

# Tenant VOICE



**Government Changes**

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**Garden Competition is back**  
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Issue 3  
Spring/Summer  
2016

Produced in partnership with Winchester City Council Tenants



**Winchester**  
City Council







# Tenant Voice

## Hello

Welcome to our third edition of Tenant Voice. Spring is well and truly upon us. This is such a pretty time of the year, when all the buds are forming and the beautiful blossom is out, so very colourful and fresh. We are wanting to promote "love where you live" (see pages 6 & 7) and want to encourage you to grow new and exciting trees, flowers or produce. We have a competition (Get Gardening) for you to enter and your chance to win Love to Shop vouchers.

Our successful Tenant Conference took place, with over 150 attending, on the 12th March. See page 3 for full details. Please take the time to read a fascinating story on how housing service changed a life on page 5.

Don't forget to contact the editorial team if you have any comments or suggestions for future articles in Tenant Voice.

Best wishes

The Editorial Team

Trevor

Dee

Heather



## Update from Autumn/Winter Tenant Voice 2015



### Sheltered Christmas Lunch

This year, the Tenant Involvement Team, along with the Sheltered Housing Team, ran their first Christmas lunch for our sheltered tenants. The lunch was held at the Holiday Inn in central Winchester and ALL sheltered housing tenants were invited. We had musical entertainment in the form of a school choir to sing some festive tunes and the Winchester Ukulele club who got everyone dancing in their seats! Osborne, our contractors, also came along and ran an interactive, sensory quiz for our guests – this was really fun and everyone worked well together!

The event was a huge success and we have received some lovely feedback and thank you cards. PLUS – we have had the 'go ahead' to run another Christmas event this year! We can't wait and we're sure all our sheltered housing tenants can't either!

### Judith's skydive

Last October, Judith Steventon Baker, former chair of TACT, took part in a tandem parachute skydive to raise money for Macmillian cancer. She raised £1,012.43 for the good cause.

## Handyman service

In the last edition of Tenant Voice, we advertised the Handyman Service. The take up has been very positive. Since August 2015 they have received 45 enquiries and completed 25 jobs with an average spend of £20. The type of works include:

- Replacement of fluorescent tubes
- Hanging pictures
- Moving heavy objects
- Cleaning windows
- Replacing washers on taps
- Building flat pack furniture

For more information

Call: **0845 459 5036**

Email: [hantshia@familymosaic.co.uk](mailto:hantshia@familymosaic.co.uk)

Web: [www.familymosaichia.co.uk](http://www.familymosaichia.co.uk)



# Government Changes

In the last issue, we reported on a number of Government proposals that may affect your tenancy.

## Rent Decrease

It has now been confirmed that rents for all “general needs” tenants will reduce by 1% from April. Rents will continue to reduce by 1% each year for the next 4 years!

For sheltered tenants, rents will increase by 0.9% in 2016/17, but may also reduce by 1% each year for 3 years from April 2017.

That does mean less income than expected to fund services to tenants – in fact, income will fall by over £1m each year. Many landlords are cutting repairs programmes or stopping building new homes.

Through last year's Tenant Survey, tenants said repairs and estate improvements were their key priorities. The City Council will not be cutting spend on repairs, estate improvements or building new homes. Some reductions will need to be made to:

- Discretionary works/internal decoration (programme will not continue after 2017 – the last year of the initial 5 year programme)
- Loft Conversions/Extensions
- Sheltered Improvements

## Right to Buy

Proposals to give housing association tenants the “Right to Buy” will mean they have the same rights as Council tenants. This shouldn't have an impact on services to you, but the Council will be expected to sell some higher value properties when they become vacant to help fund the initiative.

## “Pay to Stay”

The Government still propose to charge higher rents to households which have combined earnings over £30,000 per year. More information will be provided to tenants as soon as it is available.

## “Fixed Term” Tenancies

Proposals for all new tenancies to be for shorter “fixed periods” are still on the cards. Again, more information will be given to tenants as soon as it is announced.

## Welfare Changes

Proposed changes to welfare/housing benefit include:

- A four year “freeze” on inflation increases
- Total benefit payments capped at £20,000 per annum
- Benefit payment replaced by a single “Universal Credit” payment by 2020 for all working age applicants

## Tenant Conference 2016

The Tenant Conference held in the Winchester Guildhall in March was a real success. Over 150 tenants came along and gave their views on Government changes, tenant priorities and the Council's plans for building new homes.

And it wasn't only the adults that had a good time!







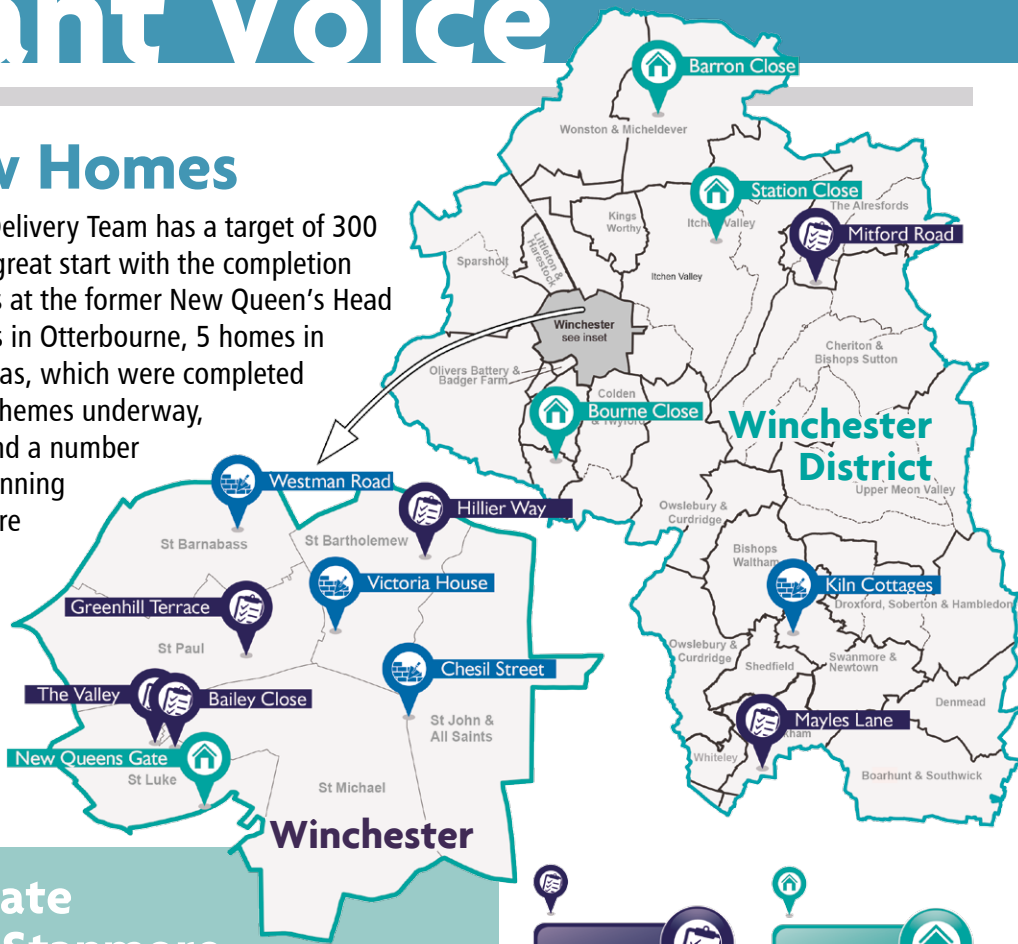
# Tenant Voice

## Winchester New Homes

Winchester City Council's New Homes Delivery Team has a target of 300 new homes by 2021 and have made a great start with the completion of their latest development of 21 homes at the former New Queen's Head site in Stanmore, adding to the 3 homes in Otterbourne, 5 homes in Micheldever and 5 homes in Itchen Abbas, which were completed in 2014. In addition there are several schemes underway, which are likely to complete this year and a number of other schemes that have received planning permission, including a 52 unit Extra Care facility at Chesil Street, Winchester that started on site in March 2016.

For a full list of schemes please see map or visit our webpage:

[www.winchester.gov.uk/housing/new-affordable-housing](http://www.winchester.gov.uk/housing/new-affordable-housing)



### New Queen's Gate Development - Stanmore

The cost and affordability of housing in Winchester District is a serious problem. There is a genuine shortage of affordable housing in Winchester, with demand massively outstripping supply and the number of people on the waiting list increasing monthly.

The redevelopment of the former New Queens Head pub in Stanmore to provide 21 affordable homes has enabled many local residents to directly benefit as the scheme applied a Local Lettings Plan to

help ensure that at least 50% of the homes were allocated to people with a local connection to Stanmore.

The scheme's completion was officially celebrated on Tuesday 23rd February 2016 with the cutting of a ribbon by The Right Worshipful the Mayor of Winchester.

It is true to say that in addition to providing new affordable homes for our tenants, many of our future schemes have the potential to deliver additional community benefits. Whether that is improvements to

Considered Schemes

Completed Schemes

On Site Schemes

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road infrastructure and parking or the provision of local community facilities, improved open space or something as simple as more community noticeboards, there is potential to improve the local environment and quality of life for all residents, not just Council tenants.



# Housing services that save lives

The work of Winchester City Council's housing team can save lives – and that is the view of a man who benefited from it.

Tom (name changed) is 27 and has lived in the Winchester district all his life. He wrote to the City Council recently to share his experience and say 'thank you'.

Tom explained that early in 2014 he was homeless and suffering from post-traumatic stress disorder and had experienced a difficult family background.

He had been sleeping rough for a few months and was woken in one of the city's car parks by a member of the City Council's housing team.

The officer advised Tom to visit him when the Council office was open and promised to refer him to the night shelter.

Tom said he arrived at the night shelter and assumed it would just be a roof for the night, but it was much more. The support, advice and counselling he received was 'second-to-none' and Tom believes if it wasn't for the three organisations - Winchester Churches Nightshelter, Winchester City Council and Trinity Day Centre - he would not be alive today.

Tom lacked confidence to approach anyone for help when he was homeless, but says the support he received inspired him and restored his faith in humanity. Now he has a home, a part-time job and is thinking of starting his own business.



Cllr Caroline Horrill, Winchester City Council's Portfolio Holder for Housing, said: "We are sharing Tom's story because his experience inspires us to work even harder to help those who are homeless.

"By working in partnership with organisations such as Winchester Churches Nightshelter and the Trinity Day Centre, we are able to make a life-changing and sometimes even life-saving difference.

"The Council and its housing team has to deal with many difficult issues, but a personal story such as Tom's helps to show the positive side of our work that goes on unseen every day of the week."

Winchester Churches Nightshelter and Trinity Day Centre are Winchester City Council core-funded partner organisations for 2015-18.

The City Council works with its voluntary agency partners to provide a 'Winchester District Rough Sleeper Pathway', aiming to bring rough sleepers off the streets and provide advice and assistance to enable them to access appropriate accommodation and support.

In a new initiative, members of the public are able to use a referral form, available on the website, to report rough sleepers to the City Council. The Council also has plans for a campaign, including posters and stickers, to raise awareness of rough sleepers and the support that is available for them.

## How to report a Homelessness person

There are many reasons why people sleep rough; our Homelessness Housing Options Officers can offer them help and support as a way out of rough sleeping which may include:

- Advice (health, welfare and benefits)
- Specialist Support Services
- An emergency bed or a place in suitable supported accommodation

So, if you see someone sleeping rough in your community (literally, sleeping and living outside), please tell us so we can help them.

You can tell us about anyone sleeping rough in your community by contacting our 24 hour referral telephone line on **0300 5000 914** or you can complete our online referral from by visiting [www.streetlink.org.uk](http://www.streetlink.org.uk) Finally you can also contact the Council directly by emailing [roughsleepers@winchester.gov.uk](mailto:roughsleepers@winchester.gov.uk)

The more detail you can provide about where they are sleeping and if possible a short description of what the rough sleeper looked like, what they were wearing at the time or any possessions they may have with them means we can identify and locate them quickly to offer the help and support they need.

**Please help us to help them.**







# Tenant Voice

## Love Where You Live

### Winchester – Best in Britain!

Winchester has been named as the best place to live in Britain. The Sunday Times called Winchester "Practically Perfect", boasting a positive community spirit, good shops and attractive outdoor spaces.

That doesn't mean we can not make it better! The Council can fund improvements to estate areas or help support community groups to establish new gardens, allotments and improve open spaces.



- Are you aware of an area that needs tidying?
- Have a suggestion for improving land near where you live?
- An area near you that would benefit from fruit producing trees/shrubs?

Let us know. The Council spent over £0.5m improving estates and communal housing last year and is looking for projects that improve where you live.

### Forder Court Communal Garden



The communal garden at Forder Court, St Cross Road, has undergone a make-over courtesy of the Estate Improvement Programme. The unsightly bin area has been transformed into a pleasant courtyard space, the grass has been levelled and the patio reinstated to provide a space for residents to meet and enjoy some much anticipated sunshine!



### How to report fly tipping

Fly tipping is a common problem across the district. If you see any, please report it [www.winchester.gov.uk/report](http://www.winchester.gov.uk/report) - if you click on the 'report' icon you will be taken to a form that you can use to report fly tipping. Alternatively you can ring Customer Services on 01962 840 222 during normal office hours.

# Get Gardening

Back by popular demand



It time for proud gardeners – or their neighbours - to join our annual competition to find the best gardens, balconies and hanging baskets.

<b>Best Novelty Container</b>	<b>First Prize</b>	<b>£250 Vouchers</b>
<b>Best Garden</b>	<b>First Prize</b>	<b>£250 Vouchers</b>
	<b>Runner Up</b>	<b>£100 Vouchers</b>
<b>Best Hanging Basket</b>	<b>First Prize</b>	<b>£250 Vouchers</b>
<b>Best Sheltered Housing Scheme Garden</b>	<b>First Prize</b>	<b>£500 Vouchers*</b>
	<small>*Prize to be spent on garden furniture, equipment or plants etc</small>	
<b>Best Balcony</b>	<b>First Prize</b>	<b>£250 Vouchers</b>
<b>Best Allotment / Veg Patch</b>	<b>First Prize</b>	<b>£250 Vouchers</b>

Entry is free to all Winchester City Council tenants and leaseholders. The deadline for entries is **Friday 15 July 2016** and judging will take place in the last week of July.

Please return entries to: Freepost Plus RTLH-KXUA-SEEC Tenant Involvement Team, Winchester City Council, Winchester, SO23 9ZT

No stamp required. Email entries to [housingstates@winchester.gov.uk](mailto:housingstates@winchester.gov.uk)

## Get Gardening – Entry Form

Your Name: .....

Neighbour's Name\*: .....

Address: .....

Address: .....

Daytime Tel No: .....

Daytime Tel No: .....

Category: .....

Category: .....

\* If you are nominating another gardener, please add their name and details here.





# Tenant Voice

## Property Services Planned Maintenance

### External Repair & Painting Street Listing

#### Abbotts Barton

Austen Close  
Charles Close  
Chandler Road  
Coney Green  
Coram Close  
Dyson Drive  
Simonds Court  
Colbourne Court  
Oglander Road

#### Alresford

Ashburton Road  
Jesty Road  
Lovells Walk  
Meryon Road  
Mitford Road

#### City Centre

Lower Brook St  
Newburgh Street  
Princes Buildings  
Tower Street

#### Golden Common

Spring Lane

#### Compton

Attwoods Drive  
Old Post Office

#### Droxford

St Marys Close

#### East Stratton

Stratton Close

#### Exton

Larrymore Cottages

#### Highcliffe

Gordon Avenue  
The Bungalows

#### Meonstoke

St Andrews Green

#### Otterbourne

Bourne Close

#### Shedfield

Canford Close

#### Soberton

Big Tree Cottages

#### Stanmore

Addison Street  
Battery Hill  
Drayton Street  
Drummond Close  
Mildmay Street  
Paulet Place  
Princes Place  
Waynefleete Place  
Wykeham Place

#### Titchfield

Witherbed Lane

#### Weeke

Trussell Crescent

#### West Meon

Railway Cottages

#### Wickham

Brittany House  
Normandy Court

#### Winnall

Braxton House  
Craddock House  
Dennett House  
Earle House

### Discretionary Works Scheme

Surprisingly, although many tenants welcomed this innovative scheme with open arms, the take-up year on year has been disappointingly low. Given the poor response, coupled with the effects of the recent Government rent reduction policy, it has been decided that this will be the final year that the scheme will run. Invitations have been issued to one fifth of the housing stock annually for the last four years, in conjunction with the External Repair and Paint programme. Once this year's invitations have been sent out, all properties will have been included in the scheme at least once and it will draw to a close. If you receive an invitation this year, please remember to return it to us promptly for processing. Only those homes in the street listing will be eligible.

### Kitchen & Bathroom Programme

Kitchens and bathrooms have typically been replaced on a 30 and 40 year cycle respectively and only then when the condition of either has been poor.

In a change to the previous approach, kitchens will now be programmed for replacement every 20 years. When your kitchen is 20 years old you will be offered a new kitchen, irrespective of it's condition. We know many tenants do not want the disruption and upheaval of a new kitchen, so you can still refuse these works if you so wish.

Complete bathrooms will not be replaced on a fixed cycle in future, but the individual sanitary components (bath; basin; w/c) will continue to be replaced if beyond economic repair.

### STOP PRESS

### Gas Servicing Reminder

It is essential that you allow us access to complete the annual gas service at your home and failure to do so will now result in the Council cutting off your gas supply. Please make arrangements for an appropriate adult to be in the property for your appointment. If your allotted appointment is not convenient please contact Liberty Gas on 0800 130 3105 to make an alternative arrangement.



The Council is also taking this opportunity to clarify its approach and position on a number of other maintenance issues. There will be more information to follow over the coming months, but the changes (which are effective from 1st May 2016) are summarised as follows:-

**Showers** – unless still required for a continuing medical need, or where part of an existing wet room installation, showers will be removed from service, unless the current tenant is prepared to maintain the appliance themselves.

**Measures to reduce condensation** – the Council will continue to offer and maintain extractor fans to kitchens and bathrooms. If a tenant disagrees with the Council (i.e. where the Council has concluded that a condensation problem exists and it is due to tenant behaviour or actions), then the tenant should seek their own independent advice.

**Fencing** – tenants will be expected to maintain and erect fencing at their own cost. Tenants will be expected to agree, and joint fund, shared fencing with neighbours where applicable. Where the Council has a legal obligation to provide fencing, it will only contribute to the most cost effective maintenance-free options.

**Heating systems** – gas systems, and energy efficient quantum heaters, are now the Council's preferred heating solutions. Solid fuel appliances, open fires and associated chimneys etc. will be removed from service at every opportunity. Tenants should ensure they have their own emergency arrangements in place (particularly for heating) should they experience an extended power cut.

**Windows** – properties which are unable to benefit from modern double-glazed windows (i.e. due to planning/conservation restrictions) will be offered secondary double glazing.

**Lightbulbs/fluorescent tubes** – the replacement and changing of these remain the tenant's responsibility (unless your property is part of a sheltered housing scheme)

**Loft conversions/extensions** – these projects have not proved as attractive or as successful as originally hoped, and therefore this year (2016/17) will be the last year of this scheme.

## Dog Microchipping – It's the law



Did you know that your dog must be microchipped by law from April this year according to the Microchipping of Dogs Regulations 2015? Failure to comply could lead to a £500 fine!

That doesn't just mean that your dog needs a chip, but also that all the details kept on the database must be up to date too.

The Council's Animal Welfare Officers are fully in support of being able to reunite dogs with their owners more quickly.

The Council collects about 200 stray dogs every year, and whilst a large percentage of dogs are microchipped these days, when we contact the microchip database, we find that the owner's details are incorrect or out of date. See page 10 for free dog microchipping at St Barnabas Church, Weeke.

For more information Contact **01962 840 222** ext. 2172 or email [eh@winchester.gov.uk](mailto:eh@winchester.gov.uk)

## Ways to Pay your Rent

Rent is charged weekly for 52 weeks of the year and you should pay weekly or in advance.

There are many ways in which you can pay your rent which are fast, easy and convenient.

Resident Sue Harding said "I could not get into the City Offices to pay my rent so I had to phone in. I could not believe how easy it was".

### Ways you can pay

- **Direct Debit** you can get a form on the City Council website. 
- **Cash** at the City Council, City Offices, Colebrook Street, Winchester.
- **At your local shop** using a Rent payment card.
- **Over the phone** on 01962 848 512. All you need is your rent reference number.
- **Internet payments** can be made at [www.winchester.gov.uk](http://www.winchester.gov.uk)
- **Standing Orders** can be set up with your bank.
- **My Council House** – the website that allows you to look at your rent account and make payments.





# Tenant Voice

## Dates for your diary

### Winchester Criterium and Cycle Fest

The Broadway, Winchester  
5th June, 10am – 4pm

Winchester's City Centre streets will be closed for a day of all things cycling, with spectacular racing and a range of activities for all the family.

[www.winchestercriterium.org](http://www.winchestercriterium.org)

### Free Dog Microchipping Event

St Barnabas Church,  
Fromond Road, Weeke  
12th June 1pm – 3pm

A free microchipping service offered in partnership with the Dogs Trust and Animal Welfare Team. No booking required... simply turn up with your dog during these times!

### Winchester Hat Fair

Winchester City Centre  
1st – 3rd July

The UK's longest running festival of outdoor arts returns to the streets of Winchester.

[www.hatfair.co.uk](http://www.hatfair.co.uk)

### Winchester Party in the Park

Somers Close Recreation Ground,  
Stanmore, 30th July, 12pm – 5pm

Party in the Park is back for 2016!

This large family friendly event is organised by Winchester City Council, in partnership with A2Dominion, the Carroll Centre and Tenant representatives. The event features live music, attractions, activities and a children's funfair.

[www.facebook.com/winchesterpartyinthepark](http://www.facebook.com/winchesterpartyinthepark)

### Tenant Training Weekend

Locations across the District  
22nd – 23rd October

A weekend of training courses specially tailored for our tenants. Courses include: emergency first aid, cookery, IT skills and budgeting. Please contact your Tenant Involvement Officers for further information.

### South Coast Training

Novotel Hotel, Southampton  
29th October, 10am – 4:15pm

Our flagship training event for tenant representatives. Please contact your Tenant Involvement Officers if you are interested in attending or if there is a specific workshop that you would like to see at this event.

### Free October Half Term Football

Locations across the District, 25th – 28th October

Please contact [cdrummond@winchester.gov.uk](mailto:cdrummond@winchester.gov.uk) or 01962 848 329 for more information.

[www.playthearsenalway.com](http://www.playthearsenalway.com)

### TACT (Tenants and Council Together) AGM

Guildhall, Winchester  
15th November, 7pm – 9pm

All tenants are invited to attend the TACT AGM. Refreshments are provided and transport can be arranged. Please contact the Tenant Involvement team for further information.

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

### Sheltered Housing Christmas Lunch

The Holiday Inn, Winchester  
9th December, 11am – 2pm

A festive event featuring entertainment for our tenants in Sheltered Housing. Save the Date! Invites will be sent out nearer the time.



### Housing Services Street Meets

Our Housing Services Street Meets are back! Come and join us at any of the Street Meets below to speak to your housing and property services officers. In partnership with local tenant groups, some events also feature additional activities and entertainment. We look forward to seeing you there! All Street Meet times are 3pm - 5pm on the dates listed below.

- 24th May Compton, Attwoods Drove Green
- 25th May Kingsworthy, Tubb's Hall
- 31st May Swanmore, Springvale
- 1st June Winnall and Highcliffe, Winnall Manor Road Park
- 8th June Alresford, Grange Road
- 12th June Weeke, Trussell Crescent (12.30 – 4.30pm)
- 14th June Sparsholt, Woodman Close
- 15th June Bishops Waltham, Oak Road
- 28th June Wickham, The Green, Station Road
- 29th June Denmead, Bere Road



## Sport & Physical

**Activity** The Sport & Physical Activity Team is working closely in a number of communities to deliver healthy, active classes, as well as a number of sports activities.

### Exercise Referral Scheme

A tailor made 12 week physical activity programme that will help you become more active and healthy.

If you have any underlying medical conditions, your local GP will refer you to this scheme where you can choose to take part in a range of activities, such as; gym sessions, group exercise classes, swimming and health walks.



### Steady & Strong Classes

For over 50's, these individually tailored community based balance and strength classes are delivered by qualified professionals. (All classes £1.50 per person, excluding River Park Leisure Centre).

Harwood Place, Kings Worthy, SO23 7PS, Thursdays 1pm-2pm  
Compton Scout Hut, Compton, SO21 2AZ, Fridays, 3pm-4pm  
River Park Leisure Centre, Winchester, SO23 7DD, Wednesdays, 10.30am-11.30am

### Running Club

For beginners and intermediates, sessions include a combination of jogging and running giving you the chance to work towards your own personal goals, improve your fitness and receive support. **River Park Leisure Centre, SO23 7DD, Thursdays, 6.30pm-7.30pm, £2.00 per person.**

### Common Room Activities

**Godson House, 11am-12pm.** Takes place the **last Wednesday of every month.**

**Hyde Gate, 11am-12pm.** Takes place the **second Tuesday of every month.**

### Active Stanmore

In partnership with the Carroll Centre, the Sport and Physical Activity team helps deliver a range of fun activities to keep the body and mind active. Every Friday 10.30am-12.30pm at the Stanmore Community Centre for those

60+ or retired. For further information please visit [www.thecarrollcentre.org/eactive](http://www.thecarrollcentre.org/eactive) or 01962 840 022.

### River Park Leisure Centre Saver Card

A fantastic scheme that enables students, unemployed, disabled, a lone parent receiving Income Support, 60+ and carers discounted pricing on a range of sports and activities. Pop down to **River Park Leisure Centre, Gordon Road, SO23 7DD** to pick up an application form or email.

### Winchester Health Walks

Walking is a great way to keep active and healthy and is a social event that can help you to make new friends. Winchester's regular health walks are a great way to discover the district. The free walks take place on a weekly basis and are between 2-3 miles. To find your nearest walk, please contact [cdrummond@winchester.gov.uk](mailto:cdrummond@winchester.gov.uk) or 01962 848 329.



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[www.facebook.com/activewinchester](http://www.facebook.com/activewinchester)



Follow us on Twitter:  
[@ActiveWinch](https://twitter.com/ActiveWinch)

## How to contact Housing

We have received some feedback saying it's hard to contact housing. So here are a few important contact numbers:

**Housing and Repairs 01962 848 400**

**Allocations 01962 848 356**

**Rents 01962 848 521**

**Tenant Involvement**  
**0800 716 987**

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

Please let us know if you are experiencing difficulty contacting housing.



## Dees Corner

With more and more households having a water meter, it is important to save water, as it really is like throwing money down the drain.

- Turn off the tap when brushing your teeth. **Save 18 litres**
- Collect water while it runs hot and use it for plants. **Save 9 litres**
- Fix dripping taps **Saves over 400 litres**
- Wash your car using a bucket of water instead of a hose. **Save 40 litres**
- Have a jug of water in the fridge, that way you will always have cold water to drink
- No matter what it says on the packaging, most of our personal healthcare and beauty products must never be disposed of down the toilet. Love where you live, includes the environment too. Just remember the 3 P's to flush down the toilet (poo, pee and paper)!





## Osborne Contract Extension

Osborne Property Services are delighted to have been awarded a contract extension for a further five years. As voted in by you, Osborne will continue to work in partnership with Winchester City Council with responsibility for maintenance and repairs of approximately 5000 homes.

David Harris, Account Manager, Osborne Property Services said: "I'm really pleased we've been able to secure an extension to our contract with Winchester County Council. Over the next five years we will be able to build upon the good work we've been doing, as well as to continue our partnership community work, helping make real positive differences for residents."



## Community Matters

Commitment for Osborne to support the local community can be seen through the energy of their Community Investment team. For Osborne, it is passion, not pounds, that makes all the difference. Over recent years, Winchester has seen a diverse range of initiatives from school safety talks to a build of a water bottle greenhouse – all of which have had a positive and lasting impact in the community.

Osborne is helping bring students and other members of the community in Winchester together through its support for Student Volunteering Week.

The week is organised by student-led charity Winchester Hub who has recruited 60 students, volunteering alongside Winchester City Council and Osborne on a variety of events.

Recently, Osborne Property Services have worked in partnership with our Tenant Involvement team to support a community action day on 23 February and an afternoon tea party the following day. 20 residents of supported housing visited the University of Winchester and were looked after by 15 students. This latter event is part of Winchester Hub's Linkages programme to bring older and younger generations together. Osborne provided the prizes for a raffle and also helped to run a 'sensory quiz'.



Catherine Mitchell, manager of Winchester Hub, based at the University of Winchester, said: 'Osborne's support is brilliant. It means we can go above and beyond what we would otherwise be able to do. It is also important for students to see how corporations can give back to the communities in which they operate.'

Neal Allison, community investment manager at Osborne Property Services, said: 'We are very pleased to have built a relationship with Winchester Hub and are delighted to help support its work in the community.'

'The community projects we are supporting during Student Volunteering Week are all good local causes that will help foster good relations between students and other members of the community. It's always good for young people to have volunteering experiences and examples they can add to their CVs and talk about in their future interviews.'

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**

WinchesterTenants

@WinchesterCity

Freephone: 0800 716 987

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

**Winchester City Council**  
**Freepost Plus RTLH-KXUA-SEEC**  
**Tenant Involvement**  
**Winchester SO23 9ZT**