



## **Housing Services e-newsletter February 2023**

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

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Within the newsletter find out the latest news on the migration to Universal Credit. With the cost of living crisis affecting so many people, our Tenancy Sustainment team are on hand to help with money advice during this challenging time. Read the results of the Neighbourhood Services and Community Safety Satisfaction survey.

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

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### **Managed Migration to Universal Credit**

Managed migration' - is the final phase of the rollout of Universal Credit,

when the DWP - in a controlled way - gradually contact those who are still claiming legacy benefits to notify them that those benefits will be ending, and inviting them to claim Universal Credit instead.

Below is the proposed Timetable for all Legacy Benefits to UC.

- During 2023/24 - Tax Credit only cases
- During 2024/25 - Income-Related ESA with Tax Credits, Income Support, Income Based JSA, HB only or with Tax Credits
- During 2028/29 - All other Income-Related ESA

The government is pushing back the managed migration of claimants from income-related employment and support allowance (ESA) to universal credit (UC) to 2028. It was due to be completed in 2024.

So the fact that it is being delayed is good news. The downside is that many thousands more claimants will now be subject to 'natural migration' because of a change of circumstances and will lose out on the transitional protection that managed migration claimants receive

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## Support for our Tenants

Winchester City Council Tenancy Sustainment Team – We are here for you  
Our Tenancy Sustainment Service offers person-centred support to help you successfully maintain your tenancy and access services to help you achieve your goals and move forward with your life.

With the cost of living crisis affecting so many people, the tenancy sustainment team are on hand to help with money advice, claiming benefits and applying for financial aid during this challenging time.

They provide support and advice to help you maintain your tenancy and keep your home. They also work with a range of partner organisations to ensure those who need it can access extra support to maintain mental and physical wellbeing.

You can refer yourself into the service by using the form on the website or by sending us an [email](#) or call us on **01962 814 918** where one of our friendly team will be able to talk you through the services available.

For further information visit our [website](#).

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## Warm Spaces

As the cost of living crisis continues and energy bills increase, many of us are making tough decisions about how to prioritise our spending. Some are facing the awful choice of whether to heat their homes or to eat. Warm Spaces are popping up all over Winchester, designed to offer anyone in need of warmth, community and food, a warm space to share with others. Winchester City Council is actively seeking Warm Spaces in Winchester to partner with so that anyone attending the Warm Space is able not only to access warmth, friendship and nourishment, but also help from support services such as the Tenancy Sustainment team and [Winchester Citizens Advice](#). Click [here](#) for the online directory of all the Warm Spaces in Winchester,

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## Food and Fuel Vouchers

Food and Fuel Vouchers are being funded through Winter/Spring 22/23 to support council tenants in emergency need. These are one-off support payments in the form of a voucher or card which expire 6 months after being issued. You can access these when other forms of food/financial support have been exhausted or there is difficulty in accessing alternative support. Referrals are made by your Housing Officer ([Income](#) or [Tenancy](#)), [Sheltered Housing Officer](#) or [Tenancy Sustainment Officer](#) so please contact them if you'd like to be considered for food or fuel vouchers.

## Crisis Food Provision

Throughout Spring 23 we will be running a Pop-up Pantry at Winchester City Council offering crisis food provision from the charity Fareshare to council tenants. If you are in urgent need of food, please contact your [Income](#) or [Tenancy](#) Housing Officer or [Tenancy Sustainment Officer](#) to find out more.

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## What to recycle in the green bin

At the TACT meeting held in November, Andrew Turner – Contracts Monitoring Officer came and gave a talk on recycling. A few of the TACT members brought in (clean) rubbish to ask what can and cannot be recycled. Here is a chart to explain what can and shouldn't be recycled. For more information click [here](#)

<b>Green Recycling Bins</b> <i>Make sure it's clean and dry and no glass please</i>	
<b>Yes Please</b>	<b>No Thanks</b>
<b>Paper</b> <ul style="list-style-type: none"> <li>• Magazines</li> <li>• Newspapers</li> <li>• Junk mail</li> </ul>	<b>Paper</b> <ul style="list-style-type: none"> <li>• Shredded paper</li> <li>• Gift wrap</li> </ul>



<ul style="list-style-type: none"> <li>• Envelopes and window envelopes</li> <li>• Catalogues and directories</li> <li>• Paper bag</li> </ul>	<ul style="list-style-type: none"> <li>• Plastic coated or laminated paper</li> <li>• Tissues, napkins or paper towels</li> <li>• Wallpaper</li> </ul>
<b>Tins &amp; Cans</b> <ul style="list-style-type: none"> <li>• Food tins including pet food tins</li> <li>• Drinks cans</li> <li>• Sweet and biscuit tins</li> </ul>	<b>Tins &amp; Cans</b> <ul style="list-style-type: none"> <li>• Paint tins</li> <li>• Tins with food/pet food residue</li> <li>• Other metals and metallic packaging</li> <li>• Aluminium foil</li> </ul>
<b>Plastic Bottles</b> <ul style="list-style-type: none"> <li>• Food and drink bottles without lids (e.g. milk, cooking oil, squash, fizzy)</li> <li>• Detergent bottles (e.g. cleaning products, bleach, softener)</li> <li>• Toiletries (e.g. shampoo, shower gel, liquid soap)</li> </ul>	<b>Plastic Bottles</b> <ul style="list-style-type: none"> <li>• Bottles with liquid still inside</li> <li>• Bottle tops</li> <li>• Spray and pump attachments</li> </ul>
<b>Cardboard</b> <ul style="list-style-type: none"> <li>• Cereal packets</li> <li>• Food boxes</li> <li>• Greetings cards</li> <li>• Kitchen and toilet roll tubes</li> <li>• Corrugated card</li> </ul>	<b>Cardboard</b> <ul style="list-style-type: none"> <li>• Any polystyrene</li> <li>• Plastic or foam packaging left inside cardboard boxes</li> <li>• Pizza boxes (due to grease and food debris)</li> </ul>
<b>Aerosols</b> <ul style="list-style-type: none"> <li>• Deodorant</li> <li>• Hairspray</li> <li>• Mousse Food (e.g. squirty cream, oil)</li> <li>• Cleaning products</li> </ul>	<b>Aerosols</b> <ul style="list-style-type: none"> <li>• Lids</li> <li>• Full (or part full) aerosols</li> </ul>

## Garden Waste

Renewals for the council's Garden Waste scheme 2023/24 year opened on **Monday 23 January 2023**. For those subscribing for the first time we will endeavour to deliver a new bin within four weeks of a subscription being set up. Collections for all new subscriptions and renewals will start week commencing 6 March 2023, please refer to your 2022/23 [waste collection calendar](#) for the actual collection day. Further details can be found here [Garden Waste Service Sign Up - Winchester City Council](#)

For any further enquiries please contact our Customer service team at [customerservice@winchester.gov.uk](mailto:customerservice@winchester.gov.uk)

## Waste Calendars 2023/24

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. <https://www.winchester.gov.uk/bins>

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## New Housing Services Compensation Policy

The council works hard to ensure services are delivered “right first time” but on occasions things can go wrong and so it's important that tenants understand what compensation and repayment costs they are entitled to claim. The new compensation policy approved at Cabinet Housing Committee on 2 February 2023 will ensure that a clear and consistent approach to compensation payments is adopted across the housing service.

The Housing Service Compensation Policy can be found on the [council's website](#) easy read version of the policy will be made available to all tenants and is due to be circulated later this month.





## **Councillors Welcome first New Tenants to Whitley Scheme**

In December 22, Leader of the Council Cllr Tod and Deputy Leader Cllr Ferguson joined new affordable housing tenant James Redman to cut the ribbon on 12 new homes in North Whiteley.

The houses are part of the council's plan to support access to good quality affordable homes in the district that are highly energy efficient, having been built to the Association for Environment Conscious Building standard, which means they are estimated to reduce CO2 emissions by 70% compared to the UK average. Further information can be found [here](#).

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## Neighbourhood Services and Community Safety Satisfaction Survey

In 2022 Neighbourhood Services and Community Safety Team undertook a satisfaction survey. We want to take this opportunity to update you on some of the results and the action we are undertaking as a result of your feedback. Thanks you to everyone who completed the survey.

Did you know that health and safety inspections are completed at your block of flats by Neighbourhood Services Officers?

Less than half of residents (44%) participating in the survey knew that scheduled inspections were undertaken by neighbourhood services officers. We are regularly reviewing options for updating communication opportunities with our residents. In response we have created an information poster aimed at informing residents who the lead officer for each site is and the frequency of inspections. These have now been put up at our sheltered housing schemes.

### *Estate improvements*

89% of residents said they value the outside space where they live. If you have any suggestions or ideas on improvements to where you live let us know by completing our suggestion form [Estate Improvement Proposal Form | Winchester City Council](#)

### *Feelings of safety*

We asked you how safe you feel both inside and outside your block of flats. You told us that overall you feel safe or very safe inside your block (66%) and in the grounds and car parks (72%).

53% of residents told us they had experienced anti-social behaviour (ASB) within their block and 32 % within the community, though only 38% of residents had reported the ASB they experienced.

During 2022, we ran our annual anti-social behaviour summer campaign that involved undertaking patrols and awareness raising in hot spot locations. We also held block briefs and street briefs with members of the community safety partnership including local policing teams and Hampshire and Isle of Wight Fire and Rescue Service to talk to residents about their concerns and feedback on the action we are taking to address them.

If you are experiencing anti-social behaviour you can report this to Winchester City Council via our online report form

<https://www.winchester.gov.uk/apply> , contact Hampshire and Isle of Wight Constabulary non-emergency number 101.

### *Keeping residents up to date*

74% of residents said that they would like to be kept up to date via email. To make sure you do not miss out on information and consultations you can update your contact details on 'My Winchester Tenancy' app.

You can contact the [Neighbourhood Services and Community Safety Team](#) or call 01962 848 400

You can use [My Winchester Tenancy](#) as a fast, easy and convenient way to report non-urgent repairs and send messages to housing services

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## **Damp & Mould and how to prevent it**

Lots of activities produce moisture, such as cooking, drying washing, running baths and using portable gas or paraffin heaters. Click here for advice to help you reduce the moisture in your home and prevent condensation and [watch a short video.](#)

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## **Housing Annual Report**

The 2021/22 is now available to download on our website. Read housing achievements for the past financial year. See where your rent is spent and how we are performing. On page 10 you can read how Neighbourhood Services have been working hard to keep your neighbourhood safe, clean

and green. Read how we have been listening to your view and how you can get involved.

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## Christmas Lunch Thank You

We would like to thank the following organisations who kindly donated items for the Sheltered Housing Xmas Raffle.

- Elder Tree Fitness
- Elka Studios
- Emily Bruce Yoga
- The Ivy



- Mountain Warehouse
- Waterstones
- The Winchester Foot Clinic
- Winchester Theatre Royal

And a special thanks to Denmead Primary School, Westgate School Rock Choir and Winchester Community Choir for singing carols so beautifully to our Sheltered Housing residents at the annual Xmas lunches and to Jim Yeoman from Winchester Rugby Club for catering the events.

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## Children's Mental Health Week 6-12 February

This year's Children's Mental Health Week theme is 'Let's Connect', aiming to highlight the importance of children and young people's mental health. Let's Connect is about making meaningful connections for all, during Children's Mental Health Week – and beyond. People thrive in communities, and this connection is vital for our wellbeing. For Children's Mental Health Week 2023, Place2Be is encouraging children (and adults) to connect with others in healthy, rewarding and meaningful ways. [To find out more and get](#)

[involved:](#)

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## FEBRUARY HALF TERM SPORTS WEEK



This February, Winchester City Council in partnership with ActiveMe 360 and Aquila Nuclear Engineering Ltd are providing dodgeball sessions in **Wickham, Winnall, Highcliffe and Stanmore**. Each day will be packed with fun games, different dodgeball activities, and a chance to make new friends!

**Monday 13 – Friday 17 February 2023**



## Half Term Sports

This February, Winchester City Council in partnership with ActiveMe 360 and Aquila Nuclear Engineering Ltd are providing dodgeball sessions in Wickham, Winnall, Highcliffe and Stanmore. Each day will be packed with fun games, different dodgeball activities, and a chance to make new friends! To book please visit the [website](#).

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## Free activities and adventures around the district for half term

Stuck with what to do over the half term. Visit Winchester has lots to offer for free too. Click [here](#) for further information

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

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