

HOW TO CONTACT HOUSING

Winchester City Council's Housing Services can now be contacted in many different ways as follows:

Email: **housing@winchester.gov.uk**

Tel: **01962 848 400**

Housing Services
Winchester City Council
City Offices
Colebrook Street
Winchester
Hampshire
SO23 9LJ

My Winchester Tenancy Online Portal is a quick and convenient way to:

- Request a repair and check your repair history
- Pay your rent
- Check your rent account and print your own rent statements
- Report anti-social behaviour
- Check and update your personal, household and contact details
- Send and receive messages to and from the Council

To access the Portal, visit **winchester.gov.uk** and select the My Winchester Tenancy button / link from the homepage.



Manage your council
house account



HOUSING DEPARTMENTS



Tenant Involvement:

0800 716 987
tinvolve@winchester.gov.uk

Tenancy: 01962 848 197

housingtenancy@winchester.gov.uk

Garages: 01962 814 922

garages@winchester.gov.uk

Empty Properties (Council Homes)

01962 814 922
propertylettings@winchester.gov.uk

Neighbour Services:

01962 848 400
nservices@winchester.gov.uk

Tenancy Sustainment:

01962 814 918
tenancysustainment@winchester.gov.uk

Sheltered Housing:

01962 855 335
shelteredhousing@winchester.gov.uk

Allocations: 01962 848 356

housingallocations@winchester.gov.uk

Rent Accounts: 01962 848 205

rents@winchester.gov.uk

Leasehold Enquiries:

01962 848 521
leasehold@winchester.gov.uk

Private Sector Housing:

01962 848 526
privatesectorhousing@winchester.gov.uk

Homelessness: 01962 848 163

homelessness@winchester.gov.uk

Housing Repairs: 01962 848 400

Out of Hours Emergency Housing Repairs Service:

01962 865 405

All other out of hours emergencies involving council property or services: 01962 865 407

Tenant Handbook

winchester.gov.uk/tenant-handbook

