294). For details see: www.stalbands.gov.uk/elections.

Jobs at the Council

 To see our latest job vacancies and watch our video about what it's like to work with us see www.stalbands.gov.uk/jobs-and-careers.

Are you looking for a flexible way to work? Why not register with us as a casual worker?

Shopmobility volunteering

 Shopmobility volunteering is a great way to meet friendly new people and do something worthwhile for your community.

You don't have to commit to a regular slot. We also need volunteers who can fill in occasionally. Full training is given and we pay travel expenses.

To find out more, please contact: michelle.bostock@stalbands.gov.uk, or call 01727 819267.

Home extension? Loft conversion?



You will require building regulations approval. The Council is here to help. Contact our expert team for a free inspection and a quote.

 www.stalbands.gov.uk/buildingcontrol
 buildingcontrol@stalbands.gov.uk
 01727 819218



Get extra help in a power cut

 If you need extra support in the event of a power cut, you can sign up for UK Power Network's Priority Service Register.

This is a free service offered to people dependent on medical equipment, or who are disabled or chronically sick. It is also open to those who are blind, visually impaired or deaf. Nursing or residential homes, elderly people and those caring for young babies may also sign up. Apply at: www.ukpowernetworks.co.uk/priority, email psr@ukpowernetworks.co.uk, call 0800 169 9970 (from a landline), or write to Customer Relations Team, UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA.



Civic Centre – a hub for info and advice

 At the Civic Centre in St Albans, you'll find lots of advice, information and guidance on offer from the local organisations above. See www.stalbandshub.org.uk for details of each organisation's opening times or call 01727 866100. Visitors can also make use of a touch screen service providing access to lots of additional information, help and advice.



Beware pickpockets and purse dippers

Christmas crowds are a magnet for pickpockets, purse dippers and credit card fraudsters. Here are some top tips to foil them.

- Use a zipper handbag with a strap and wear it across your body, not just over one shoulder.
- Don't leave your handbag tucked under your table or leave it unattended in a shopping trolley.
- Consider using a lanyard which attaches your phone, purse or wallet to your bag or clothes.
- Try not to let your credit and debit cards out of your sight when making a purchase.
- Use your hand and body to shield your PIN number from prying eyes or hidden cameras.
- Don't tell other people your PIN number, or write it down. You can change it to something more memorable at a cash machine (ATM) or by contacting your bank.
- Check receipts against statements carefully. Contact your card company immediately if anything is amiss.
- See www.getsafeonline.org for advice about buying, selling and banking online.
- Report incidents straight away – in an emergency dial **999**.



Free ice scraper

You might think the risk of car theft when you leave your engine on to defrost your windows is quite low.

Sadly, it's not as rare as you might think. To raise awareness, the Community Safety Partnership has some free ice scrapers to give away as part of its Lock it or Lose it! campaign. Available at Council reception in St Albans, while stocks last.

Claiming Housing Benefit and Council Tax Support?

Make sure you tell the Council about any changes to your circumstances.

If you receive Housing Benefit and/or Council Tax Support, the amount you get is based on the information you give the Council. It is your responsibility to keep us informed about your financial circumstances, even if you have already told another government department.

If you fail to tell the Council about a change, you may lose out on help to which you are entitled. If you don't tell us about a change that

would mean you receive less help, the Council may take action against you. This can include court action.

There is lots of information at www.stalbans.gov.uk about the sorts of changes you should tell us about. If in doubt, just ask. You can contact us at benefits@stalbands.gov.uk or on **01727 819220**.

If you know someone claiming benefits to which they

are not entitled, you can report this in confidence to the National Fraud Hotline, **0800 854 400**. Your call is free and you do not have to give your name and address. Lines are open Monday to Friday, 8am to 6pm. Alternatively go to www.gov.uk/report-benefit-fraud.



GREEN ISSUES

Communal flats – what can I recycle?

Recycling arrangements for other types of homes are described opposite.

Paper and flattened cardboard

(No unflattened cardboard, plastic wrapping or Tetra Pak please.)



Plastics, cans and foil

(Please wash and squash. No plastic wrapping or plastic bags please.)



Glass bottles and jars

(No drinking glasses, light bulbs, spectacles, plate glass, or Pyrex/other heat treated glass please.)



Please separate your recycling as shown here, and place in the communal recycling bins. It's important that the right items go in the right bins. No plastic bags please.


Sponsor a tree!

 You can sponsor the planting of a tree, perhaps in honour of a loved one, or to mark a special occasion such as the birth of a child. The cost range is £200 to £250 including supply, planting, three years maintenance and a beautifully illustrated entry in our tree book. See www.stalbans.gov.uk/sponsoratree or contact treesandwoodlands@stalbans.gov.uk, 01727 819363.



green
our
herts 

Save on energy bills

 Insulating your loft and cavity walls could save you up to £140 and £160 a year respectively on your annual heating bills.

Contact your gas or electricity company to see if you qualify for free insulation or visit www.greenourherts.org.uk for information on energy saving.

There are also specific schemes available for some Hertfordshire households. You could be eligible for a Herts Healthy Homes visit offering free practical measures to help you stay warm and well in your home. Please call Herts Help on 0300 123 4044 for more information.

Crackdown on fly-tipping

 863 fly tips were cleared last year in St Albans District. Council officers are working with the police to tackle the issue.

You are responsible for what happens to your waste even after it has left your premises. You could be fined up to £50,000 or go to prison for up to 5 years if your waste is dumped.

If you spot anyone dumping rubbish, please make a note of

their vehicle details. A photograph could give us the evidence we need to prosecute. Please don't touch anything or put yourself at risk.

If a crime is in progress, call 999. To report fly-tipped waste, please contact the Cleaner District Hotline (a.cleanerdistrict@stalbans.gov.uk, 01727 819598).

See www.stalbans.gov.uk/flytipping for more information and guidance.



What can I recycle?

There are separate arrangements for communal flats – see page 6.

For more information:

-  www.stalbans.gov.uk/wasteandrecycling
-  wastemanagementservices@stalban.gov.uk
-  01727 819285
-  @StAlbansCouncil

Paper and flattened cardboard

(Place large sheets of card securely with paper box please. No unflattened cardboard, plastic wrapping or Tetra Pak please.)




Plastics, cans and foil

(Please wash and squash. No plastic wrapping or plastic bags please.)



Green waste, food waste and shredded paper

 (No soil or card please.)
(Some streets have bags rather than bins.)



Glass bottles and jars

(No broken glass please. No drinking glasses, light bulbs, spectacles, plate glass, or Pyrex/other heat treated glass please.)



Household Waste Recycling Centres Opening Hours

- Dark Lane, Harpenden. 10am – 6pm. Closed Thurs, Fri.
- Ronsons Way, St Albans. 8am – 4pm (6pm on Sats) (winter); 10am – 6pm (summer). Closed Tues, Wed.
- Waterdale, A405, Bricket Wood. 10am – 6pm. Closed Thurs, Fri.

These sites are run by Hertfordshire County Council.

www.wasteaware.org.uk

Don't have a rubbish Christmas

Food waste

Please put your food scraps in your green bin, if you have this service, or in your home composter.

About a third of our refuse is currently food waste which is heavy and expensive to send to landfill. Each tonne costs taxpayers almost £100.

Thanks very much for your efforts.

Christmas trees

You can recycle your tree at your local Household Waste Recycling Centre (see above). If it's small enough it can go in your green bin (not available at












communal flats). Please remove all decorations first! Some garden centres will collect your tree for a small fee (including Ayletts – 01727 822255).

Wrapping paper, Christmas cards and cardboard

These can all be recycled – put them in your paper recycling box. Please be sure to **flatten** your cardboard first!

Keeping the District Clean and Green

If you spot a problem with...

-  Illegal fly-tipping
-  Graffiti or litter
-  Dog fouling
-  Dumped rubbish
-  Illegal fly-posting
-  Spills from refuse collection
-  Accumulation of leaves
-  Street cleaning
-  Drugs paraphernalia

...please contact

The Cleaner District Hotline: 01727 819598
Email: a.cleanerdistrict@stalban.gov.uk

Together, for a Cleaner District.

 **St Albans**
City & District Council

Now on twitter:
[@StAlbansCouncil](https://twitter.com/StAlbansCouncil)



Waste collection in the snow

We will be working hard to keep services going this winter whatever the weather. If snow and ice do hit the District, we have plans in place to help keep disruption to a minimum.

If disruption lasts for a day or two, collections will roll on one day until we catch up. Crews will work on Saturdays until backlogs are cleared.

Where disruption is more severe lasting 3 days or more, recycling collections will be suspended for those roads that were missed. All rubbish and the contents of your green bin will be collected together and sent to landfill. You may prefer not to put out your green bin until the next scheduled collection so the content can be recycled instead. Recycling boxes will be emptied on the next scheduled collection day, weather permitting.

During periods of disruption updates will be posted online – see: www.stalbans.gov.uk/wasteandrecycling, or follow us on Twitter [@StAlbansCouncil](https://twitter.com/StAlbansCouncil).

Council Christmas opening times

Normal opening hours resume Monday 4 January.

Dates	Opening Times
Monday 21 Dec	Open
Tuesday 22 Dec	Open
Wednesday 23 Dec	Open
Thursday 24 Dec	Closed
Friday 25 Dec	Closed
Monday 28 Dec	Closed
Tuesday 29 Dec	Open
Wednesday 30 Dec	Open
Thursday 31 Dec	Open AM, Closed PM
Friday 1 Jan	Closed

Emergency out of hours telephone - **01727 811155**.

Christmas waste and recycling collection dates

Please put your bins and boxes out by 7am.



Usual collection day	Revised collection day	Usual collection day	Revised collection day
Monday 21 Dec	No change	Monday 4 Jan	Wednesday 6 Jan
Tuesday 22 Dec	No change	Tuesday 5 Jan	Thursday 7 Jan
Wednesday 23 Dec	No change	Wednesday 6 Jan	Friday 8 Jan
Thursday 24 Dec	No change	Thursday 7 Jan	Saturday 9 Jan
Friday 25 Dec	Tuesday 29 Dec	Friday 8 Jan	Monday 11 Jan
Monday 28 Dec	Wednesday 30 Dec	Monday 11 Jan	Tuesday 12 Jan
Tuesday 29 Dec	Thursday 31 Dec	Tuesday 12 Jan	Wednesday 13 Jan
Wednesday 30 Dec	Saturday 2 Jan	Wednesday 13 Jan	Thursday 14 Jan
Thursday 31 Dec	Monday 4 Jan	Thursday 14 Jan	Friday 15 Jan
Friday 1 Jan	Tuesday 5 Jan	Friday 15 Jan	Saturday 16 Jan



My Council Services App



Now on Twitter @StAlbansCouncil



Have your say... we welcome anything you want to say about our services.

We hope you enjoy reading Community News. If you can spare a moment, please email communications@stalbans.gov.uk or call 01727 819572 and let us know your views and what else you want us to include.

St Albans City & District Council

Civic Centre, St Peter's Street, St Albans, Herts AL1 3JE

Website: www.stalbans.gov.uk

Email: contactus@stalbans.gov.uk

Customer Service Centre opening hours:

Mon-Thurs 8.45am-5pm, Fri 8.45am-4.30pm

Housing Repairs: 01727 819256

Refuse & Recycling: 01727 819285*

Council Tax: 01727 819204/819205

Benefits: 01727 819220

Cleaner District Hotline: 01727 819598*

All Other Enquiries: 01727 866100

* Until 5pm on Fridays

Harpenden Town Council Information Point

Town Hall, Leyton Road, Harpenden

Opening hours: Mon-Fri 10am-4pm

Telephone: 01582 768278

Alternative formats: If you want to receive this newsletter in an alternative format, such as Braille, or in another language, please call 01727 819572. See www.disabledgo.com for information about access to local facilities.