



Housing Services e-newsletter December 2021

Welcome to the Housing Services e-newsletter



Christmas and New Year opening hours

The council offices will be closed from **5pm on Thursday 23 December 2021** until **8.30am on Tuesday 4 January 2022**.

Over this time, in the event of an emergency, you can call 01962 865

407. For housing repair emergencies, call 01962 865 405. You can also continue to report any issues [online](#). All non-urgent enquiries will be dealt with from 4 January 2022.

Out of hours repairs

Click [here](#) for explanation of our repairs categories. Please check to see what an emergency is.

Housing Telephone Menu is changing – 01962 848 400

The housing telephone menu is changing with an emphasis on self-service.

To reduce any delays for tenants making payments over the telephone, the menu will divert all calls for payments to the automated service. You'll need your tenancy reference number which you'll find on any correspondence from the Housing Service



Recycling Christmas Trees

We collect real Christmas trees. Please remove your tree from the pot/stand and strip it of all decorations and tinsel. Place your tree outside on the garden waste collection day of the week's commencing 10th and 17th January 2022 for collection. Large trees over five feet tall will need to be cut into smaller pieces to enable them to fit in the collection vehicle.

You do not need to be signed up to our garden waste service to have your Christmas tree collected. For further information visit our [website](#)

FLY-TIPPING – Don't risk a fine

What is Fly Tipping?

Fly-Tipping is the illegal dumping of waste. It's a crime that damages the environment, risks public health and costs taxpayers to clean up.

Fly-Tipping Includes:

- Dumping waste on land where there is no waste management licence, including public highways
- Giving your waste to someone else to fly-tip
- Leaving rubbish or waste outside household waste recycling centres, next to a public bin or another resident's bin

How do I avoid a fine?

It is your duty of care to dispose of your waste correctly. You could be fined an unlimited amount by the council if your waste ends up fly-tipped, and you cannot show that you took reasonable steps to prevent it.

If convicted at court, the maximum fine is unlimited and you could face 5 years in prison.

You can take your household waste to your local household waste recycling centre to be disposed of.

To report an incident of fly-tipping, please contact the Customer Services Team on 0300 300 0013 or report it on line: www.winchester.gov.uk/report



Fire Safety

Candles at Christmas, to scent a room and to give a winters night a warm glow - but left unattended, an open flame can destroy your home in minutes. For more information click [here](#).

Please keep the communal areas clear

Even at Christmas time it's important that the communal areas of flats are kept clear of any rubbish and personal belongings including Christmas decorations.

This is to ensure that residents, staff and contractors are able to move

around and work in these areas unhindered. Keeping corridors and landings clear is key for the safety of all as they are escape routes in case of emergency



Christmas is coming fast!

For top tips and advice please click [here](#)

If you have any questions or concerns about your rent account, please contact the Housing Rent Accounts Team on [email](#), send a message via My [Winchester Tenancy](#) or telephone 01962 848 205.

Paying your rent is easy!

- Set up a direct debit over the telephone on 01962 848 205
- You can make a [payment](#) at any time, day or night - 24 hours a day, 7 days a week on 01962 848 400
- Before you start, remember to have your Tenancy Reference number and debit card to hand
- Want to check your latest rent balance? You can do this at any time. Text "BAL" to 0753 741 7763. It works best if we've got your number. Not sure

if we do? Check your [My Winchester Tenancy](#) account or call us on 01962 848 400

You can make payments, view your statement, report repairs and send messages on line using your My Winchester Tenancy account. Log in or register at www.winchester.gov.uk/housing/council-housing-tenants

Tenancy Sustainment Service – help and support for tenants

The Tenancy Sustainment team are here to work with tenants in maintaining successful tenancies all year round. We understand that Christmas can be a tough time when a little extra support can go a long way and we're here to help. Our service offers non-judgmental, person-centered advice and support, and we can put you in touch with agencies to provide practical hands-on support.

We can be contacted by [email](#) or call 01962 814 918

Here are some useful agencies which can provide help and support:

- [Connect to support](#) is a good link for Hampshire to browse mental health and wellbeing supports/advice
 - [I talk Hampshire](#) Self-refer for mild to moderate anxiety, depression and long term, physical illness contributing towards mental health. Call 023 8038 3920 or [email](#)
 - Wellbeing centres that can offer support to help increase self-esteem, manage mental distress and promote self-management. They have a wide range of opportunities and resources available to help people achieve their goals. This includes access to group activities (both social and therapeutic), 1-1 sessions with well-being coaches as well as peer support. Call 023 8202 7810 or [email](#)
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- [SANEline](#) Call 0300 304 7000. Open every day of the year between 4.30pm – 10.30pm. Call them to chat about your mental health and to get support with how you're feeling emotionally.
 - **Shout** Text 85258. Free 24/7 text service (free on most mobile services) for anyone in crisis or struggling to cope with stress, anxiety or worry.
 - **Independent Age** Offer a free advice service on social care and welfare benefits. It's Wise Guides provide information on finances, staying independent and getting the most out of later life while it's befriending and practical support service provides companionship. Helpline: **0800 319 6789**
 - [The Mix](#) Offer support for anyone aged 13 to 25 with any sort of challenge – from mental health to money, break-ups to drugs, finding a job to homelessness. Call 0808 808 4994
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Winchester Mediation Services

Winchester Mediation Service is a local, community based initiative which has been the official assessment service of Winchester City Council since 2010. Their highly trained team of mediators specialise in helping disputing parties reach lasting and mutually beneficial agreements.

Disagreements with neighbours can make you feel vulnerable, stressed and worried. Have you tried talking to your neighbour and are being ignored? Got some way towards a solution but cannot resolve it entirely? Or can't speak to your neighbour at all? The Winchester Mediation Service can help, in total confidence and without any cost to Winchester City Council housing tenants. Mediators are professionally trained and have been helping to resolve disputes between neighbours for over 15 years.

If you have are experiencing issues with your neighbours and would like some assistance, please contact the Housing Tenancy team on 01962 848 197 or email housingtenancy@winchester.gov.uk to arrange an assessment. For more information about the service please go to Winchestermediation.org

Neighbourhood Services and Community Safety team satisfaction survey

Keep your eyes out for the neighbourhood services and community safety team satisfaction survey.



Tenant training

WCC tenants took part in a South Coast Training event at the Novotel Southampton on Saturday 16th October. This was the first SCT event following the postponement of the last planned event in April 2020. There were reduced numbers of attendees and the day ran slightly differently to previous events. But there was still ample debate and conversation between tenants.

The focus of the day was on Housing Law;

- The White paper: the Charter for Social Housing Residents - what will change - how will it affect residents?
- The Grenfell Fire disaster, Covid19 pandemic, case law in lockdown, Brexit - what has changed and will have to change?

South Coast Training is a unique project that has been running for over 20 years. The

group is made up of 10 different housing organisations from South East England; Winchester City Council, Abri, Portsmouth City Council, Gosport Borough Council, Vivid Housing, Poole Housing Partnership, Fareham Borough Council, New Forrest District Council, Southern Housing Group & Southampton City Council.



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 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](#) to register for this quick 24/7 service.



**We would like to wish you all a merry Christmas
and a happy New Year!**

Latest News

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