

INSIDE



Focus on the market town of Bishop's Waltham



Get fit, whatever your age or fitness



Are you ready for Universal Credit?

TENANT VOICE

HOUSING FOR  WINCHESTER

Issue 7
Spring/Summer 2018



a family ticket to Marwell Zoo

See back page

All smiles
at the tenants' conference



Produced in partnership with Winchester City Council tenants



Winchester
City Council

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Meet the team

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, Marie Arthur, Sheila Burns, Brian Pitts, Leon White, Vicky Smith, Lin Mellish, Pippa Cole and Sue Downs.



It's not just the weather that is hotting up...

...as you can see Tenant Voice has had a makeover and we hope you all like our fresh new look. This issue is full of interesting articles and features that have all been suggested by tenants, with just the centre pages devoted to council news.

Remember, this is YOUR magazine and we want to print your community news and promote your events. Come along to our Tenant Voice panel meetings or drop us a line with your ideas and suggestions for future issues. Contact details are on the back cover.

WIN a family ticket to Marwell Zoo! Check out the back cover.

TACT update from Monica Gill



We want to encourage more tenants, especially younger people, to get involved with TACT and see for themselves that we really can influence our council housing service.

We know not everyone can make it into town so our next meetings will be held in various locations across the district. All meetings take place 2-4pm. For further information please visit: www.winchester.gov.uk/TACT:

- June 12**
- September 11**
- November 13 AGM**
- January 8**
- March 12**

TACT is here to check the council is doing a good job and to make recommendations on how the service could be improved. Currently we are looking at how the council communicates with tenants. If you have an issue that you want us to investigate please let us know.

Get in touch with Monica Gill on 07759 250 843 or email monicag70@talktalk.net alternatively contact the Tenant Involvement Team on 0800 716 987 or email: tenantinvolvement@winchester.gov.uk



Save money on your household bills

Switching your energy provider and tariff can save you money, and it isn't as complicated as you might think. Visit www.ofgem.gov.uk input a few details and you could cut your annual gas and electricity bills by as much as £300! www.uswitch.com also compares deals on broadband, car insurance and mobile phone tariffs. Problems getting online? Check out page 9 for advice.



All smiles at the housing tenants' conference

From informative workshops to games of kurling and dog displays; this year's tenants' conference was an action packed event!

Over 120 Winchester tenants flocked to the Guildhall in February to find out more about how the council works, our exciting plans for new homes and improved services, and to discover how they can help shape the future of housing.

The event also included lots of information stalls including stands by our contractors, Osborne and P H Jones plus the chance to take part in workshops on Universal Credit, welfare reform and fixed-term tenancies. There was also a chance to see the council's sports and dog warden services in action.

And to make sure our younger residents weren't left out we laid on fun activities for children including face painting and balloon modelling.



If you didn't make it to the conference check out what you missed online at www.winchester.gov.uk/housing/council-housing-tenants/tenant-conference-2018 and make sure you join us at next year's event.

Have your say and make a difference

We've been working really hard to improve the ways we listen and respond to your feedback – an issue many tenants have raised in the past.

We've made real progress but we want to encourage even more people to give us their views, especially younger households.



Give us five minutes!

Our new digital questionnaires are quick and easy to complete, meaning you can let us know what you think in just five minutes. Perfect for busy families and people who don't want to commit to meetings or lengthy procedures. Call 0800 716 987 or email tenantinvolvement@winchester.gov.uk if you are interested in completing a survey. If we already have your email address we may invite you to complete an online survey.



"However much time you have, your opinion counts and we want to hear from you."

Janette Palmer, Head of Housing Policy and Project Team



Are you an unpaid carer?

Millions of people across the country look after family or friends who are ill, frail, disabled or have mental health or addiction problems.

Many of these unpaid carers do this whilst holding down a job, or attending school. Astonishingly Carers Trust believes there are two young carers in every school classroom.

Carers Trust provides emotional and practical support to unpaid carers of all ages. This includes advice on benefits, grants, legal rights, replacement care and access to much needed breaks. For more information visit www.carers.org

Picking up instead of giving up for lent

Instead of giving something up for lent Judi, a tenant from Kingsworthy, decided to pick up instead!

Rather than cutting out chocolate she turned her attention to litter and committed to pick up three pieces of rubbish every day for 40 days.

"It's sickening what people just dump on our pavements. I was sick of seeing litter and wanted to do my bit to keep my local community clean and thought it would be a different way to mark lent rather than the usual idea of giving up an item of food. If we all picked up litter when we saw it Winchester would look so much better!"

Why don't you and your neighbours organise a litter pick or clean up in your community? Send us your photos and you could feature in our next issue.



Tenants' postbag

Send in your thoughts, ideas, news and photos to tenantvoice@winchester.gov.uk or write to us at the address on the back cover.



Adventures in retirement

When the novelty of retirement wore off, my husband and I decided we needed a new challenge (but one that didn't involve extreme sports, travelling abroad or anything too adventurous!) We needed something to motivate and excite us so we made a plan to travel to each of the 48 counties in England, visiting in alphabetical order and exploring new places and sights along the way. Planning ahead, booking budget hotels and looking for the best deals means our adventure is affordable as well as exciting, and as retirees we can use our bus passes to travel for free across the country.



Our quest began in Bedfordshire where we walked on the Dunstable Downs and met the animals at Whipsnade Zoo. We clocked up 12 trips within the first year and we're only on the letter E now but hopefully we will get to stay in the last county, Worcestershire, in about three year's time. We are loving exploring our beautiful country

Lin a tenant from Kings Worthy

If Lin's story inspires you to start travelling please let us know. We want to hear your stories and news to share with other tenants.

Remember your bin day

No one wants to see rubbish strewn down their street, which often happens when wheelie bins are left out overnight and get blown over by the wind. If everyone puts their bin out in the morning of collection day it would save a lot of mess.

Joan a tenant from Kings Worthy

Check your collection day at www.winchester.gov.uk/bins or call 0300 300 0013.

Remember to poop a scoop

If you're sick of seeing dog poo on your street or local park did you know you can request that the council consider installing a 'dog poo' bin in your neighbourhood. That's what we did in Compton! Also any dog owner caught not picking up after their four legged friend can receive a fine of up to £1000.

David a tenant from Compton

To find out more about requesting a dog poo bin talk to your parish council, or if you live in Winchester city centre call 0300 300 0013.

Struggling to cope with daily life?

- Finding it hard to get a job?
- Trouble dealing with your child's behaviour?
- Worried about debt or losing your home?
- Problems with drugs or alcohol?
- Generally not coping?

Winchester Supporting Families may be able to help.

When facing a multitude of problems and trying to cope with the pressures of family life, it can be difficult to know where and how to find help. Winchester Supporting Families is part of a national initiative which aims to provide extra practical help early on to stop problems getting worse and to get things back on track. We work with whole families and a wide variety of local agencies to identify issues that are important to them and agree how we can work together to support them.

For more details please call 01962 840 222 and ask for the Supporting Families team or email bambrose@winchester.gov.uk



Are you ready for Universal Credit?

You've probably already heard that there are big changes taking place to the benefits system and it's important you know if and how your household will be affected.



Don't forget to enter our competition on the back cover and you could win a family ticket to Marwell Zoo!

This July Universal Credit (UC) will be introduced in Winchester. UC combines the following benefits into one monthly payment:

- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment & Support Allowance (ESA)
- Income Support
- Housing Benefit
- Working Tax Credit
- Child Tax Credit

WHO IS AFFECTED?

You will only have to claim Universal Credit if you make a new claim or have a change to your circumstances. UC only applies to people of working age so you won't be affected if you are of pension age.

HOW DO I APPLY FOR UC?

UC applications need to be made online at www.universal-credit.service.gov.uk

HOW DO I RECEIVE UC?

UC is paid directly into your bank or building society each month. If you can't open a high street bank account because of poor credit rating talk to a local Credit Union who can open an account for you.

It is your responsibility to use your UC payment to pay the rent so it's a good idea to set up a Direct Debit to automatically pay this each month. Call 01962 848 521 for help with setting up an automated payment or visit www.winchester.gov.uk/housing/council-housing-tenants/paying-your-rent

NEED HELP?

If you need help to complete the UC online application form talk to staff at the Job Centre or pop into the Council office in Colebrook Street. And if you don't have a computer at home you can get online for free in our reception area, at The Job Centre or at any local library.

For more information contact the Universal Credit helpline on 0345 600 0723.

RENTS GOING DOWN

Great news for your pocket as your rent has reduced this month. Your rents have reduced by 1% annually since 2015 when the government announced a 1% reduction in social housing rents for four years. Despite the drop in rent we still strive to provide you with an excellent service and a home that meets the Decent Homes standard.

However a cut in rent income means we have had to look at how we deliver the housing service using less money. We've worked hard to make savings and we've made more services available online (see page 9).

For more information and advice about Universal Credit visit <http://www.winchester.gov.uk/benefits/universal-credit>



Building more affordable homes in Winchester



Chesil Lodge extra care scheme

Exclusively for residents over the age of 55, Chesil Lodge provides the best of both worlds; the privacy and independence of your own one or two-bedroom apartment, and the reassurance that additional help is available now or for the future.

As well as on-site care and support, there are lots of shared facilities including a bustling restaurant and café, landscaped gardens, roof terrace, hairdressing salon and a guest suite for family members to stay overnight. A calendar of regular events and fun activities means there are lots of opportunities to get out and socialise with your neighbours if you want to. For more details email: shelteredhousing@winchester.gov.uk or call **01962 855 335**.

Alresford

Work has begun on six new flats in Alresford at the site of the former roundabout linking Mitford Road, Ashburton Road and Jesty Road. As well as modern, one-bedroom apartments the development will also include an attractive public open space, and should be completed this Summer.

Stanmore

Construction work on new houses, flats and bungalows has now restarted at Bailey Close after the previous contractor fell into administration. Completion of the 76 new homes is expected this Summer.

NEW FAMILY HOMES

As well as developing flats for people to downsize to we're also busy developing much needed family homes too. Residents have recently moved into 13 new council homes at Hillier Way in Abbots Barton, and planning permission has been granted to build seven new homes in Rowlings Road, Weeke. Check out our next issue for an update.

Do you have a tree in your garden?

Now is the time of year to enjoy your garden. It's your responsibility to maintain your garden but please let us know if you have any trees so that we can check they are safe and free from disease. We will arrange a tree inspection and carry out any necessary work at no cost to you. Call us on 01962 848 207 or email housingstates@winchester.gov.uk

Gardening is a great way to keep fit

check out page 14 for more ideas to get active.



Got a mobile? Stay in touch

If you've got a mobile phone please make sure we have your up to date contact number so we can send you texts about the housing service. It's a quick and easy way to receive reminders and housing news and saves unnecessary paper and mailing costs.

Stay safe at home

Everyone wants to feel safe and secure at home. Follow our top tips below to improve your home security and enjoy peace of mind.



Always ask to see ID before letting a tradesperson or stranger into your home and when you answer the door use the door chain if you have one.



Keep your front door closed and remember to shut windows when you go out or go to bed.



Blocks of flats and sheltered schemes have secure door entry systems to keep residents safe. Always close the door properly behind you, avoid letting strangers into the building and never wedge the door or leave it open.



If you have a garage or a shed don't leave tools and equipment like lawn mowers on display. Cover the windows so burglars aren't tempted to break in.



Don't leave spare keys in obvious places where they could be found by a burglar. Never leave extra keys under doormats, potted plants or any other obvious outdoor spots. It's safer to give a set to a neighbour you can trust.



Keep curtains and blinds shut when you're out. Don't show a thief what's inside your home – especially expensive electrical equipment.



Don't advertise that your home is empty. Never leave notes on your door for staff or family members that will alert potential burglars that you may not be at home.

For more top tips to keep your home safe call Trading Standards on 01962 833620 and ask for a Safe and Sound booklet which is packed with useful information and advice.

Who to call?

With County, City and Parish Councils in charge of different services it can be hard to know who to contact. Our guide below lists some of the most common reasons people get in touch.



Reporting potholes

(and anything to do with roads and highways) Call 0300 555 1388 or visit www.hants.gov.uk/transport



Reporting a dead animal on the road

Call 0300 555 1388 or visit www.hants.gov.uk/transport/roadmaintenance/roadproblems/deadanimals



Stray Dogs

Call the City Dog Warden on 01962 848097 or visit www.winchester.gov.uk/environment/lost-stray-dogs



Registering a birth or death

Call 0300 555 1392 or visit www.hants.gov.uk/birthsdeathsandceremonies



Missed dustbin collection

Call 0300 300 0013 or visit www.winchester.gov.uk/missedbin



Reporting repairs

Call 01962 848 400 or if it's an emergency out of hours, email housing@winchester.gov.uk or visit 'My Council House' at www.winchester.gov.uk



Housing services at the touch of a button

You can access our services anytime at www.winchester.gov.uk/report whether you want to pay, report or apply for something.

Visit 'My Council House' section of our website at www.winchester.gov.uk

- View your rent account
- Make payments
- Report repairs and track them online

No more standing in queues or hanging on the phone.



No internet access? No problem!

The internet has so much to offer but we know that not everyone has access nor the skills or confidence to get online. Don't worry, staff at your local library and the Job Centre can tell you about free training courses to get you started.

Plus, if you live in a sheltered scheme you will soon be able to borrow a tablet and enjoy free wifi – check out page 16 for details.

A day in the life

of a surveyor



In the first of our new series exploring the different jobs carried out by council staff, we talk to Area Surveyor Sarah Harding-Jones.

"Being a surveyor is a really interesting job. I go out to inspect around 40 properties each week, including tenants' homes and empty properties. As a surveyor my job is to assess any problems with the structure of the building and then recommend the necessary work needed to put it right. Problems could include cracks in walls, leaking roofs or damp and mould.

It's really satisfying when I am able to help tenants sort a problem in their home or play a role in bringing an empty property back into use.

I've been with Winchester City Council for over six years now. I started in an admin role in Customer Services but always

harboured dreams of a more hands-on career in Property Services. I spoke to my manager and was lucky enough to be offered day-release at Highbury College to study Construction and The Built Environment whilst spending the rest of the week shadowing surveyors and gaining lots of practical experience. I gained an HNC and then an HND before starting full time as a qualified surveyor in 2016.

The role is varied and challenging and I love it! Although surveying is currently a male dominated field (I am the only female in the team) I would definitely recommend more women to consider it as it is a really interesting and rewarding career."

Our expert's top tips to tackle damp and mould

Sarah is often called out to assess damp and mould problems. Unless there is a leak or a major structural problem with the property she recommends following these tips to prevent and tackle the problem:

- **Most important is to keep your home at a constant warm temperature rather than turning the heating up and down**
- Regularly wipe down surfaces which are prone to condensation.
- **Open windows when cooking, showering or bathing and use the extractor fan.**
- Move furniture away from the walls to allow air flow.
- **Put lids on pans to prevent steam.**
- Avoid drying clothes indoors and if you really have to, keep them in the bathroom with the window open.

For more useful advice and tips on tackling and preventing mould at home visit www.winchester.gov.uk/dampandmould or call us to request a free copy of our damp and mould prevention leaflet.



TENANT CORNER



Share your top tips and win £50!

Blocked pipes can be a costly problem to fix. Avoid the issue by following my tips below.

- Never pour cooking oil, fat or grease down the sink as it congeals and will block the pipe. Pour oil into an old container with a lid and then put it in the bin.
- Wipe round greasy pans with kitchen towel to remove excess grease before washing.
- Scrape any leftover food from plates into the bin or composter before washing up.
- Use strainers in sink plugholes to stop anything but water from going down the pipe.
- Never flush nappies, baby wipes or sanitary products down the toilet.

We've got a £50 shopping voucher to send to the best budget household or garden tip we receive from readers. Email or post your low cost top tips to the addresses on the back cover by 1 July and we will print the winning suggestion in our next issue.



Welcome to Compton

The Winchester district encompasses many different parishes including sleepy, rural villages such as Compton, where we manage 46 properties.

Images used courtesy of Adrian Walmsley and Compton & Shawford Pre-School



We have 46 council properties in Compton



History

Compton's name comes from the Saxon "Combe-tun" – settlement in a valley. There have been settlements here since Roman times, and the church is originally Norman.

Community spirit

The pretty village boasts amazing scenery, real community spirit and a host of activities to keep young and old residents busy. Many different groups and clubs meet at the local scout hall including a pre-school, choir, WI, Sapphire Club for older residents and of course scout groups for children and young people. Plus there are also opportunities to join in bridge, keep fit, yoga and

gardening, and elsewhere in the village there are popular cricket and tennis clubs.

"Compton is a fantastic place to live, there is so much on offer for all ages. It's a thriving village with a lovely feeling of community spirit." Compton resident Sue.

Take a walk

Compton is nestled in beautiful countryside and strolling the six-mile Shawford Serendipity Trail is a good way to explore the area. Download the map at <https://comptonshawford-pc.gov.uk/sport-and-leisure/walking/the-shawford-serendipity-trail/serendipity-trail-map>



"I was born in Shawford and brought up in Compton and have spent my whole life in this area. My father Percy Cole was the local postman and helped found the scout hall. I remember feeding apples to the horses that pulled the council's carts in the garden of the old Chequers Pub which is rumoured to be where Oliver Cromwell stayed! When I was little there were only two street lights and at night the whole village would be in complete darkness." Former Compton resident Pippa



Do something great today

Volunteering can benefit the local community and can change your life too! You'll enjoy increased self confidence, learn new skills and meet new people.

And the good news is that whatever your age, experiences or time commitments there's a volunteering opportunity out there to suit you! Volunteering can change your life, whether you are:

- retired and looking for a new challenge to get you out the house
- unemployed and keen to gain new skills to help you find work
- feeling lonely and want to meet new people
- stuck in a rut and want to try something completely different
- keen to give something back to your local community.

There are lots of volunteering opportunities available such as:



Theatre Royal Winchester
gain valuable experience of working in a theatre, meet new people and learn new skills.
www.theatreroyalwinchester.co.uk/about-us/jobs-and-volunteering/



Winchester Cathedral
join hundreds of other volunteers who are helping to preserve almost a thousand years of history for future generations.
www.winchester-cathedral.org.uk/join-us/volunteer-with-us/



Countryside volunteering
keep active whilst lending a hand with conservation and horticulture projects.
www.hants.gov.uk/thingstodo/countryside/volunteering



Winchester Live At Home
help enrich the life of others by providing friendship and activities for older people.
www.wlahs.org



Hat Fair
Be part of Winchester's famous outdoor arts festival.
<https://hatfair.co.uk/volunteers/>

For lots more local volunteering ideas visit:
www.hants.gov.uk/jobs/volunteering/volunteeringopportunities
www.cfirfirst.org.uk/volunteering/individuals/



“Volunteering has helped me grow in confidence and as a person. It has taught me so much, whilst giving me the opportunity to spend my time doing something worthwhile. The future looks brighter.”

Polly, a volunteer at the Winchester Live at Home Scheme

FOCUS ON

Bishop's Waltham

The latest in our series shining the spotlight on our different neighbourhoods, focuses on the medieval market town of Bishop's Waltham.

We have 278 homes in Bishops Waltham, a mix of one, two and three bedroom properties.



This vibrant and historic town at the source of the River Hamble enjoys a broad range of shops, cafés and restaurants as well as miles of walking and cycling trails. Enjoy a day wandering through nature reserves, meandering along riversides and discovering the former Meon Valley railway line. Several self-guided walks start from the town centre including a heritage trail and a nature and country walk. Pick up a map from the Parish Council in Jubilee Hall.

Markets

There is a market on the High Street on certain Sundays throughout the year with art, design, antiques and vintage stalls. Local produce, home baking and crafts are on offer every Friday morning at the Country Market in Jubilee Hall.

A town steeped in history

History buffs will enjoy stepping back in time at the grand medieval Bishop's Palace which once played host to important visitors including Henry II, Richard the Lionheart, Queen Mary I and Queen Elizabeth I.



Delve into the archives of the town's history and uncover local information and historic artefacts at the Bishop's Waltham Museum.

“We've recently moved to the town to be nearer our family and it's a lovely place to call home. It's so friendly and picturesque and the local doctor is great. We wish we'd moved here years ago!”

Roy and Pauline



What's on in Bishop's Waltham

- **Garden Fair** – 6 May 2018, 10am to 4pm, Wintershill Hall, Durley
- **Bishop's Waltham Carnival** – 9 June
- **Garden Society plant sale** – 12 June Red Lion Street
- **Bishop's Waltham Music Festival** – 19 July

For more local events listings pick up a free What's On diary from local shops and cafes or visit www.lovebishopsaltham.com



Get fit get moving

We all need to keep fit and active and whatever your age or fitness level, there is an activity for you!

Joining a local group is a great way to get out and meet new people at the same time as raising your heart beat. But there are lots of simple ways to keep active at home that won't cost you a penny. Feeling fit and healthy can also improve your mental health and stronger muscles mean better balance and stability.

Keep fit on a budget

Make simple changes to your daily routine to keep fit:

- Take the stairs instead of the lift
- Get off the bus one stop early and walk the rest of the way
- Dance around the living room for five minutes every day
- Take the kids to the park for a game of football
- Get gardening – mowing, pruning, weeding and digging all help to burn calories and strengthen muscles. Plus the results will look blooming lovely! If you haven't got your own garden check out page 12 for details of volunteer conservation activities.

Less mobile?

Simple armchair exercises will gently build your strength.

Try each exercise 10 times and do more as you feel stronger:

- Gently tilt your neck side to side to look over your shoulder
- Place your fingertips on your shoulders and roll shoulders forwards then backwards
- Shrug your shoulders to your ears and roll them backwards and forwards
- Sit up straight with your feet flat and slowly lift alternate knees towards you
- From seated position gently tap heel to the floor then toes

Join a local group

Meet new people and have fun whilst getting active:

- Walking Football, Tuesdays 10am, River Park Leisure Centre, £2
- Walking Netball, Mondays 1pm, River Park Leisure Centre, £3
- Breeze ladies-only cycle rides. Visit www.letsride.co.uk/breeze
- Health walks across the district open for all ages and abilities – contact sport@winchester.gov.uk or call 01962 848405 for details.
- Winchester parkrun, Saturdays 9am, North Walls Recreation Ground SO23 7DD
- Whiteley parkrun, Saturdays 9am, Meadowside Recreation Ground PO15 7PD
- Winchester junior parkrun, Sundays 9am, Garrison Ground SO23 9NR

Discover more activities at: www.winchester.gov.uk/activeclasses

Disability Sessions at Riverpark Leisure Centre

- Disability Tennis – Thursdays, 5-6pm, FREE
- Disability Football – Tuesdays, 5-6pm, FREE



Saver card

If you're on a low income ask about the Winchester Saver Membership at River Park Leisure Centre or Meadowside Leisure Centre to benefit from discounted rates.



What's on



1940s Tea Party

1.30-3.30pm, Twyford Parish Hall for over 60s who have a Lifeline or pull cord. A special wartime themed Tea Party organised by our Community Champions. Invitations will be sent out shortly.



Alresford Music Festival

A family friendly, one day summer music festival. www.alresfordmusicfestival.com



Winchester Criterium and CycleFest

The Broadway, Winchester. A day of cycle racing and family activities. www.winchestercriterium.org



Winchester Hat Fair.

The UK's longest running festival of outdoor arts returns to the streets of Winchester City Centre. www.hatfair.com



Winchester Party in the Park

12pm-5pm, Somers Close Recreation Ground, Stanmore. Free, fun-filled family event with live music, attractions, activities, stalls and funfair. If you would like a stall please contact **0800 716 987** or email partyinthepark@winchester.gov.uk www.facebook.com/wpitp



Sheltered tenants' Christmas Lunch.

11am-2.30pm, The Holiday Inn, Winchester. Save the date! Invitations will be sent out nearer the time.

Tenant Training Opportunities

Learn a new skill and meet new people at our free training sessions.

Call 0800 716 987 or email tenantinvolvement@winchester.gov.uk to book your place.

HEALTHY FAMILY COOKING ON A BUDGET

2 June, 10am-1.30pm
The Carroll Centre, Stanmore
and 9 June, 10am-1.30pm
Godson House, Winchester

Learn how to cook and eat well on a budget. A fun and interactive workshop featuring cooking demonstrations and taste testing.

FOOD HYGIENE AWARENESS COURSE

15 June, 9.30am-12.30pm
Godson House, Winchester
and 21 June 9.30am-12.30pm
Makins Court, Alresford

Learn about high risk foods, preventing contamination, and dealing with food poisoning. Ideal if you cook on behalf of someone else or if you are looking for a job in the catering industry.

ESSENTIAL FIRST AID TRAINING FOR ALL

13 July, 9am-12.30pm
The Carroll Centre, Stanmore
and 24 July 9am-12.30pm
Normandy Court, Wickham

Delivered by St John's Ambulance to show you how to deal with a range of accidents and injuries, and how to save a life.

SOUTH COAST TRAINING

20 October, 10am-4.15pm
Novotel Hotel, Southampton
Our flagship training event for tenant representatives. Please contact your Tenant Involvement Officers if you are interested in attending.

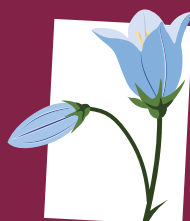
Win

a family ticket to

Marwell Zoo

Fancy a helping hand to pay the grocery bill this month?

Simply spot the 5 spring flowers hidden around the magazine and you could win a shopping voucher. Let us know which articles they appear in and send along with your name, address and contact number to the Tenant Involvement team address at the bottom of the page.



Competition only open to Winchester City Council tenants.
Closing date: 1 July 2018.

CONGRATULATIONS

...to Kerry from Sparsholt the winner of our iPad competition in the last issue.

"The iPad is amazing and when I can wrestle it off my children I am looking forward to discovering how to use it!"



Get in touch

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

Freephone: **0800 716 987**
Email: tenantvoice@winchester.gov.uk
www.winchester.gov.uk/tenantvoice



WinchesterTenants



@WinchesterCity



Free wifi for older tenants

All our sheltered schemes will enjoy free wifi in the future meaning you wont need your own broadband connection to get online.

And we will be buying 10 new tablet computers that sheltered housing tenants can borrow free of charge. Ask your sheltered housing officer for more details.



If you already have a smartphone, tablet or laptop but don't know how to use it, we can show you how easy it is to get started.

Call 0800 716 987
or email tenantinvolvement@winchester.gov.uk

Welcome to Michelle Smith, our new full time Tenant Involvement Officer who joined us in April.

