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Focus on the village of Micheldever



Chesil Lodge opens its doors



Looking back over the past year

TENANT VOICE

HOUSING FOR  WINCHESTER

Issue 8
Autumn/Winter 2018

Get ready for winter in Winchester

Annual report

inside centre pages

WIN

£50 shopping vouchers

See back page



Produced in partnership with Winchester City Council tenants and leaseholders



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: Rosemary Gedge, Joan Stevens, Joan Downing, Judi Steventon Baker, Monica Gill, Sheila Burns, Brian Pitts, Leon White, Lin Mellish, Vicky Smith, Pippa Cole, Sue Downs and Susan Rolling.



Welcome to this special bumper issue of Tenant Voice

In the centre pages you will find our Annual Report which celebrates our achievements during the year and sets out how we have performed.

Inside this issue you can also take a peek inside Chesil Lodge; our brand new extra-care development (see pages 4 and 5). Like most of our sheltered schemes Chesil Lodge offers free Wi-Fi for tenants to enable more older people to get online and access the many benefits of the internet. If you don't live in a sheltered scheme, you can use a computer and receive free support at The Winchester Discovery Centre or in our reception in Colebrook Street (see page 6).

Tenants And Council Together

TACT update from Monica Gill



Our decision to take TACT meetings out to local communities to enable more people to get involved has been a success. We've held meetings at Bishop's Waltham and Denmead where we welcomed new faces, and in the new year we will be meeting at Makins Court, Alresford on 16 January 2019 between 2-4pm.

We also had a stand at Party In The Park to meet tenants and explain how we work to influence the council housing service.

We're busy planning for our AGM on 13 November in Winchester Guildhall, when tenants can put their questions to a council panel led by Chief Executive Laura Taylor. Please join us and come along and see for yourself what a difference TACT can make.

For more details about TACT please contact me on 07759 250 843 or email monicag70@talktalk.net



Goodbye to a much loved tenant

Sadly, David Cruden a former member of the Readers Panel and an active member of TACT for over 15 years passed away recently.

"David was committed to working with the council to improve services and always fought for a better deal for tenants. His dedication to tenant involvement will be remembered by many." Monica Gill

"David made such a positive contribution to help develop services for Winchester tenants. He regularly challenged the council when he felt we weren't up to standard and achieved so much over the years. He will be sadly missed." Richard Botham, Strategic Director – Services (Interim)



Your opinion counts

It's important that you have your say and let us know your opinions and suggestions. We are emailing out short surveys to enable more people to provide feedback about the housing service. If you receive an email please take five minutes to complete the survey – your views really do count.



A swinging time had by all!

As the photos show, our vintage tea party in May was a roaring success.

This was an opportunity for supported housing tenants to get out to enjoy tea and cake and a spin round the dance floor! Check out page 14 for details of more fun events and activities coming up.



Party in the Park

Thank you to everyone who helped organised and who attended the annual Party in the Park.

There were lots of fun activities for all ages plus useful information stalls and even a visit from a 'loan shark' (find out more on page 11).



Welcome to Gilly



Many tenants and leaseholders will recognise Gilly Knight who has recently stepped up to replace Richard Botham as Head of Housing while Richard is seconded to the role of Strategic Director. Gilly has worked in housing at the council for 20 years and provides a very experienced pair of hands to take the helm.

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.

Stop junk mail

If, like me, you're sick of receiving junk mail why not make a 'no junk mail' sign for your door? You can also ask Royal Mail to stop delivering junk mail to your address (phone 0345 266 0858 or visit www.royalmail.com and search 'opt out form'). Contact Citizens Advice for details on other organisations you can contact to stop junk mail.

Judith from Kings Worthy

I'm sick of pigeons roosting next to my house

I'm always clearing up pigeon mess outside my house because they're roosting in the tree next door. It's filthy and horrible and I'm sick of it, what can I do?

Sue from Compton

Try deterring the birds from landing in the tree by hanging CD's, shiny string or foil in the branches. Place a scarecrow or a model hawk nearby as a decoy or hang a windchime in the tree.

What do you think of council communications?

The tenant Scrutiny team has started an investigation into how the council communicates with customers and we want your feedback. Please let us know your experiences of phoning or emailing the council and what you think of the website, leaflets and even this newsletter (no names will be disclosed). Contact me on 07759 250 843 or email monicag70@talktalk.net

Monica Gill



Chesil Lodge opens its doors

Winchester's newest extra-care housing scheme has recently opened its doors in the city centre.

Chesil Lodge provides a mix of one and two-bedroom stylish apartments for people who want to retain their independence in their own home, but know that help is on hand when needed. This 'extra-care' scheme allows couples with differing care needs to live together and be part of a real community.

As well as elegant apartments, residents enjoy on-site care and support, a programme of regular activities, hairdressing salon, landscaped gardens, and a guest suite for family members to stay overnight. A roof terrace offers breathtaking views of the city. In order to be eligible for an apartment at Chesil Lodge you need to have been assessed by Hampshire County Council Adult Services as having an eligible care need.



"I love living here, it's so convenient for the city centre. I've made some lovely friends and we all meet for lunch every day. It's so beautiful it's like living in a hotel."

Eileen, a Chesil Lodge resident



The spectacular views from the roof terrace



Residents can join in regular events and activities in the community room, ranging from quizzes to gentle exercise classes and film afternoons. It's all about bringing people together to reduce isolation and loneliness and help keep older people active, both physically and mentally. But you don't have to live at Chesil Lodge to benefit from some of the fantastic new facilities. Anyone can drop in for homemade treats in the onsite restaurant or enjoy some pampering in the hair and beauty salon (where Tenant Voice readers can enjoy a special discount - see advert below).

“There’s already a community spirit at Chesil Lodge thanks to the high quality housing, facilities and activities on site.”

Councillor Caroline Horrill



“It was a perfect move for me. My family can come and stay in the guest room and we all meet for lunch.”

Joan, a Chesil Lodge resident

See page 15 for details of more new homes being built in the city.

Chesil Lodge hair and beauty treatments

Cherry's Hair

Cut, wash and dry, and colours. Eye lash and brow tinting.

Tel 07708 952 888

Nails and Beauty by Amy

Manicures, pedicures, shellac and acrylic extensions along with body massage.

Tel 07397 179 527

10% OFF

Your first treatment for non residents
just quote "Tenant Voice"

RESTAURANT

OLD CHESIL STATION

WINCHESTER

Located within Chesil Lodge and open to non residents for coffee and cake, light bites and home cooked meals.





Help to get online

Whether you want to chat to your cousin in Australia, renew a library book, catch up on your favourite TV show or order your weekly groceries; you can do it all online from the comfort of your own sofa.

This is good news if you live in sheltered housing as we're launching free Wi-Fi which means you'll be able to get online for free, without the need to pay for your own broadband connection at home.

Free Wi-Fi for sheltered tenants

If you live in a sheltered scheme you will receive a letter when your block is connected to the free Wi-Fi with details of the password and how you can get online. Don't worry if you don't have your own device, we have 10 new tablet computers just for sheltered housing tenants to borrow free of charge. From next spring we will offer free training and support to show you how easy it is to use the internet. Ask your sheltered housing officer for more details about borrowing a tablet computer and receiving free training. Residents in our hostels also benefit from free Wi-Fi.

Are you confident using the internet?

If you already know how to use a tablet or a computer to get online, send emails and search the internet we need your help! We're looking to recruit volunteer Digital Champions to pass on skills and knowledge to other people. It's a really rewarding way to give something back to your community and help your neighbours.

Please call **0800 716 987**
or email **tenantinvolvement@winchester.gov.uk**
if you would like to volunteer as a Digital Champion.



Access Council Services whenever and wherever you like

You can now access housing services at the touch of a button, meaning you no longer have to call us or visit our offices when you need to get in touch. Simply visit **www.winchester.gov.uk/mycouncilhouse** and see how easy it is to:

- **Make secure payments**
- **View your rent account**
- **Request a repair and track progress**
- **Report antisocial behaviour**
- **Keep your contact details up to date**

If you need help to get online you can book a free one to one training session at Winchester Discovery Centre (call 0300 555 1387 for details).

2017/18 ANNUAL REPORT

Dear Tenants

Welcome to the 2017/18 Annual Report for the City Council's Housing Service.



Catherine Hill

As Leader of Winchester City Council and Portfolio Holder for Housing, I am really proud to be able to present another positive report of our work in the last year.

Government plans to force councils to sell "high value" houses have now been shelved and with Housing so high on the Government agenda, it is really positive to see new money available to support building more homes. As a direct result, the Council has been promised £3.2 million additional grant to help fund new homes in Stanmore.

Despite the financial pressures facing all public sector services, we have long term sustainable plans for the Housing Service with funds in place to maintain an effective maintenance programme for your homes as well as to support our ambitious building programme.

Despite the real positive progress we have made, there are still over 1700 people on the waiting list for housing and we cannot be complacent in our plans to help them. That is why I have pledged to increase our ambitious building programme by a further 100 properties. We now plan to build 700 homes by 2022.










We have achieved so much in the last year

- ▶ All **5,000** Council homes maintained to the "Decent Homes Standard"
- ▶ **160** new homes built, **51** new homes under construction, **86** new homes with planning consent and waiting to start
- ▶ **13** new homes in Hillier Way, Abbots Barton which also funded some significant improvements to adjacent public space
- ▶ Another successful Tenant Conference held in the Winchester Guildhall, with over **100** people attending
- ▶ Tenant satisfaction increased to **91%**
- ▶ Major estate **improvements** to Trussell Crescent in Weeke and Thurmond Crescent in Stanmore
- ▶ Arrears remain low at just over **1%** of all rent collected
- ▶ Empty properties are re-let within an average of **13 days**, one of the best performances in the country
- ▶ **Chesil Lodge** extra care scheme, the council's largest development to date was completed (with residents moving in during June 2018)



Investing in your homes

We invest into your homes and neighbourhoods to ensure they are places you feel proud to live.

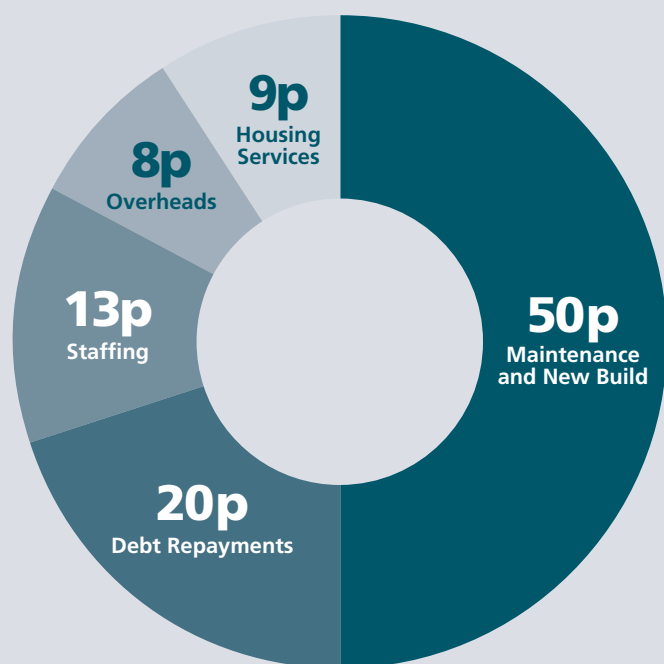
Investing in Your Homes		Amount	Numbers
	Day to day repairs to your homes	£1.987m	19,594 jobs
	Preparing empty properties for re-letting	£601k	328 properties
	External building/roofing works	£1.956m	700 jobs
	Heating systems	£940k	327 jobs
	Windows/doors	£291k	352 jobs
	Kitchens and bathrooms	£1.321m	362 jobs
	Disabled adaptations	£692k	777 jobs
	Loft conversions	£374k	14 completed
	Estate improvements	£206k	3 completed

General performance	2015/16 Performance	2016/17 Performance	2017/18 Performance	Average for other councils #
Rent arrears (as a % of total rent due)	1.39%	1.25%	1.31%	3.56%
Average time to complete a repair	5.50 days	4.27 days	5.16 days	9.51 days
Tenant satisfaction with Housing Services	89%	91% *	91% *	84.2%
Tenant satisfaction with their neighbourhood	90%	87% *	87% *	85%
Average re-let time for Council homes	10.60 days	11.48 days	12.63 days	31.2 days
Average cost per property of Housing Management	£349	£367	£341	£361
Average cost per property for repairs and empty properties (voids)	£662	£715	£660	£742

*From the last tenant satisfaction survey 2017
Housemark Core Benchmarking Data 2016/17

How is your rent spent?

In the last year, each £1 of rent you paid has been spent in the following areas:



Allocations

Number of households waiting to move (registered on the waiting list)

1702

% of households in Band 3 – medium priority

80%

Average Band 3 wait time for 3 bed house

3 years

Lettings

Lettings to tenants new to social housing

199

Lettings to existing tenants

98

Tenants assisted by Wise Move downsizing programme

48

Evictions

Tenants evicted as a result of rent arrears

4

Tenants evicted for antisocial behaviour reasons

2

Listening to you

Our Tenant Conference in February gave the opportunity to find out how the Council works and how tenants can help shape the Housing Service. It was the chance to meet staff, raise questions and increase knowledge thanks to information stalls and interesting workshops.

Congratulations to Mrs Walsh of King Harold Court (pictured) who won our competition at the conference to suggest an alternative name for the Sheltered Housing service. Mrs Walsh won shopping vouchers for her suggestion.



Working to keep Winchester clean and safe

2 – successful fly tipping prosecutions which led to hefty fines and a 12 month community order for one culprit.

£400 – the fine received by one local resident who was issued a Fixed Penalty Notice after dumping a black bag of household waste and cardboard packaging.

Tackling antisocial behaviour (ASB)

We worked with other agencies at ASB hotspots including Friarsgate car park, Compton Lock and Water Lane.

We issued Community Protection Notices to people who are persistently begging or causing alcohol related antisocial behaviour problems.

Achievements over the past year celebrating our success

APRIL

Over 100 young people took part in the Active Winchester football tournament supported by our Community Champions.



JUNE

New community garden opened at Thurmond Crescent flats.



Winchester City Council was recognised for our partnership working at A2Dominion award ceremony.



JULY

New committee held their first Winchester Party in the Park event with the support of officers.



AUGUST

Tenant representatives completed sheltered housing scrutiny exercise resulting in service improvements.

SEPTEMBER

Fire safety improvements consultation event took place at Winnall flats.



OCTOBER

New Tenant Involvement Strategy launched.

NOVEMBER

Tenants at The Valley, Stanmore rallied together to save their common room.

DECEMBER

Over 100 sheltered tenants came together to enjoy a Christmas meal and festive entertainment.

Residents moved into 13 new council homes at Hillier Way including two and three bedroom homes and one bedroom apartments. Close by we transformed overgrown land to create Hillier Haven open space for local people to enjoy.



FEBRUARY

Tenants joined in a special Student Volunteering Week Community Action Day event in Stanmore and helped plant over 100 saplings.

Older residents enjoyed a LinkAges tea party with students at the University of Winchester.

Tenant representatives took part in 'Being on a Committee and Playing a Leading Role' training in Chester.

Over 100 tenant training places ranging from first aid and event management to creative writing and value for money have been offered over the year.

MARCH

Winchester Party in the Park committee, Tenant Involvement Officer Trevor Lynas and Osborne's Community Investment Manager Neal Allison all received the Mayor's Award for their work in the community.

LOOKING AHEAD

Our plans for the future

- Tenant Conference 21 September 2019
- 98 new homes completed
- Continue to improve housing services
- Update sheltered communal areas

Don't get bitten by a loan shark

People end up in debt for all kinds of reasons.

Whether you've lost your job or had your hours cut, broken up with your partner or need to pay a bill fast, it can seem tempting to borrow cash from a loan shark.

But don't get bitten by these illegal sharks – not only do they charge extortionate rates of interest (which means you'll end up paying back a lot more than you borrowed), they often use violence and intimidation to recover their money. This will put a strain not just on your finances, but on your health and stress levels too. Loan sharks are different to high cost lenders who often advertise on the television and who are legal and regulated. Loan sharks lend money without the correct permissions and regulation.

We are working with the **Illegal Money Lending Team** to prosecute illegal loan sharks and support victims.

We have signed up to a special charter to stamp out these unscrupulous lenders and encourage people in debt to borrow from a Credit Union instead. Credit Unions provide a safe way to borrow and save money and are open to anyone, regardless of your credit rating or debt history. You can access a full range of banking services, including low cost loans without extortionate interest rates and personal bank accounts to receive Universal Credit payments.



Are you a victim?

If you can answer yes to any of the questions below, you may be the victim of a loan shark.

Have you:

- Been offered a cash loan
- Not received any paperwork
- Had huge amounts of interest added to the loan
- Been threatened
- Had your bank card, benefit card, passport, watch or other valuables taken from you

Report a loan shark by calling **0300 555 2222** in complete confidence 24/7 or visit www.stoploansharks.co.uk

The work of...

of an allocations officer



*Housing
Allocations
Manager Olu
Fajuyitan explains
how we allocate
homes to people
on the waiting list.*

“Winchester has a real shortage of affordable housing to rent. With over 1700 people currently on our waiting list, and only a handful of properties becoming available each week, the work of the allocations team is very important. We make sure all housing applications are genuine and eligible for social housing and place them in housing need priority.”

Who can apply for housing?

To qualify for housing, applicants must be eligible for benefits, have an annual household income below £60,000, no more than £16,000 of savings and a local connection. Supporting documents like ID and bank statements are needed to confirm these details.

How do you prioritise applications?

Everyone who applies for a council or housing association home is put into to one of four bands depending on their individual situation:

Band 1: Urgent Priority. Examples include emergency health reasons or serious domestic violence.

Band 2: High Priority. Examples include people who are homeless, living in a home that is in serious disrepair or who are under occupying social housing, and those who currently live in overcrowded accommodation and are eligible for at least two more bedrooms.

Band 3: Medium Priority. Examples include people who are in temporary/insecure housing (including privately renting), lacking or sharing facilities to cook or bathe, social housing tenants with two children living in two bedroom flats or tenants living in bedsits.

Band 4: Low Priority. Examples include people with low medical or welfare grounds, those

living in Armed Forces accommodation or applicants serving prison sentences who will have a housing need when they are released.

Once applicants have received their registration letter they can start bidding for properties. All available homes are advertised online at www.hampshirehomechoice.org.uk and anyone on the waiting list can place bids between Wednesday and Sunday.

How are homes allocated?

Our Hampshire Home Choice system automatically places bids received in order of priority. My team go through the shortlist to check applicants are eligible and suitable for every bid received. The person with the highest need is offered the property. Unfortunately there are not enough homes to go round and often we can receive 200 bids for just one property.

What are the average waiting times?

With a shortage of homes there can be a long wait for social housing; 4 to 5 years for a one-bedroom property, over 2 years for a two-bedroom and 3 years for a three-bedroom home. We advise people of other housing options while they wait. The Housing Options team offer a rent deposit scheme to help people into more suitable, private rented accommodation while they wait for a permanent home via the waiting list.

SPOTLIGHT ON

We manage
41 council
homes in the
village

Micheldever

This village six miles north of Winchester is one of the oldest communities in the country and is easily accessible by road or rail.



A village with history

Prehistoric man was here, as were the Romans (in fact the Roman road from Winchester to London runs through the parish). The name comes from the word 'deever' meaning 'river' and although nowadays there is only a small stream, there was once a water mill in the village that was recorded in the Domesday Book.

A sense of community

For a small village, Micheldever offers a wide range of clubs and activities for all ages, from singing and sports to coffee mornings and keep fit. Clubs around the village

and at the two village halls include an amateur dramatic society, wine circle, youth club, local history group and the Women's Institute to name just a few. For full details of local clubs and activities visit www.micheldevervillage.org.uk/groups.html

Local amenities

The village boasts a school, pre-school, shop, church, a train station, two village halls and one pub. There are regular events and activities for all ages including pilates, bellringing, singing, parent and toddler meetings, tai chi, football and a youth club. For details of when and where activities take place visit www.micheldevervillage.org.uk/diary.html and click on 'regular dates'.

What's on in Micheldever

13th & 14th October Art exhibition

The Warren Centre, Micheldever Station

13 October Micheldever safari supper for local residents

Tickets £20 and must be booked by 5 October 2018. Contact 01962 774263 or email micheldeversafari@btinternet.com to book your place.



For more details about Micheldever, including its rich history please visit the village website at www.micheldevervillage.org.uk/

What's on

October

14th
Winchester Farmers' Market
High Street, Winchester

16th
World Food Day
Special themed event at
The Old Chesil Station Restaurant,
Chesil Lodge

17th – 23rd
National Energy Saving Week
Check out our top water saving tips
on the back cover

November



3rd
Bonfire and Fireworks event
River Park Leisure Centre, Gordon
Road, Winchester SO23 7DD
<https://winchesterbonfire.co.uk/>

5th
Guy Fawkes themed event
The Old Chesil Station Restaurant,
Chesil Lodge

11th
Winchester Farmers' Market
High Street, Winchester

13th
TACT Tenants and Council
Together AGM
Join TACT and senior Housing
Officers for a review of the year,
question and answer session led
by Winchester City Council Chief
Executive Laura Taylor, plus the
tenant representatives election (see
page 2 for an update from TACT)

15th
Christmas Lights Switch On
The Broadway, Winchester.
Celebrate the start of the festive
period with an evening of live
entertainment and fun



17th November – 20th December
Christmas Market
Around Winchester Cathedral



17th November – 2nd January
Christmas Ice Rink
Winchester Cathedral
[www.winchester-cathedral.org.uk/
events/ice-rink/](http://www.winchester-cathedral.org.uk/events/ice-rink/)



30th
St Andrews Day themed event
The Old Chesil Station Restaurant,
Chesil Lodge

December

6th
Bishop's Waltham
Christmas Fayre
In the town centre

9th
Winchester Farmers' Market
High Street, Winchester

10th
Winchester Elf Walk
Enjoy a festive health walk of 1, 2
or 3 miles led by trained volunteers,
followed by mince pies and hot
drinks. Meet at Abbey Gardens at
10.15am. Please call 01962 848 329
if you would like to attend



11th
Christmas Lunch for
sheltered housing tenants
Holiday Inn, Winchester 11am-2.30pm
Invites will be sent out nearer the date



12th
Christmas event in Alresford
Carol singing from 6pm in Broad
Street and the arrival of Father
Christmas

14th
Denmead Christmas Carols
6-7.30pm
Outdoor carols accompanied by a
singing group and Denmead Brass
plus stalls and Santa's Grotto



Get fit get moving whatever your age or ability

Walking Football and Walking Netball

Just two of the activities on offer at River Park Leisure Centre along with swimming, gym and various classes

www.placesleisure.org/centres/river-park-leisure-centre/

Health Walks

Explore the local area and meet new people on a guided walk.

www.winchester.gov.uk/sport/active-lifestyles-scheme/health-walks

Winchester & Whiteley parkrun

Free 5km timed run at North Walls Recreation Ground (SO23 7EQ) and Meadowside Recreation Ground (PO15 7LJ) Saturday mornings at 9am.

Junior Winchester parkrun

Free 2km run at Bar End, Winchester (SO23 0QA) Sunday mornings at 9am.

Steady & Strong Classes Improve strength, mobility and balance, ideal if you've had a fall. www.winchester.gov.uk/sport/active-lifestyles-scheme/active-lifestyle-classes

For more information about any activity please visit www.winchester.gov.uk/sport or call 01962 848 329.

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.

20 October 2018

South Coast Training at Novotel Hotel, Southampton

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

1 February 2019

Essential First Aid Training For All at King Harold Court, Winchester

9.30am-1pm. This first aid course is ideal if you want to know what action to take in an emergency. Learn how to deal with a range of accidents and injuries and how to save a life. Includes a defibrillator demonstration.

New affordable homes for Winchester

The demand for affordable homes in Winchester massively outstrips supply so we are building new homes and working with Registered Providers (sometimes known as housing associations) to build new social housing across the District. Here's a roundup of current new Council housing building projects.

Six new one-bedroom flats and two new two-bedroom semi-detached houses at Ashburton Road in Alresford (pictured below) were completed at the end of August. And over in Knowle, work has started onsite at Mayles Lane where seven houses and six flats will provide affordable, modern accommodation for people in housing need.



How do we allocate new homes?

Read our allocations feature on page 12, including an interview with Allocations Manager Olu Fajuyitan to find out how we allocate council homes to people on the waiting list.

Check out our guide to Chesil Lodge on pages 4 and 5 – our multimillion pound extra-care scheme that recently opened in Winchester's city centre.

Win Win Win!

If you would like to win
£50 shopping vouchers
simply answer the questions below.

All the answers can be found in this publication. Send the answers along with your name, address and contact number to the Tenant Involvement team address at the bottom of the page.

1. What is the current tenant satisfaction rate?
2. What is the name of the brand new extra-care scheme that opened recently in the city centre?
3. How many new homes were built?
4. How many council homes met the Decent Homes standard?

Competition only open to Winchester City Council tenants.
Closing date: 30 November 2018.

CONGRATULATIONS

to Ainsley from Stanmore
who won the competition in our last issue.

Ainsley has been busy decorating his new flat since he moved in earlier this year, he says he will put the shopping vouchers to good use furnishing his new home.



TENANT CORNER

Joan from Denmead



How to save on your water bills

I hate wasting water. Here are my top tips to save water and save money:

- Take shorter showers.
- Turn off the water while brushing your teeth or shaving.
- Rinse vegetables in a bowl of water rather than under a running tap.
- Don't fill the kettle just to make one cup of tea. Only use the water you need.
- Save your dirty dishes and just wash up once at the end of the day.
- Keep a jug of water in the fridge for instant cold water rather than waiting for the tap to run cold.
- Wait until you have a full load before you turn on the washing machine or dishwasher.
- Install a water butt to collect rain water for your garden plants.
- Request a free save-a-flush bag to save one litre of water each time you flush the toilet: Visit: www.southernwater.co.uk/save-a-flush-form

DID YOU KNOW?

Southern Water offer special tariffs to help people on low incomes who are struggling to pay their water bill. Visit www.southernwater.co.uk/difficulty-paying-your-bill or call **0800 027 0363** for more details about the different help schemes on offer.

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



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