



September Housing Newsletter

Welcome to the September newsletter. Summer is nearly over, and we look towards cooler months, darker evening and Christmas!!! In this newsletter find out about preparing for Christmas, with some good budgeting tips, also saving money on your energy bills. What to learn a new skill, we are setting up a digital drop-in session in Alresford.

The annual tenant satisfaction survey will be sent out this September, your views are important to us, this is your chance to tell us what you think of the homes and service we provide.



GREENER 
FASTER

Keeping your energy bills down

Reducing your energy can do more than reduce your emissions - it could also save you money. You can make small changes in your home that'll make a big difference for your pocket and the planet. We've put together some helpful tips and outlined what impact this will have. For more information [visit our website](#).

Sign up for the latest updates from the council to here how we are addressing the climate emergency, and to [here](#) all the latest news



New Digital drop in

We are delighted to set up our second digital drop-in session at Alresford in October.

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/ 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.
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- 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:

Tenant Partnership Team 0800 716 987

Email tenantpartnership@winchester.gov.uk

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!

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

New drop-in session at Alresford starting 4 October.

- Every first Friday of the month 10.00am - 12pm at Makins Court, Windsor Road, Alresford, Winchester, SO24 9HX

Preparing for Christmas!

As the autumn starts and schools reopen for a new academic year, so thoughts turn from summer holidays to festive celebrations. Now is the time to start planning your finances for a good Christmas budgeted, for from the money left after all your essential bills are covered. Visit our [website](#) for more information.



Makins Court Balcony has had a Make Over

Residents at Makins Court in Alresford have done a wonderful job working alongside Cardo Group and our Sheltered Housing Officer Mark to improve the court's communal balcony.

Daniel from Cardo Group, who assisted with the project, said: "The residents got stuck in with the gardening, planting a variety of flowers and herbs to really bring the space to life. They were pleased to have the space much improved so they could really make use of it."

Well done everyone!



Access all areas FUN was had!

Access All Areas was a hugely successful event which saw many families turning up. We were lucky to have such a bright sunny day to hold the event and it was fantastic to see so many having fun in the sun. Children could choose to get their faces painted, win prizes on stalls, or enjoy multiple inflatable activities which were all free of charge, with so much more on offer too.

The idea of the event was to bring the community together and to provide families with something to do within the holidays and it's evident that it did exactly that. We worked closely with the Carroll Centre in the hosting of this event, and they kindly provided food and drink on the day for attendees. It has been noted that they have seen more interest in their food pantry which is a fantastic to hear and will hopefully provide even more support for our local community.

This epitomises the Co-Productive nature in the way this event was set up and hopefully due to this way of working together we can see an increase in the pantry's use moving forward. Overall, this was a great day, and we look forward to doing it all over again in the future



Repairs Contractor update

We have now completed the research phase of the procurement of the repairs contract and our grateful thanks to all residents who were able to contribute. The next steps are to develop the documents that will be included in the package that potential bidders would review. This includes the Term Brief which sets out how the service will operate and much of your valued feedback will feature in the Term Brief.



Tenant Satisfaction Measures (TSM's) 2024 - we want to hear from you

Winchester City Council is conducting the tenant satisfaction survey during September and October 2024. This is part of the new annual Tenant

Satisfaction Measures that the Regulator of Social Housing has introduced. Your views are really important to Winchester City Council and the survey is your chance to tell us what you think of the homes and services we provide as your landlord.

An independent company called ARP Research have been asked to carry out the survey on our behalf in line with data protection rules (GDPR). The survey is completely confidential, which means that your answers will be kept separate from your identity.

A sample of approximately a third of households in our general housing (different sample to previous year) and all sheltered, extra care and temporary accommodation residents will receive a paper survey mid-September, with reminders (if applicable) at the beginning of October. The final returns date is Friday 1 November. In addition, where WCC hold contact details, this group will also receive invitations/reminders to an online survey via email and text message.

E-mails will come from 'Winchester Council Tenant Survey' (noreply-winchester@arpsurveys.co.uk). Text messages sent directly from ARP Research will come from 07860 017 314.

If you receive a form, please either complete and return the survey in the enclosed freepost envelope or complete the survey online using the link provided or click on the following [link](#) to complete.

As a thank you, the code from all completed surveys will be entered into a prize draw, where one lucky person will win an iPad and two more will receive £50 in shopping vouchers. (Winners will be contacted by 29th November).

A full list of Terms & Conditions for the prize draw can be found on the [website](#).

Full results will be posted on the website and headlines will be included in

future eNewsletters and the annual report.

If you have any questions or concerns about this survey, either visit the website Tenants Satisfaction Survey - Winchester City Council or contact ARP Research on 0800 020 9564 or email support@arp-research.co.uk who will be happy to answer your queries.



TENANT SATISFACTION SURVEY 2024



[www.winchester.gov.uk/
tenants-satisfaction-survey-2024](http://www.winchester.gov.uk/tenants-satisfaction-survey-2024)

Winchester
City Council



Local plan consultation

We've launched the consultation for our Local Plan. It's open until 23.59 on 13 October. All the information you need can be [found on the website](#) including where to submit your comments or to find out when the drop in events are. The

draft plan sets out our vision for future development across the Winchester district, outside the South Down's National Park. It covers Winchester city, the market towns, villages, and countryside - and we're encouraging all residents, businesses, and organisations in the district to have their say



Housing Ombudsman Service

How the Housing Ombudsman Service help you with a complaint about your Landlord

How they can help

The Housing Ombudsman Service was set up by law to investigate complaints from residents about housing organisations that are registered with us – including all social providers (housing associations and local authorities).

Complaining to your landlord

In the first instance you must let your landlord know about the issues you are having in your home, or are unhappy with the service provided, you can make a complaint. The landlord must respond to your complaint via its dedicated process.

If you have made a complaint to your landlord and it has not responded, or need assistance navigating landlord's process we can help

For more information about the Housing Ombudsman Service

www.housing-ombudsman.org.uk

info@housing-ombudsman.org.uk

0300 111 3000



Updated Handbook

The Tenants handbook has some amendments, click [here](#) to see the up-to-date version.

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.

Gas servicing

The Council is required by law to carry out gas safety inspections to your property annually. It is essential this work is carried out every year to prevent the occurrence of poisonous gas emissions being produced by faulty heating appliances.

Failure to carry out this work could result in serious illness or death by carbon monoxide poisoning.

It's essential that you give our engineers access so they can check everything is safe and working properly.

What to do if you smell gas:

- Call the National Gas Emergency number 0800 111 999.
 - Don't smoke or light matches.
 - Don't turn any electrical switches on or off.
 - Open doors and windows.
 - If you can, turn the meter off.
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1960 Afternoon tea party

There is a 60's event taking place at Jubilee Hall, Bishops Waltham on the 22 October, for our more isolated older residents particularly those in bungalow sites who do not have access to communal lounges. Open to Winchester City Council tenants who are over 60 and a pullcord or Lifeline user.

Food and entertainment will be provided. Dawn sings a variety of 50's and 60's songs, there will be a raffle and food provided. The event is supported by Winchester City Council, the Sheltered Housing Team and Osbornes with the help of Monica Gill and a team of willing volunteers, Feel free to dress up and bring along your special photos and memories of the 1960.

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 Gill](#)



New Bin Calendar Starting 7 October

Have you already received your new waste and recycling calendar? If not, it'll be with you before the end of September.

There are some changes that may affect your bin collections so please read it carefully. You'll also get a letter with the calendar telling you whether the changes affect you and how.

Along with our waste partner, Biffa, we've reviewed the waste and recycling collection routes across the district in preparation for increasing recycling - such as the introduction of a food waste collection. The changes also mean crews will be driving around 35,000 fewer miles each year, making rounds more efficient and cutting carbon emissions.

There is a one-week gap between the old calendar ending and the new one starting, but changes won't happen until 7 October, so until that date, keep putting bins out as usual.

You can also **[find out your waste collection day](#)** on the website. For more information about the changes and the answers to some FAQs, see **winchester.gov.uk/my-bins**

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