



Housing Services e-newsletter October 2021

Welcome to the Housing Services e-newsletter



Heating Servicing and maintenance – Contractor change

We are pleased to announce that from 1st October 2021, the council will be working with different contractors to carry out the maintenance of our heating systems and associated services. Correct Contract Services (CCS) will take over heating repairs and gas servicing in all of our tenanted properties from PH Jones.

CCS pride itself on offering a customer-focused service, dedicated to getting the work completed

quickly and efficiently and have an excellent track record in the delivery of heating servicing and repairs for residents.

CCS's contract with the council covers the annual maintenance and repair of all forms of heating and hot water services. These include Gas, Oil, Solid fuel/Biomass and electrical heating (such as Air Source Heat Pumps). The council has a legal obligation to carry out safety checks to tenanted properties on an annual basis, so you must allow us access to your home to enable the check to be completed. Failure to allow us access may put your tenancy at risk.

If your annual service visit is due after 1st October CCS will be writing to you in due course to book an appointment. If the appointment time given is not convenient, please contact CCS directly to arrange a more suitable time. CCS can be reached using the following:

Tel: 01264 317 990

[Email:](#)



Osborne contract extension

Osborne has been approved for a further five year extension to the existing contract.



Swinging sixty's tea party

Tenants enjoyed a 60's tea party held on the 20 October 21, at Hope Church Winchester for sheltered housing tenants from the City. The tea party was arranged by our tenant champions, with support from Winchester City Council Sheltered Housing Team. The event was sponsored by Osbourne, Tesco's, ERH Décor and Winchester Fit Club. Raffle prizes were donated by tenants, M&S, Winchester Flower stall and the sponsors all money raised for the charity "Winchester & district Young Carers" and £120 was raised!.

Forty five tenants from some of our over 60's properties attended the tea party and enjoyed singing by Dawn Gracie a vintage singer, homemade cakes and a 60's themed quiz. Students from Winchester University helped serve and took time to listen to our tenants stories from the 60's. A fun time was had by all even with some dancing and really getting into the spirit by wearing 60 clothes.



Tackle damp and mould before the winter

People often complain of damp and mould at home in the winter months. Follow our top tips below to help reduce condensation which causes mould:

- When you're cooking, or taking a shower or bath keep the door closed, open the windows and turn on the extractor fan.
 - Keep surfaces dry and wipe away any condensation.
 - Don't block any extractor fans or air bricks. Keep trickle vents on windows open.
 - Try not to dry laundry indoors as it will make your home damp. If you have to use a tumble drier make sure it is vented to the outside.
 - Leave a small gap between furniture and the wall to keep air flowing.
 - Make sure your home is adequately heated during cold weather. It is better to have the heating on continuously on a low setting than to have short bursts of high heat.
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For more [tips and advice](#) and to watch a video on how to reduce condensation.



Paying your rent can be a challenge

Winchester City Council wants all tenants to have happy and successful tenancies.

Before a tenancy starts, everyone receives an affordability assessment to ensure that they can afford a property. It provides an opportunity to deal with matters such as debts, overspending, budgeting or review benefits that they are entitled.

This allows for the very best start however we know that things can change and so we are here to offer advice to all tenants when paying rent becomes a challenge.

The Rent Accounts Team are here for you when you need us. It's best to contact us when you know that you might have a problem with paying your rent.

If we think that you might benefit from more specialist advice, we can refer you to our own Tenancy Sustainment Team or Citizens Advice and others.

1000's of tenants pay by Direct Debit saving time and effort. Why not join them by phoning the Rent Accounts Team on 01962 848 205 and set

one up? It's quick, easy and you won't have the hassle of worrying about missing payments. We offer collection dates on the 1st, 10th and 20th of the month.

For more information please [visit](#).

Christmas can be the most magical time of the year with presents, decorations and family. This time can also cause misery for others with loneliness, debt, pressure, addictions and violence.

Click [here](#) for information designed to provide helpful advice and support for all.



What we need in our recycling

When placing recycling into your recycling wheeled bins or sacks for collection, please ensure they are clean, dry and loose - please don't put

smaller items inside larger ones e.g. cans or bottles into a cereal box.

Tins and cans

Drinks cans, food tins, pet food tins, sweet and biscuit tins – just give them a quick rinse. Leave lids attached or place within the emptied containers. No dirty cans or paint tins please.

We collect steel and aluminium tins and cans, which we recycle into new tins and cans!

Aerosols

Empty aerosols such as cans and air freshener sprays can be included in your recycling. Please don't add camping canisters or any aerosols with a hazard symbol (orange and black skull and crossbones) e.g. oven cleaner. Please don't pierce or squash aerosols.

Papers, magazines and cardboard

We want all different types of paper and cardboard. Newspapers, magazines, junk mail and cardboard packaging such as cereal boxes or similar. Larger cardboard boxes will need to be flattened Please don't add shredded paper, gift wrap, wet/soiled paper, tissue, paper towels, photographs and take away boxes.

Plastic bottles

If it is made of plastic and shaped like a bottle we want it. Drinks bottles, milk bottles, shampoo bottles. Lids and labels can be left on. Please empty any liquid and contents and squash the bottle before replacing the lid.

There are plenty of other ways to recycle things, but only the items above belong in your kerbside or recycling bin or bag. Recycling banks or collections accept all sorts of material, and you can take lots of items to [Household Waste Recycling Centres](#)

ABOUT WINCHESTER OUT NOW



Autumn issue of resident magazine About Winchester – out now!

The autumn edition of our district newsletter, About Winchester is now available online. You can read about what your council has been up to as we recover from the pandemic here!

From our work tackling climate change to helping businesses recover from COVID-19, this issue is packed full of news across our villages, towns and city.

Top stories include:

- Celebrating 100 years of council homes in Winchester
- Heading towards net-zero - an update on our Climate Neutrality Action Plan
- How we're upping our efforts to rid the district of fly-tipping

- The latest on our state-of-the-art sports facilities at Meadowside and Bar End

Click [here](#) to read the full publication.



We have several garages to let in the following areas:

- Alresford
- Bishops Waltham
- Highcliffe
- Kingsworthy
- Swanmore
- Weeke
- Winnall

Applicants will be required to make sure they have no outstanding debts to the Council before to being allocated a garage.

The prices of the garages for the financial year April 2021 through to the end of March 2022 are:

	Weekly Charge	VAT	Total	Monthly Charge
Council Tenant	£10.95	£0	£10.95	£47.45
Private Tenant	£14.33	£2.87	£17.20	£74.53
Leaseholder Tenant	£14.33	£0	£14.33	£62.10

Look on our [website](#) for further information and to apply for a garage
It is possible to store belongings other than a car in our garages providing you ask for permission before doing so.



TACT (Tenant and Council Together)

The next TACT meeting is 24 November – Venue TBC. If you are interested in attending in person [email](#) or call 0800 716 987 places are limited due to social distancing, we do have the option to join virtually too. For more information on TACT visit the [website](#)



Halloween Week

Our Visit Winchester team has some spooky tips and tricks to make your Halloween a real treat! [Find out more](#)

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