

# Houseproud

NEWS FOR TENANTS & THEIR FAMILIES

## Planning for the Future

Many of you may be aware that a series of community planning events have been held in Highcliffe and Stanmore recently, in a bid to boost renewal in these neighbourhoods and provide greater opportunity for affordable housing. Stage 1 of the process is now complete with residents having been asked for their ideas and comments.

### Community Priorities Survey

At the recent consultation event in Stanmore, residents were asked to complete a Community Priorities form. This indicated sixteen issues, which had been identified by residents at previous events, as being of greatest concern. Possible actions that might be taken to address them were also listed and people were asked to rank their top five priorities for improving the area and these are as follows:

#### Stanmore

- Anti-social behaviour
- Public open space
- Traffic and parking
- Allotments
- Estate management

#### Highcliffe

- Play facilities
- Anti-social behaviour
- Policing
- Local shopping
- Community facilities

This information will be used to assist local community groups and the Council to decide on priorities for community improvements for Stanmore and Highcliffe.

#### Project Aims

John Thompson and Partners were appointed by Winchester City Council in July 2002 to work with the residents of Stanmore and Highcliffe and local organisations, in order to address two main aims:

1. To investigate the potential for providing new affordable homes on sites within the area.
2. To identify problems affecting existing residents and to suggest ways in which these might be improved.

Overall the intention is to provide a strategy for the future of Stanmore and Highcliffe, based on the views of all those who have an interest in the area. Residents were then able to view a series of drawings, which showed an analysis of each of the garage sites in Stanmore and Highcliffe. The analysis considered:

- The closeness of neighbouring homes
- How access would be achieved
- The extent of the slope on the site
- The existing landscape both in and around the site

The final drawing pulled all this information together and showed the principles of how the site might be developed should it be considered suitable for housing.



Stanmore residents hard at work at the Community Planning Event

### Feedback

At the event residents were encouraged to complete a comments sheet, responding both to the information on display and their general thoughts on the potential development of Stanmore and Highcliffe. The majority of comments were in relation to the following issues:

- Congestion on the roads
- Whether existing schools and services will be able to provide for an increased population
- The extent of the slope on the site
- Concerns about the loss of garages and parking spaces
- Concerns about who will move into the new homes

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## House Condition Survey

The Council needs your help to carry out an important survey of City Council homes so that we have up to date information on what type of work needs to be carried out in the future and how much that will cost. The survey's findings will help us make our annual bids for Government finance and help us to target our investment where it is most needed.

One in every three Council dwellings will be selected for the main survey. These will be selected at random across all areas and the large size of the sample will ensure that properties of all types, ages and condition are included. If your home has been selected you will have received a letter telling you more.

Surveying consultants, David Adamson and Partners, have been appointed by the Council to carry out the survey. Taking part in the survey is purely voluntary and you do not have to take part if you do not wish. All information collected will be treated in the strictest confidence.

The first stage began in May, with an external survey and now appointments are being made to survey inside selected homes. All surveyors will carry photographic identification and a letter of authorisation from the City Council and are required to show these on request.

What type of information will be collected and how will this be used?

The work by the surveyors will not require any disturbance such as

moving furniture, carpets or any building work but the surveyor will need to see every room and will need to look in the loft space if access is available. Outside the home he will record the repair condition of all the main parts of the building and any boundary walls or fences. Inside the home he will again assess the state of repair of each room but will also look at the amenities and services available to the tenants, e.g. central heating, kitchen and bathroom facilities.

Surveyors will also give each tenant selected a short questionnaire which they will be asked to complete while they are working. The questionnaire will give tenants an opportunity to tell the Council their views on the quality of housing they receive, their attitudes to their local area and any problems, and work that they would like to see completed on their homes. These will be used to develop comprehensive maintenance and improvement plans for the whole district over the next 10 years.

**If you have been chosen for the survey and you have any general queries or concerns, please contact Barbara Howells on 01962 848458 in the first instance, who will provide you with any further information you require. If you wish to discuss access arrangements for the survey, you can call David Adamson and Partners on FREEPHONE 0800 056 1051 between 10am to 1pm and 2pm to 4.30pm, Monday to Friday. Please remember to quote the reference number on your letter when calling.**

## BLOOMING JUDGE

We are delighted to reveal that we have scooped a special judge for our annual gardening competition. Sandy Worth of the Watermeadow Nursery & Herb Farm in Cheriton has agreed to take on this task and she will be visiting all the entrants in July.

An RHS Hampton Court Flower Show exhibitor, Sandy is a lecturer on water gardening and holds the National Collection of Poppies. She has appeared on Grass Roots and also on BBC TVs Gardener's World last year, when she showed gardening guru Alan Titchmarsh around her lovely garden.

You will find more details of our gardening competition and an entry form on page five.



Sandy Worth

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# VEGETARIAN Wordsearch

B	N	Y	Q	E	C	U	T	T	E	L	S	L	T	R
R	P	O	B	L	N	C	A	B	B	A	G	E	O	K
U	M	E	I	R	W	I	L	G	S	Y	B	E	O	R
S	U	D	P	N	O	P	G	P	E	A	S	K	R	E
S	S	E	F	P	O	C	A	R	G	J	S	S	T	B
E	H	W	A	T	E	R	C	R	E	S	S	T	E	M
L	R	S	A	I	A	R	E	O	S	B	E	F	E	U
S	O	T	E	G	H	E	S	O	L	G	U	P	B	C
P	O	T	U	R	N	I	P	H	R	I	B	A	X	U
R	M	S	V	B	A	K	B	U	C	H	A	R	D	C
O	S	W	E	E	T	C	O	R	N	A	Z	S	F	L
U	H	A	R	T	I	C	H	O	K	E	N	N	Z	D
T	N	Q	C	E	L	E	R	Y	R	O	C	I	H	C
S	T	O	L	L	A	H	S	I	D	A	R	P	P	V
M	A	R	R	O	W	C	A	R	R	O	T	S	Q	S

- |                 |             |            |
|-----------------|-------------|------------|
| Artichoke       | Chicory     | Peas       |
| Asparagus       | Courgette   | Peppers    |
| Aubergine       | Cucumber    | Potato     |
| Beetroot        | Green Beans | Radish     |
| Broccoli        | Leeks       | Shallots   |
| Brussel Sprouts | Lettuce     | Spinach    |
| Cabbage         | Marrow      | Swede      |
| Carrots         | Mushrooms   | Sweetcorn  |
| Celery          | Onion       | Turnip     |
| Chard           | Parsnips    | Watercress |

This could be your only chance to veg out today – so put your feet up for five minutes and have a go at our veggie Wordsearch in this edition of Houseproud. A £15 voucher will be on its way to you, provided that you are the first correct entry drawn out of the hat. Entries should be returned by Friday 18th July 2003.

Send your entries to:

Housing Services, Winchester City Council,  
FREEPOST, Licence Number SO6048,  
Winchester, Hampshire, SO23 9BR.

No stamp is needed as postage is free.

NAME .....

ADDRESS .....

.....

.....

.....

DAYTIME TELEPHONE NUMBER .....

For competition rules send an SAE to the above address.

## Planning for the Future

### Answers to Frequently Asked Questions

- Q: Why have Stanmore and Highcliffe been chosen as the location for new development rather than other areas of the city?  
A: The Council is considering all possible sites in the Winchester area and has started by looking at Stanmore and Highcliffe in detail.
- Q: How many new homes does the Council want to build in Stanmore and Highcliffe?  
A: The Council would like to provide as many new affordable homes in Winchester as possible. The current study will identify how many can realistically be provided on Stanmore and Highcliffe.
- Q: Does the Council want to build on all the sites that have been identified?  
A: The intention is not to develop all the possible sites, but to assess, with help from local residents, which would be most suitable.
- Q: Who will own the houses once they are built?  
A: The new housing will be owned by Housing Associations. It is possible that there may also be some homes for sale under low cost home ownership schemes.
- Q: What form will the new housing take?  
A: No decisions will be made on the type of new homes to be built until the Council has agreed which sites will be developed. There is likely to be a whole range from bungalows and family houses to small blocks of flats.
- Q: The site behind my house does not currently have any vehicular access. How can it be developed for housing?  
A: In many cases it would be possible to increase the width of an existing footpath by acquiring part of a neighbouring garden. In other cases it might be necessary to consider the redevelopment of one or more houses to provide proper access. In either case there will be further consultation with the residents involved before any definite decisions are made.
- Q: How close will new homes be to existing homes? I am worried about losing my privacy.  
A: It is very important that existing residents' views and privacy are taken into account in all design decisions and these will be very carefully considered as part of the planning process. New houses will be designed to minimise their impact on existing homes.
- Q: Where am I going to park if my garage is on one of the sites, which are chosen for redevelopment?  
A: The Council will aim to provide at least the same number of spaces as have been lost in other locations nearby. Opportunities exist for providing new spaces on grass verges and from improving existing parking areas.
- Q: There is already a shortage of parking spaces in Stanmore and Highcliffe. Where will the cars associated with new homes go?  
A: All new homes will have to be provided with a set number of parking spaces as set out by the planning department. These will generally be on the development site itself.
- Q: How will the Council ensure that any increase in population is matched by improvements to the local services and infrastructure, such as schools and doctors?  
A: All the Council departments will be involved in ensuring that the quality of local facilities matches the needs of the area as a whole.
- Q: What are the proposals for 'Supported Housing' and why were we not told about it at the last event?  
A: Supported Housing provides small groups of semi-independent flats whose residents benefit from the support of trained staff. The Council has a duty to provide such accommodation in the Winchester area and had to identify specific sites by March 2003 in order not to lose available funding. At the same time that the Community Planning exercise was looking at potential affordable housing sites on Stanmore and Highcliffe, the proposals for Supported Housing were being finalised. Although the two projects were not connected, it was thought sensible to see if any of the sites identified for affordable housing could be used for Supported Housing.

Since going to press, the community planning process has finished and you can look forward to a full update on the results in the September edition of HOUSEPROUD.

## GET IT TAPED

If you are visually impaired or have a friend or neighbour who would like HOUSEPROUD delivered to their home on an audio cassette, please call Glynis Cole on Freephone 0800 716987 for your copy today. These publications are recorded by the Winchester & District Talking Newspaper Association. If you need a larger printed version, call the above Freephone number to obtain your free copy.

## Wordsearch Winner

Congratulations to Mrs Valerie Thorne from Highcliffe, whose correct entry was drawn in our Fishy Wordsearch. You should have received £15 worth of vouchers in the post Valerie – hope you enjoyed spending them.

## Cleaning Contract Extended

The Council is pleased to announce that its contract with Progress Cleaning is to be extended for a further year until 31st March 2004.

This building services cleaning contract operates in most of our residential schemes including sheltered housing and the communal areas of general needs accommodation.

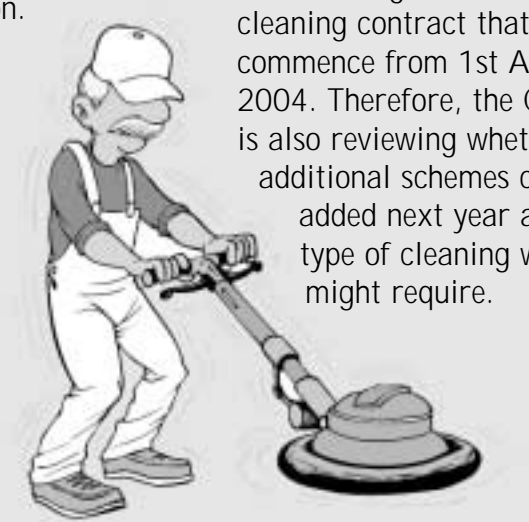
The cleaning contract has also been extended to incorporate three schemes that were previously cleaned by another operator. Progress Cleaning will now clean the communal areas at Meon House and Test House in Highcliffe, together with Thurmond Crescent in Stanmore. It is hoped that by incorporating these schemes, a consistency of approach and best value for money will be achieved.

Cleaning is normally carried out on a fortnightly basis to stairs, landings and corridors with additional quarterly and six monthly cleans to external walkways, foyer and

selected glazed areas.

Woolford Close will continue for the foreseeable future to be cleaned on a weekly basis and various common rooms in sheltered schemes will continue to be cleaned by Progress in the absence of a Scheme Manager.

Later this year the City Council hopes to tender a new building services cleaning contract that will commence from 1st April 2004. Therefore, the Council is also reviewing whether additional schemes can be added next year and the type of cleaning work it might require.



**Should you have any queries regarding cleaning issues, please contact your Area Housing Manager who will be happy to assist. Alternatively, if you would like details of the cleaning specification where you live, or would like to make any suggestions for the new cleaning contract, including adding residential schemes, then please contact Russell Hine, Contract Administrator, on 01962 848334.**

## External Repairs & Painting Programme

The External Repairs and Painting programme operates on a five-year cycle. This means that approximately one fifth of the houses owned by the Council have work carried out on them each year. This year's addresses are shown below:

- Alresford Road
- Anmore Road
- Baigent Close
- Bailey Close
- Beech Grove
- Bold Forester Cottages
- Botley Road
- Brentness
- Chatham Road
- Cobbett Close
- Dickson Park
- Donigers Close
- Downs Road
- Eastgate Street
- Elizabeth Close
- Elizabeth Road
- Fleming Place
- Folly Field
- Furzeley Corner
- Garnier Park
- Godson House
- Godwins Fields
- Gorse Down
- Grange Road
- Greyfriars
- Groves Close
- Harwood Place
- Headon View
- Heathlands
- Hill View
- Hilly Close
- Hollands Close
- Lawn House
- Lent Hill Court
- Library House
- Malt Lane
- Manor View
- Mews Lane
- Mill Road
- Minden Way
- New Road
- Nicholson Place
- Penfords Paddock
- Portal Road
- Pound Road
- Ramsay Road
- Red Leaves
- Roberts Close
- Shepherds Road
- Sloane Park
- Somers Close
- Spring Lane
- Spring Vale
- The Hallway
- The Circle
- The Spur
- The Valley
- Thurmond Cres.
- Thurmond Road
- Tovey Place
- Valley Court
- Vernon Close
- Vian Place
- Walpole Road
- Warren Cottages
- Wavell Way
- Westwood View
- Widley Walk
- Windsor House
- Wonston Close
- Woodlane Close
- Wykeham Field

During the winter months the Council's Clerk of Works has inspected and assessed the repairs needed to the properties on this year's programme. Some of the properties have already had repair works carried out ahead of the painting contract. Others will have the repair works carried out just before the painting starts, probably by the same contractor.

Painting will include all external elements previously painted by Winchester City Council, such as gutters, fascias, soffits, downpipes, windows, doors and frames.

Where applicable communal staircases, common rooms and corridors in blocks of flats and in sheltered accommodation will be included, together with any work to outbuildings belonging to each property. This is not however a definitive list and elements will vary from property to property.

**Please note that any element suspected of containing asbestos material will not be painted at this time.** Winchester City Council is currently reviewing its asbestos policy with an independent consultant and this element will be addressed once the review has been completed.

You will be given the name of the contractor beforehand and notified when the work on your home will begin. The contractor will offer you a wide choice of paint colours for your front, back and shed doors but where your front and back doors are stained, no choice will be offered. External decoration to all homes should be complete by October, weather permitting.

**For further information, contact Gaynor Bromley, Senior Customer Liaison Officer, on 01962 848141.**

## HOT NEWS

### Gas Heating Upgrades

Gas heating upgrades began in the spring in 140 homes in

- Ashburton Road
- Elizabeth Close
- Sycamore Road
- Whitegates, Durley
- Canford Close
- Bere Road
- Buddens Road
- Garnier Park
- Crockford House
- Churchill Close
- Danemark Court

with another 160 still to be identified.

### Electrical Testing

Some 1,000 properties are to be

electrically tested and inspected this year, primarily in the southern parishes. It is not practical to list every street here as not every property in that street will be due for testing but individual tenants will be notified prior to work being carried out.

### Gas Central Heating, Solid Fuel, and Smoke Detector Annual Servicing

Once again we ask for your co-operation in ensuring that servicing works are carried out for your own safety. You are paying for these tests so please take full advantage of them.

**For further information contact Rod Shepherd on 01962 848150.**

## OAP Internal Redecoration Programme

As with the external repairs and painting programme, OAP internal redecoration is programmed around a five-year cycle. The properties listed below represent one fifth of the housing stock and are the homes that we will be approaching this year to decorate one room during the winter months free of charge:

- Airlie Corner
- Alresford Road
- Bailey Close
- Beggars Lane
- Buddens Road
- Canford Close
- Chester Court
- Cripstead Lane
- Dickson Park
- Downs Road
- Drummond Close
- Eastgate Street
- Mildmay Court
- Elizabeth Close
- Elizabeth Road
- Fairdown Close
- Firmstone Road
- Garnier Park
- Gratton Close
- Greatfield Road
- Hazledene Gardens
- Heathland
- Highcliffe Road
- Hill View
- Imber Road
- Longfield Road
- Mayles Close
- Meadow View
- Mill Lane
- Penton Place
- Nightingale Crescent
- Quarry Road
- Red Leaves
- Roberts Close
- School Road
- Chiltern Court
- Sloane Park
- Southbrook Cottages
- Southbrook Place
- St Johns Street
- St Nicholas Row
- Normandy Court
- Stoney Lane
- The Circle
- The Goodens
- The Pastures
- The Shaves
- The Spur
- The Valley
- Vernon Close
- Warren Cottages
- Warren Road
- Warwick Way
- Makins Court
- Craddock House
- Dennett House
- Earle House
- Wonston Close
- Wood Lane Close
- Wykeham Field

For further information, contact Gaynor Bromley, Senior Customer Liaison Officer, on 01962 848141.

## New Kitchens and Bathrooms



This year's programme focuses on homes built between 1950 and 1963 that have not previously had any kitchen or bathroom refurbishment work. They are:

- Edinburgh Road
- Longfield Road
- Shepherds Road
- Warren Road
- Water Lane
- Wolvesey Terrace
- Elizabeth Close
- Fraser Road

We intend to provide modern facilities with as much storage space and work surface as possible, bearing in mind the size of the room and the appliances that need to be included.

Gaynor Bromley or Barbara Howells will contact you to arrange an appointment to discuss the proposed work. After consultation, if works are to be carried out, a plan will be drawn up with a copy for you. Work will then start within approximately three months of the consultation.

For further information, contact Gaynor Bromley, Senior Customer Liaison Officer, on 01962 848141.

## PAINT THE TOWN RED

Changes have taken place to the Decoration Voucher scheme, so that instead of receiving vouchers produced by the City Council, tenants will now receive store vouchers, which are simpler to manage by tenants and the stores.

Vouchers may be used as whole or part payment (but cannot be exchanged for cash) and they can be exchanged for a range of decorating materials at B & Q, Homebase, Warwicks (Wickham) and Brewers. Vouchers can be issued for use at one or more stores, who are only authorised to exchange vouchers for the following materials:

- |             |                       |                    |
|-------------|-----------------------|--------------------|
| Friezes     | Mastic                | Glazed Tiles       |
| Paint       | Paint Brush Restorer  | Paint Stripper     |
| Paint Tray  | Paper Brush           | Paste              |
| Roller      | Sandpaper             | Scraper            |
| Sealer      | Seam Roller           | Stanley Knife      |
| Sugar Soap  | Tile Adhesive & Grout | Varnish            |
| Wallpaper   | Wallpaper Stripper    | White Spirit       |
| Wood Filler | Wood Stain            | Wallpapering Table |

The changes to the scheme have all been discussed and agreed by TACT members at the Property & Contracts Forum. If you need further information, please contact Gaynor Bromley on 01962 848141.

## URGENT HEALTH & SAFETY BULLETIN

The Council as your Landlord is required by law to undertake an annual inspection of any gas fired or solid fuel heating appliances sited in your home. It is imperative this work is carried out annually 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.

Therefore every year we make contact with some 4,500 tenants who have this type of heating appliance, to make an appointment to gain access to carry out this work. However there are still 180 tenants where, after several attempts, we have been unable to make arrangements to gain access.

Failure to gain access is a serious issue and we therefore implore people who have not responded to our requests for access to contact the Council direct on 01962 848335 immediately.

We will take legal action to gain access to properties to carry out this work if those tenants concerned do not contact us.

To undertake such action will be both time consuming and costly to the Council, the cost of which will ultimately be borne by the Council's tenants. Please contact us immediately on the above telephone number to ensure that the necessary appointments can be made.

### YOUR LIFE OR THE LIVES OF OTHERS IN YOUR HOME COULD DEPEND ON IT!

# COLE'S column



Glynis Cole

Dear Tenants,

This is traditionally the time of year when we bring you up to date on all the painting and refurbishment contracts that will be taking place around the district. Not only have we got the latest news on where our contractors will be working this summer in our Hot Property pullout but also on our Decoration Vouchers scheme, which has even had a make-over and which we hope will make doing your own decorating even simpler.

Our home is the most important place to us and the need to create new affordable homes for local people has been on many people's minds in recent weeks. The residents of Stanmore and Highcliffe have been meeting to discuss their future hopes and needs and the Council is undertaking a major exercise to find out the condition of all its 5,600 homes so that plans can be made for the future in terms of what needs to be done to keep them in good repair.

Our green-fingered gardeners are keeping their gardens in good repair too, polishing their petunias, buffing their begonias and dusting off their dahlias in readiness for our annual gardening competition. It's always a joy to visit gardens across the length and breadth of the district to find the prettiest plot and the most sizzling hanging basket. Weather-permitting, we are going to be in for a bumper crop of entries this year, so don't forget to get your entry form in quickly.

There's more news of another hard working Scheme Manager in this edition and advice from Age Concern for our older residents. We can even offer a bargain price to get Fido micro-chipped too, so one way and another I think we have covered all your interests in this edition of Houseproud. Have a blooming good summer and keep those letters coming in!

Best wishes,

*Glynis*

## Help *BEAT* BENEFIT FRAUD

The ANTI-FRAUD HELPLINE has been set up by Winchester City Council, as part of its drive to beat fraud. If you suspect that someone is making a fraudulent claim or receiving benefits to which they are not entitled, please call the ANTI-FRAUD HELPLINE in confidence.

If you would like to speak to someone during normal working hours please ring:

**01962 848173**

If you would like to leave an anonymous message AT ANY TIME please ring:

**01962 848306**

Call now. This line is open 24 hours a day.

**All calls will be treated in complete confidence.**

## BLOOMING PRIZES



Bernie Shepherd keeps up with the dead-heading

This summer Housing Services will again be running its Gardening Competition. There will be three classes – the Best Front Garden and the Best Hanging Basket for individual gardeners, as well as a category for the Council's Best Sheltered Housing scheme.

The judges will be looking for colourful and well-maintained gardens and entry is free to all City Council tenants and leaseholders. Prizes of £25 gift vouchers will be awarded to the winners of the Best Front Garden and Sheltered Scheme, with two runners-up each receiving £15 gift vouchers. The Best Hanging Basket winner will also receive a £15 gift voucher

**Please complete the form and return to Glynis Cole, Tenant Participation Manager, at the address below. Entries should be returned no later than Friday 18th July 2003.**

**Happy Gardening!**



## TRAINING FOR TENANTS

Hampshire Training Group is getting ready for another busy year training tenants in the county. Planned sessions include Attracting New Members, How to Produce a Newsletter and Housing Law & Finance. Training is available for any Winchester City Council tenant and transport, or the payment of travel expenses, can be provided.

Hampshire Training Group was set up in 1994 and is a partnership of eight housing associations and local authorities in the south. As well as its annual conference, it runs training sessions every other month, enabling tenants to meet and share information, and enjoy high quality training in a relaxed atmosphere.

**If you would like more information on any of these free training sessions, call Glynis Cole, Tenant Participation Manager on Freephone 0800 716987.**

I/We would like to enter (please tick appropriate boxes)

- THE BEST FRONT GARDEN COMPETITION
- THE BEST HANGING BASKET COMPETITION
- THE BEST SHELTERED HOUSING SCHEME COMPETITION

Name .....

Address .....

.....  
.....

Daytime Tel. No. ....

Please return to:  
Glynis Cole, Tenant Participation Manager, Health & Housing, FREEPOST  
Licence No. S06048, Winchester City Council, City Offices, Colebrook  
Street, Winchester, SO23 9BR. Postage is free.

## DOES YOUR DOG HAVE A CHIP ON ITS SHOULDER?



Winchester City Council will be promoting a microchipping service at the venues listed below. Owners can have their dogs microchipped for just £15.

<b>Friday July 4th</b>	North Walls Recreation Ground, Winchester	10am-3pm
<b>Tuesday July 8th</b>	Outside Jubilee Hall, Little Shore Lane, Bishops Waltham	10am-3pm
<b>Friday 11th July</b>	Arlebury Park, Recreation Ground, The Avenue, Alresford	10am-3pm
<b>Saturday 19th July</b>	Lord Rank Playing Field, Southbank, Micheldever	2pm-4.30pm
<b>Friday 25th July</b>	Outside Meadowside Centre, Whiteley Way, Whiteley	10am-3pm

For Further Information call the Dog Control team on 01962 848456 or 01962 848508.

## MILLIONS LEFT UNCLAIMED

**No, it's not a lottery, but it's your money says Age Concern Hampshire.** Check your entitlement today and, if your claim is successful, you could receive extra money every week. Age Concern wants to make sure that you claim what's rightfully yours and that you are not put off by any difficulties. Remember, there's no shame in claiming what's rightfully yours.

Age Concern can provide free Fact Sheets on:

- Housing Benefit and Council Tax Benefit
  - A Brief Guide to Money Benefits
  - Income Support and the Social Fund
- Attendance Allowance and Disability Living Allowance

**Checking costs you nothing, so call the Age Concern Hampshire Helpline on FREEPHONE 0800 32 87 154 for a free 'Your Rights' fact pack to help check your benefits. Age Concern is ready to help you from 10 a.m. – 3 p.m. Mondays to Fridays.**

## TRY SOMETHING NEW

Community leaders and representatives of Stanmore are working with the City Council and other groups and organisations to extend the range of learning opportunities available in their community. The partnership is made up of representatives from local community groups and other key organisations such as the Adult & Continuing Education Centre (ACE). The partnership is currently developing an action plan for Stanmore and is busily looking at funding opportunities to develop its activities.

The first phase of this development is to run 15 Taster Sessions during June and July to introduce residents to an activity they may not have tried before. They include activities such as an introduction to Spanish, Children's Hairdressing, Yoga, Internet & Email, Help I'm a Parent, Age Defying Make-up and more. The majority of the activities will take place at a local venue in Stanmore and all Taster Sessions will be FREE OF CHARGE and open to all, but priority will be given to those living in the Stanmore area. For those activities that cannot take place locally, free transport will be provided to take people to the ACE centre at Weeke. If you would like to know more about the Taster Sessions taking place, please call the Freephone number 0800 032 6300 or ring ACE on 01962 886166.

We also hope to obtain feedback from those attending the Sessions to identify the types of activities and courses they would like to see take place locally on a more regular basis. Once we've established what courses people want, we hope to try and provide them in time for a start in September 2003.

**If you would like to know more about the work of the Stanmore Community Learning Partnership, or you have an idea you would like to share about extending learning opportunities in Stanmore, then please contact Mark Maitland, Community Officer, on 01962 848518 or email [mmaitland@winchester.gov.uk](mailto:mmaitland@winchester.gov.uk).**

## Perfect Pauline

King Harold Court residents have written to Houseproud to say how much they appreciate their Scheme Manager Pauline McManus.



Pauline McManus, Scheme Manager at King Harold Court.

The residents say, "Pauline is truly the most caring, concerned person many of us have had the fortune to be associated with. Nothing is ever too much trouble for her and whether on or off duty, she can always be relied upon to lend a helping hand or sympathetic ear."

"Pauline's efforts in involving us in social activities are very much appreciated, whether it be a birthday party for a centenarian resident and their family, or a special Christmas event, it is all organised in her own inimitable style, with warmth, humour and seemingly never-ending energy."