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Welcome to the July housing newsletter

Welcome to the July newsletter, and the school summer holidays are here!! Where is this year going? In this newsletter find out about the new Tenant Partnership Team and see what fantastic work they are doing around the district. Why not pop along to one of the community hubs at Wickham, Winnall or Alresford, they are held monthly and can give so much help and advice. If you need a little help with lunches for your children, during the summer holidays **free lunches for children** are available if you need a little help with lunches for your children during the summer holidays.

Read about the repairs & maintenance contract preparation, we have been listening to your thoughts on the what the new contractor should look like.

And finally save the date for a free family fun event "**Access all Areas**" at Stanmore on the 30 August between 11.00am- 3.00pm Plenty of activities to keep the family entertained.



ENERGY SAVING HOMES

Retro Fit Programme

Energy Saving Homes continue to deliver energy improvements to properties from large scale whole house retrofit to smaller 4 measure improvements. The growing Retrofit Team are determined to ensure delivery of improvements focusing on 'Insulating Tight and Ventilating Right'.

Recent tenants feedback reflects a generally positive experience with the retrofit works. Key areas of satisfaction include the professionalism and friendliness of the workmen, and the clear and effective communication from WCC.

The team look forward to continuing working with tenants to improve their homes, making homes warmer and healthier for all.

For more information about Energy Saving Homes visit the [website](#) or contact the team on 01962 848 175 or [email](#) them.





Domestic Abuse Housing Alliance (DAHA)

Just over a year into the Domestic Abuse Housing Alliance (DAHA) improvement project, the task and finish groups have almost completed the portfolio of evidence required to demonstrate that they are meeting the standards. DAHA has recognised the council for the quality of work and shared examples of their innovation and best practice.

The next stage of the accreditation process will be to measure the evidence to ensure that the standard is embedded across the council. DAHA will start their Activity Assessment phase by reviewing the case management systems and holding focus groups with staff, partners, and other agencies.

The team are currently developing a network of Domestic Abuse Advocates, who will play an essential role supporting colleagues. This will help to improve our response to domestic abuse. Additional training and network meetings will be arranged to support the team.

Please contact Jon Turton by [email](#) or call 01962 848 223 if you are interested in the network or would like to know more information.



Welcome to the Tenant Partnership Team!

We are excited to announce the launch of the Tenant Partnership Team at Winchester City Council! This newly formed team is dedicated to working alongside our tenants to co-create and develop our housing services. By fostering engagement and collaboration, we aim to enhance service delivery and tenant satisfaction.

We believe in promoting inclusion and want to work with tenants, leaseholders and residents to make our communities even better places to live and work in. The team is currently involved in several exciting projects aimed at enhancing tenant engagement and improving our services including the formation of a brand-new TACT Tenant Board.

The team is managed by Charlotte Bailey. Charlotte is joined by officers, Lucy Spence, Tobias Mason and Davina Domone-Hollands. Between them, they have a wealth of experience in working managing community projects, promote social inclusion and improving tenant engagement.

Get in touch by emailing the [Tenant Partnership Team](#) or by calling freephone 0800 716 987



Defibrillator and First Aid Training

White Wings resident, Mr Shepherd has spear-headed a collaborative project with the council to install a Defibrillator outside White Wings House to protect the health of all local residents of Denmead. We very much hope that the presence of the defibrillator demonstrates our commitment to the safety and well-being of the community and helps to build a sense of security and confidence.

Mr Shepherd said:

“Unfortunately, I’m at a time in life when things happen that you’ve got no control over, and I went into hospital because I had cancer. Everything was fine but, through being in hospital and seeing the outcome of some people, I came back and noticed that we’ve got the highest concentration of old people [in the village] and the nearest defibrillator is either across the sports field or at the top of the village.”

“None of us at our age are going to run all the way up there to get a defibrillator, so I started my own little campaign asking, ‘could we please have one here?’ and through the good auspices of Charlotte and the council, it’s been done and it’s much appreciated. If one person’s life is saved by that in ten years, I’ve got a smile on my face.”

Alongside the Defibrillator being installed, we have arranged for First Aid

training to be offered to 12 local residents of Denmead for FREE.

The training takes place at white Wings House on Saturday 27th July, 9:30am – 4:30pm. Denmead tenants/ leaseholders or residents interested in attending the training can book a place by emailing the [Tenant Partnership Team](#) or call 0800 716 987.



Free Family Fun Event at Stanmore this summer

Come and join in the fun at a free family event being held at Somers Close Recreation Ground, Stanmore on the 30 August between 11.00am- 3pm.

Plenty of activities including

- The human football Table
- Army assault course
- Laser quest
- Interactive pay system
- Football speed cage
- Food stalls
- And much more more!

Sommers Close, Stanmore, Winchester, SO22 4EJ, please note there will be no on-site -parking.



Hyde Gate D-Day Celebrations!

Hyde Gate Sheltered Housing Scheme hosted a D-day 80th Anniversary Tea on Thursday 6th June. This was organised and funded by Sheltered Housing residents with guests from Hyde Lodge, Abbots Barton and City Centre schemes ably assisted by Neal Allison and Daniel Barrass from Cardo (formerly Osbornes) and Mark Corrigan, Winchester City Council sheltered housing officer who bedecked the site with bunting.

27 residents attended the Tea Party during the afternoon with officers from WCC, the local community police team and passers-by dropping in for a cup of tea.

A raffle was held with £160 was raised for SSAFA (the Armed Forces charity) with over forty prizes being generously.



Tenant Satisfaction Measures (TSM's) Performance

As part of the new Consumer standards, the Regulator Of Social Housing

(RSH) requires Landlords to publish their Tenant Satisfaction Measure (TSM) Survey data annually. The data is a mixture of tenant perception survey response data and Landlord data. We also had to provide information on how our TSM survey was carried out. There were 5 themes reported on :

- Repairs
- Building safety
- Effective complaint handling
- Respectful and helpful tenant engagement
- Responsible neighbourhood management

This Regulator has introduced stronger regulation whereby residents can hold Landlords to account.

The TSM survey is an annual activity to gather and collate data from residents. We will be sharing more information about our upcoming TSM 2024 survey soon.

Complaints

The Housing Ombudsman has introduced the Complaints Handling Code as a way to help residents hold their Landlord to account for complaints handling. We have published our annual self assessment against the code on our website, along with an action plan to address service improvements. Where we have identified key areas of work these are set out in the action plan:

- Training for staff handling complaints
- Introducing a complaints handling internal review process
- Sharing our learning from complaints with staff and residents
- Reviewing and updating our policies and procedures
- Enhancing our complaints performance data to help identify trends and themes to inform service improvement priorities

You can view the self-assessment and action plan on our Housing Complaints & Compliments section of the website. Links below:

[Self Assessment 2024](#)

[Self Assessment Action Plan 2024](#)

The best way to sort out a problem is by raising the issue with the person you

have been dealing with or their immediate line manager. This is called local resolution. At this stage, we think those people who deliver the service are best placed to resolve an issue. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

If you have been unable to resolve your complaint at the informal stage or unsuccessfully via the standard repairs feedback process then you can move to the next stage as set out below:

- To raise a formal complaint please fill in the [online complaints form](#) and you will be given a reference number for your complaint.
- You can also request a printed copy of the complaints form from our Customer Service Centre by telephone on 01962 840 222.
- Directly to an officer of the council
- Via social media - Facebook and Twitter
- In writing to Winchester City Council, Colebrook Street, Winchester, Hants, SO23 9LJ

The Housing Ombudsman service is there throughout the lifetime of your complaint and if you feel you need further help and guidance on your complaint and is free to use.

You can contact the Housing Ombudsman Service by:

- Filling out an [online complaint form](#):
- Calling the service on 0300 111 3000
- Emailing info@housing-ombudsman.org.uk
- Writing to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Repairs & Maintenance Contract

Our contracts with Cardo (formerly Osborne) and CCS will end in the Summer of 2026 so we have started the process of procuring new contracts as this can take over 2 years.

Work on redesigning the Repairs Service began in March this year and an essential feature of the redesign is getting the thoughts and guidance from all residents on how the repairs service should work for them.

You may recall that in April we sent a survey to all residents for whom the

council hold an email address to be completed online and a paper copy sent to all those for whom no email address is recorded. This provided an opportunity for residents to give their thoughts and observations on the delivery of the current service and what it could look like in the future.

The online survey was completed by 609 residents and there were 214 paper copies returned which is 823 surveys returned in total. The overall response rate is 13%. The feedback around how the service can be made better is invaluable and has given the team much to work on.

We have delivered workshop roadshows around the district and we have had some marvellous feedback at those. We will be able to communicate the full outcome of the surveys and the resident workshops sometime in August this year.

Our most sincere thanks to all residents who were able to return a survey and who have given of their time at the workshops, it is greatly appreciated. You have been able to influence positive change with your future repairs service.

Community Hubs

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. For informal guidance, information and signposting for anyone looking for support around the cost of living.

When:

- Wickham Community Centre, Mill Lane, Wickham, Fareham PO17 5AL. Every first Monday of the month | 2.30pm - 4.30 pm
- Unit 12 Community Food Pantry, Winnall Valley Rd, Winchester SO23 0LD. Every 3rd Thursday of the month | 10.30am - 12.30pm
- Coffee#1, Alresford (Fourth Friday of the Month between 10:00am - 12:00pm.

For more information contact our Wellbeing and Inclusion Officer [Charlotte Bailey](#) or calling 01962 848 267.

If you have any access requirements, please don't hesitate to let us know.

Access healthy, affordable/free food during summer holidays!

During the Summer holidays **free lunches for children** are available to pick up every Monday to Friday during the summer holiday from **Week Community Centre**, Taplings Road, Weeke, Winchester, SO22 6HG, from Wednesday 24 July to Friday 30 August. Just pop in and collect a takeaway lunch bag between 9am -12pm. Contact: 01962 888 547 or [email](#)

The **Winchester Basics Bank** provides emergency food and clothing and is available for all people in the city and surrounding area. For further information about Winchester Basics Bank visit the website ([Winchester Basics Bank – Provides emergency food and clothes to individuals and families in need](#))for where to access the help available.

Community Food Pantries enable members to “get more for less”. The pantries aim to help and encourage families that need a little bit of support to manage and budget through tough times. Anyone is welcome to shop at the pantries once a week - there are no criteria for becoming a member. For a £5 - £6 donation, shoppers receive around £15-£20 worth of fresh, frozen, and store-cupboard ingredients.

Further info about the Pantries in Winchester can be found on the following web pages:

[Wickham Pantry | Wickham Community Centre](#)

[Community Food Pantry - Unit 12, Winchester \(unit-12.org\)](#)

[Food Pantry | Carroll Centre \(thecarrollcentre.org\)](#)

WINTER SWITCH ON

Don't get caught out this summer, get ready for winter and check your boiler!



Don't get caught out this summer, get ready for winter and check your boiler!

Every October we see an increase in the number of boiler breakdowns. 'This is usually because when the system has been inactive for a long period, such as during the summer months, the boiler can lose its internal pressure. We would like to try to deal with any problems proactively over the summer when our heating contractors are not so busy. 'We would ask you to test your heating system following steps 1 – 7 below:

1. If you have a pre-payment meter, make sure your gas meter has credit
2. Turn your time clock heating control to “constant” or “24hr”.
3. Turn your wall thermostat up, so your heating switches on.
4. Turn all your radiator valves open to maximum.
5. Run the heating for 15 - 30 mins and check your radiators are all getting hot.
6. Check for water leaks on radiators.
7. Turn room thermostat back down and reset your time clock back to how it was previously set.

If your heating system doesn't come on or develops a fault as part of these

tests, please raise a repair via the [online portal My Winchester Tenancy](#) or contact our call centre to report the problem by [emailing](#) us or by calling 01962 848 400.

E-Bike and E-Scooter Fire Safety in the Home

The number of people using e-bikes and e-scooters is growing. These can help people get more active, travel more easily and, like any number of electrical items, they are powered by lithium batteries. Lithium batteries are used safely by millions of people every day, and when used properly they are not dangerous, but it's important to be aware of the fire safety advice particularly when charging your battery.

Make sure you charge your e-bike or e-scooter battery safely. Follow these simple steps to reduce the risk of fire.

- Don't leave your device charging unattended or when you're asleep
- Don't charge or store your battery in the hallway or where it could block your escape
- Only use the correct charger for your battery
- Only buy e-bikes, e-scooters and batteries from trusted retailers and manufacturers
- Always follow the manufacturer's instructions. Don't attempt to modify or tamper with the battery
- Check for the CE or UKCA safety marking to make sure your battery and charger meet safety standards
- It is recommended that a professional carry out an e-bike conversion.

For more information click [here](#)

Fire Safety and how to report a concern

If you have any concerns about fire safety, we are here to help you.

- Report it through [My Council Services](#) – you don't need an account you can report concerns using the guest option at the bottom left
- If you're unable to report your concern online contact Housing on 01962

848 400 or [email](#) the housing team

- If you'd prefer to discuss your concern with a TACT (Tenants and Council Together – the council's formal consultation group) tenant representative. Call the Tenant Involvement Team on Freephone 0800 716 987.



Enjoying your communal garden

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.

Communal gardens are for everyone's benefit and so we ask that you contact us for permission before placing items in a communal garden, so we can ensure the garden remains safe and accessible for all. This includes, but is not exclusive to, pots, furniture and additional garden beds. We have provided garden furniture, sun shelters and opportunities for 'grow your own' in raised planters at a number of sheltered schemes.

If you feel your sheltered scheme can benefit in this way, please let us know.

You can contact us by [email](#) or on 01962 848 400.

Communal door keys and NOT getting them cut

Residents of Winchester City Council owned blocks of flats can purchase additional and replacement communal door keys directly from the Council for £7. Keys can be ordered and paid for by visiting our [website](#) and selecting 'Replacement communal door key'. Residents can also pay in person at City Offices. Please contact Neighbourhood Services on 01962 848 400 or [email](#) us in advance to ensure the keys are available.

Please do not arrange for your keys to be cut as these keys cause damage to the lock mechanism, causing them to not function correctly.

Our Investments to your homes for 2024/25

Capital investment for 2024-25 regarding property will feature

- Retrofit £4.6m
- New boiler installations £2m
- New window installations £600k
- New kitchen installations £ 590k
- New roofs £4.5m
- Fire safety works £1.1m
- Disabled adaptations £800k
- Estate improvements £500k

More information on where your money is spent will be published in the annual report, due to be published in the Autumn.

My Winchester Tenancy

31.45% of our tenants have signed up to My Winchester Tenancy, our aim is 75%. Using My Winchester Tenancy is so quick and easy to use and a lot quicker than calling us.

It's never been easier to access our services at the touch of a button, saving you time waiting on the phone. You can now access the following services

- Check your account balance
- View and print rent statements
- Report a non-urgent repair
- Check repair appointments
- Make payment
- Update your personal information
- Send and receive messages

Click [here](#) to register for this quick 24/7 service.





Winchester & Whiteley Park Yoga

Park Yoga connects people to the natural outdoors and helps to improve our physical and mental wellbeing. Our FREE weekly yoga takes place every Sunday morning from 5 May to 22 September 2024 for people of all ages, backgrounds, and abilities. All sessions are led by a qualified instructor - just bring your mat, towel or blanket and a drink of water.

Winchester Venue: Garrison Ground (Next to the Winchester Sport & Leisure Park)

Whiteley Venue: Meadowside Recreation Ground (Behind Meadowside Leisure Centre) Time: 09:30 – 10:30am

Dates: Every Sunday from 5 May – 22 September

If you would like further information, or have any questions, please [email](#) us or visit the [website](#)

Activities and adventures around the district during the summer holidays

Stuck with what to do over the half term. Visit Winchester has lots to offer for free too. Click [here](#) for further information

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