



Welcome to the February housing newsletter

A lot has been happening in housing, and we are only in February. We have lots going on around the district, including new digital drop ins open to all, another community hub starting in Wickham and a Health & Wellbeing Event. Important news if you are on a low income, you may be eligible for energy bill discount. Read the results of the tenant satisfaction survey. Why not sign up for free training and guidance supported by Four Million Homes. If you have children to entertain over the half term get them signed up for football.



Energy Saving Homes

We want to make sure that your home is warm and comfortable, and that it saves you money on bills too. That's why our retrofit programme (Part of our Energy Saving Homes work) is supplying loft insulation in your home. It'll keep your home warm in the winter and cold in the summer.

For this to be most effective it's best not to store items in your loft - compressing the insulation makes it less effective at keeping your home warm.

You can find more information about it by watching our [short video](#)

If you require any support or have any concerns with regards to the above, please contact our retrofit team Tenant Liaison Officer, Leila Dixon on 01962 848 079 or email ehousing@winchester.gov.uk

For further information visit the [website](#).

Health & Wellbeing Event

Winchester Sport & Leisure Park will be hosting a Health & Wellbeing Day for all those aged 50 plus.

Being able to stay healthy later in life is crucial. Come along and see the many stallholders present and trial free classes and activities at:

Winchester Sports & Leisure Park, Bar End, Winchester SO23 9NR. On Friday
15 March 2024 10.am – 1pm

Tenant Satisfaction Survey Infographic

In May and June last year we ran our annual tenant satisfaction survey to get your feedback on what we're doing well, where we can improve and what our priorities should be. For the first time we will also report these results to the government housing regulator as part of the new Tenant Satisfaction Measures that all landlords must complete.

Over the coming months we will use what we have learnt to help improve our housing services. We have now published the results of the tenant satisfaction survey and the results can be found on the [website](#).



Four Million Homes is a new website, funded by the government offering guidance and training on residents' rights and how to stand up for them. It includes guidance and training on a range of issues including repairs, dealing with your landlord or anti-social behaviour. For more information visit the [Four Million Homes website](#).

People on low incomes are encouraged to check eligibility for energy bill discount

The government is [encouraging people on low incomes to check if they can benefit from a £150 rebate on their energy bills](#).

The help is available to over three million households in Great Britain that are most at risk of fuel poverty, with many receiving the discount automatically. However, some customers in England and Wales have been sent a letter asking them to confirm their details by calling the Warm Home Discount Helpline so they can check their eligibility and get the rebate. [Customers should stay alert to potential scams and report them to relevant authorities where they are suspected](#).

Households who need to provide more information should call the helpline on 0800 030 9322 by 29 February to get the support they are entitled to.

Cold Weather Payments have also been triggered to help households receiving certain benefits to stay warm this winter. The scheme – which runs until March 2024 – provides low-income households with an automatic payment of £25 following periods of cold weather.

Further information about the [Warm Home Discount Scheme](#) is available here and households can check if they are eligible for the support via the [online eligibility checker](#).



Digital Inclusion Project

Are you struggling with your tablet/ laptop/ smart phone? Need some one-on-one IT support? Introducing our FREE Digital Drop-In Sessions where you can access expert assistance for all your tech-related questions and challenges.

Every second Tuesday of the Month 10.00am – 12.pm at King Harold Court, Residents Lounge, Christchurch Road, Winchester, SO23 9SA

What to Expect:

1-to-1 IT Support: Our Digital Champions are here to help you with any tech-related questions or issues you have, whether it's setting up a new tablet/ laptop, discovering how to stay safe online, or learning how to use websites.

Bring Your Own Device: You can bring your smartphone, tablet, laptop, or any other digital gadget you need help with. Our Digital Champions are well-versed in a wide range of devices and platforms. Don't have a device? Don't worry! We can provide laptops to use at the session.

Friendly and Patient Staff: We understand that technology can be daunting, but don't worry! The Digital Champions are patient, friendly, and dedicated to helping you at your own pace.

Open to all: Digital Drops-Ins are open to all!

No Cost Involved: That's right, our Digital Drop-In Sessions are FREE. We believe in making tech support accessible to everyone.

For any enquiries, feel free to reach out. Charlotte Bailey, Wellbeing and Inclusion Officer cbailey@winchester.gov.uk 01962 848 267 / 07831 697 493

Don't let tech troubles hold you back any longer. Mark your calendar, and we look forward to seeing you at our next Digital Drop-In Session!



New courses coming to Winchester in February

Budgeting Skills

Are you a parent and worried about the cost of living crisis. Do you want to learn how to cook healthy foods for you and your family on a budget? Do you need support with family budgeting?

Come and meet our friendly tutor who will give you some hints and tips to manage your family finances.

- Budgeting tools
- Priority bills
- Finding and comparing deals on-line

- Money saving ideas
- Saving

Come and meet our friendly tutors who will give you some hints and tips to manage your finances.

Date: 21st and the 28th of February Time: 9.30am to 2.30pm

Setting up your own business and marketing skills

Are you a parent looking to start up your own business? Do you want the freedom to work for yourself? Come along and join our fun sessions to support you with your business and marketing skills

Dates: 19th and 26th of February Time: 9.30am to 2.30pm

Both courses at The Winchester Club, Highfield Lodge, Worthy Lane, Winchester, SO23 7AB

Please contact Itchen College Adult Education on 02380 435 636 or email courses@itchen.ac.uk





Community Hub

We have set up our second Community Hub at Wickham Community Centre, from the 5 February

Join us for a FREE cuppa and a bite to eat at one of our Community Hubs at Wickham or Winchester. Have a friendly chat with our officers about any issues relating to benefits, housing, and wellbeing.

Every first Monday of the month | 2.45pm - 4.45pm Wickham Community Centre, Mill Lane, Wickham, Fareham PO17 5AL

If you might be keen to help us run the Hub, we are also looking for helpful volunteers. If you are interested in being involved, please come along for a chat.

At Unit 12 Community Food Pantry only we will be joined by Itchen Valley College who offer training and volunteering opportunities – great if you want to gain new skills or move into employment! - and Citizens Advice who can support you with relationship issues, accessing legal services, debt advice and much more.

Every 3rd Thursday of the month | 10.30am - 12.30pm Unit 12 Community Food Pantry, Winnall Valley Rd, Winchester SO23 0LD

We really look forward to seeing you there!

For more information, please contact Wellbeing & Inclusion Officer, Charlotte Bailey cbailey@winchester.gov.uk 01962 848 267

Do you want to learn some cookery tricks and save money?

Come along and learn how to batch cook and meet new friends as we will be eating lunch together. cost effective and energy saving.

Dates 8th and 22nd of February 10.30am to 1pm at Unit 12, Winnall Valley Road, Winchester, SO23 0LD.



Domestic abuse advice and information

If you or someone you know is experiencing domestic abuse, you can find advice and support on our [domestic abuse web page](#). There you'll find lots of links to organisations that can help with different personal situations, as well as information about specific support for council tenants.

The page is part of a wider improvement to our services that will help us better respond to domestic abuse situations. We're working to achieve accreditation by the [Domestic Abuse Housing Alliance \(DAHA\)](#), which means we'll be better placed to ensure safe and effective support for anyone experiencing domestic abuse.



February Half Term Football

This February, Winchester City Council in partnership with ActiveMe 360 and Cyclife Aquila Nuclear are providing boys and girls football at various locations across the Winchester district for just £2.00 a day. So, if you want to keep active, make new friends and have fun during half term, then why not book on to one of our sessions below.

Monday 12 – Friday 16 February

Boys Football

Venue

Weeke

St. Matthews Road, Playing Field, SO22 5HY

Stanmore

Somers Close, SO22 4EJ

Colden Common

Recreation Ground, SO21 1RP

Whiteley

Meadowside Leisure Centre (3G pitches), PO15 7LJ

Time

09:00 – 10:15

11:00 – 12:15

13:30 – 14:45

15:30 – 16:45

Girls Football

Venue

Weeke

St. Matthews Road, Playing Field, SO22 5HY

Stanmore

Somers Close, SO22 4EJ

Colden Common

Recreation Ground, SO21 1RP

Whiteley

Meadowside Leisure Centre (3G pitches), PO15 7LJ

Time

09:00 – 10:15

11:00 – 12:15

13:30 – 14:45

15:30 – 16:45

If you would like further information or have any questions, please email

hello@activeme360.com

To book, please use <https://bookings.activeme360.co.uk/list>



Permission to place pots and water butts in communal gardens

Communal Gardens

We'd like all residents to be able to use and enjoy their communal gardens and we encourage any keen gardeners who wish to do some gardening to get involved, preferably using existing beds. We try to ensure communal areas are accessible for all and so we ask that you contact us for permission before placing items in a communal garden, this includes, but is not exclusive to; pots, furniture, sheds, water butts, adding additional garden beds, trees etc. Our Customer Liaison Team can provide advice and agree what can be placed within a communal garden.

You can contact them at customerliaisonofficers@winchester.gov.uk. Please provide as much detail as you can and if appropriate, please also show the location on a map.



Winnall flats redevelopment now completed!

The new development at Winnall has now completed we will have 31 apartments and 3 houses available through the shared ownership scheme.

More information about the shared ownership scheme can be found at www.the-orchids.com, and expressions of interest can also be made to sales@winchester.gov.uk.

The homes have been built to a high standard, with the warmth and comfort of residents in mind, they will be cost effective to run thanks to their energy efficient design.

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Reminder to put bins away and not cause obstacles on walkways.

Please help keep the pavements free by returning your bins to your property as soon after collection as possible. This will allow people to pass safely without having to walk on the road and is especially important for wheelchair users, people with young children and pushchairs or people who might be blind or partially sighted.

If you have difficulty moving your bin, you may be eligible for an assisted

collection.

Please contact the Winchester City Council Waste and Recycling Team on 0300 300 0013 for further information.

Your co-operation in this matter is appreciated.

If you have any comments on this newsletter or any suggestions on what you would like to hear about please contact us by [email](#)



Our mailing address is:

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Housing Team
City Officer, Colebrook Street
Winchester
Hants
SO23 9LJ

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