

# Sheltered tenants

NEWSLETTER

## Welcome to the Sheltered Housing newsletter

This newsletter is packed with information about the projects underway in Sheltered Housing and how to get involved. We have been busy preparing for the digital switch-over in 2025 and procuring new contracts to ensure that you receive the best possible Sheltered Housing Service. There are also plenty of opportunities to learn a new skill, get digitally savvy and meet new people. I hope you enjoy reading the newsletter and are inspired to try something new this autumn!

OVER THE PAST YEAR



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COMMUNITY HUBS!



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NEW ALARM CONTRACTOR



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## Tenant Satisfaction Survey 2024

We will be contacting all tenants between September-November to ask for your feedback on how we are performing as your Landlord.

MORE INFORMATION ON PAGE 10

WIN AN IPAD



# OVER THE PAST YEAR



Farewell to  
Monica Gill

Tea Party

D-Day  
Celebrations

Chesil  
Gingerbread

## FAREWELL TO MONICA GILL

Monica Gill has been a valued member of the readers panel since the very start, 12 years ago. Monica has helped with all of our publications and letters with scrutinising them and ensuring they are all easy to read. Big thank you Monica you will be missed.

## HYDE GATE D-DAY

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 and £160 raised for SSAFA (the Armed Forces charity) with over forty prizes being generously donated.

## SAVE THE DATE

The next event will be on the 22 October 2024 at Jubilee Hall Bishops Waltham. Open to Winchester City Council tenants who are over 60 and a pullcord or Lifeline user. Only 50 places are available so don't delay. Book your FREE ticket today by calling Monica Gill on 07759 250 843 or emailing [monica.gill01@outlook.com](mailto:monica.gill01@outlook.com) For further information please contact Monica Gill on **07759 250 843**.

## CHESIL GINGERBREAD

Chesil Lodge residents continue to enjoy regular activities organised by the care provider on site led by Chita Sungay. These have included an Easter bonnet competition, gingerbread decorating, keep fit classes, games afternoons, film afternoons and karaoke.



# WELLBEING ACTIVITIES PROGRAMME

## Community Hubs

Join us for a **FREE** cuppa and a bite to eat and gain friendly advice, information and sign-posting around the cost of living.

Winchester City Council Officers and experts from partner organisations will be on hand to answer questions on increasing your income, reviewing benefits, relieving debt, keeping your private or council tenancy and much more! No need to book, just come along. You're welcome to bring babies/ children along too.

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

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

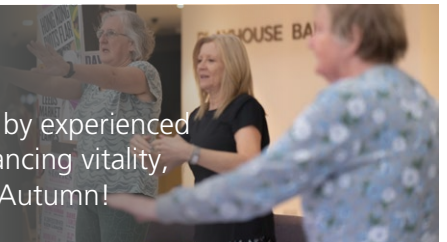
**Every fourth Friday of the months** |  
10am-12pm | Coffee#1 - 2-4 East St, Alresford  
SO24 9EE

For more information please  
contact Tenant Partnership  
Team [tenantpartnership@  
winchester.gov.uk](mailto:tenantpartnership@winchester.gov.uk)  
**0800 716 987**

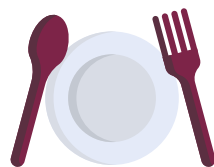


## COMING SOON!

Embark on a transformative journey with Steady & Strong Dance Fusion! Led by experienced instructors, these tailored sessions require no prior experience. Join us in enhancing vitality, balance, and well-being through joyful movement and exercise. Coming this Autumn!



## Munch Club's Success: What Social Impact Value Means to



Munch Club has been a tremendous success at Greens Close and Makins Court, not just in the kitchen but in boosting residents' overall wellbeing. The Munch Club has improved mental and physical health, it's about the real benefits we all experience when we come together, learn new skills, and enjoy good company. If your Scheme would like to host a Munch Club, just let us know!



## Residents groove with MoveMomentum!

First Hyde Lodge, now King Harold Court!  
More residents have been getting active with MoveMomentum! These special dance classes are designed specifically for older adults, offering a fun way to stay fit and energised. With lively music, gentle movements, and creative props, everyone can take part, regardless of their fitness level. It's all about enjoying yourself and staying young at heart! Interested in seeing more activities like this at your Scheme? Have a word with your Sheltered Housing Officer to explore new possibilities.



# DIGITAL INCLUSION



## Helping YOU to be Digital

In a world increasingly reliant on technology, Winchester City Council is committed to supporting older residents in embracing the digital age. Creating a welcoming space for learning and addressing tech-related queries.

From mastering smartphones to navigating social media, our dedicated team is here to assist. We understand the challenges faced by older individuals in adapting to new technologies, and we're here to make the transition smoother.

By offering this service locally, we ensure accessibility and convenience for our residents. Empowering all members of our community with digital skills can enhance their quality of life. It's crucial for us to provide such support to ensure that no one is left behind in an increasingly digital world.

## Digital Switch over

Telephone lines are due to be switched from existing analogue to digital lines in 2025 and you may have read that this could affect your emergency alarm equipment. We are currently working with professionals in the industry to identify the most suitable equipment to meet the needs of our residents and to ensure that your emergency alarm continues to work. Our Sheltered Housing Team will keep all residents updated on progress and any work that may impact on you or your home.

# Wi-Fi

## Problems and how to report an issue with the Wi-Fi

Internet is installed across all communal areas and in your home too.

You will need a password to gain access to the internet, using your phone, tablet, or computer. If you want to use a smart TV or gaming console you will need a separate password. The sheltered housing team can let you know the password for your scheme.

If you experience any problems with the speed or getting connected email [SocialTelecomssupport@socialtelecoms.org.uk](mailto:SocialTelecomssupport@socialtelecoms.org.uk) or call **01743 730 100** the opening hours are 8:30am to 17:00pm Monday-Friday for Social Telecoms. Or speak to the Sheltered Housing Team.

For more information visit the website [winchester.gov.uk/housing/older-persons-services/sheltered-housing-wi-fi](http://winchester.gov.uk/housing/older-persons-services/sheltered-housing-wi-fi)



# Digital Drop-ins

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.

## 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 or 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 Drop-Ins are open to all!

**NO COST INVOLVED:** That's right, our Digital Drop-In Sessions are absolutely FREE. We believe in making tech support accessible to everyone.

Every second Tuesday of the month | 10am - 12pm  
King Harold Court Sheltered Housing Residents Lounge,  
Christchurch Street,  
Winchester SO23 9SA

## FOR ANY ENQUIRIES, FEEL FREE TO REACH OUT:

Tenant Partnership Team  
[tenantpartnership@winchester.gov.uk](mailto:tenantpartnership@winchester.gov.uk) | 0800 716 987

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!



# Rent rise we are here to help



**In April your rent increased by 7.7% in line with inflation. Your rent money pays for important works to improve your homes and neighbourhoods so the increase will ensure we can continue to carry out essential improvements such as redecorating communal areas, installing new kitchens and bathrooms and fitting new doors and windows.**

You should have received a letter recently outlining your new rent amount and, if relevant, your new service charges. If you haven't received your letter, please talk to your Sheltered Housing Officer. Alternatively, you can contact the

## **SHELTERED HOUSING TEAM**

on **01962 855 335** or email [shelteredhousing@winchester.gov.uk](mailto:shelteredhousing@winchester.gov.uk).

Need support? Let's talk. Let's work it out together

## **INCOME TEAM**

[www.winchester.gov.uk/paying-your-rent](http://www.winchester.gov.uk/paying-your-rent)

on **01962 848 205**, or email [housingincome@winchester.gov.uk](mailto:housingincome@winchester.gov.uk).

## **FINANCIAL INCLUSION OFFICER**

Tenancy Sustainment team, on **01962 848060 (ext. 6102)** or email [TenancySustainment@winchester.gov.uk](mailto:TenancySustainment@winchester.gov.uk), who can assist you with benefits advice, food vouchers and accessing other services such as Citizens Advice.



## Rebrand for Osborne

# CARDO

Osborne Property Services will be rebranded as Cardo.

As of the **18 March 2024**, Osborne Property Services has been rebranded as Cardo. Any appointment letters, reminder texts, or customer communications will be sent out with a "banner" on them, alerting the customer that the business name is changing. Please see example below of the banner and logo. Any customer contacting the Cardo Group call centres, will hear a prerecorded message, explaining the branding change.

*Please be advised that other than the company name and business branding change taking place it is very much business as usual.*

# Extra Care

## Committed to Your Well-being

If you would like the reassurance of knowing support is on hand if needed but want to remain living independently in your own home, then a move into our Extra Care Sheltered Housing could be the answer.

Extra Care accommodation allows older people to live their lives actively and independently in self-contained accommodation with a tenancy. Care staff are based onsite and available 24 hours a day, 7 days a week to provide planned care and support and to respond in the case of emergencies.

Extra Care is different from residential care as it offers people their own flat in a safe and supportive environment in buildings close to local facilities. You have your own home and front door, so family and friends are free to visit when they wish.

We have three Extra Care Sheltered Housing schemes in Winchester city centre.

Winchester's Extra Care Sheltered Housing Schemes:

- Danemark Court is designed to meet the needs of tenants with an ongoing need for assistance with personal care.

- Matilda Place offers a more supportive environment for those with a diagnosis of a cognitive impairment such as dementia.
- Chesil Lodge opened in 2018 to provide elegant apartments and facilities including a hair and beauty salon, landscaped gardens, a guest suite, and a restaurant.

To be eligible for Extra Care housing you need to have been assessed as needing assistance with several personal care needs to maintain your independence.

To find out more information about Extra Care Housing and how to apply to live in one of our schemes:

Visit [winchester.gov.uk/housing/older-persons-services/sheltered-and-extra-care-housing](https://winchester.gov.uk/housing/older-persons-services/sheltered-and-extra-care-housing)

- Telephone Housing Allocations on **01962 840 222**
- Talk to your Sheltered Housing Officer





## Housing Learning Improving (LIN) report

We have commissioned the Housing LIN (Housing Learning and Improvement Network) to carry out a review of our Sheltered Housing Service. The Housing LIN are experts in older people's housing and have provided advice and guidance on best practice to councils across the UK. We will be sharing the outcomes of this review with you and developing an action plan to carry out their recommendations during 2024.



## New catering contractor



Following an extensive procurement process ABM Catering have been appointed as our new Catering Contractor for our Chesil Lodge Extra Care scheme. ABM were founded in 1983 and offer bespoke services across a variety of settings with their very special Essence Brand menus for Retirement Living designed to meet the nutritional needs of our older residents.



## Older Persons Accommodation Strategy

Work has now started on our new Older People's Accommodation Strategy, headed up by Karen Thorburn, Service Lead – Strategic Housing. As part of this we'll be reviewing the housing opportunities for older people across the district through consultation and focus groups, we welcome your input and will be contacting you in the coming months so that we can work together to shape the future of older people's housing.







# New Alarm Contractor

We have now contracted Sentinel who are based in Poole in Dorset. As a leading supplier of Technology enabled care services Sentinel strives to deliver telehealth and telecare solutions that is digital, accessible and cost-effective.

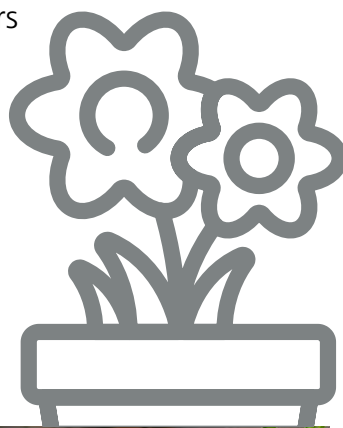
They specialise in the installation, servicing and ongoing maintenance working closely with the TSA – The voice of technology enabled care, to support the industries future growth

# 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 we ask that you contact us for permission before placing items in a communal garden, to 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 at [nservices@winchester.gov.uk](mailto:nservices@winchester.gov.uk) or on **01962 848 400**.



# New Contracts

Our contracts with Cardo (formerly Osborne) and CCS will end in Summer 2026. We have begun procuring new contracts as this process can take over two years. In April, we sent a survey to all residents and received 823 responses, a 13% response rate. The feedback has been invaluable. We are currently delivering a workshop roadshow around the district and have received marvellous feedback. We will update you on the outcome in the autumn.



# New Team!

We're excited to launch the Tenant Partnership Team at Winchester City Council! This team will collaborate with tenants to improve our housing services, enhancing service delivery and satisfaction. By promoting inclusion and working with tenants, leaseholders, and residents, we aim to make our communities better places to live and work.

# My Winchester Tenancy



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

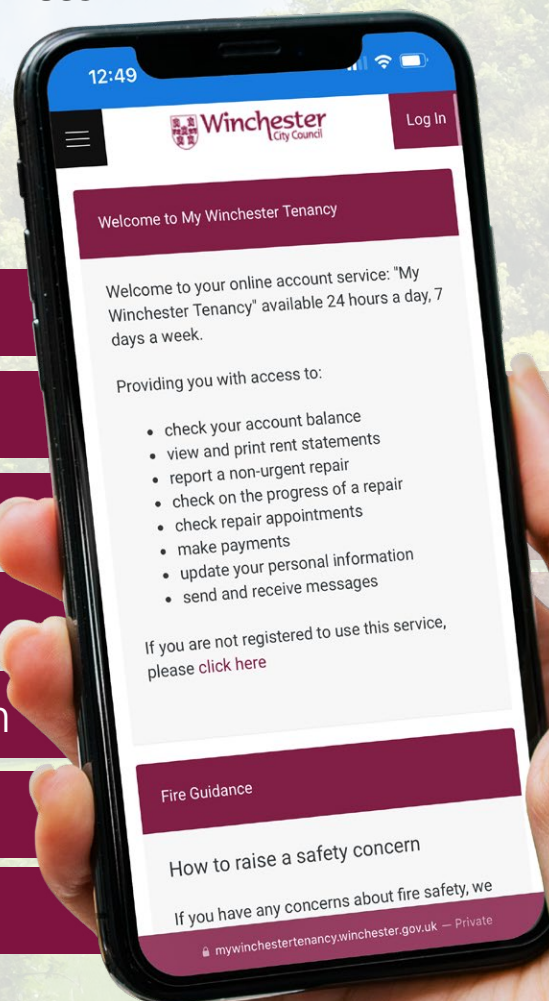
 Check repair appointments

 Make payments

 Update your personal information

 Send and receive messages

 Report a non urgent repair



## Need help?

Need help with signing up to use My Winchester Tenancy. Come along to the Digital Drop in session.

Our FREE Digital Drop-In Sessions where you can access expert assistance for all your tech-related questions and challenges. More details on page 4.

Click here <https://mywinchestertenancy.winchester.gov.uk/> to register for this quick 24/7 service.



**SCAN ME,  
WITH YOUR  
MOBILE!**

# TENANT SATISFACTION SURVEY 2024



Winchester  
City Council

**Help us to improve your service by returning the form if you receive one. Then the council will know what it does well and where it needs to improve.**

The survey will be sent out by ARP Research, the company carrying out the survey on Winchester City Council's behalf.

**FREE** entry into a **PRIZE DRAW** for all forms completed and returned by 1 November 2024.

First prize - iPad  
Terms and Conditions can be found at [www.winchester.gov.uk/improvingservices](http://www.winchester.gov.uk/improvingservices)



If you have any questions please contact ARP Research on Freephone: **0800 020 9564** or the Customer Service Centre on: **01962 848 400**

WIN AN IPAD



## »» Sign up to sheltered E-news

We will be producing a dedicated E-newsletter direct to your email inbox and help save paper, whilst ensuring you're the first to read the latest housing news. A few printed copies will be available to read in each schemes communal lounge.

Sign up your email address at [www.winchester.gov.uk/housing/older-persons-services/sheltered-and-extra-care-housing](http://www.winchester.gov.uk/housing/older-persons-services/sheltered-and-extra-care-housing)

## »» Your Council News

Your Council News is your fortnightly update about all things Winchester City Council. If you want to hear the latest council news, find out useful resident information, and hear updates about council services, be sure to subscribe by visiting

[www.winchester.gov.uk/Your-Council-News](http://www.winchester.gov.uk/Your-Council-News)

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