



Housing Services e-newsletter

June 2021

Welcome to the Housing Services e-newsletter



My Winchester Tenancy

It's never been easier to access our services at the touch of a button, saving you time waiting on the phone. You can now access the following services

- Check your account balance
- View and print rent statements
- Report a non urgent repair
- Check repair appointments
- Make payments
- Update your personal information
- Send and receive messages

Click here <https://mywinchestertenancy.winchester.gov.uk/> to register for this quick 24/7 service.

Tenants Handbook

The tenant's handbook has had an update and can be found [here](#).



Digital Garden Competition

Our digital garden competition is back. During the last year so many people have taken solace in the garden and have found a new passion. Not just gardens but vegetable patches/plots and boxes can enter too.

First prize: £50 national garden vouchers

2nd and 3rd runners up: £25 national garden vouchers

Don't have a garden? We are holding a separate entry for the best pot, container or window box for you to show your wonderful flower or edible displays.

Best container: £25 national garden vouchers.

To enter send us a picture, your name and address to

tenantvoice@winchester.gov.uk

Closing date 3 August. [T&C apply](#)



Tenant Involvement - TACT AGM

TACT, the Council's formal tenant involvement group, held its AGM on 26 May. Thanks and tokens of appreciation were given to the outgoing committee for all their hard work and commitment. The outgoing committee members were Monica Gill (Chair), Sue Down (Vice Chair) and David Light (Communications Officer). The

new committee were welcomed to take forward the work of TACT which works with the council to ensure tenant views are understood and used to inform priorities and service delivery. Your new TACT Committee are David Light (Chair) and Monica Gill (Communications Officer). As no nominations were received for the role of Vice Chair one of David and Monica's first tasks will be to look at how to fill this vacancy!

A message from David Light (Chair) *"It is you the TACT Members that make TACT work effectively and without your input TACT would not be able to put your concerns to the council. The TACT Committee is here to facilitate, advise, and direct but we will consult with you the members before any decision is made, and TACT members will make the final decision on what the TACT Committee sends to Tenant Involvement and the Council and Councillors. I hope we will soon be able to have face to face meetings again"*

The next TACT meeting will be on Thursday 22nd July from 10am-12pm. Venue TBC. The agenda items will include an update on the tenant Communications Scrutiny by Gilly Knight (Corporate Head of Housing, Housing Services), and presentation of the Asset Management Strategy cabinet paper by Janette Palmer (Housing Policy and Projects Manager). For further information on the TACT meeting [click here.](#)

Your Voice

The council wants to hear your views about the service and offers a variety of ways in which tenants can do this. The Tenant Involvement Officers Michelle Smith and Lucy Spence provide the tenant involvement service which includes a variety of ways you can get involved with service delivery. Some of these are:

TACT (Tenants and Council Together) – any tenant can come along to TACT meetings, they take place around four to five times a year. WCC go along to these meetings to talk about improvements and changes to services and to listen to tenants' views and concerns. The topics to be covered are posted on the Tenant Involvement webpage ten days before the meeting. This year we hope to be able to offer the chance for you to join a meeting from your own home through virtual means. If you are interested in coming along, either in person or virtually, contact the Tenant Involvement team; detail below.

Service Delivery Groups – there are two groups of up to a maximum of eight members that meet around four times a year. One looks at Repairs & Maintenance and the other looks at Housing Management issues. We currently have vacancies on both of these service delivery groups if anyone is interested in joining the either or both groups. Housing Management looks at rent and tenancy issues and the Repairs & Maintenance looks at property maintenance issues.

Digital Surveys – these are automatically sent to you if we have an email address for you. Make sure we have up-to-date email details if you'd like to receive this short survey – it's sent out around 6 times a year.

Focus Groups – these are topic-specific, one-off discussion groups which

often follow on after digital surveys to dig deeper into ways we can improve things.

If you want to know more about any of these options, contact our Tenant Involvement Officers on Freephone 0800 716 987 or [email](#) [Involvement options](#)

Welfare Fund

Any of us can face a crisis at any point in our lives and sometimes we just need a helping hand.

Housing Officers and Tenancy Sustainment Officers can help tenants to access funds when they are facing a crisis or if they need a helping hand. Advice and support is available for all city council tenants on any issues related to money, debt and benefits advice, mental wellbeing and support to find work or training. Contact your Housing Officer or the Tenancy Sustainment Team on 01962 814 918 or [email](#) and we will talk to you about the help we can provide.

For further information on self-help and services that the team offer please [click here](#).

Neighbourhood Services satisfaction survey

During the next few months, Neighbourhood Services will be sending out a satisfaction survey to residents living in the council's blocks of flats. This is an opportunity for you to have your say so please log in to My Winchester Tenancy and check all your contact details are up to date [here](#). If you would like to contact Neighbourhood Services to discuss any concerns you can: send a message via My Winchester Tenancy, [email](#) or call 01962 848 400 and ask for Neighbourhood Services.

[Fire Safety](#)

Fire Safety for Disabled People and those with other needs

If you have concerns that you won't be able to leave the building safely in the event of a fire, contact the [Hampshire Fire and Rescue Service](#) you may be entitled to a Safe and Well visit.

These are Home Fire Safety visits that are tailored to an individual's needs focusing on the most vulnerable people in our community.

If you'd like to see if you qualify fill in the assessment form on the [Hampshire Fire and Rescue website](#) or speak to a housing officer who can refer you.

Go to [Safe and Well - Hampshire & Isle of Wight Fire & Rescue Service, Official website of Hampshire & Isle of Wight Fire & Rescue Service \(hantsfire.gov.uk\)](#)

The Government's [Fire Kills website](#) - Includes advice for anyone with sight, hearing or mobility issues.

KEEPING SAFE AND FIRE PREVENTION - Test your smoke alarm weekly

You can reduce the risk of a fire in your home. All of our properties are fitted with smoke detectors and we check these every year as part of your gas boiler or solid fuel service, or as a stand-alone visit if you have electric heating. You should test the smoke detector yourself every week. If it does not work, contact the Housing Team immediately on 01962 848 400 or [email](#). Also contact us if you have mobility issues that make it difficult for you to reach and test the alarm safely we will see whether it's possible to fit a remote testing facility. Sheltered tenants please note – your smoke alarm is tested by Winchester City Council.



New Homes

Hookpit

The development on Burnet Lane (off Hookpit Farm Lane), Kings Worthy comprises 35 new homes that are a mix of 25 affordable rented homes, 8 [shared ownership](#), and 2 discounted market sales homes and are located in an area known locally as 'Top Field'. [More information can be found here.](#)

Part of Top Field will be retained as open space to be managed by the Natural Environment and Recreation team at Winchester City Council. It will have wildlife habitats, wooded areas and a wildflower meadow interwoven with a network of footpaths. The footpaths link to the Watercress Way (also known as King Bishop's Way), which is a foot and cycle path to the main amenities in Kings Worthy, including the school, shops, church, pubs etc. These homes are due to be completed in June 2021.



Rowlings Road

We've now completed the seven dwellings at Rowlings Road, Weeke. They comprise of three two-bedroom family homes and four one-bedroom flats

These properties have been allocated quickly with new tenants moving in in March 2021. Associated with the development improvements were made to public footpath routes and visual improvement to the public realm that will benefit local people. [Find out more here.](#)

Discover hidden gems throughout the Winchester district

Winchester is a district steeped in history and brimming with hidden gems for you to discover. Walk in the footsteps of John Keats, take in spectacular views on St Giles Hill or lay down your picnic blanket at the stunning Bishop's Waltham Palace ruins. [Find out more here.](#)

For more information or advice about your trip to Winchester contact the Winchester Visitor Information Centre on 01962 840 500 or visit www.visitwinchester.co.uk.

If you are enjoying the Winchester district's outdoor spaces please make sure you avoid busy areas and Respect, Protect and enjoy our beautiful countryside.

Enjoy indoor dining once again

Whatever the weather dress your best and visit one of the fantastic eateries in the district. Now that indoor hospitality is open again you can come in from the cold and enjoy that long awaited celebration with another household or five of your best friends. [Find your next meal out here.](#)

For more information on eateries throughout the district please contact the Winchester Visitor Information Centre on 01962 840 500 or visit www.visitwinchester.co.uk.

Make sure you know before you go and visit the individual eatery's website for opening hours and COVID-19 safety measures. You will need to pre-book for most places and limit your party to groups of six people or two households. Please continue to follow [government guidance](#).

Welcome back to Winchester's indoor attractions

Winchester's favourite indoor attractions across the district are open once again and there is so much to discover. Explore the Raymond Briggs exhibition in the Winchester Discovery Centre, become a sound detective with the whole family at the Winchester Science Centre and Planetarium, enjoy a long awaited night at the theatre at the Theatre Royal Winchester and [so much more](#).

For more information on things to do in the district please contact the Winchester Visitor Information Centre on 01962 840 500 or visit www.visitwinchester.co.uk.

Please make sure you 'Know Before You Go' and visit the individual attraction websites for opening hours and COVID-19 safety measures. Please continue to follow [government guidance](#).



Park Yoga

Park Yoga has come to Winchester and will take place every Sunday morning at the Garrison Ground (the field right next to the new Winchester Sport & Leisure Park – SO23 9NR).

The first session started on Sunday 6 June at 9:30am – 10:30am, and will continue every week until the end of August. These community sessions are provided free of charge and led by a local, qualified instructor. Everyone is invited, including children, and all abilities are welcome. Just bring your mat, towel or blanket, and be part of something great.

All you need to do is [pre-register your place at here](#) Places are limited so please pre-register which you can do 7 days before each week's event.

For further information please [email](#)

Winchester Disability Tennis Program

Winchester City Council have partnered with Osman Tennis to provide a tennis programme that welcomes those with any disability who want to get active, have fun and meet new people. Tennis is a great way to improve physical, and mental health and wellbeing. All equipment is provided so why not come along and give it a go?

Location: River Park Tennis Courts (SO23 7DD)

Cost: £3.00 per week

First Block: Wednesday 16 June – 21 July 2021

Second Block: Wednesday 8 September – 13 October 2021

How to Book: Download the Osman Tennis app on iPhone and Android.
Alternatively call 07973 289 451.



COVID 19 update

For the latest guidance for COVID 19 visit our [website](#)

If you have any feedback or suggestions for future articles you would like to see in the housing e-newsletters please [email](#)

Latest News

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