

Housing Newsletter

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Housing Services e-newsletter July 2022

Welcome to the Housing Services e-newsletter

Welcome to our July Housing E-newsletter. In this edition find out about how tenants responded to the online carbon efficient home survey along with the tenant satisfaction survey and how we are responding to your views. Gardens are at their best now. If you have a beautiful garden and want to enter the competition for your chance to win garden vouchers.

Get involved in the ASB awareness week. Why not go to the Modern Slavery Partnership exhibition.

If you have any comments or suggestions for future newsletters please get in touch by [emailing](#) us

Carbon focus group

Over 500 tenants responded to the online survey asking for views about carbon efficient homes. In May the council invited those who were interested to discuss the approach being taken so the council could better understand the priorities and key concerns of tenants as the Council begins the journey to improve the energy performance of their homes.

The focus group members understood and agreed that the top priority should be to improve insulation levels and the importance of getting that right from the outset. The group were also particularly interested in how the works would be prioritised but felt that the Council should prioritise the worst first and those tenants who were most vulnerable and/or already in fuel poverty. Whilst the members understood the benefits of starting with empty properties, they were also hopeful that concurrent programmes would be developed for existing tenants.

The members were also keen to understand if solar panels were fitted how the benefits would be shared and whether or not their rents should be based on the energy performance of their homes.

Whilst the group wanted the Council to “just get on with it”, they were also mindful that the Council should set realistic targets and, wherever possible, flexible solutions to allow for the speed of changing technology

They told us that

- It's more important to get insulation right
- Prioritise the worst homes and most vulnerable first
- Recognise that some heating systems are not suitable for certain households as they are not straight forward to control or are expensive to run
- Retrofit decisions need to be flexible to allow the council to respond to the speed of changing technology
- The council should set itself realistic targets which allow time to make the best decisions in an evolving world
- Tenants appreciated being involved in the discussion but just wanted the council to get on with it

The next steps

The carbon focus group will only meet if and when needed to review a

specific topic/issue (i.e. as and when referred down by the carbon neutral panel).

Convene the carbon neutral panel (incl. one or two co-optees from the carbon focus group) to review and bring forward proposals for a long term programme to replace the gas heating systems in Council homes.

Set up a dedicated FAQs page for carbon queries on the Council's website.

Tenant Satisfaction

Nearly 500 tenants responded to the recent satisfaction survey and over 200 took the time to provide further details to explain their responses.

Areas tenants want improved

- keeping communal areas clean, safe and well maintained
- the time taken to complete a repair
- Listening to views

What the council is doing to improve

Communal areas action

- Finding out what improvements are needed to plan estate improvement
- Inviting residents to help with the procurement of the cleaning service
- developing options with contractors to enable continuous feedback i.e. use of QR codes
- Increasing site presence to make it easier for residents to talk to the council as an alternative to surveys. Look out for officers in the plum shirts.

Time taken to complete a repair action

- introduce a compensation policy to reimburse tenants for service failures and unacceptable delays
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- Identify common patterns and causes of delay on responsive repairs and agree an action plan
- Establish performance indicators for planned/major works

Listening to views

- 2 focus groups are being arranged for the 3rd and 4th August to discuss with tenants what changes are needed to improve.

The council has contacted all those tenants who expressed an interest in discussing the results further to invite them to come along to the focus groups. If you are interested but haven't received an invite contact the Tenant Involvement Team either by emailing TInvolvement@winchester.gov.uk or telephoning on Freephone 0800 716 987.



Congratulations to our tenants & leaseholders!

Congratulations to all the tenants and leaseholders who have won shopping vouchers for taking part in our consultations. Here is Catherine who enjoyed a very rare shopping spree thanks to winning the voucher. Keep an eye out for any online surveys emailed to you. You could win shopping vouchers just for taking part.



TACT AGM



The TACT AGM took place on 26th May. TACT (Tenants and Council Together) is an independent group of tenants and leaseholders working in partnership with Winchester City Council. Its aims are to:

- represent the interests of all tenants and leaseholders of the council.
- promote and encourage discussion over all housing-related matters.
- encourage the process of tenant and leaseholder consultation.
- monitor the standard of services supplied by the council.
- ensure that tenants' and leaseholders' voices are heard.

Richard Botham, Strategic Director: Services delivered a presentation on the resident's voice, looking at whether tenants really have a say in Winchester. Representatives from CCS (Correct Contract Services), Osborne and YBC (Your Building Counts) attended and took part in a question and answer session.

Dates of next TACT Meetings for your diary

Thursday 28 July 2022 – Godson House, Winchester

Thursday 22 September 2022*

Thursday 17 November 2022*

Thursday 19 January 2023*

Thursday 23 March 2023*

Thursday 25 May – AGM *

All are morning meetings - 10.30am – 12.30pm

*Venues - to be confirmed

If you are interested in learning more about TACT or any of the other ways of being involved, please email a member of the [Tenant Involvement Team](#) on, 0800 716 987 or

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.





Complaints

We strive to deliver the best service and we hope you will never have reason to complain to us. If you do, there is a process in place to ensure that all complaints are handled fairly and effectively and that we learn from what our customers say. There are various ways to raise a formal complaint:

- Visit the [website](#)
- Call our Customer Service Centre on 01962 840 222
- Speak directly to a Winchester City Council officer
- Contact us on social media - Facebook and Twitter
- Write to Winchester City Council, Colebrook Street, Winchester, Hampshire, SO23 9LJ

As a council, we are members of [The Housing Ombudsman](#) is an independent public body that looks impartially at complaints within the social housing sector to ensure correct procedures are followed. You can also contact The Housing Ombudsman directly for assistance on making a complaint, or if you're not happy with the way we are handling your complaint. Click [here](#) for more details and advice about The Housing

Ombudsman.

For more information on our self assessment for The Housing Ombudsman Complaint Handling Code and our policy's and performance click [here](#).



Digital garden competition!

If you are proud of your gardening skills, or would like to say well done to a green fingered neighbour, please enter our gardening competition. Simply send us a photo of your garden, vegetable patch, pots, containers or window boxes and include your name, address and contact number. [Email](#) us, before the closing date of **3 August 2022**.

- First prize: £50 national garden vouchers
- 2nd and 3rd runners up: £25 national garden vouchers
- Best plant container: £25 national garden vouchers.

Further information can be found [here](#) [T&C apply](#)



Jubilee & Green Tree Canopy in sheltered schemes celebrations

Sheltered Housing residents celebrated the Queen's Platinum Jubilee in style with afternoon tea and Pimms, all laid on by their Sheltered Housing Officers. A total of 239 residents took part in the events across our Sheltered Housing and Extra Care Schemes and it provided a great opportunity for residents to get together and celebrate with staff.'

This initiative forms part of the trees planted by the Natural Environment and Recreation Team

The Queen's Green Canopy is a unique planting initiative celebrating the platinum jubilee celebrations and enhancing our environment. Trees have been planted at our sites including sheltered schemes and will be marked with an official plaque. Resident have embraced this scheme and are helping to look after the new trees which will be a legacy for many more generations.



Coffee Morning open to all

Are you feeling lonely and would like some company? Come and join our friendly group for a coffee and a chat and meet new friends. Every Friday at Godson House communal room. Lawn Street, Winchester, SO23 8ED



The Modern Slavery Partnership exhibition 5th – 31st July

Explore the experiences past and present of modern slavery survivors who have been identified and supported within our surrounding area at the real faces of Modern Slavery: unmasking the truth exhibition which is touring the county and will be in Winchester from 5th until 31st July 2022. July 2022.

For all dates and venues visit www.modernslaverypartnership.org.uk

ANTI-SOCIAL BEHAVIOUR



REPORT IT

Behaviour that causes or is likely to cause harassment, alarm and or distress to others.

ALCOHOL RELATED ISSUES

**ROWDY AND
INTIMIDATING GROUPS**

NUISANCE NEIGHBOURS

**DRUG RELATED
ANTI SOCIAL BEHAVIOUR**

**VERBAL ABUSE
AND INTIMIDATION**

BEGGING



101

Hampshire Constabulary's
24-hour non-emergency number

01962 848 275

Winchester City Council's
Neighbourhood Services Officer

01962 848 400

Winchester City Council Housing
(for housing tenants)



winchester.gov.uk/report

[hampshire.police.uk/contact-us/
forms/make-enquiry](http://hampshire.police.uk/contact-us/forms/make-enquiry)



Your Winchester App
For iOS, Android, Windows &
Blackberry



winchester.gov.uk

ASB Awareness Week - 18th – 24th July 2022

Anti-social behaviour week is a national campaign run by [Resolve](#) highlighting the work that agencies do to keep communities safe. 2022's campaign will focus on the impact of anti-social behaviour on young people, and the importance of engaging with the wider public about their vital role in tackling ASB.

Winchester City Council is running a summer campaign aimed at addressing anti-social behaviour and will also be supporting this national campaign. The local campaign will include a variety of ways to engage with the public for example we will conduct Street Briefs, Beat surgeries and support partners with proactive patrols across the district to address anti-social behaviour and promote awareness of effective reporting.

Click [here](#) for further information about resolve and how they are engaging with the wider public about their vital role in tackling ASB (Anti-social behaviour)

Community Trigger

A [Community Trigger](#) provides victims and communities with the right to request a review of their case, bringing agencies together to take a joined up, problem-solving approach. The aim of the Community Trigger is to try and find a resolution. To find out more visit the [website](#).

Love Parks' week 29th July – 5th August 2022

It's 'Love Parks' week! An annual campaign led by [Keep Britain Tidy](#) which encourages local communities to use open both spaces and parks in their area.

To find out more about the campaign and events being run in your area, click [here](#).



Paralympic Personal Bests

This August, Winchester City Council, in partnership with Everyone Active, Winchester Go LD and the University of Winchester have organised a disability sports festival. Children and adults with learning or physical disabilities are invited to attend the day, with the opportunity to take part in a range of different sports.

Venue: Winchester Sport & Leisure Park (SO23 9NR)

When: Thursday 25 August 2022

Time: 09:30 – 15:00

Cost: £10.00

How to Book: please [email Betty Chadwick](#) to request a registration form.

disability TENNIS

Winchester Disability Tennis Programme

Winchester City Council have partnered with Osman Tennis to provide a tennis programme which 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)

When: Wednesdays / 17:00 – 18:00

Cost: £5.00 per week

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

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