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Spare change for real change

You’ve probably seen the posters and maybe even dropped your spare change into one of the coloured collection boxes across the city, but what happens to all the donations?

Every penny is used by Winchester Churches Nightshelter and Trinity Winchester; two local charities that provide vital resources and support for anyone facing homelessness. People end up on the streets for all kinds of reasons and the two charities work to help rough sleepers get back on their feet again and rebuild their lives.

The Mayor gave her support to the campaign by lending a hand in the kitchens of The Light of Bengal restaurant during a special lunch to feed the homeless during the month of Ramadan.

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Best wishes
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The Mayor gave her support to the campaign by lending a hand in the kitchens of The Light of Bengal restaurant during a special lunch to feed the homeless during the month of Ramadan.
We are still waiting for details from the government about how Pay to Stay will work and when it will start but if you and/or your partner or spouse collectively earn more than £31,000, your rent is set to rise (by 15 pence for every pound above this threshold). We will keep you updated as we know more details, but if you are worried about paying your rent and making ends meet please talk to us in confidence on 01962 848 205.

Welfare Reform update

What does Pay to Stay mean for you?

Residents at Symonds Close in Weeke have enjoyed settling into Winchester’s newest council homes this summer.

The 12 new houses and bungalows are modern, energy efficient and perfect for family living, with a communal green area and plenty of car-free space for children to play safely outside. The £1.8 million development also includes an outside gym at Dean Park and a trim trail at St Mathews Field for everyone in the wider community to enjoy.

“My partner and I recently downsized from a family house. Although moving can feel like a stressful thing to do, it is most definitely worth it. It is such a positive thing that Winchester City Council are building new homes. Symonds Close properties are built to a high standard, we love our dormer bungalow and the location could not be better” Susie Moreau

Produced in partnership with tenants
Celebrate Gardening Greatness

Meet the winners of our gardening competition; tenants and leaseholders who prove that you don’t need a big budget, a large garden or years of experience to create something extra-special.

They shared a total of £1850 worth of gardening vouchers for their efforts to create some of the district’s best kept and most colourful gardens, balconies and vegetable patches. The competition was judged by tenants and Councillor Horrill.

Best Garden and Best Hanging Basket, Anthony Coates from Headborne Worthy

“Gardening is a great way to connect with my kids and teach them about growing their own food.”

Once an overgrown mess, Anthony has transformed his garden into an oasis of colour for his whole family to enjoy. He’s even created veg patches for his three young children to grow their own food and learn about composting.

Best Garden Runner-up, Paul & Sally Barker from Wickham

“It doesn’t have to cost the earth; we pick up plants and pots at car boots and at the recycling centre. We have used the prize money to create a water feature.”

Best Sheltered Scheme, Martin Pointer from Bishops Waltham

“I love working in the garden, it keeps me fit and healthy. The communal garden helps to bring people together and definitely supports the great sense of community we have here. We will be holding a community vote on how to spend the prize money.”

Tony, Stella, Martin, Gill, Eve and Val receive the award from Councillor Horrill (centre)
Best Novelty Container, Michael and Iris Page from Alresford
“Gardening is for everyone, young and old, able bodied and disabled. You can be really inventive in the garden, we used an old barrel and pump as a planter!”

Best Veg Patch, Annie Miller from Stanmore
“I get so much pleasure from working in the garden and knowing that local people enjoy the fruit and veg I grow. Gardening is great exercise, a definite stress-reliever and it’s certainly changed my life for the better!”

Best Balcony, Mrs Christine Richmond from Alresford
“It doesn’t matter if you don’t have a big space, you can still make a balcony and even a window box look bright and colourful.”

Thank you to everyone who entered, the standard of gardens was extremely high. Check out our next issue for a beginners guide to gardening and who knows you could be a winner next year?

Gardening is a great way to:
• Keep fit and active
• Reduce stress and anxiety
• Combat depression
• Improve your local neighbourhood
• Cut your grocery bills

Produced in partnership with tenants
Our Annual Report shows you at a glance how we are performing and other interesting details including how we have invested into your homes and how we spend your rent money.

It’s been a busy but successful year; we’ve built 44 new homes and started work on over 100 more (including an extra care scheme to enable more people to live independently), carried out 20,000 repairs, invested over £600k on the popular Estate Improvement programme and spent over £10 million on your homes. Plus, our debt and money advice has helped more tenants avoid getting into rent arrears.

The fact that resident satisfaction rates remain so high is testament to the hard work of our entire housing team. However, despite this good news there is still more work to be done and we need your help to develop our services and ensure all our tenants live in decent properties they feel proud to call home. Please get in touch if you would like to get involved in helping us to improve the services you and your neighbours receive (check out page 9 for details).

In 2015/16, the Council spent over £10 million maintaining and improving your homes. Despite carrying out almost 30,000 repair jobs in the year, not all planned works were completed. Contracts for over £2m of roof replacement work were delayed and only awarded this summer, several months later than planned. However, the work will be completed this year and all Council homes will comply with the national Decent Homes standard.

### Investing in Your Homes

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day to day repairs</td>
<td>£2.503m</td>
<td>20,855 jobs</td>
</tr>
<tr>
<td>Preparing empty homes for re-letting</td>
<td>£655k</td>
<td>321 properties</td>
</tr>
<tr>
<td>External building/roofing works</td>
<td>£565k</td>
<td>414 jobs</td>
</tr>
<tr>
<td>Heating systems</td>
<td>£1.185m</td>
<td>847 jobs</td>
</tr>
<tr>
<td>Windows/doors</td>
<td>£476k</td>
<td>581 jobs</td>
</tr>
<tr>
<td>Kitchens and bathrooms</td>
<td>£1.871m</td>
<td>604 jobs</td>
</tr>
<tr>
<td>Disabled adaptations</td>
<td>£754k</td>
<td>330 jobs</td>
</tr>
<tr>
<td>Loft conversions</td>
<td>£224k</td>
<td>10 properties</td>
</tr>
<tr>
<td>Estate improvements</td>
<td>£609k</td>
<td>20 schemes</td>
</tr>
</tbody>
</table>
General performance

<table>
<thead>
<tr>
<th></th>
<th>2015/16 Performance</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent arrears (as a % of total rent due)</td>
<td>1.39</td>
<td>2.68%</td>
</tr>
<tr>
<td>Average time to complete a repair</td>
<td>5.5 days</td>
<td>10 days</td>
</tr>
<tr>
<td>Tenant satisfaction with Housing Services</td>
<td>89%</td>
<td>84.4%</td>
</tr>
<tr>
<td>Tenant satisfaction with their neighbourhood</td>
<td>90%</td>
<td>84.7%</td>
</tr>
<tr>
<td>Average re-let time for Council homes</td>
<td>10.6 days</td>
<td>26 days</td>
</tr>
<tr>
<td>Average cost per property of Housing Management</td>
<td>£349</td>
<td>£445</td>
</tr>
<tr>
<td>Average cost per property for repairs and voids</td>
<td>£662</td>
<td>£804</td>
</tr>
</tbody>
</table>

Allocations

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Households registered on HHC</td>
<td>2,293</td>
</tr>
<tr>
<td>% of households in Band 3 – medium priority</td>
<td>1,825</td>
</tr>
<tr>
<td>Average Band 3 wait time for 3 bed house</td>
<td>3 years 2 months</td>
</tr>
</tbody>
</table>

Lettings

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<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lettings to tenants new to social housing</td>
<td>203</td>
</tr>
<tr>
<td>Lettings to existing tenants</td>
<td>160</td>
</tr>
<tr>
<td>Tenants assisted by Wise Move downsizing programme</td>
<td>50</td>
</tr>
</tbody>
</table>

Evictions

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Tenants evicted as a result of rent arrears</td>
<td>3</td>
</tr>
<tr>
<td>Tenants evicted for other reasons</td>
<td>1</td>
</tr>
</tbody>
</table>

How is your rent spent?

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

- Maintenance & New Build: 53p
- Debt Repayments: 19p
- Staffing: 11p
- Housing Services: 9p
- Overheads: 8p

Go to www.hampshirehomechoice.org.uk to view the Hampshire Home Choice Annual Report 2015 which provides more details about waiting lists and lettings.

"In 2015/16 we received 104 complaints 16% less than the previous year."

"44 new home built in 2015/16 across the district."

"We had 21 Street Meets in 2015/16."
Good news for sheltered tenants

Older residents living in our sheltered schemes have a double reason to celebrate - not only are we transforming communal lounges but we’ve just secured the continuation of the community alarm service, run by Chichester Careline.

Residents at Hyde Gate threw a special party recently (pictured) to say thank you to the Council for their new-look common room. We have already upgraded four common rooms and are due to redecorate and refurbish another three this year to transform sheltered schemes across Winchester.

From keep fit to coffee mornings
Talk to your Sheltered Housing Officer to find out what’s on offer at your local communal room or call 01962 855 335.

We’re also celebrating a new era for our community alarm service, which will now be run by Chichester Careline. It means our 700 sheltered tenants can live independently at home knowing that help is on hand 24/7 if they activate the alarm intercom unit or pull-cord in their home.

For more details about Careline please call 01962 855 335 or visit www.winchester.gov.uk/housing/older-persons-services

Community alarm service

More affordable homes for Winchester

Work is under way at three projects in the centre of Winchester to create more affordable housing in the city centre by next summer.

At Victoria Court, off Andover Road, 18 apartments are being built for rent and shared ownership. Perfect for people who need a helping hand to get on the housing ladder and for those who are seeking to downsize from larger homes. You can register your interest via the Help to Buy South website at www.helptobuysouth.co.uk

At Chesil Street we are building an Extra Care scheme that will provide residents with extra support and facilities onsite enabling people to live independently in their own homes for longer. Please get in touch for more details (residents will need a personal care assessment as part of their application to rent or buy) email ChesilLodge@winchester.gov.uk or phone 01962 848 075.

And at Hillier Way in Abbots Barton, work is underway to build 13 homes providing a mix of flats, bungalows and family houses.

www.winchester.gov.uk/tenantvoice
**Have your say**

If you have an issue with the housing service or a suggestion on how it could be improved, there are lots of different opportunities for you to make your voice heard.

Both our Scrutiny and our Performance Review groups keep an eye on the Council to check we are delivering services that meet your needs and offer value for money.

“I’ve accessed great training opportunities including minute taking, first aid and food hygiene which have all enhanced my CV.”

Victoria Smith
Member of Repairs & Maintenance Performance Review Group

Recently tenants have looked into issues ranging from finance, gas boiler servicing and grounds maintenance services. They’ve made useful recommendations on how we can further improve services and the local environment, including the planting of new trees in Compton (pictured right).

“I have a voice and can ask questions and make suggestions. I look forward to meetings, conferences, workshops and events, which broaden my thinking and views.”

Roy Cochran
Member of one of our Performance Review Groups

**Tenants And Council Together**

Make your voice heard.

Pop along to the TACT AGM on Tuesday 15 November at 7pm in Winchester Guildhall. Meet tenant reps, find out the benefits of getting involved and how you can make your voice heard.

“TACT really does give tenants a voice. We want to see lots of new faces and we’ve introduced evening as well as daytime meetings to enable more people to get involved.” Monica Gill, Vice Chair of TACT

Check out TACT’s latest initiatives and find out what’s coming up on their facebook page at www.facebook.com/winchesterTACT

**Award winning neighbours**

Congratulations to Winchester tenants Monica Gill and Sue Down who both received ‘Good Neighbour’ Awards from Hampshire County Council recently. The two Community Champions were recognised for the work they do locally, representing their neighbours and organising activities and events that unite their community.
**What’s on?**

**New Clothes Sale**
*Tuesday 25 October, 10am*
Clothes sale at Hyde Gate House. Open to all in sheltered housing. For more details contact Monica Gill on 07759 250 843.

**South Coast Training, Southampton**
*Saturday 29th October, 10 - 4pm*
Join in workshops ranging from welfare reforms to housing law, and meet other council tenants. Contact the Tenant Involvement team to book your place.

**TACT AGM**
*Tuesday 15th November, 7 - 9pm*
Meet tenant reps and Council Officers. All tenants welcome. Refreshments provided and we can even arrange transport (check out page 9 for more details on TACT).

**Christmas Shopping Trip to Brighton**
*Thursday 17 November*
Organised by Monica Gill from Godson House, the Christmas shopping trip is open to all sheltered housing tenants and costs just £22.50. Call 07759 250 843 to book.

**Christmas Light Switch On**
*Thursday 17th November*
The Broadway, High Street. Join the excitement as the Winchester Christmas lights are switched on.

**Christmas Lantern Procession**
*Friday 25 November*
Winchester Cathedral
A magical procession of Christmas lanterns guaranteed to get you in the Christmas spirit.

**Sheltered Housing Christmas Lunch**
*Friday 9th December, 11 - 2pm*
Festive lunch just for our older tenants in sheltered housing. Invites to follow!

**Scrutiny Social**
*Friday 16th December*
Special event to thank the tenant reps for their work (see page 9 for details of our Scrutiny teams).

**Community event listings**
Let us know and we can promote it.

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**Free half term fun**

**Half Term Football Coaching**
Football coaching for 6-16 year olds
*Tuesday 25th – Friday 28th October*
at various locations across the district. Call 01962 848 329 or email: cdrummond@winchester.gov.uk

**Step Back in Time**
Visit The Royal Hampshire Regiment Museum on Southgate Street and step back in time to uncover military history.

**Under 8s Swim**
With an adult at River Park Leisure Centre

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**Fancy learning a new skill?**
We provide lots of training opportunities for tenants. Contact the Tenant Involvement team for details of upcoming training courses.

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**www.winchester.gov.uk/tenantvoice**
Get active!

parkrun
Pull on your trainers and join in the 5km parkrun every Saturday at 9am at North Walls Recreation Ground. www.parkrun.org.uk/winchester
4 to 14 year olds can join in the 2km Junior parkrun every Sunday at 9am at Winchester Sports Stadium Garrison Ground. www.parkrun.org.uk/winchester-juniors

Running Club
Weekly sessions to help improve your fitness levels and achieve your goals. Every Thursday 6.30pm, River Park Leisure Centre, £2 per person.

Health Walks
These hour-long health walks are a great way to get fit, meet new people and explore the local area. Walks take place every week right across the district. For more details visit: http://www.winchester.gov.uk/activewinchester/active-lifestyles-scheme/health-walks/

Just for Over 50s
Steady & Strong Classes promote balance and strength. Sessions are held at Harwood Place in Kings Worthy, Compton Scout Hut and River Park Leisure Centre, £3 per person.

Activities at River Park Leisure Centre
Active toddlers
Taster Sessions (until November) in all Pre-school Courses: Balanceability, Gyminis, Swiminis and Mini-trampolining.

Judo
Judo taster sessions Friday’s at 6pm.

Badminton
Tuesday’s 6-7pm open for all ages and abilities. £2 a session.

Football drop in
Friday night, just £1 a session. 5-6pm 10-13yrs and 6-7pm 13yrs+.

For more get active ideas:
www.winchester.gov.uk/activewinchester
01962 848 329

Remember don’t be tempted to use a loan shark

Dee's Corner
Everyone likes to save money, and with Christmas approaching it’s a good time to stretch your pennies even further. Here are my top tips to save money online.

• Don’t just save money, make money! Cashback sites give you back a percentage of the price you pay, on everything from groceries to insurance and broadband deals.

• Search online for coupons and discount codes before you do anything from booking a meal, visiting the cinema or ordering your online shopping.

• Ask for a refund if something you have bought is reduced the following day. Some companies including Amazon will refund you the difference if you notify them immediately.

Not only do they charge extortionate interest rates but they often use intimidation or violence to get their money. If you’re worried how to make ends meet please talk to us for confidential money advice on 01962 848 205 or email housingincome@winchester.gov.uk

Produced in partnership with tenants
Enter our photo competition and you could win an iPad Mini.

Win an iPad Mini!

Simply find the piece of the photo somewhere inside this magazine and tell us which page it's on.

Email your answer along with your name, address and phone number to: tenantvoice@winchester.gov.uk or post it to the following address:
Tenant Voice Competition, Freepost Plus RTLH-KXUA-SEEC, Tenant Involvement, Winchester, SO23 9ZT
Closing date for entries: November 30, 2016

Rules: Entry is restricted to one entry per household please. Competition open to Winchester City Council tenants only. Winner will be chosen at random from all valid entries. Winners will be contacted via phone and may be published in our next newsletter. The judge’s decision is final and no correspondence will be entered into. We will not pass on your details to any third party.

Fancy saving money on your energy bills?

We are offering all tenants a FREE home energy check that will help you stay warmer at home this winter AND save you money!

“I usually worry about heating bills over winter but now I know how to heat my home much more cost effectively. A quick Home Energy check has saved me a fortune!” Joan Downing, Winchester City Council tenant

• Cut your fuel bills
• Keep warm for less
• Switch to a cheaper energy tariff
• Receive free give-aways and free energy efficient light bulbs

Call 01962 217 844 or email andy.smale@winacc.org.uk

Tenant Ken Gore fits one of his free energy saving lightbulbs

Call Back Service

From viewing your refuse collection calendars to reporting repairs; you can access lots of Council services online or by phone.

www.winchester.gov.uk
01962 840 222
if we’re busy request a call back and we will ring you back.

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
www.winchester.gov.uk/tenantvoice

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