



## **Housing Services e-newsletter July 2023**

**Welcome to the Housing Services e-newsletter**

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### **Welcome to the Housing July E-Newsletter**

Find out the latest news on the cost of living crisis help and free events for children over the summer holidays. Why not pop along to one of our summer pop up hubs taking place across the district.

Looking for your estate to be improved? Find out how to register for an estate improvement.

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## **Cost of Living**



### **Winner of the Tesco prize draw hamper**

In the May newsletter, we ran a prize draw to win a Tesco Hamper.

Mrs Bunney lives in Bishops Waltham with her husband, and was thrilled to win the hamper donated by Tesco for the prize draw in our May housing newsletter. Cllr Westwood (Cabinet Member for housing) presented the hamper to Mrs Bunney. She said 'I never win anything and am so pleased I entered the prize draw'. Mr and Mrs Bunney have lived very happily in Bishops Waltham for 4 years, and have 4 children and 8 grandchildren.





## Summer Pop up Hub

Wellbeing and Inclusion Officer, Charlotte Bailey has arranged summer pop up hub.

**Thursday 17 August - Unit 12 Community Pantry, Winnall.  
10am -1pm**

The hubs offer informal advice, information and sign-posting for anyone looking for support around the cost of living. Winchester City Council Officers will be joined by Citizens Advice, Winchester and a work coach from the Department of Work and Pensions to answer questions on income maximisation, benefit entitlement, debt relief, sustaining your private or council tenancy and much more.

Further information email the [Tenancy Sustainment team](#)

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## Summer Munchies

Free freshly made packed lunches for school-aged children for low-income families living in Winchester City and District, who would normally receive free school meals, or families who are worried about affording nutritious food for their children throughout the summer.

Packed lunches consisting of a freshly made sandwich, fresh fruit and a healthy snack will be available daily for collection. No prior booking is required. Limited to one packed lunch per child, per day. Lunches are available Monday to Friday at no charge. Available from Monday 24th July until Friday 1st September 2023. Just ask staff for the 'Summer Munchies Deal' and let them know how many children you have.

Available at:

- Projects Store & Kitchen - 6 Middle Brook St, Winchester SO23 8BQ
  - Sparsholt Village Shop - The Well House, Woodman Lane, Sparsholt, Winchester SO21 2NR
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# FABULOUS FAMILY FRIDAYS

Looking for some free, fun, family activities to do with the children over the summer holidays?

**FREE EVENTS IN AUGUST 11AM TO 3PM**  
Circus Skills Workshop, Performances, Face Painting, Crafts and more!

There's no need to pre-register; pop along on the day to join in.

Friday 4 August | Wickham Community Centre | 11am-3pm  
Friday 11 August | Winchester Abbey Gardens and Guildhall | 11am-3pm  
Friday 18 August | Winchester Abbey Gardens and Guildhall | 11am-3pm

VISIT WINCHESTER Winchester City Council

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## Pride in Place



## Hoarding Conference May 2023

On the 18th May 2023, Winchester City Council ran its first hoarding conference, to coincide with Hoarding Awareness week 2023.

The conference was organised off the back of the work we have successfully achieved through our hoarding support pilot scheme which we ran in 2022. The conference was supported by Winchester City Council, Jo Cooke, Director at Hoarding Disorders UK and Jack Moore from Respect My Stuff, one of the specialist organisations Winchester City Council use to support tenants with hoarding. We were also joined by one of our tenants with lived experience who also spoke and supported the Q&A session.

The conference was extremely well attended and we got some great feedback: *"Brilliant work and provided the recognition from partners that Davina and the team deserve. Excellent speakers that brought together the bigger picture nationally and how this learning has been embedded at a local level. Well done!"*

*"WCC should be immensely proud of this pilot and their achievements"*

*"Really good to hear from real life stories and people who have benefitted from the council and respect my stuff"*

As a housing service we encourage anyone who struggles with their possessions to make contact with the tenancy sustainment team, so we can see how we can best support you.

If you or you know some one that is affected by hoarding contact the [tenancy sustainment team](#)

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## Chesil Lodge Tenant Turns 100!

A very Happy 100th Birthday to our extra care resident Mrs Alice Larden, who is celebrated her century on 9th May.

Mrs Larden is a resident at Chesil Lodge, where the Radis Community Care team and our extra care officer, Claire Carroll arranged flowers and a special party to mark the occasion including cake and a birthday tea.

Chesil Lodge is one of our extra care facilities where residents have their own flat, plus support on hand if needed 24 hours a day. Residents are part of the schemes community with lots of opportunities to meet their neighbours and join in with social activities.

When asked about her birthday, Mrs Larden was positive about the experience: "I don't mind about being old; I feel fine."

If you or a friend/family have an assessed care need, are over 55 and struggling with daily activities in your current home but wish to remain living independently, you can find out more about our extra care schemes on our [website](#):

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## Listening Better



## Estate Improvements

The estate improvement programme looks at ways to improve our estates and blocks of flats.

The programme delivers low level improvements and larger scale projects to address community issues and improve the communal areas (inside and outside). It is focussed on, but not limited to, addressing the following:

- Community safety issues - increasing security through door entry systems, improved communal lighting, fencing and other measures to prevent anti-social behaviour, reduce fear of crime and promote feelings of safety
- Enhancing biodiversity - through focused projects in shared gardens and housing open spaces, by planting trees, shrubs and flowers or installing habitat boxes
- Environmental issues - such as improved storage of waste bins and bicycles, improved parking provision and installation of Electric Vehicle Charging Points (EVCPs)
- Small scale regeneration projects – such as communal gardens, external drying areas and lobbies

If you have any ideas for an estate improvement, please contact the [Neighbourhood Services Team](#) by email or telephone on (01962) 848 400 or complete the estate improvements proposal form available on this [link](#).

Alternatively, you can download a printable form from here [EI Proposal Form](#)



[2023](#) and send to [Natalie Cain](#), Estate Improvements Officer.

Further guidance on the estate improvements scheme can be found [here](#):

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## **2022/23 Complaints performance**

For the latest performance for the compliments, complaints and learning from complaints for 2022.23 click [here](#)

### **How to raise a complaint or compliment:**

To raise a formal complaint fill in the [online complaints form](#)

If you remain dissatisfied with the response to your complaint or if you are not happy in the way we handled your complaint, you can contact the Housing Ombudsman Service. The contact details for the Housing Ombudsman are:

- [Online complaint form](#):
  - Phone: 0300 111 3000
  - [Email](#):
  - Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
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## Tenant Satisfaction Survey 2023 Thank you!

Thank you to all those tenants included in the sample who took the time to complete the satisfaction survey. Over 900 tenants completed the survey.

The survey has now closed and ARP Research, the independent organisation commissioned to carry out the survey on the council's behalf, are now preparing the results.

The results will be published in our annual report and on the tenant satisfaction survey webpage in the autumn.

The council will use the results to target service improvements and tenants will be able to see how Winchester City Council performs in comparison to other housing providers.

The prize winners will be selected at the end of July.

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## Greener Faster

The council is committed to becoming a carbon neutral local authority by 2024, and is aiming for the wider district to be carbon neutral by 2030.



Winchester  
City Council

GREENER   
FASTER

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## 5 New Electric Vans for the Community Safety Team

Neighbourhood Services and Community Safety Team are looking forward to receiving 5 new electric vans, increasing the number of electric vans we have in our fleet. This is a big step in us supporting the council's carbon neutrality targets.

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## Other News from Housing

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### **Update on the new cleaning contract**

The council has recently appointed a new cleaning contractor, BlueFrog Cleaning Services, to clean the communal areas of all Winchester City Council Housing blocks of flats, including general needs flats, sheltered and extra care flats and temporary accommodation. BlueFrog took over this service from YBC Cleaning Services from Monday 3rd July 2023.

The tasks included remain unchanged, so you will receive a scheduled clean either weekly or fortnightly, depending on where you live, as well as a deep clean every 3 months and cleaning to communal area windows. Residents in a sheltered flat will also have the windows of their flat cleaned every six months.



BlueFrog Cleaning Services will be identifiable on our sites with their sign-written vans and staff will wear a BlueFrog uniform and carry ID.

We would like to encourage you to provide feedback on the service from BlueFrog. Shortly a QR code will be placed in the cleaning notice boards in your block of flats, which you will be able to scan to provide your feedback.

Please contact the Neighbourhood Services & Community Safety Team if you require any further information regarding this contract. Contact the [Neighbourhood services team](#) telephone 01962 848 400.

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## Tenant Handbook

The tenant handbook has been updated. To view the latest handbook click [here](#)



## The Ochid, Winnall - Shared Ownership new housing

We will shortly be releasing three 2 bed houses for shared ownership in Winnall. For further information please view our website is now ready to view using this [link](#)

Please register your interest on the [website](#) to receive further information on these new homes.

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And finally **Why not follow us on Facebook go to [www.facebook.com/winchesterTenants](http://www.facebook.com/winchesterTenants)**

If you have any feedback on this E-newsletter please [email](#) us