

# 2019/20 ANNUAL REPORT

## Welcome to our 2019/20 Annual Report for the Housing Service

Despite the COVID-19 pandemic hitting us at the end of the financial year, 2019/20 was another successful year for our Housing Services. We continue to listen carefully to your views and we've made lots of important changes and improvements which will benefit many of our residents. These include increasing the ways you can get involved with the council, investing in things that are important to you, building more affordable and environmentally friendly properties and making your homes and neighbourhoods safer and more attractive places to call home.

Moving forward, services are now back on track, but 20/21 has been extremely challenging so far

and I would personally like to thank all the tenants, leaseholders and council staff who have gone above and beyond to help others and provide support during lockdown and the pandemic. The strength of compassion and community spirit has been remarkable and I am incredibly proud of our communities and our council staff.

**Clr Kelsie Learney,**  
**Cabinet Member for Housing  
and Asset Management**

**"The strength  
of compassion  
and community  
spirit has been  
remarkable"**



New homes under construction at The Valley, Stanmore



Staff award winners at our Christmas event to thank involved tenants

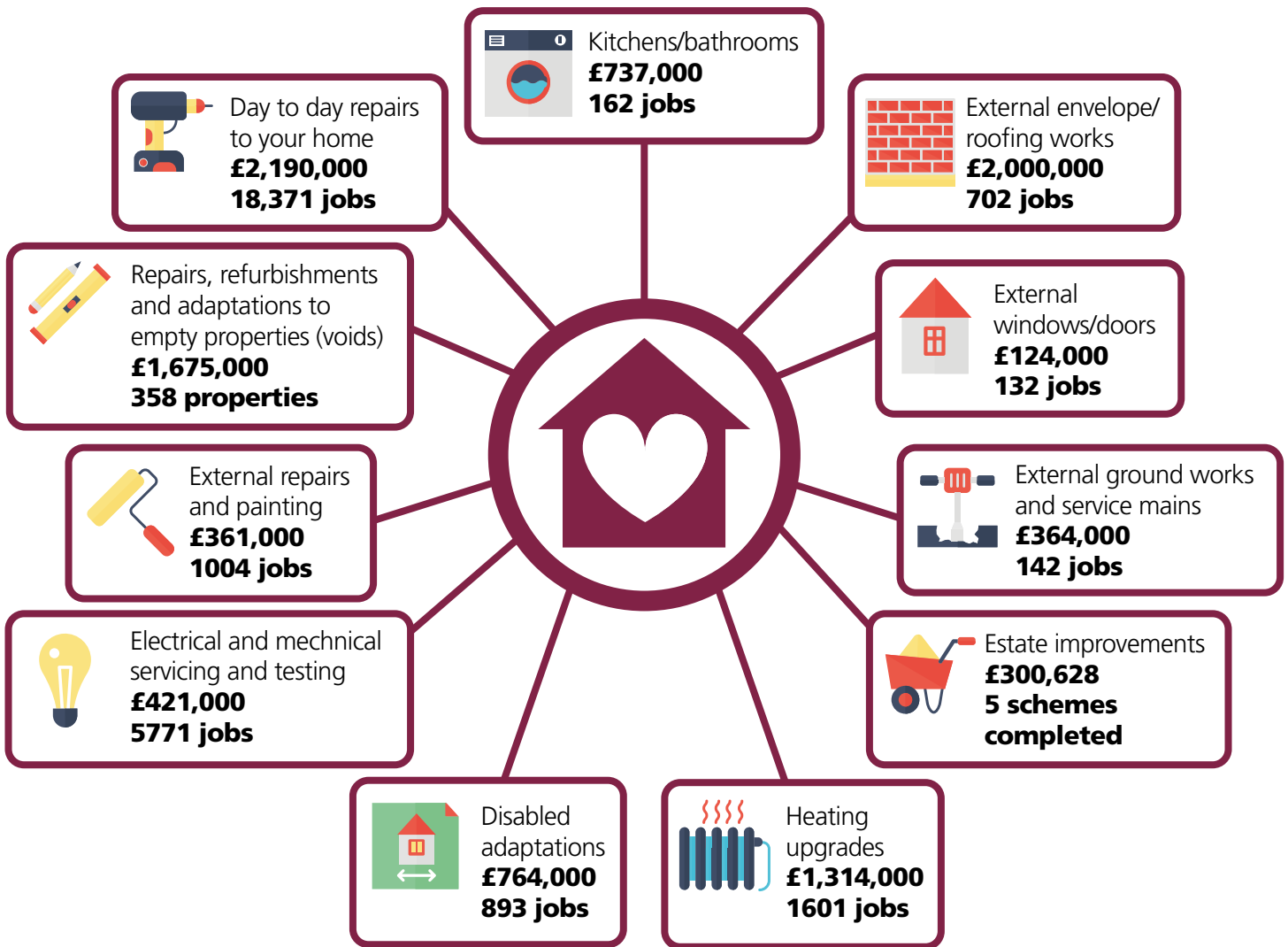


Produced in partnership with  
Winchester City Council tenants and leaseholders



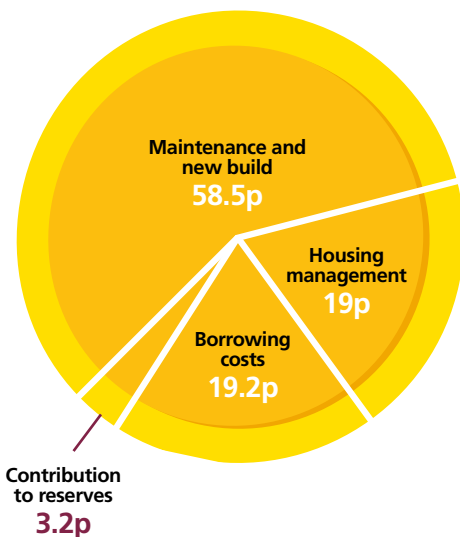
**Winchester**  
City Council

# INVESTING IN YOUR HOMES



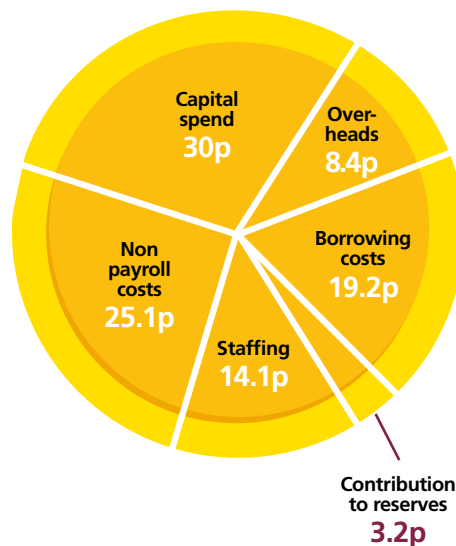
## Where it was spent

(each £1 of rent split into):



## What it was spent on

(each £1 of rent split into):

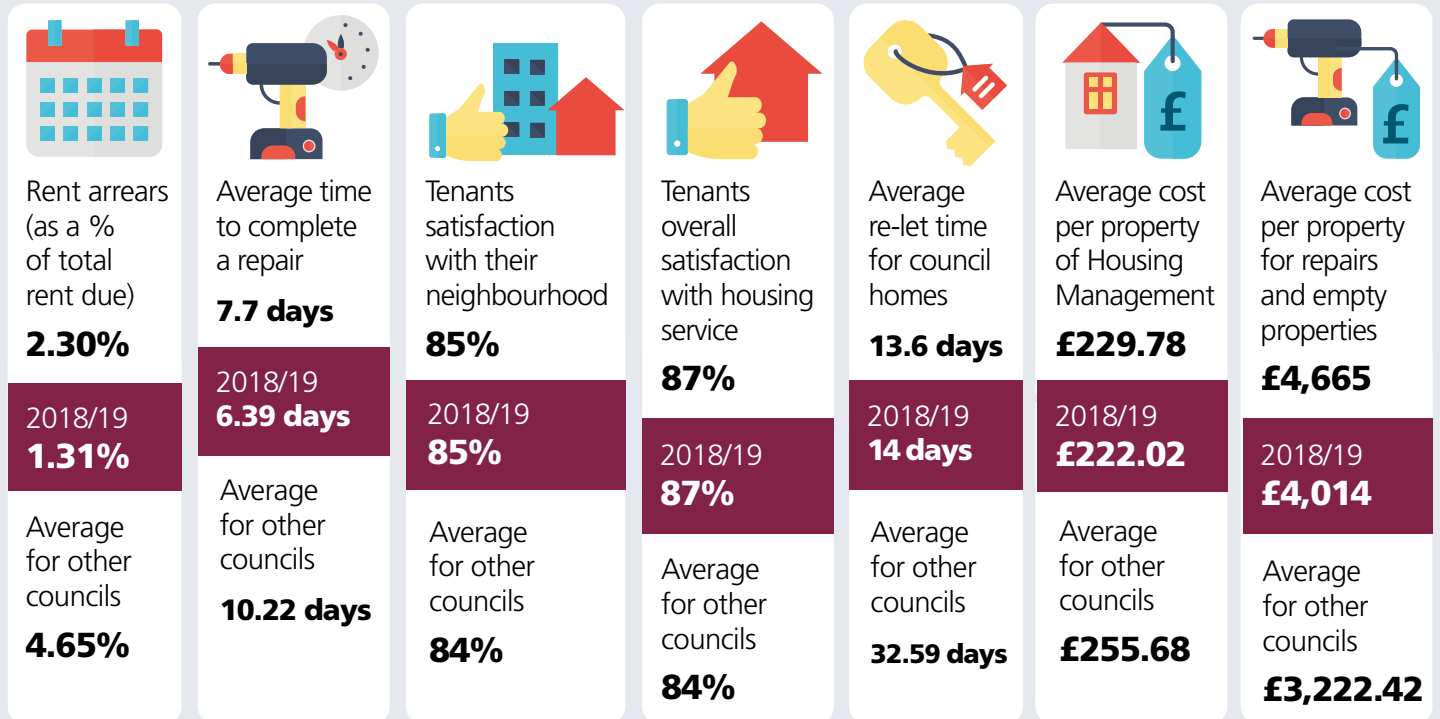


## Rental Exchange scheme benefitting tenants

Our partnership with The Rental Exchange is enabling tenants who pay their rent on time to build their credit score. 97% of tenants have consented to allow us to share details of their rent payments with The Rental Exchange in order to build a credit history and access an online proof of identity (useful when applying for utility suppliers, mobile phone contracts, online shopping, credit cards and bank accounts).

# GENERAL PERFORMANCE

You can see how we performed in comparison to last year and how we compare with other councils nationwide.



## Our waiting list

Number of households registered on the waiting list – as at 31/3/20 **1369**

Average years wait in band 3 for a 3 bedroom house **3 years 7 months**

## Evictions

**7** tenants were evicted during the year (**5** for rent arrears and **2** for antisocial behaviour)

## Lettings

Number of letting new to social housing **193**

Number to existing tenants **129**

Number assisted by Wise Move **35**

## Housing Options

We carried out Full Housing Assessments with **342** households and worked with them to prevent homelessness.

**59%** of these households were supported to secure alternative housing that is available for more than 6 months.

## Tenant involvement

Thanks to new tenant involvement options such as digital surveys, the number of tenants regularly engaging has increased and is now a representative mix of households.

### New priorities

Using the results of the Tenant Satisfaction survey we are making improvements in areas including TACT, Tenant Voice and the Tenant Conference.

Our innovative new online engagement methods, coupled with existing activities and forums, ensure we reach a representative sample of tenants not just by age but by district too.



## New Homes

**13** new homes were built during the year at Knowle Halt Lodge, Dean Copse and Totsome

**7** new homes were purchased at Badger's Bolt in Colden Common and at Winnall flats



## Property Services

As part of our drive to end rough sleeping in the city by 2023, we renovated a building in Sussex Street to provide 12 self-contained flats. Alongside accommodation, intensive support is delivered by homelessness services provider Two Saints, to help more vulnerable people move off the streets and onto independent living.

145 roofs were replaced during the year. Before each job, our Ecologist checks for nesting birds, bats and other wildlife and we adjust timing and materials accordingly.

# SHELTERED HOUSING AND EXTRA CARE



### 2019/20 achievements:

- Upgraded common rooms with new furniture and carpets
- Upgrade to Matilda Place (an Extra Care scheme)
- Upgrade to Lawn House including an IT resource room for involved tenants
- Held an Extra Care Christmas party
- New updated signage at Mildmay, Godson, Lawn, King Harold Court, Greens Close and Normandy Court

### Looking ahead we plan to:

- Support more tenants to make use of Wi-Fi
- Complete signage to the remainder of our schemes
- Carry out a digital upgrade to the alarm service
- Carry out improvements including new flooring and internal redecorations as required
- Conduct pre-tenancy assessments to ensure tenants access the most suitable housing

## Fire Safety Project

Following the Fire Safety Policy approved by Cabinet in June 2020, we have made numerous improvements including writing to 1,200 residents living in blocks of flats. The letters were sent out in October 2020 to provide residents with fire safety information.

# Neighbourhood Services

Health & Safety inspections across our housing stock are now digitally recorded and this will be rolled out to garages and open spaces in 2020/21

## Fly tipping:

- **2** Fixed Penalty Notices of £400 were issued
- **1** case in court received a caution and a £200 fine
- **2** other cases are awaiting court dates for prosecution

## Working towards our carbon emissions vision

We planted **28** trees across the district, invested in two new electric vehicles for the Neighbourhood Services Team and we are looking at plans for electrical charging points in housing car parks and installing bike storage.

## Community Safety

### Tackling anti-social behaviour (ASB):

- **8** Community Protection Warning letters were issued, **3** of those progressed to Community Protection Notices (CPN)
- **1** breach of a CPN was taken to court and that individual was fined £150
- We supported another landlord with a civil order banning a group of individuals causing ASB in a public area
- In partnership with the police we supported vulnerable people being targeted by drug gangs (County Lines)

# ESTATE IMPROVEMENTS

We have invested over **£300,000** into neighbourhoods to improve the local environment and quality of life for our residents.

### Trussell Crescent/ Fromond Road, Weeke

New railings, paving and fencing have improved the appearance of the area.

### Moors Close, Coldon Common

Created **30** extra parking spaces and improved access into the Close.



### Canford Close, Shedfield

Created **14** extra parking spaces and improved the carriage way.



### Pound Cottages, Meonstoke

Extended and resurfaced the parking area to create additional parking space.



We have improved communal gardens at Makins Court, Parmiter House, Hyde Lodge, Chiltern Court and Lisle Court.



**Due to COVID-19 restrictions the TACT AGM planned for November 2020 has been rescheduled until May 2021.**

Sadly two former and very dynamic members of TACT have passed away recently. David Fawcitt Chair of Housing Management Service delivery group and Alan Rickman former TACT Chair and tenant activist, both played important roles in campaigning for tenants' rights and influencing the housing service. They will both be greatly missed.

# Looking ahead to the future

Our plans  
for next  
year

## Tackling climate change

Through a range of measures including progressing a PassivHaus scheme in Micheldever which creates low carbon, healthy homes. We are planting more trees and installing bat boxes, bug hotels and wild flower planting across our neighbourhoods. We are also introducing more cycle hubs and looking at installing electric charging points in car parks and at new developments. We are working towards a carbon efficient fleet by replacing older vehicles with electric/hybrid models.

## Promoting digital inclusion

We want to support more tenants to access online services at [winchester.gov.uk/mywinchestertenancy](http://winchester.gov.uk/mywinchestertenancy) where you can check your rent account, make payments, report a



non-urgent repair, check on repair appointments, update your personal information and send and receive messages 24/7.

## Reviewing the service for leaseholders

A project team has been established to look at the service and how we can work more closely with leaseholders.

## Continuing tenant engagement safely

Using virtual tenant meetings conducted online.

## Developing more affordable homes

At Dolphin Hill in Twyford (completing in 2020), Rawlings Road in Weeke, The Valley in Stanmore and Top Field in Kings Worthy all of which will complete in 2021. In total **121** homes recently completed or currently on site.

## GARDENING COMPETITION

Thank you to everyone who sent in photos to enter our digital gardening competition. The green-fingered winners who each scoop a gardening voucher are:

### Stan Upton, Alresford

90 year old Stan was nominated by his daughter-in-law Cathy for helping to bring colour and cheer to his neighbours in Mitford Road. People have been stopping to admire Stan's garden for decades but his hard work was particularly appreciated by local residents during the COVID-19 pandemic.



1st  
prize

### Annie Miller, Stanmore

Annie wanted to create a garden to give pleasure to people during the pandemic, but says gardening has been very therapeutic and helped her to deal with the pain of losing both her father and her cat during lockdown.



Joint  
2nd  
prize



### Sue Moreau, Weeke

Sue's colourful garden is beautiful and even more impressive given that she has grown 90% of the flowers from seed.

We plan to run another digital gardening competition next summer, keep an eye on our website for details: [winchester.gov.uk/housing-news](http://winchester.gov.uk/housing-news)

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WinchesterTenants



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