

Housing Newsletter

[View this email in your browser](#)



Housing Services e-newsletter October 2022

Welcome to the Housing Services e-newsletter

Welcome to the October newsletter. In this edition, find out the latest news on the Housing Ombudsman, Ukraine update along with the important information about gas safety.

As the nights draw in and Christmas is looming, there is lots of information about the cost of living. A reminder about what to do if you want to make improvements to your home. Football with ActiveMe 360.during half term. Safety advice for Halloween and bonfire night.

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



Swing Sixty's Tea Party

Tenants enjoyed a 60's tea party held on the 13 October 22, at Hope Church Winchester. The tea party was arranged by our tenant champions, with support from Winchester City Council Sheltered Housing Team.

The event was sponsored by Osborne, Tesco's, SRH Décor and raffle prizes were donated by tenants, M&S, Iceland, Sainsbury's all money raised for the Mayor's charities "Trinity Winchester, The British Heart Foundations and Winchester Hope" and £109 was raised!.

The Mayor of Winchester joined in the fun at the tea party with thirty seven tenants who enjoyed singing with the vintage singer Dawn Gracie. a 60's themed quiz and afternoon tea was provided by an anonymous donations.



Busy Boards

Osbourne kindly made a “busy board” for our extra care scheme Matilda Place. The busy board will help older people with both their dexterity and memory recall and particularly those with some memory loss. One of the residents said *‘this is great for the old brain box’ with familiar things that they can relate too. Just perfect! Thank you’*



Congratulations to our Garden Competition Winners!

We had some lovely entries for this year's garden competition. Well done to all of our winners.

First prize Mrs Scott, King Harold Court
Joint 2nd and 3rd Mr Percy Normandy Court and Mr Budd Makins Court

- Best container Mr Renouf of Trussell Crescent



The Blue Lamp Trust

Hampshire Constabulary have launched Cyber Bobby.

This is a scheme from , [The Blue Lamp Trust](#) which is seeking to help protect vulnerable people from becoming victims of cyber-crime.

The scheme, much-like the Bobby Scheme, provides home visits, giving advice and guidance about basic IT security.

The police vetted advisors offer FREE home visit to residents of Hampshire who are:

- Over 65 years old
- Disabled (over 18)
- Previous victim of cyber crime

They will discuss and advise local residents on:

- What is cyber-crime
- Cyber and scam prevention advice
- How to check privacy settings
- Signposting to other advice and resources
- How to report issues
- How to recognise scam emails and text messages

All of the Blue Lamp Trust advisors are police vetted and carry ID cards to reassure local residents that they are genuine, they will not be offended if you ask to see their ID to validate their identity. Please remember you will never be

asked for payment for this service.

If you, or anybody you know, is eligible and would benefit from a Cyber Bobby referral, please enquire via the Blue Lamp Trust website at <https://www.bluelamptrust.org.uk/cyber-bobby> or by calling 0300 777 0157.

We Are Here to Help

We provide support and advice to help you maintain your tenancy, support you to keep your home and overcome issues ranging from debt, loneliness, accessing services or hoarding. Our team is on hand to help with money advice, claiming and managing benefits, applying for financial aid and looking after your home. We also work with a range of partner organisations to ensure those who need it can access extra help to maintain their mental and physical wellbeing.

As the cost of living rises, we've put together a dedicated [webpage](#) to give help and advice:

Please contact us if you are concerned about any of these issues, we are here to help you.

Step Out Lunch Clubs

Starting Tuesday 20 September for 5 weeks, sessions run from 11.30-3pm. All attending will receive a free Carroll Food Pantry membership, which includes a £15 self-selected food shop at the pantry, and free slow cooker to cook new nutritious meals.

For further information or to book your space you can call us on 01962 673 771 [email](#) or pop in to Carroll Centre, Somers Close, Stanmore, Winchester, SO22 4EJ

We are also offering free community transport pick-up from arranged points in Stanmore, Highcliffe and Weeke.



Wellbeing Activities Programme!

We marked the end of the summer and the launch of the Wellbeing Activities Programme across the sheltered Housing Schemes with a Summer BBQ, attended by Scheme residents, local Ward Councilors and the Mayor!

Chair Yoga, Weaving for Wellbeing and Chair Exercise classes began in Makins Court, King Harold Court and Godson/ Lawn House in October. Sing4Health and a wonderful talk on Local History is also on offer. All activities will run in each scheme.

For further information [email](#) or call 01962 855 335



October Half Term Football

This October, from Monday 24 – Friday 28, Winchester City Council in partnership with ActiveMe 360 and Aquila Nuclear Engineering Ltd are providing 8 football coaching sessions at various locations across the district (Colden Common, South Wonston, Bishops Waltham, Kings Worthy, Wickham, Stanmore, Whiteley, Winchester City). Each day will be packed with fun games, matches and drills with a chance to make new friends and learn new skills.

It is suitable for girls and boys aged 6-13 years old, for just £5 for the 5 days. For more information please email hello@activeme360.com, or to book please click [here](#):



Happy Halloween

As Halloween approaches, follow these tips to help you and others stay safe:

- Keep all fancy dress costumes away from naked flames
- Use LED candles in pumpkins – they don't blow out and they are much safer
- Burns and scalds last a lifetime. Remember if clothing does catch fire, stop, drop and roll until the fire is out
- In an emergency cool any burns with large amounts of water and get urgent medical assistance

Find out more click [here](#)

If you don't want trick or treaters to knock at your door, download [this poster](#) to let them know:

Stay safe this Halloween - follow [these simple tips](#) and tricks to keep the night a real treat: Please respect those who display 'no trick or treat' signs

Hampshire Constabulary, Light On Campaign - 30 October 2022

Clocks go back on the 30 October, which means darker nights. Remember to put your lights on to put burglars off. For more home security advice click [here](#)



As bonfire night approaches, make sure you always follow the firework code:

- Only buy fireworks from a licensed seller
- Never return to a firework once it's been lit
- Keep away fireworks away from children and pets
- Where possible attend organised displays

To find out more [visit:](#)

Report a Fire Concern

Knowing what to do in the event of a fire and understanding how to reduce fire risks at home will keep you and your neighbour's safe, and potentially save your life.

Please report any concerns about fire safety in your home.

- [On line form](#) (if you don't have an account simply use the guest option)
- Phone Housing on 01962 848 400
- Email housing@winchester.gov.uk
- Talk to a tenant representative from TACT – call the Tenant Involvement Team on Freephone 0800 716 987

Permissions to make improvements to your home

As a Council tenant you are responsible for decorating your home. You need to get permission before you make any major alterations or improvements. If you are on an Introductory Tenancy you do not have the legal right to carry out improvements or alterations to your home until you become a secure tenant.

Home improvements and alterations:

You must request permission to alter or improve your property or garden. You may be asked to provide drawings/plans of the proposed works, particularly if the work involves altering the structure of the building. Some alterations and improvements may also require planning permission, building regulations approval or permission from an external agency such as Hampshire Highways. You must not start any works before you have been granted all the relevant permissions.

Where permission for alterations has not been granted or sought, you will be required to remove any structures/improvements at the end of your tenancy. If you fail to do so we will remove, and you will be recharged for the cost.

You can request permission to make any home improvements/alterations to the property by completing our [online form](#). Alternatively please [email Property Services](#) for any property related permission requests or the [Housing Tenancy Team](#) for any Tenancy related permission requests

Further information can be found [here](#)



Permissions for a Pet

We appreciate the benefits of keeping pets, but not all of our properties are suited to every kind of pet. Our pet policy has been designed to strike a balance, thinking about the welfare of the animal and ensuring that people's lifestyles and homes are suitable.

We allow pets in the majority of our General Needs properties however you must obtain our written permission to keep a pet in your home.

You will be required to complete a pet application form before formal permission can be considered and you must not obtain your pet without prior written consent.

Failure to obtain written permission for home improvements or pets could result in action being taken against your tenancy.

[Online form for permissions](#)

Further information for permissions can be found [here](#)

Keeping pets in your home leaflet can download [here](#)



Gas Safety Checks

We care about your safety and it is essential that we gain access to your home to complete the annual gas service. Even if your gas supply is capped off, or you are not using any gas, The Council is required to carry out annual servicing by law under the terms of your tenancy, checking for faulty heating appliances which could produce poisonous gas emissions and cause serious illness by carbon monoxide poisoning. Failure to permit us access to complete the service will result in the Council cutting off your gas supply and may put your tenancy at risk. Further information can be found [here](#)



Housing Ombudsman

Changes to the Housing Ombudsman Scheme took effect from 1 October 2022, making it easier for residents to access the Housing Ombudsman service if they remain unhappy with their landlord's final response on their complaint.

The revised Scheme removes the 'democratic filter' following a change in the law. It means residents will no longer have to contact a designated person or wait eight weeks before referring their complaint to them if you remain dissatisfied at the end of our complaint process.

As a reminder, residents can also contact the Housing Ombudsman if they are having issues accessing their landlord's complaints process or if they have complained to their landlord and it has not responded in line with its complaints policy. They do not investigate complaints before they have completed the complaints process, but can take steps to encourage landlords and residents to work together to resolve a complaint. The Housing Ombudsman are there to help and protect you.

Further information on how to make a complaints and the housing Ombudsman can be found [here](#).

Waste Calendars

The new waste calendars for 2023/24 are now available on our website. Simply enter your postcode and a calendar will be available to download [here](#).

Ukraine Update

We are still very much supporting our Ukraine guests by continuing our extremely popular "Hubs" AT Winchester Guildhall. We now have a dedicated Ukrainian team at Winchester City Council, to offer assistance with housing needs/issues and general resettlement support to encourage full integration into society.

If you have any feedback on this E-newsletter please [email](#) us

Latest News

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

