

# Your Test Valley.

**Information from  
Test Valley Borough Council**



[www.testvalley.gov.uk](http://www.testvalley.gov.uk)



01264 368000

# Your message from the leader.



It's safe to say that 2025 is set to be a very busy year here in Test Valley.

We're pressing ahead with plans to deliver on the community's aspirations and build a new state-of-the-art theatre, with capacity for up to 1,000 people, in the heart of Andover town centre. And hot on its heels will be the creation of a picturesque new riverside park at Western Avenue. You can see the designs and more at [www.thinkandovertowncentre.co.uk](http://www.thinkandovertowncentre.co.uk)

In Romsey, we held a second citizens' assembly in 2024 to help shape recommendations for community facilities in the town.

We were joined by a group of amazing residents, and they will present their recommendations to Romsey Future in the spring.

You may have heard that there are plans to create a new strategic authority for Hampshire and the Solent area. This would be given some of the powers and resources that currently sit

with central government and would be headed up by a mayor who will be elected in May 2026.

There are also proposals for local government reorganisation. I've written about this in more detail at [www.testvalley.gov.uk/devolution](http://www.testvalley.gov.uk/devolution)

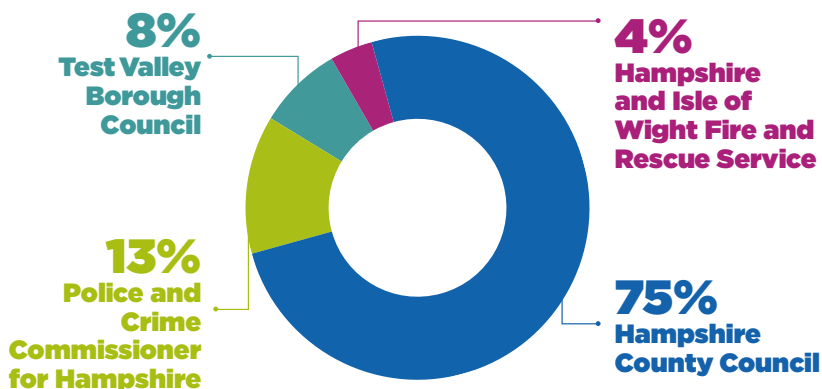
Our work to tackle climate change continues and we have made some good progress in reaching carbon neutrality, including introducing new electric vehicles, moving from diesel fuel to Hydrotreated Vegetable Oil, and planting thousands of trees. You can see our refreshed Climate Emergency Action Plan at [www.testvalley.gov.uk/climateemergency](http://www.testvalley.gov.uk/climateemergency)

And on 13 October 2025 we'll be launching a new weekly food waste collection service. We'll be sharing updates over the coming months, but you can find out more at [www.testvalley.gov.uk/foodwaste](http://www.testvalley.gov.uk/foodwaste)

**Councillor Phil North**  
**Leader of Test Valley**  
**Borough Council**

# Your guide to council tax.

The amount of council tax you pay depends on where you live and your property band. While you pay your council tax to Test Valley Borough Council, it is then shared with Hampshire County Council, Hampshire and Isle of Wight Fire and Rescue Service, and Hampshire Police and Crime Commissioner, plus your local town or parish council.



We have launched a new, simpler council tax support scheme this year to help some working-age households with lower incomes to pay their council tax. We haven't made any changes to pension age households.

For more information about the scheme visit

[www.testvalley.gov.uk/counciltaxsupport](http://www.testvalley.gov.uk/counciltaxsupport)

or email [counciltax@testvalley.gov.uk](mailto:counciltax@testvalley.gov.uk)

Did you know that you can receive your council tax bill by email and manage your account online? You can notify us of a change of address, set up or amend a direct debit and apply for, or cancel, a single person discount.

To register for paperless billing, you will need your account reference and online key, both of which are shown on the front of your latest bill.

[www.testvalley.gov.uk/CouncilTaxOnline](http://www.testvalley.gov.uk/CouncilTaxOnline)

# Your council services.

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We provide a variety of services, including:

- **waste and recycling collections**
- **street cleaning**
- **housing and homelessness support**
- **processing planning applications**
- **supporting communities**
- **green spaces and nature reserves**
- **indoor and outdoor leisure centres**
- **building control**
- **car parks**

The money that goes to **Hampshire County Council** helps to pay for services including:

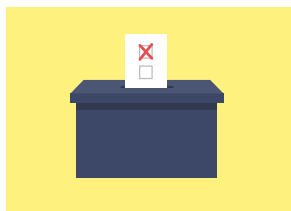
- **road and highways repairs, including filling potholes**
- **adult social care**
- **schools**
- **public health**
- **children's services**
- **libraries**

For more information about all of our services visit  
**[www.testvalley.gov.uk/allservices](http://www.testvalley.gov.uk/allservices)**



# Your useful links.

You can find out about our services, report problems and more at  
**[www.testvalley.gov.uk](http://www.testvalley.gov.uk)**



## **Need to register to vote?**

[www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)



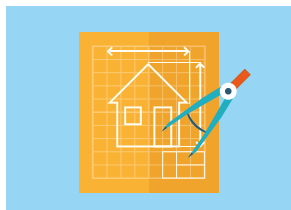
## **Need to pay council tax?**

[www.testvalley.gov.uk/counciltaxonline](http://www.testvalley.gov.uk/counciltaxonline)



## **Want to check your bin collection dates?**

[www.testvalley.gov.uk/bins](http://www.testvalley.gov.uk/bins)



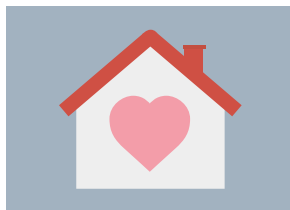
## **Need to apply for planning permission?**

[www.testvalley.gov.uk/planningapplications](http://www.testvalley.gov.uk/planningapplications)



## **Looking for a career with the council?**

[www.testvalley.gov.uk/jobs](http://www.testvalley.gov.uk/jobs)



## **Housing and homelessness support**

[www.testvalley.gov.uk/housingoptions](http://www.testvalley.gov.uk/housingoptions)

Sign up for My Test Valley, where you can do all the above in one place: **[www.testvalley.gov.uk/mytestvalley](http://www.testvalley.gov.uk/mytestvalley)**



# Your councillors.



We have 43 Borough councillors who provide a huge range of help and support to their communities including:

- **signposting and applying for grants to help get projects and businesses off the ground**
- **contributing money towards projects through the Councillor Community Grant scheme**
- **responding to community issues**
- **running consultations**
- **sharing local data and information to shape new projects and pieces of work**
- **providing a link to parish and town councils and Hampshire County Council.**

If you haven't already been in touch, then to find out who your local councillor is and how to contact them, visit [\*\*www.testvalley.gov.uk/councillors\*\*](http://www.testvalley.gov.uk/councillors)



Thanks to everyone's hard work to support local communities, a recent independent review described TVBC as a "high-performing council" with a "commendable community-first approach":

[\*\*www.testvalley.gov.uk/CorporatePeerChallenge\*\*](http://www.testvalley.gov.uk/CorporatePeerChallenge)



# Your grants.

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We offer a variety of different grants for our residents, businesses and community groups. Here are just a few:

## **For not-for-profit, charitable community groups and organisations:**

- Councillor Community Grant scheme - grants up to a maximum of £1,000.
- Community Asset Fund - you can apply for up to 50% of the cost of a project to improve existing community facilities or build brand new facilities. Grants of up to £25,000.
- Community Planning Grant scheme - grants to support the production of community plans. Grants of £500 up to £2,000 depending on the local population and type of plan.
- VE Day 80th anniversary - grants up to £500 towards local celebrations.

## **For residents:**

- Disabled Facilities Grant - for people with a permanent disability of any sort, to help make changes to their home. This could include installing stair lifts, ramps and level access showers to improve mobility and accessibility.

## **For businesses:**

- Business Incentive Grant – grants of £750 available to new business start-ups.
- Independent Retailer Grant – grants of £1,200 are available to encourage independently-owned retailers to take up vacant premises in Andover or Romsey town centres.
- Discretionary Rate Relief

For more information on these grants visit **[www.testvalley.gov.uk/communitygrants](http://www.testvalley.gov.uk/communitygrants)** or **[www.testvalley.gov.uk/businessgrants](http://www.testvalley.gov.uk/businessgrants)**



# Your waste.

## Recycling is easy with Test Valley Borough Council.

You can put the following items in your **brown** recycling bin:



**Paper**



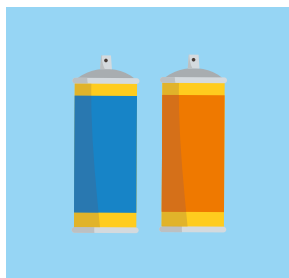
**Cardboard**



**Plastic bottles**



**Tins and cans**



**Aerosol cans**



The contents of your brown bin are taken to a local materials recovery facility where they sort the items and send them on for recycling. The contents of your black bin go to an energy recovery facility where they burn the rubbish to produce electricity.

For more information about what you can and can't recycle, our garden waste collection service, and to check when your bins are collected, visit **[www.testvalley.gov.uk/wasteandrecycling](http://www.testvalley.gov.uk/wasteandrecycling)**





## Recycling other materials.

We also have local recycling centres across the Borough, where you can take:

- **glass bottles and jars**
- **textiles**
- **aluminium foil**
- **cartons**
- **books and media**
- **paper-based tubes with metal ends, for example some gravy, hot chocolate and crisp containers**

## Food waste – coming soon!

We are introducing weekly food waste collections in Test Valley from 13 October 2025. We will be delivering new indoor and outdoor food waste caddies later in the year. You will be able to pop all your leftover food in the caddies and we will whisk it away.

We'll collect your food waste bin every week.

We will also provide shared food waste bins for residents who live in flats or other accommodation with shared bins.

The food waste will end up at an anaerobic digestion facility where microorganisms will break it down in a facility without oxygen. The methane-rich biogas generated during this process can be used as a fuel and the remaining product can be used as a nutrient-rich fertiliser.

We will send you more information about when you will receive your new caddies and what to expect later in the year as we head towards October. You can also sign up for the latest updates from the council at [\*\*www.testvalley.gov.uk/emails\*\*](http://www.testvalley.gov.uk/emails)

# Your housing support services.

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## **Need housing advice?**

[www.testvalley.gov.uk/housingadvice](http://www.testvalley.gov.uk/housingadvice)



## **Housing and homelessness support**

[www.testvalley.gov.uk/homelessness](http://www.testvalley.gov.uk/homelessness)



## **Domestic abuse support?**

[www.testvalley.gov.uk/domesticabuse](http://www.testvalley.gov.uk/domesticabuse)



## **Private sector housing information**

[www.testvalley.gov.uk/privatesectorhousing](http://www.testvalley.gov.uk/privatesectorhousing)



## **Housing advice for former armed forces**

[www.testvalley.gov.uk/armedforcessupport](http://www.testvalley.gov.uk/armedforcessupport)



## **Test Valley Lettings**

[www.testvalley.gov.uk/testvalleylettings](http://www.testvalley.gov.uk/testvalleylettings)

# Your events.

Look forward to a jam-packed year of events coming up across the Borough in 2025. With regular food and artisan markets, family-friendly events and seasonal festivals, there's something for everyone to enjoy.



Sign up to receive emails about upcoming events at [www.testvalley.gov.uk/emails](http://www.testvalley.gov.uk/emails) and find out more at [www.visittestvalley.org](http://www.visittestvalley.org)





## Stay connected.

Sign up to get the latest news, updates and events delivered straight to your inbox.

[www.testvalley.gov.uk/emails](http://www.testvalley.gov.uk/emails)

**Beech Hurst, Weyhill Road,  
Andover, SP10 3AJ**

**Opening hours:  
Monday to Thursday  
8.30am to 5pm  
Friday  
8.30am to 4.30pm**

**Tel: 01264 368000**

**Former Magistrates' Court,  
Romsey, SO51 8AQ**

**Opening hours:  
Monday to Thursday  
8.30am to 5pm  
Friday  
8.30am to 4.30pm**

**Tel: 01794 527700**

[www.testvalley.gov.uk](http://www.testvalley.gov.uk)



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