

INSIDE



Celebrating 100 years of council housing



New cleaning service



Know the law as a dog owner

TENANT VOICE

HOUSING FOR  WINCHESTER

Issue 10
Autumn/Winter 2019

Including our Annual Report

Advice for dog owners

Money advice and how to save on your bills

Spotlight on the village of Twyford

How to keep warm and dry this winter

Follow our Eco Guide and help save the planet

WIN

a family ticket to the Ice Rink and Winchester Science Centre!

See back page



Produced in partnership with Winchester City Council tenants and leaseholders



Winchester City Council



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Meet the team

This issue of Tenant Voice was put together with the help of the following tenants: Joan Downing, Judith Steventon Baker, Sheila Burns, Brian Pitts, Leon White, Vicky Smith, Joan Stevens, Sue Downs, Susan Rolling, Ann Noble, Lin Mellish, and Monica Gill



Welcome...

to this special bumper issue of Tenant Voice

2019 marks the centenary of the beginnings of council housing in the UK. The need for affordable and good quality housing is as acute now as it was 100 years ago, and in Winchester we're proud to be delivering new, modern council homes fit for the 21st century. You can read more about our homes past and present inside, and discover the different ways tenants can get involved with and help influence today's housing service.

As well as remembering the past, this issue of Tenant Voice is also about looking ahead. We all have a part to play in protecting the future of our planet and inside you can read more about the different ways you can play your part too. We've got lots of tips on recycling, energy efficiency and how, together, we can tackle plastic pollution.

Tenants And Council Together

TACT update from Monica Gill



Come along to our AGM on Wednesday 13 November from 2pm at Hope Church, Middle Brook Street in the city centre. You can meet tenants involved with TACT and discover how we work to improve the service for everyone. The speaker at the event will be Councillor Learney, Portfolio Holder for Housing.

Having problems accessing council services?

Please get in touch if you (or someone you know) has problems accessing council services, for example because of a disability, language difficulties, mental health conditions or learning difficulties. We want to ensure services are accessible for everyone. You can contact me on 07759 250 843 or email Michelle Smith in the Tenant Involvement Team on msmith@winchester.gov.uk

For more details about TACT please get in touch on **07759 250 843** or email me at monicag70@talktalk.net



Farewell and thank you to two very longstanding TACT members who have recently retired from the group – Joan Stevens and John Bond.



More tenants than ever are responding to questionnaires providing useful feedback about the housing service. But we want to engage with even more people and to do that we need your help. We are looking for Digital Editors to help check over questionnaires before they are sent out.

You will receive sample surveys via email and we'll ask you to check they are user friendly. It won't take up much of your time and you won't even need to leave home as everything will be sent via email, but it will make a big difference in helping us to engage with more tenants. If you would like to volunteer to become a Digital Editor please call Tenant Involvement on 0800 716 987 or email tinvolvement@winchester.gov.uk

If you would like to receive a hard copy of Tenant Voice please email tinvolvement@winchester.gov.uk or call 0800 716 987.

Listening to YOU



It's important that you can have your say – and even more crucial that you know we are listening, and ready to act on what you tell us.

Recently we conducted a major survey for you to tell us how we are performing and highlight the areas where we work well and where we need to make improvements.

The results show we are generally doing a good job.

87%

Satisfied with overall service

84%

Satisfied with overall quality of their home

84%

Satisfied with the way repairs and maintenance are dealt with

85%

Satisfied that their rent provides value for money

92%

Satisfied that Winchester City Council has friendly and approachable staff

88%

Satisfied that Winchester City Council treats them fairly



Completed surveys were entered into a prize draw. Our photos show Mr Allen from Denmead who won shopping vouchers and Mr Osbourne from Stanmore who won an iPad mini.

Planning for the future

The survey was also a chance for tenants to tell us where to focus on in the future, and we have already started work in some of these areas.

You've told us we need to improve:

- **The repairs and maintenance service**
- **Frequency of presence and face to face contact on sheltered schemes**
- **The information provided on what the service charge covers**
- **The value for money of the service charge**
- **The ways we listen to and act on your views**

Your views count

Tenants have told us that they don't feel their views are listened to, so we want to find out how we can show that your views really do make a difference to the service you receive.

If you are interested in working with us to help us improve our feedback please get in touch:

- Telephone the Tenant Involvement Team on Freephone **0800 716 987**
- Email Tenant Involvement at tinvolvement@winchester.gov.uk

New services for you



New support service

We have launched a new service offering free advice and support on issues including money and benefits (with a focus on Universal Credit), families, older persons, rough sleepers and mental health.

The aim of the service is to help people who may be struggling to pay their rent or keep a roof over their heads, or who need to move to more appropriate accommodation.

The service is available to tenants and leaseholders, as well as to those renting in the private sector, homeowners and people without a home of their own who are living with family and friends.

To find out more call **01962 814 918** or email **TenancySustainment@winchester.gov.uk**



Save time go online!

More of our services than ever are available at the touch of a button.

Visit winchester.gov.uk/housing and select the housing logo:



- You can access lots of our services including:
- make a payment
 - view your rent account
 - request a repair
 - report antisocial behaviour
 - update your contact details



New cleaning contractor

Earlier this year we appointed YBC Cleaning Services to clean the communal areas in all our blocks of flats. Cleaners visit either weekly or fortnightly depending on the block.

They also clean the windows in communal areas and carry out a deep clean every three months. You can check when cleaners are onsite in your block by looking at the sign in sheet on display in communal areas.

If you have any queries about the cleaning in your block please get in touch on **01962 848 207**.





Weeke



Winnall



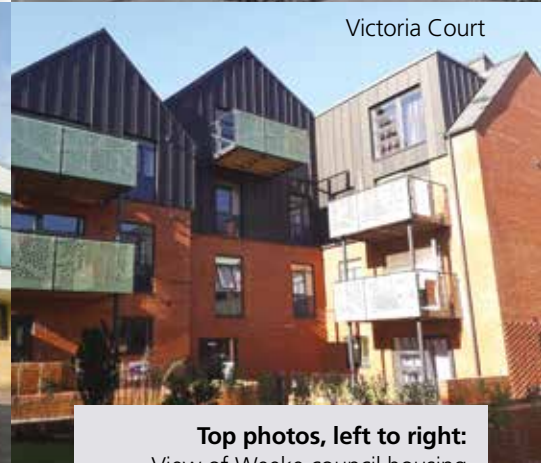
Stanmore



Chesil Lodge



Bailey Close



Victoria Court

Top photos, left to right:
 View of Weeke council housing estate in 1952
 Council flats on Winnall Manor Road, Winchester taken in the 1960s (photograph by Bob Sollars)
 Views of new built housing at Wavell Way in Stanmore in the 1950s.
 All photos used courtesy of The Hampshire Cultural Trust

100 years of council housing

This year marks the centenary of The Addison Act, a piece of legislation that marked the birth of council housebuilding in the UK.

100 years later we're celebrating the completion of Winchester's newest council homes that provide modern, energy efficient, award winning and affordable housing for our tenants.

Last financial year we welcomed tenants into four new exciting developments that included family homes and extra care living. They are Chesil Lodge, Mitford Road, Bailey Close and Victoria Court.

And the winner is...Chesil Lodge!

Our newest Extra Care Housing Scheme has been named the "Best Inclusive Building" in the South East! Chesil Lodge received the accolade at the LABC (Local Authority Building Control) regional building excellence awards earlier this year. We are waiting to hear if it will be crowned best in the country at the national awards to be held in London this November.

At Chesil Lodge residents can live independently in their own apartment, knowing help is on hand if and when needed. Onsite facilities include a communal lounge hosting regular activities, a roof terrace, hairdressing salon and a café.



Need help with your water bill?

Southern Water offer a variety of discounted rates to help you reduce your water bill.

If you are on a low income or if you receive pension credits you could save an average of 20% through the Essentials scheme. If you're struggling to make ends meet and have a debt to pay off, ask for help through the NewStart scheme.

For more details about the help available visit southernwater.co.uk/difficulty-paying-your-bill or call **0800 027 0363**.



Changes to Pension Credit

If you are in a couple where one of you is under state pension age, you are no longer able to claim Pension Credit and Housing Benefit.

Instead you will have to make a claim for Universal Credit. As Universal Credit is paid at a lower rate than Pension Credit this may affect your income.

Plus, if you have spare bedrooms at home your Universal Credit will be reduced because of the spare room subsidy otherwise more widely known as the bedroom tax.

Mixed aged couples already receiving Pension Credit or pension-age Housing Benefit won't be affected while they remain entitled to either benefit.



End to free TV licences for all older people

At the moment, all over-75s can apply for a free TV licence but from next June only over-75s who receive Pension Credit can claim one for free.

A standard TV licence costs £154.50 a year. You'll need one to watch or record TV, view an online TV service, and to download or watch BBC programmes on the iPlayer.

To see if you are entitled to Pension Credit (and a free TV licence) please visit gov.uk/state-pension-age



Pay your rent on time and improve your credit score

Your credit score is a three digit number that relates to how likely you are to repay debts. It's used by banks and lenders to decide whether to approve you for finance. We've partnered up with The Rental Exchange to help you build a positive credit history and improve your credit score.

If you pay your rent on time you can improve your credit score, which helps when applying for goods or services that require a credit check.

A higher credit score means you can access better tariffs and rates for things like mobile phones and utility bills. The scheme also proves your online identity making you a more reliable potential customer so you should find it easier to access bank accounts, credit cards, loans and online shopping.

For more information talk to the Housing Income Services team or visit experian.co.uk/rental-exchange.

Make sure you pay your rent on time to improve your credit score.

We will be writing to all tenants in the autumn with details on the Rental Exchange. If you do not wish to be part of the Rental Exchange and would like to opt-out, or if you have any questions, please contact the Housing Income Team on **01962 848 205** or email housingincome@winchester.gov.uk

There are lots of ways to pay your rent:

- Online at winchester.gov.uk/pay
- Set up a Direct Debit (call **01962 848 521** to set up a Direct Debit)
- Telephone **01962 848 512** (lines open 24 hours a day)
- Use the Self Service Kiosk in the City Council reception area

If you're having problems paying the rent please call us on **01962 848 205** or email Housingincome@winchester.gov.uk



Call our Money and Benefits advice service on **01962 848 332** or Citizens Advice on **0800 144 8 444** for free advice about money and benefits.

2018/19 Annual Report

Welcome to our 2018/19 Annual Report for the Housing Service

Since becoming the Cabinet Member for Housing in May I have really enjoyed working more closely with staff, meeting tenants and getting involved in both the day to day management of our homes and the many exciting projects we are currently working on.

This Annual Report showcases what has been achieved over the past year.

Highlights include new homes, successful events, lots of examples of increasing tenant participation and

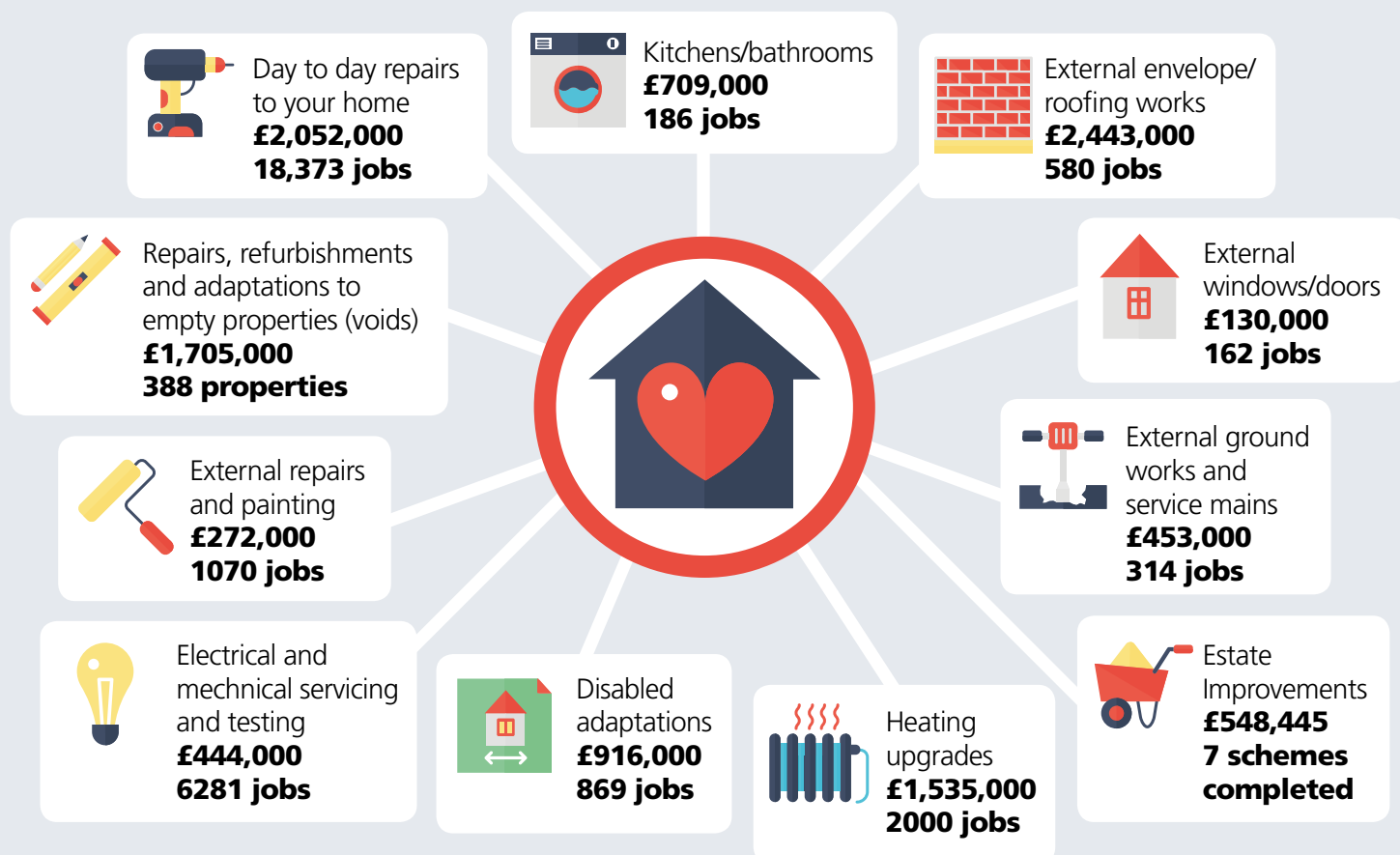
the innovative ways that we are working to improve our neighbourhoods and to provide clean, green and safe places to live.

Well done and thank you to everyone, staff, tenants and leaseholders, who have played a role in this success. I am looking forward to working with you all to build on these achievements over the year ahead.

Councillor Kelsie Learney, Cabinet Member for Housing and Asset Management



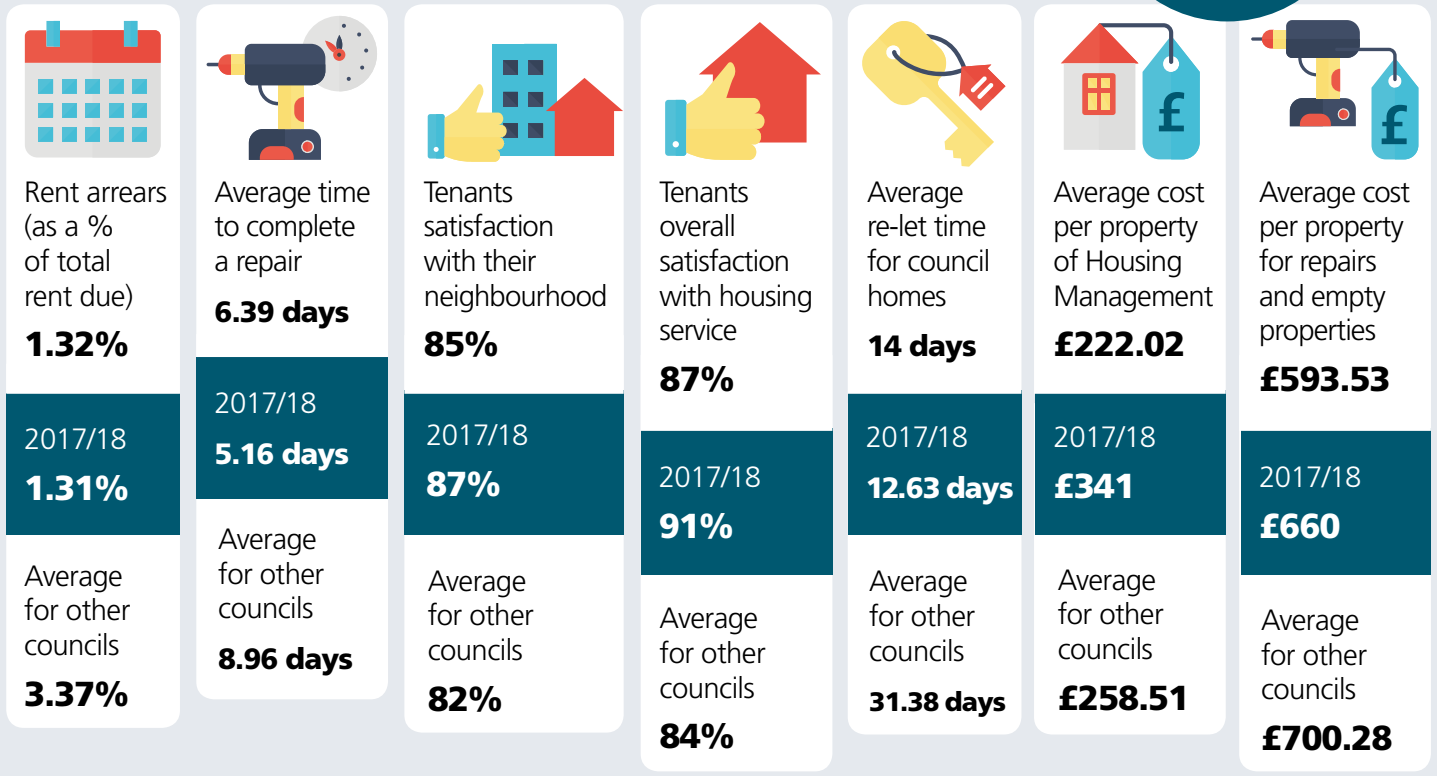
Investing in your homes



General performance

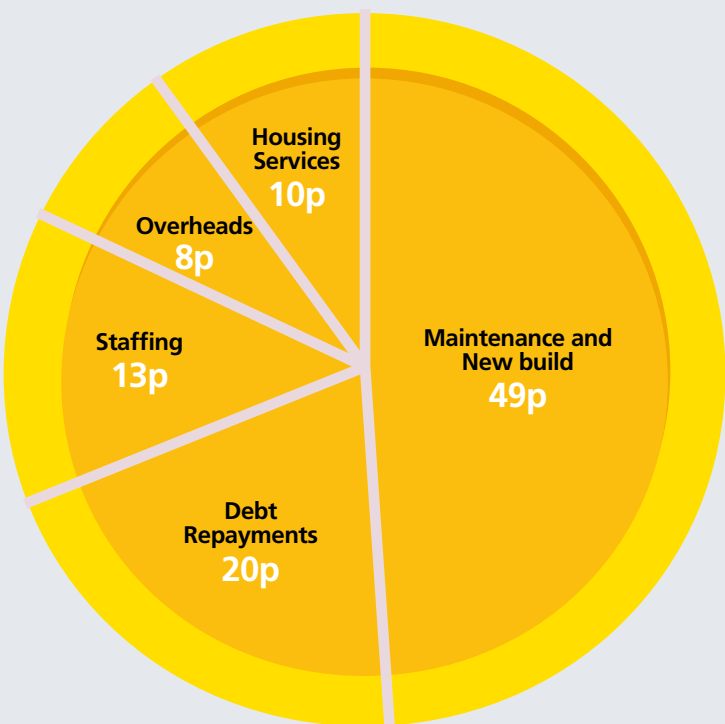
2018/19 Performance

Our results are better than most other councils nationwide!



How is your rent spent

Each £1 of rent split into:



Our waiting list

Number of households registered on the waiting list - as at 1/4/19

1309

% of households in band 3 – medium priority

76%

Average (years) wait in band 3 for a 3 bedroom house

4 years 11 months

Lettings

Number of letting new to social housing

232

Number to existing tenants

167

Number assisted by Wise Move

46

Evictions

Tenants evicted as a result of rent arrears

5

Tenants evicted for antisocial behaviour reasons

6

Achievements over the past year

Residents moved into affordable homes at Bailey Close, Victoria Court, Chesil Lodge and Mitford Road.



A community Action Day was held with residents and partner organisations working together to complete improvements in Somers Close recreation ground. The volunteers planted flowers, litter picked and repainted goal posts and benches.



A successful job fair was held in October 2018.



A small group of tenants organised a 1940s tea party at LinkAges, which was a great opportunity to bring residents together for a social activity.



Common rooms in our sheltered schemes received makeovers.

All sheltered and extra care schemes were connected to receive wifi, meaning residents no longer need to have their own separate broadband connection.



The Tenancy Team won a top national award from the RSPCA for their work dealing with pet issues in the district including preventing irresponsible pet ownership which can cause nuisance to neighbours and suffering to animals.



The zero tolerance loan shark charter was launched to help raise awareness about the dangers of using loan sharks.



Our free wifi training launched.

The Handy Person Service was launched offering low cost help with DIY and small repair jobs for over 60's or people living with a disability.

Estate Improvements

We've made lots of improvements to our neighbourhoods to make them safer places to live and enjoy.

Drummond Close and Thurmond Crescent, Stanmore

Extra parking bays



Somerville Road, Kingsworthy

Landscaping and improved garden areas



Thurmond Crescent, Stanmore

Redesigned gardens, turfing, fencing and family seating area

Nicholson Place, Alresford

A wider entrance to improve access

St Peter's Close

New parking bays and a new wider entrance

Penton Place, Highcliffe

New layout, car park resurfaced with extra parking bays



Top & inserted smaller photo - Drummond Close, Stanmore
 Middle photo – Thurmond Crescent, Stanmore
 Bottom photo – Penton Place, Highcliffe

Fly tip successes:

Our Neighbourhood Services Team has a 100% success rate in fly tip prosecutions. Last year in numbers:

- 98** Initial site visits resulting in 29 investigations
- 3** Cases currently under investigation by The Environment Agency and Hampshire Police
- 2** Cases ongoing in partnership with neighbouring councils
- 1** Successful prosecution with the court issuing fines and costs of £494
- 4** Fixed Penalty Notices for £400 issued and paid
- 1** Case awaiting trial date



We inspect all council estates for fly tipping, including communal bin areas. It is an offence to fly tip next to a bin store and you may be fined. To report fly tipping visit winchester.gov.uk/report

Looking ahead

- Largest council development in decades to provide 77 new homes at The Valley, Stanmore.
- Launch of housing digital surveys to achieve wider tenant engagement.
- Introduction of a new community tenancy support service.
- Improving council estates and the health and happiness of our communities through discretionary estates works.
- New climate change initiatives feature in future housing work.
- Tenant Conference May 2020.

Community Safety Partnership

To find out more about performance, case studies and funding visit winchester.gov.uk/community-safety-and-neighbourhood-services

A day in the life...

of Outreach Officer Olly Hall

My job is to offer advice and support for people sleeping rough in Winchester, to help them access accommodation and start turning their life around. No two days are ever the same.



7am

Street walk

I prepare flasks of tea and coffee and head off in the rain to offer a hot drink to rough sleepers. I invite people to the Trinity Centre for breakfast and a hot lunch. This is the first step to engaging with people sleeping rough.

Often rough sleepers have cut ties with all friends and family, and part of my role is to ensure they are OK. I go out every morning despite the weather and hope that the people I meet will slowly trust I am here to help get them back on their feet.



8.30am

Trinity Centre

Clients start to flow in for breakfast and pop into my office for a chat, to ask advice or to charge their phone or make a call. Today I help with a Homelessness appointment with the City Council, British citizen card application, benefit advice and a discretionary payment. We're also here to help prevent homelessness and I assist a former client who is now housed but struggling with a nuisance neighbour. Maintaining a tenancy can be challenging after living on the streets for years, so we offer support to prevent clients returning to their old life.



12.30pm

I take a client to the Job Centre to help with a Universal Credit application.

1.45pm

Quick lunch

2pm

City Council Offices

I attend a meeting with Neighbour Services, Tenancy Services and the Police to discuss antisocial behaviour, criminal behaviour, begging and rough sleeping.

3.30pm

Catch up on emails



The Trinity Centre

Provides meals, showers and a bath, washing machine and dryer, learning programme, drug and alcohol service, doctor and dentist onsite once a week and a Women's Service for very vulnerable women.

trinitywinchester.org.uk call **01962 842 827**

How to help rough sleepers

If you see someone sleeping rough you can contact StreetLink who will find the individual and offer support. Call **0300 500 0914** or visit streetlink.org.uk. Rather than giving cash to rough sleepers donate money to the Spare Change for Real Change campaign. Every penny raised is divided between two local homelessness charities: the Nightshelter and Trinity Winchester.

SPOTLIGHT ON

Twyford

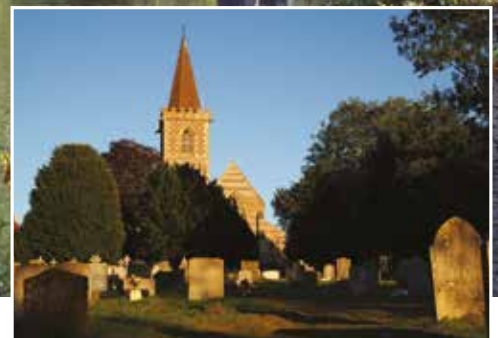
The small village of Twyford lies three miles South of Winchester.

Twyford is a thriving community with lots going on for locals and visitors alike – including its very own festival!

The small village boasts shops, pubs, two schools, a pre-school, a church, a social club and a fantastic range of sports and community groups. The Parish Hall hosts a variety of clubs and groups and in Hunter Park there is a pavilion, a cricket pitch, football pitch, tennis courts and playground. For more details about the village and what's on visit twyfordhants.org.uk

New council homes at Twyford

We are building two new council homes on the site of the old police house at Dolphin Hill in Twyford. The new two bedroom semi-detached properties will provide affordable and modern living for new tenants. They are expected to be completed by spring 2021.



Photos courtesy of Steve Pullen

We have **72** council properties in Twyford

“It's a lovely place to live, very pretty and picturesque!”

Alan, a council tenant in Twyford

What's on in Twyford



Lots of different clubs and activities take place in the village including Zumba, cyclefit, badminton, tennis, bowls, cricket, pilates, yoga, singing and WI (open to women of all ages). Visit twyfordhants.org.uk for more details.

Twyford Sports and Social Club

Hosts regular entertainment and activities. Visit twyfordsocialclub.co.uk.

Graze Festival

Twyford's Graze Festival is a family friendly event showcasing local food, beers, wines and live music. It is organised by volunteers to raise funds for local groups and charities. Next year there won't be a Festival but there are plans to host a Summer Ball in the village.

It's a dog's life!

Dogs are known as man's best friend and can be a great addition to your family.

Having a dog as a pet can help keep you fit and active, and also reduce stress and depression. However there are important things to consider before you introduce a four-legged friend to your household.

- Remember as a council tenant you need to check with us first before you get a dog.
- Cute puppies grow into bigger dogs. Are you ready for a long term commitment potentially for the next 10 to 15 years?
- Consider the costs of food and vet's bills. A medium sized dog can cost on average £80 a month to look after properly.
- Consider rehoming an older dog if you don't have the time to devote to a new puppy.
- Don't pick a dog or puppy on how it looks, make your choice based on its personality and which breed best suits your lifestyle.

Know the law

You will need to make sure your dog:

- Has a microchip (ask your vet, rescue centre or email us at EHealth@winchester.gov.uk)
- Wears a tag on its collar with your contact details
- Is secured when in a car (eg with a seat belt harness, pet carrier or dog guard)
- Is well looked after and protected from pain, suffering, injury and disease
- Does not leave its mess in public areas (always poop-a-scoop)
- Does not behave dangerously or cause a nuisance



Food

Did you know that lots of foods are dangerous (and potentially deadly) for your canine companion. Make sure your dog avoids eating:

- Avocado
- Onions and garlic
- Mushrooms
- Raisins and currants
- Walnuts and macadamia nuts
- Fatty foods
- Cooked bones
- Grapes
- Caffeine and alcohol
- Dairy
- Chocolate, sweets and gum

Giving your dog a daily walk will help keep you healthy too, but never walk your pooch in extreme heat or in the snow as this can damage the pads on its paws.

Useful contacts

- Report excessive barking/nuisance dogs winchester.gov.uk/environment/nuisance/dogs
- Report a missing or stray dog winchester.gov.uk/environment/lost-stray-dogs
- Report dog fouling – winchester.gov.uk/dogfouling

For lots of useful information about owning a dog visit rspca.org.uk

Eco guide

Climate change and plastic pollution are just two of the huge environmental challenges facing the planet.

As a council we are committed to reducing our carbon footprint, but everyone in the district has a part to play. If we all make small changes, together we can make a huge difference.

Follow our useful eco guide below for top tips on how you can help protect the environment (and save money at the same time).



Get energy savvy (and lower your fuel bills)

Switch to energy efficient light bulbs and remember to turn off lights when you leave the room.

Don't leave electrical items on standby. Turning your appliances off at the plug could save you an average of £30 a year.

Dry your laundry outside instead of switching on the tumble drier.



Leave the car at home (and save on petrol costs)

Fewer car journeys means less air pollution as well as less carbon. Use public transport, or walk or cycle whenever you can (which will benefit your health as well as your wallet).

If you are worried about getting on a bike a session of cycle coaching for you (and the family) can work wonders. Learn to ride or join a group cycle with bespokebiking.com

Breeze Bike Rides offer fun, free cycling activities for women only, visit letsride.co.uk/breeze



Recycle more (and help us send less rubbish to landfill)

Help us send less rubbish to landfill by recycling more of your household waste. Use your green bin to recycle more of your household waste including paper, cardboard, plastic bottles, tins and cans and aerosols.

From October we are launching a new glass kerbside recycling service that will be collected every four weeks. Find out more at winchester.gov.uk/glass
In January you can even recycle your Christmas tree!

For more advice on recycling and to find out when your collection is visit winchester.gov.uk/waste-recycling
If you need to report a missed bin collection visit winchester.gov.uk/missedbin

For lots more energy saving tips and ideas visit winchester.gov.uk/climate

Check out the back cover for advice from tenant Sue on how you can play your part in tackling plastic pollution.

Tackle damp and mould before the winter

People often complain of damp and mould at home in the winter months. Follow our top tips below to help reduce condensation which causes mould:

- ✓ When you're cooking, or taking a shower or bath keep the door closed, open the windows and turn on the extractor fan.
- ✓ Keep surfaces dry and wipe away any condensation.
- ✓ Don't block any extractor fans or air bricks.
- ✓ Keep trickle vents on windows open.
- ✓ Try not to dry laundry indoors as it will make your home damp. If you have to use a tumble drier make sure it is vented to the outside.
- ✓ Leave a small gap between furniture and the wall to keep air flowing.
- ✓ Make sure your home is adequately heated during cold weather. It is better to have the heating on continuously on a low setting than to have short bursts of high heat.

For more tips and advice and to watch a video on how to reduce condensation visit winchester.gov.uk/condensation

Fire safety – get involved

We want all our tenants to be safe and feel safe.

We're looking for volunteers to help us improve fire safety information for tenants.

We need your input to help us ensure that tenants know their responsibilities and what we as a council are responsible for, and also how to raise any concerns about fire safety.

If you are interested in being involved contact the Tenant Involvement Team on Freephone 0800 716 987 or email tinvolvement@winchester.gov.uk

Thank you to everyone who has already returned the digital survey on fire safety or come along to one of our fire safety focus groups. A special thank you to TACT and other involved tenants who not only help with this project, but generally work to improve the housing service for the benefit of all tenants.



How to stay warm inside when it's cold outside

Every winter we receive lots of call outs to repair broken boilers.

Usually boilers stop working because the pipework outside has frozen. If your boiler shows an error message during freezing weather follow the simple steps below and get your heating back on quickly and easily without the need to contact us.

1

Check the error message on your boiler. If it says F29, F68 or F77 (on Vaillant boilers), E4 (Remeha or Baxi boilers) or E133 (Potterton models) it means the condensate pipe has frozen.

2

Find the pipework on the exterior wall behind the boiler and pour warm water over the end to thaw it out. Make sure you don't use boiling water and mop up any drips on the ground to prevent ice puddles forming. Alternatively you could hold a hot water bottle or heat wrap around the condensate pipe.



3

Once the pipe has thawed re-set your boiler by holding in the re-set button for 3-10 seconds and wait for the boiler to re-fire. The reset button is marked "RESET" or "R" or it may have a picture of a flame with a line through it.

If you have followed the steps above and your boiler is still not working please get in touch (contact details below).

Help us keep you safe

We carry out regular checks to ensure the heating in your home is safe and in good working order.

We will write to you with details of when an engineer will visit. Please make sure you're at home (or let us know if you need to rearrange the appointment). It is essential we carry out the safety check and we may have to take legal action if access is repeatedly denied.

Through floor lifts and stair lifts also require regular safety checks. If you have one at home you will receive a letter from either Kone or Prismic our lift engineers, followed by a visit from Zurich Insurance.

Need to report a repair?

- Online visit winchester.gov.uk/housing and select this logo
- Telephone Customer Services on **01962 848 400** (if it's not urgent you can use the ring back service and we will call you back)
- Out of office hours call **01962 848 407**



Manage your Council House account

What's on

NOVEMBER

9 November

Bonfire and Fireworks event

River Park Leisure Centre, Gordon Road, Winchester SO23 7DD winchesterbonfire.co.uk



13 November

TACT Tenants and Council Together AGM

Hope Church, Middlebrook Street in the city centre 2-4pm. Join TACT and senior housing officers for a review of the year, question and answer session (see page 2 for an update from TACT).

14 November

Christmas Lights Switch On

The Broadway, Winchester

21 November – 22 December

Christmas Market

Around Winchester Cathedral



21 November – 5 January

Christmas Ice Rink

Winchester Cathedral

winchester-cathedral.org.uk/events/ice-rink/

Check out the back cover for a chance to win a family ice skating ticket



28 November

Lantern Parade

Starting from The Cathedral at 6.30pm
winchester-cathedral.org.uk/whats-on



30 November – 6 January

Dinosaur themed Christmas experience

Winchester Science Centre (Santa's Grotto also available)

winchestersciencecentre.org

Check out the back cover for your chance to win a family ticket to the Science Centre!

Christmas craft workshops

Throughout November and December at BellaCrafts
bellacrafts.co.uk/christmas/

DECEMBER

1 December

Santa Fun Run

Watch as hundreds of Santa's join in the annual Naomi House & Jacksplace Santa Fun Run from The Guildhall.
naomihouse.org.uk



5 December

Bishop's Waltham Christmas Fayre

6-8 pm in the town centre

7 December

Ginchester Christmas Market

A celebration of diverse spirits, local and craft, from gin to whiskey, and vodka to rum. in the Great Hall, Romsey Road, Winchester

11 December

Alresford Christmas event and arrival of Father Christmas

6pm in Alresford town centre



16 December
Winchester Elf Walk

10am–12pm. Meet at Abbey Gardens. Enjoy a festive health walk led by trained volunteers, followed by mince pies and hot drinks.
winchester.gov.uk/sport

20 December
Denmead Christmas event

6–7.30pm. Outdoor carols accompanied by a singing group and Denmead Brass Band plus stalls and Santa's Grotto.

Santa Specials onboard the Watercress Line

(selected dates in December)
watercressline.co.uk

Meet Santa at Marwell Zoo

Throughout December
marwell.org.uk/zoo/christmas/

Save the date

Tenant Conference 16 May 2020 at The Guildhall, Winchester. More details to follow.

Winchester University of the Third Age offers lots of learning and leisure activities for local people who are retired or semi-retired. Visit winchesteru3a.co.uk

If you know of a local event in spring or summer that we can publicise in our next issue please email tenantvoice@winchester.gov.uk

For more local, free events visit winchester.ac.uk/events or visitwinchester.co.uk or pop into the Tourist Information Centre at Winchester Guildhall.

Get fit get moving Sports activity guide

October half term football for 6-16 year olds

29, 30 and 31 October at Weeke, Stanmore, Kings Worthy, Highcliffe and Winnall, Bishops Waltham, Denmead, Wickham, Whiteley, Colden Common, Compton, Micheldever and Alresford. All participants will be invited to a tournament on 1 November at Winchester Sports Stadium. For details email sport@winchester.gov.uk or call **01962 848 329**.

Adult parkrun

Free weekly 5km run every Saturday
parkrun.org.uk/winchester



Junior parkrun

Free weekly 2km for 4-14 year olds
parkrun.org.uk/winchester-juniors

Guided walks

Explore the local area and meet new people on a guided walk.
winchester.gov.uk/activewinchester/active-lifestyles-scheme/health-walks/



Walking Netball

Mondays at 1-2pm River Park Leisure Centre. Cost £3.10.

Walking Football

Tuesdays 10-11am River Park Leisure Centre. Cost £2.10.



Disability Tennis

Thursdays 5-6pm River Park Leisure Centre. Cost £2.00.

Running Club

Thursdays 6.30-7.30pm River Park Leisure Centre. Cost £2.00

Breeze Bike Rides Winchester

Fun, social, local bike rides for women.
letsride.co.uk/breeze

Saver Card

Discounts on sports and activities for students, unemployed, disabled, lone parents receiving income support, 60+ and carers.
Email enquiries@riverparkleisurecentre.co.uk or call **01962 848 700**.

WIN A DINOSAUR DAY OUT FOR CHRISTMAS!

DINO DISCOVERY

SAT & SUN: 30 NOV – 15 DEC
DAILY: 19 DEC – 6 JAN



PRIZE

Win a family ticket for up to five people to visit Winchester Science Centre's Dino Discovery. Simply answer the following question:

Who has Winchester Science Centre teamed up with for Dino Discovery?

The Science Centre has teamed up with popular children's book series The World of Dinosaur Roar! for an imaginative dinosaur-themed Christmas.

Tickets: £13.20 per person includes all dino activities. Planetarium and Grotto tickets carry an additional charge.

Book online in advance and save up to 25% on General Admission

winchestersciencecentre.org

WIN A FAMILY TICKET FOR WINCHESTER CATHEDRAL ICE RINK Thursday 21 November - Sunday 5 January



Simply answer the following question for your chance to win:

What is the opening date of Winchester Cathedral Ice Rink 2019?

Winchester Cathedral Ice Rink is one of the best Ice Rinks in the UK, surrounded by the bustling Christmas Market. The spectacular covered roof guarantees rain-free skating and fun skate aids make this the perfect winter playground for adults and children alike. Advanced booking is recommended for this unmissable festive experience.

Tickets from £6.95 available from winchester-cathedral.org.uk

How to enter

You can enter one or both competitions. Simply send your answer(s) to the question along with your name, address and contact number to the FREEPOST address at the bottom of the page. Or email tenantvoice@winchester.gov.uk with your answer and contact details. Closing date for both

competitions is 30 November 2019.

Terms and conditions: Competition only open to Winchester City Council tenants and leaseholders, and not employees of Winchester City Council. Full terms and conditions at winchester.gov.uk/tv_competition

TENANT CORNER

Sue, a tenant from King Harold Court, Winchester



Plastic pollution is choking our environment and destroying the oceans, but if we all start changing the way we think and shop, together we can make a difference.

Follow my top tips to reduce single use plastic.

- Always carry a reusable drinks bottle for water. You can refill it for free in lots of places including the council reception, many high street shops, cafes and petrol stations.

- Refuse plastic straws and disposable cutlery.
- Take a reusable hot drinks cup when you buy a take away coffee.
- Carry fabric reusable shopping bags.
- Avoid buying items with excessive plastic wrapping.
- Choose products in cardboard boxes which can be more easily recycled.
- Use matches instead of disposable plastic lighters.
- Pack your lunch in reusable containers.
- Use a razor with replaceable blades instead of a disposable razor.

Get in touch

Winchester City Council
Freepost Plus RTLH-KXUA-SEEC
Tenant Involvement
Winchester
SO23 9ZT

Freephone: **0800 716 987**
Email: tenantvoice@winchester.gov.uk
winchester.gov.uk/tenantvoice



WinchesterTenants



@WinchesterCity