

Housing Newsletter

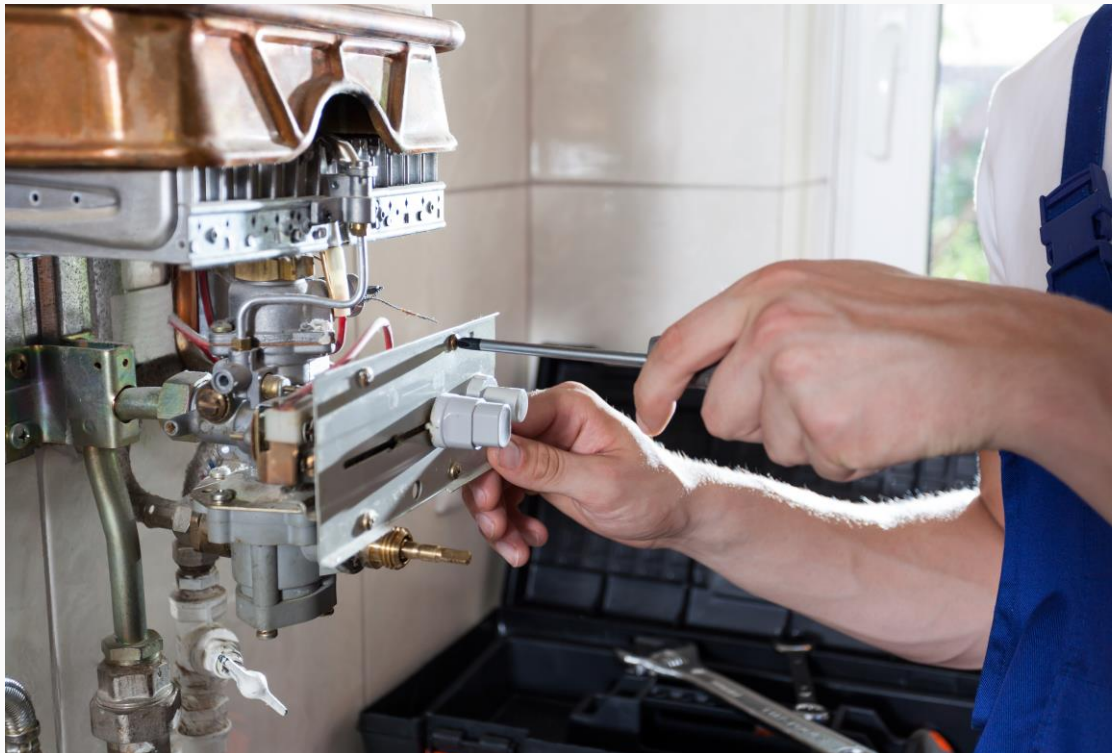
[View this email in your browser](#)



## **Housing Services e-newsletter February 2022**

**Welcome to the Housing Services e-newsletter**

---



## Gas Safety

It is essential that every home has a gas safety certificate so when you receive details of your gas servicing appointment please work with us to allow the engineer access to your home. Failure to allow access may result in WCC seeking an injunction to gain entry. Further information can be found on our [website](#).

---



## Winter Support for families and individuals 2021/2022

Through Hampshire County Council, The Connect4communities programme manages a range of initiatives which aim to ensure that vulnerable individuals and families with children do not go without basic necessities such as food, fuel and warmth.

From November 2021 to March 2022 Winchester City Council will be supporting vulnerable households with exceptional housing costs, where existing housing support schemes do not meet need and for cases of genuine emergency.

---

The fund cannot be used for ongoing support for rent or mortgage payments. Eligibility for Discretionary Housing Payments (DHPs) must be considered first and consideration given to whether there is a statutory risk of homelessness and therefore a duty of support is owed through the Homelessness Prevention Grant (HPG).

If you would like to access the fund to support exceptional housing costs follow the links below:

To access this funding click [here](#) or [email](#)



## Tips to save energy

With the rising cost of energy, small changes can have a big impact not only on your wallet but also impact to the environment.

- Cut back on using the washing machine by avoiding automatically washing clothes after one wear – better for your clothes too.

- Always wait until the dishwasher is fully stacked before putting on
- Replace all your lightbulbs with LEDs
- Install a smart meter to keep track of the energy you're using
- Turn switches off in rooms as you leave them
- Close the doors
- Turn off radiators in rooms when you aren't using them

Useful links

[LEAP:](#)

[WinACC:](#)

[Energy Saving Trust:](#)

---

## Tackling fly tipping

Fly tipping isn't just an eye-sore, it damages our environment and poses a threat to humans and wildlife. It's why we work hard to tackle the issue, and why culprits can face fines of up to £50,000 and a possible prison sentence. One individual who thought he could illegally dump a pile of building rubble at Hill Farm in Durley last year, has recently been handed a £1000 fine.

If you see a fly tip please [report it](#) and remember if you need to dispose of large items of furniture you can take them to your Local Household Waste Recycling centre free of charge or book a bulky waste collection on 01962 670 706.

---



---

## Raising Fire Concerns

You can now report Fire safety concerns through [My Council Services](#) you don't need an account you can report concerns using the guest option at the bottom left.

The online tool can be used by a tenant, leaseholder, sublet tenant of a council leaseholder, tenant of a private landlord to report concerns they may have about the council's approach to fire safety management.

Fire safety concerns are when existing fire safety measures/features are working/present as expected but there are concerns regarding the standard applied, specification, materials used or lack of provision, approach taken.

Faults and repairs to existing systems should be reported through the usual repairs channel.

Further information can be [here](#)

---



## **Need to raise a complaint?**

You may have tried to resolve an issue with an officer or via the standard repairs feedback process unsuccessfully and now you're wanting to make a formal complaint.

You can do this by:

- fill in the on-line complaints form at [www.winchester.gov.uk/complaints](http://www.winchester.gov.uk/complaints)
  - Contact the Customer Service Centre for a printed copy on 01962 840 222
  - Directly to an officer of the council
  - Via social media - Facebook and Twitter
-

- In writing to Winchester City Council, Colebrook, Street, Winchester, Hants, SO23 9LJ

Further details on complaints can be found [here](#).

---

## **The Housing Annual Report for 2020/21**

Is now available online. You can read what Housing has been up to as we recover from the pandemic [here](#)

### **Top stories include:**

- How housing services adapted and changed service delivery to meet the needs of tenants during the COVID -19 pandemic and lockdown
  - 2020/21 performance
  - Looking ahead to the next year for housing. Give us any feedback on the annual report please [email](#)
-



## Get out get active

### Winchester Wellbeing Walks

Walking is a great way to lead an active, healthy lifestyle in a fun, friendly and relaxed environment. There are currently four free organised wellbeing walks in Winchester, all led by trained walk leaders.

Colden Common

Wednesdays

10:30am (approx. one hour)

Meet: Colden Common Community Centre (SO21 1UU)

Winchester City Centre (Kings Walk)

Wednesdays

9:15am (approx. one hour)

Meet: Kings Walk (opposite the Antiques Market SO23 8AF)

Bishops Waltham

Tuesdays 2:30pm (approx. half an hour)

Thursdays 10:30am (approx. one hour)

Meet: The Square, Bishops Waltham (SO32 1GG)

If you would like to take part in any of these free walks, please come along to the



start point of the walk a few minutes early so that one of our trained leaders can give you a registration form to complete. If you have any further questions please [email](#)

### **This Girl Can Class**

Sport England's This Girl Can campaign has once again teamed up with Everyone Active to bring fitness classes to women aged 14-60 at a number of centres up and down the country. As part of this year's campaign, each 60-minute fitness class is divided into separate sections. These include Dance fitness, Boxing fitness, Move, Tone and Yoga-inspired stretch, so there's something for everyone to enjoy.

Winchester Sport & Leisure Park will be running at This Girl Can Class every Thursday 12:40pm.

Book via the [Everyone Active App](#), Website or through our Front of House team 01962 848 700

### **Bee Netball**

Do you know a child between the age of 7 and 11 who would like to play netball? BEE Netball take place every Friday during term time, 5 - 6pm, just £5 per session.

Book via the Everyone Active App, Website or through our Front of House team 01962 848 700

### **Back to Netball**

Back to Netball is for participants of all ages and levels of experience but sessions will be specifically designed to cater for those who have not played for an extended period.

Whether you have not played since your school days, want to improve your fitness in a relaxed and enjoyable environment, or are just looking for a great place to meet new friends and stay active, Back to Netball is the place for you.

Winchester Sport & Leisure Park will be running a class every Friday at 12:00pm

---

---



**Fridays**  
14th January - 18th February 2022  
5-6pm  
at Winchester Sport &  
Leisure Park  
(SO23 9NR)

Contact: 07854 090473  
rose.johnston@englandnetball.co.uk

Price: £5 per session  
(please book through Everyone Active)  
\*Open to all children age 7-11 years old\*



# BACK TO NETBALL

**Date: Fridays (4 Feb - 25 Mar)** ▶  
**Time: 12noon - 1pm** ▶  
**Venue: Winchester Sport & Leisure Park (SO23 9NR)** ▶  
**Contact Details: 07854 090473** ▶  
**rose.johnston@englandnetball.co.uk** ▶  
**Price: £5 per session** ▶



## **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.

### **Latest News**

Visit the Winchester City Council website for the [latest press releases](#)



*Copyright © 2017 Winchester City Council All rights reserved.*

