

# Tenant VOICE



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Issue 6  
Autumn/Winter  
2017

Produced in partnership with Winchester City Council Tenants



Winchester  
City Council





# Tenant Voice

## Hello

Welcome to your new look Tenant Voice. As you can see inside we've made some changes and the magazine is now much more of a tenant publication, with just the centre pages devoted to council news.

All of the articles inside have been suggested by tenants – we hope you enjoy reading them! Please let us know if you have ideas or suggestions for the next issue. This is YOUR magazine and we need you to tell us what you would like to read about. Maybe you and your neighbours are organising an event, or are you involved with a local community group that needs promoting, or would you like to see more puzzles, crosswords or recipes?

Please get in touch using the contact details on the back page – we would love to hear from you.

Best wishes, *The Editorial Team*



## Thank you

This issue of Tenant Voice was put together with the help of the following tenants: Monica Gill, David Cruden, Rosemary Gedge, Joan Stevens, Joan Downing, Judith Steventon Baker and Marie Arthur, Sheila Burns, Brian Pitts, Leon White, Vicky Smith and Lin Mellish.

## Message from Monica Gill, Chair of TACT



"For many years TACT has provided tenants with a way to raise issues and get more involved with the Council to help improve services. We are now building on this success as the Council takes a fresh look at how to engage with tenants and receive feedback. I am delighted to be involved with a new panel that is being formed to give us more of a voice. Nine residents will sit on the new panel, and like the scrutiny groups, we will be investigating areas of the Council to see where we can offer suggestions for improvements. We will take our recommendations straight to the top, presenting our findings at Cabinet meetings. The new panel will work alongside TACT. We will bring you an update of our progress and details of our first investigation, in the summer issue of Tenant Voice. I am looking forward to the challenge ahead."

### Monica Gill, Chair of TACT

- Write to me at the council address (see back cover)
- email [monicag70@talktalk.net](mailto:monicag70@talktalk.net)

## What mother used to say!

Judi from our readers panel would like to know if any of our readers can help her fathom out what an old saying means.

**"My sister and I both remember our grandparents telling us 'don't sit on the cold step you'll get a chin cuff', but neither of us know what it means!"**

If you know the answer, or if you have any old sayings or phrases from yesteryear please drop us a line and we can share your thoughts in our next issue!

Don't forget to look out for our Annual Report. It tells you how we have performed, celebrates achievements over the past 12 months and sets out our targets for the year ahead. You can also view an online copy at: [www.winchester.gov.uk/housing/council-housing-tenants/publications/](http://www.winchester.gov.uk/housing/council-housing-tenants/publications/)

# Tenant's post bag

## The adventure of a lifetime!

Lin Mellish, a tenant from Kings Worthy, has told Tenant Voice about her son Elliot who has recently been competing in the Mongol Rally: a 10,000 mile motoring adventure across Europe and Asia.

"Elliot Mellish and two former school friends from Perins School in Alresford had the most amazing adventure whilst raising over £2600 for charity. I am so proud of them and my husband is green with envy!"  
Lin Mellish



Are you, your family or friends raising money for charity? Please get in touch and we can promote your fundraising efforts in the next issue of Tenant Voice.

## Vintage tea party is a success

Tenants enjoyed cakes, vintage clothes and even wartime melodies at a 1940s tea party organised by the council and TACT.

Over 50 tenants tucked into the cream tea before hitting the dance floor at Hyde Parish Hall.

"The tea party was a chance to bring residents together for a nice afternoon of reminiscing. Lots of people got into the spirit and wore a 40's outfit, along with a gentleman who wore a military veteran jacket with medals."  
Monica Gill, one of the organisers.

The event was funded by Winchester City Council and Osborne, and volunteers from The University Of Winchester, served the cream tea.

Check out our What's On guide on page 11 for more activities, and let us know if you have a good idea for an event - we may be able to organise it.



## You could star in our next issue!

Tenant Voice is a chance for you to share your thoughts, ideas, photos or creative words. Thank you to Susan Ellis, a tenant from Hyde Lodge, who has penned the poem 'Autumn Splendour'.



## Autumn Splendour

*As the summer gently fades  
amidst the sun filled skies,  
Our memory turns to thoughts  
of gold  
Beyond the pale sunrise.*

*With the subtle sign of Autumn  
as it gradually unfolds,  
Portrays spectacular  
transformations  
Of burnt amber to behold.*

*The trees they stand so gallant  
entwined against the winds of  
time,*

*But must graciously surrender  
To the ravages that bind.*

*Whilst the burnished leaves  
float gently down towards the  
gravelled stones,*

*A delicate process takes its  
place*

*Within a carpet of pure gold.*

*When Mother Nature casts her  
spell as all seasons come and  
go,*

*Autumn Splendours still retain  
The mysteries bestowed.*



# Tenant Voice

## Getting out and about

Leave the car at home and explore our beautiful city and the surrounding districts on bicycle or by using public transport.

### Hop on the bus

Buy a dayrider ticket for great - value unlimited travel on Stagecoach buses across Winchester for one day. visit [www.stagecoachbus.com](http://www.stagecoachbus.com)

### Travel for free

If you are of pensionable age or you are registered disabled you can use your bus pass to get about without spending a penny. Why not take the bus to Alresford for a nice day out?



Check out our guide to the market town on page 10.

### Park and ride

Forget about parking costs and stress by using one of the four park and ride sites. They are situated at Garnier Road, Barfield Close, Romsey Road and Hockley Link at junction 11 off the M3.

Just £3 covers one car and its occupants for parking and travel for the whole day.

### Free parking

Parking is free in Winchester city centre on Sundays and bank holidays.

## Free wheeling

If you prefer two wheels to four, there is more support and opportunities than ever before to get in the saddle as cycling is 'wheelie' taking off in the city!



Vicky, a tenant from central Winchester is on a mission to get more women on their bikes, and runs women-only cycle rides around Winchester.

"Some women are scared of cycling on roads or worry they aren't fit enough. Everyone is welcome to join me regardless of age, ability and fitness level, it's just about having fun."

Visit [www.letsride.co.uk](http://www.letsride.co.uk) and search

for Winchester or visit Breeze Network Winchester Facebook page.

### No bike? No problem

Bespoke Biking offer bike hire, bike repairs and tours around Winchester. Find them in The Brooks shopping centre, lower car park level, call 07920 776994 or email: [info@bespokebiking.com](mailto:info@bespokebiking.com)



## New café and cycle hub planned for the city

Planning permission has been granted for a new cycle hub at the Garnier Road Car Park. The Handlebar Café will offer coffee and cake alongside bike repairs and advice. It has been designed by young people involved with arts charity SPUD Youth, and will be run by Bespoke Biking. To find out more and help with the fundraising visit [www.handlebar.cafe](http://www.handlebar.cafe)





## Getting out and about

Retirement should be the golden age of your life - a chance to have fun, get out and enjoy new experiences.

But sadly for many older people - especially those who live alone without close family nearby - it can often be an isolating and very lonely

experience.

The Winchester Live At Home scheme is the perfect answer for anyone who likes the independence of living alone but misses regular interaction with others.

A team of volunteers run weekly clubs and activities where you can have fun and be among friends. They also provide a befriending service for older

and vulnerable people so there is always someone to turn to for help, advice or simply a chat.

"Retirement doesn't have to mean being stuck at home on your own. The Live At Home scheme is a great way to get out, meet new people, enjoy new experiences and most importantly have fun.

The Monday Funday is the highlight of my week and I've enjoyed shopping trips, days out at National Trust properties and fabulous lunches with friends."

Judi from Kings Worthy.

For more details about Live At Home or to help out as a volunteer visit [www.wlahs.org](http://www.wlahs.org) call 01962 890 995 or email: [Winchester.LiveAtHome@mha.org.uk](mailto:Winchester.LiveAtHome@mha.org.uk)

## Coping on your own

If you are adjusting to life on your own after a bereavement or a separation life probably feels like it has been turned upside down.



Unfortunately there's no instant fix but time does heal and eventually your grief will become more bearable as you adapt to living alone.

There are practical things you can do to get through a time of bereavement or loss:

- Talk to friends, family, a health

professional or counsellor to help your healing process.

- Allow yourself to feel sad; it's a healthy part of the grieving process.
- Keep your routine up to help you get back to normality.
- Try to get as much sleep as you can, eat healthily and avoid too much alcohol.
- When you feel more like yourself, try and get out of the house regularly to keep busy.

Our what's on guide on page 11 features local events, clubs and activities or join the Live At Home Scheme featured above.

For more advice on dealing with loss visit [www.nhs.uk/Livewell/emotionalhealth/Pages/](http://www.nhs.uk/Livewell/emotionalhealth/Pages/)



## Volunteering: your stepping stone to a new job

The Winchester Live at Home Scheme relies on help from volunteers. If you are interested in volunteering, it can offer a great way to meet new people and learn new skills.

If you have been unemployed for a while, took time out to raise a family or had to give up work for health reasons, volunteering can help build your self-confidence and get yourself back in the job market. We can help you find a work placement that suits you. We work with Community First: Winchester to offer volunteering opportunities across the district. [www.cfheh.org.uk/services/volunteer-services/](http://www.cfheh.org.uk/services/volunteer-services/)



## Building new, affordable homes for the Winchester District

We are committed to developing more affordable housing in the local area both to rent and to buy enabling more people to settle here.

### Knowle

We have received planning permission to develop 13 new homes (including semi detached houses and flats) on three different sites in Knowle, and will appoint a contractor towards early 2018.

## The Valley, Stanmore



Artists impression of how the new homes will look

We have received planning permission to develop 76 new homes near to The Valley, Stanmore. The development will include a mix of houses, flats and a bungalow and will also involve improvements to the footpaths and open spaces across the Valley.

## Victoria Court, Winchester



Artists impression of how the new homes will look

27 new one and two-bed apartments are currently being built near Winchester train station. The flats are available to rent and part-buy. To register your interest in buying contact 01962 848 075 or sales@winchester.gov.uk. If you are interested in renting contact the allocations team on 01962 848 356 or housing@winchester.gov.uk.

## Hillier Way, Abbotts Barton

Work on 13 new council homes at Hillier Way, Abbotts Barton will be finished this autumn. They will be advertised on Hampshire Home Choice soon and will include two and three bed houses, two-bed duplex houses and one-bed apartments.

For more information on upcoming, current and completed projects visit [www.winchester.gov.uk/housing/new-affordable-housing/](http://www.winchester.gov.uk/housing/new-affordable-housing/)

## Considering moving to a smaller home? We can assist with the move and even help pay towards your moving costs.

If you move (or mutually exchange) to another council or housing association property with fewer bedrooms you could benefit from our Wise Move scheme.



### How can we help?

We pay £1000 towards your moving costs for you to spend on things like removals, new furniture and carpets or redecoration. If you are in rent arrears you could even use the payment to help pay off your debt.

We also offer practical help and can lend a hand with jobs such as redirecting your post and registering with local services and utility companies.

We want to make it as easy as possible for you to downsize!

### The benefits of downsizing

If your housing needs have changed and you have 'spare' bedrooms you no longer need, downsizing offers many benefits including:

- increased eligibility for Housing Benefit for working age tenants
- smaller utility and council tax bills
- a home that's easier to manage

Plus, you will be freeing up a much needed larger home for a family.

For more details about Wise Move pop into the council offices, call 01962 848 400 or apply online at [www.winchester.gov.uk/downsize](http://www.winchester.gov.uk/downsize)



## Useful numbers for getting in touch

Cut out and keep this handy list of council contacts.

<b>Housing Repairs</b> - when you need to report a repair in normal working hours	01962 848 400 housing@winchester.gov.uk
<b>Out of Hours Emergency Housing Repairs Service</b> - to report a repair outside of office hours	01962 865 405
<b>All other out of hours emergencies involving council property or service</b>	01962 865 407
<b>Tenant Involvement Freephone</b> - for details of tenant training and events and how you can get involved	0800 716 987
<b>Housing Tenancy enquiries</b> - for any queries or questions about your tenancy and anti social behavior	01962 848 197 housingtenancy@winchester.gov.uk
<b>Housing Income</b> - If you are having problems paying your rent or in arrears	01962 848 205 housingincome@winchester.gov.uk
<b>Housing Estates</b> - to discuss issues on your estate like grounds maintenance or cleaning of communal areas	01962 848 207 housingestates@winchester.gov.uk
<b>Rents</b> - if you need to discuss how you pay your rent for example setting up a direct debit	01962 848 521 rents@winchester.gov.uk
<b>Sheltered Housing</b> - for all sheltered housing enquiries	01962 855 335 shelteredhousing@winchester.gov.uk
<b>Allocations</b> - to apply for a council home	01962 848 356 housingallocations@winchester.gov.uk
<b>Leasehold Enquiries</b> - to apply for a council home	01962 848 521 leasehold@winchester.gov.uk
<b>Homelessness</b> - if you know someone is going to homeless or you are faced with homelessness	01962 848 163 homelessness@winchester.gov.uk

## Let's have a moan!

Got a niggle? This is your chance to tell us where we need to make changes.

We have had a few complaints on getting through to the housing department.

Richard Botham Assistant Housing Director said "Lots of you used the Tenant Satisfaction survey to tell us how difficult it can be to get through to us and to reach the right person, so we hope the guide above will help when you need to get in touch."



## Keep it down

No one wants to be disturbed by noise nuisance and we have a special team at the council who can help you if you are experiencing excessive problems with noise (particularly if it is late at night or happening on a regular basis).

Please try to be a considerate neighbour and keep the noise levels down, especially if you live in a flat. Talk to your neighbor first, stay calm and reasonable and hopefully the issue can be resolved. If not there is no improvement then please do contact the tenancy team 01962 848 197.





# Tenant Voice



## Meet some of Winchester's best gardeners

They've created some of the district's most colourful gardens, balconies and hanging baskets and recently these talented tenants and leaseholders were rewarded for their hard work and green fingers!

They have all used their enthusiasm and creativity to produce fantastic gardens on a budget, which brighten up whole neighbourhoods and strengthen community spirit.

The winners share hundreds of pounds of National gardening vouchers, and were chosen by a panel of judges including Councillor Horrill, local resident and gardening enthusiast Marie Arthur and Dee Sturgess and Richard Botham from the Housing department.



## Winner, best garden

### Barry Philpott, Stanmore

Despite health issues Barry has created a garden crammed with colour for his whole family to enjoy. He has encouraged his daughters to grow fruit and vegetables and taught himself how to pot up and use his green house to grow from seed.



"In just one year the garden looks so different. We all love spending time together in the garden it is a real family effort!"  
Jo Philpott

Gardening is great for your physical and mental wellbeing, whatever your age or fitness level. It keeps you fit and active and being out in the fresh air is a great way to de-stress and feel more positive.

For more ideas on keeping active pick up a free copy of the Winchester health and wellbeing activity guide, available from reception.



### Barry's Top Tip

Dry out mint in a brown paper bag, then hang in the house to eliminate flies.

## Our three runners up:



### Martin Pointer, Greens Close, Bishops Waltham

"I love knowing that the plants and flowers bring such enjoyment for my neighbours. The garden really helps to bring our community together."



### Mick Hewitt, White Wings, Denmead

"It's lovely to know that my neighbours appreciate the garden area and the work I do!"



### Pat North, Eastacre, Winchester

"I've always loved gardening, it's in my blood, and I still spend every day outside tending to the plants and flowers. It's so therapeutic and has helped me through difficult periods in my life."



## Fire safety

Following the tragic fire at Grenfell Tower earlier this year, we want to reassure tenants that we do all we can to keep you safe.

We have produced three different fire safety leaflets - whether you live in the Winnall high rise flats, a smaller block, or in a sheltered scheme. The leaflets provide advice on how to stay safe and what to do in the event of a fire. Read more on our website or call 01962 848 207 to request a copy of the relevant leaflet for you and your home.

Wherever you live, you can play your part in helping to keep safe and reduce the risk of fire:

- Make sure you have a working smoke alarm in your home.
- Keep balconies free from clutter.
- Don't leave rubbish or household items in communal areas or obstruct escape routes.
- Plan your escape route – don't wait for an emergency.
- Smoking is not permitted in common areas of the block .
- Always fully extinguish cigarettes and dispose of them carefully and safely.



## Keeping you safe, warm and informed

We've been working with the tenant-led scrutiny group to listen and respond to customer concerns about our repairs service. You told us that we need to enhance reliability and keep you better informed. Together with our new repairs and gas servicing contractors PH Jones (part of British Gas) we are introducing a few changes from October.

- We will text you appointments and reminders, including when the engineer is 'en route'. Make sure we have your correct contact number by calling Customer Services on 01962 840 222 or update your details on our website.
- Engineers will leave stickers on your boiler, smoke alarm and carbon monoxide detector showing the last test date and will always carry spare detectors with them.
- You will receive a job record sheet after each repair listing the work carried out and whether more work is needed.
- After each service you will receive details in the post about the inspection and any faults found.
- After a visit from PH Jones you will receive a green customer care card so you can provide us with feedback on the service you have received.



To find out more about servicing and repairs please visit [www.winchester.gov.uk/housing/council-housing-tenants/repairs-and-improvements/maintenance-repairs/](http://www.winchester.gov.uk/housing/council-housing-tenants/repairs-and-improvements/maintenance-repairs/)



# Tenant Voice

## Spotlight on Alresford



In the latest of our series shining the spotlight on our different neighbourhoods, we focus on the beautiful Georgian market town of Alresford.

Famous for its watercress, old-fashioned inns, specialist shops and steam railway, Alresford is a lovely place to take a stroll. Located seven miles from Winchester the town has a rich history, and was even mentioned in the Domesday book.

### What to see and do

Wander down Broad Street, home to many shops, bistros and tearooms and admire the fine Georgian architecture. There have been markets and fairs in Broad Street for 800 years and the street still hosts a market on a Thursday and the first Sunday of each month.

Take a stroll along the river, spot the wild watercress growing and don't forget to look out for the ducks!

"Alresford is the best little market town in Hampshire and a great place to live. It has easy access to major roads, regular transport to Winchester or Alton, plenty of shops and lots to do".  
Councillor Ernie Jeffs, Winchester City Councillor for Alresford and the Itchen Valley

### Follow the Alresford Millennium Trail

The trail links together footpaths around the town, providing a self-guided easy to follow walk starting in the Station Yard. Check out the illustrated information boards along the way to discover interesting facts about the town's history, its inhabitants and wildlife.



If you fancy exploring a little further and adding on a longer walk you can continue on an extra loop known as the Alre Valley Trail. This walk starts at the gate at the bottom of Arlebury Park Recreation Ground (where you can find a children's play area). The Alre Valley Trail takes you through the lovely countryside that surrounds Alresford, and for the more adventurous, the trail leads to more opportunities for longer walks.

### Did you know?

Alresford is famous for its wild watercress which has been picked and eaten by local people for centuries.

### Council housing in Alresford:

We manage 279 council homes which includes a sheltered scheme housing for older people.

### Events

#### Alresford Apple Festival

5 October 2017, 10am - 2pm use Perins Car Parks. Free event, bring your apples for crushing; enjoy over 35 stalls with local produce and entertainment including apple bobbing, Juggling Jake, live music and more.

**Santa comes to town** – See Santa on a magical steam train ride on the scenic Watercress Line. Visit [www.watercressline.co.uk/product.php/40/santa-special](http://www.watercressline.co.uk/product.php/40/santa-special) for more details about the Santa Specials in December.

Check out [www.allthingsalresford.co.uk](http://www.allthingsalresford.co.uk) for more details about the town and a what's on guide.

"Alresford really is a lovely place to live. It's so friendly, there are lots of clubs and activities to join in and beautiful walks down by the river."  
Sylvia, a resident of Alresford since 1959



Love where you live



# Dates for your diary

## Tenants' Conference

24 February,  
Guildhall Winchester

**FREE**

Come along and...

- Find out more about the housing service
- Chat to staff
- Meet other tenants
- Discover how you can get involved to help improve the housing service
- Learn about our free training opportunities, activities and events just for tenants
- Have your say
- Enjoy free refreshments and lunch
- Activities for children
- Prizes to be won
- Free parking



Look out for your invitation coming through the post

## TACT AGM

21 November 2- 4pm  
Guildhall Winchester

## Halloween Walks

Take a guided tour around Winchester and hear tales of ghosts, murders and the supernatural. More details at Tourist Information in Winchester Guildhall.

## Jewellery and Craft Fair

17 & 18 November  
Guildhall Winchester

## Tenant training **FREE**

28 October - South Coast Training 1  
December - Sheltered Housing

Christmas lunch. A social lunch for our Sheltered tenants. Invites will be sent out with RSVPs closer to the date.

**Do you know of an event coming up in your local area? Please let us know the details and we can promote it on social media and in our next issue.**

## Regular activities

If you live in or near Kings Worthy, enjoy regular activities at Tubbs Hall that will help keep mind as well as body active. Local residents organise

Friday get togethers that include scrabble, curling and coffee mornings.

Joan Stevens from Kings Worthy said, "It's a lovely group and so nice to see so many friendly faces each week. Anyone is welcome to come along and join us Friday mornings from 10am, the cost is just £1."

Activities run weekly in the following order; the first Friday of the month is coffee and cake morning, then the following Fridays play host to curling, scrabble and then curling again.

## Walking Football & Walking Netball

These sessions are a great way to meet new people and keep active. Join in with netball every Monday from 1pm - 2pm (£3.00 per session) and why not have a go at football every Tuesday from 10.00am -11.00am (£2.00 per session) both taking place at River Park Leisure Centre.

For more information please visit [www.winchester.gov.uk/activewinchester](http://www.winchester.gov.uk/activewinchester)

## Tenant Corner - Send us your good tips to add to my corner

### How to deal with doorstep sellers

If someone knocks at your door selling something or claiming to be from a utility company how do you know if they are a legitimate caller rather than a rogue trader, or even a distraction burglar?

Follow our tips below to stay safe.

- Remember it's your home - you don't have to let anyone in! Don't feel pressured into opening your door.
- Always ask for ID and if you feel worried or suspicious call a neighbour or the police to help verify that the caller is genuine.

- If you think someone is a rogue trader call 101, or if they have come into your home and taken money dial 999.
- Display a 'no cold calling' sticker near your front door to tell uninvited callers they are not welcome (available from Trading Standards).

If you are suspicious chances are the person on your doorstep is a crook and will more than likely continue knocking on doors until they find someone who may be vulnerable. If the police don't know about them - they can't do anything. Always report your suspicions and call 101 to help safeguard your

community.

For more details contact Trading Standards at Hampshire County Council on 03454 04 05 06 or visit [www.hants.gov.uk/business/tradingstandards](http://www.hants.gov.uk/business/tradingstandards)





# Tenant Voice

## Win an iPad

Enter our fun quiz and you could win a brand new iPad. Simply answer the questions below (all the answers are inside the Annual Report) and send or email with your name, address and contact number to the Tenant Participation team - contact details are at the bottom of the page.

1. In the recent survey, what percentage of tenants are satisfied with the overall service?

2. On what date will the tenants conference take place in 2018?
  3. How many new homes were built?
  4. Name one of the awards we won.
- Competition only open to Winchester City Council tenants. Closing date: 30 November 2017.



# Win an iPad!



## Smiles all round

The rain certainly didn't put a dampener on the annual party in the park in Stanmore this year as there were smiles all round throughout the day! It was a terrific community event, which as usual was organised by a team of local residents supported by Winchester City Council. There were lots of fun activities for the whole family to enjoy, including a petting farm. Sponsored by Osborne, the visiting farm gave children the chance to meet lots of animals face to face!

If you want to help organise next year's event please get in touch with our Tenant Involvement team on 0800 716 987.



## Community Shed

The community shed at the Caroll Centre has received a makeover, with paints and wood stains provided by Osborne. The inside has been transformed too, thanks to a new kitchen work top, wall units and unique shelving made from reclaimed scaffolding boards. Local residents of all ages rolled up their sleeves to help including 93 year old WW2 veteran Ernie.

If you have any particular needs which affect how you are able to use or be involved in, our services or how you would like to receive information for example - translation, interpreters, Braille, audio tape, large print, sign language – please contact the Customer Service Centre either by telephone **01962 840 222** or by email **customerservice@winchester.gov.uk**

**Hard copies of Tenant Voice are available in the City Offices reception**

WinchesterTenants

@WinchesterCity

Freephone: 0800 716 987

Email: [tenantvoice@winchester.gov.uk](mailto:tenantvoice@winchester.gov.uk)

[www.winchester.gov.uk/tenantvoice](http://www.winchester.gov.uk/tenantvoice)

Winchester City Council

Freepost Plus RTLH-KXUA-SEEC

Tenant Involvement

Winchester SO23 9ZT



**Winchester**  
City Council