Focus on the market town of Bishop’s Waltham

Get fit, whatever your age or fitness

Are you ready for Universal Credit?

WIN

a family ticket to Marwell Zoo

See back page

All smiles at the tenants’ conference

Produced in partnership with Winchester City Council tenants
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.oglem.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.

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.

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

Janette Palmer, Head of Housing Policy and Project Team

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.
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

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

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 King 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.
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.

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.

Airesford
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.

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 Abbotts 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 housingestates@winchester.gov.uk.

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.

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 tradestaff 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.
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.

Welcome to Compton

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

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.

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

“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/](http://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.

- **Countryside volunteering**
  - keep active whilst lending a hand with conservation and horticulture projects.
  - [www.hants.gov.uk/thingstodo/countryside/volunteering](http://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](http://www.wlahs.org)

- **Hat Fair**
  - Be part of Winchester’s famous outdoor arts festival.
  - [https://hatfair.co.uk/volunteers/](https://hatfair.co.uk/volunteers/)

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

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**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.

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.

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"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

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“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

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**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

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For more local events listings pick up a free What’s On diary from local shops and cafes or visit [www.lovebishopswaltham.com](http://www.lovebishopswaltham.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
• Walking Football, Tuesdays 10am, River Park Leisure Centre, £2
• WINCHESTER CRITERIUM AND CYCLEFEST
A day of cycle racing and family activities.
The Broadway, Winchester.
www.winchestercriterium.org

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

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

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

Food Hygiene

Future events

15 June, 9.30am-12.30pm
Godson House, Winchester
Eastleigh Food Hygiene awareness course

21 June, 9.30am-12.30pm
Makins Court, Alresford
Food hygiene awareness course

15 July, 9.30am-12.30pm
Godson House, Winchester
Eastleigh Food Hygiene awareness course

17 July, 9.30am-12.30pm
Makins Court, Alresford
Food hygiene awareness course

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.

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.

Get moving
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!”

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

Free phone: 0800 716 987
Email: tenantvoice@winchester.gov.uk
www.winchester.gov.uk/tenantvoice
Facebook: WinchesterTenants
Twitter: @WinchesterCity

Free wifi for older tenants

All our sheltered schemes will enjoy free wifi in the future meaning you won’t 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.

Get in touch

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

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.

Marwell Zoo

a family ticket to Marwell Zoo

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