

2022/23

ANNUAL REPORT

Welcome...

It seems strange for Chris and I to introduce an annual report to you of what was achieved last year when neither of us were involved in the housing service in Winchester.

I started as Strategic Director in February 2023 and Councillor Chris Westwood became Cabinet Member for Housing in May this year.

I hope you will agree that the housing service has demonstrated good performance across a range of services last year. This will place us in good stead to rise to the challenges that we will need to address. The retrofit programme to better insulate our properties will reduce the costs of running your home in the face of the higher energy costs, whilst also delivering a benefit to the climate. There is new Government regulation

about how we engage and consult with you on the services that we provide and there will be more work going forward to help us listen better and act upon what you tell us. The current national economic context will require us to ensure we are achieving best value for the services and works to your homes. Inside this Annual Report you can see how we have strived to work towards achieving our four themes of **Greener Faster**, **Cost of Living**, **Pride in Place** and **Listening Better**.

I hope this time next year we will be able to report to you as good if not better performance and demonstrate how we have addressed the challenges we face.



Simon Hendeley
Strategic
Director



Cllr Chris Westwood
Cabinet Member
for Housing



Contact us at the touch of a button

Visit <https://mywinchestertenancy.winchester.gov.uk/> anytime 24/7 to access lots of useful services including:

- Check your account balance and view rent statements
- Check repair appointments
- Report a non-urgent repair
- Make payments
- Send and receive messages



Produced in partnership with
Winchester City Council tenants and leaseholders



Winchester
City Council

Need support?

Let's talk, let's work it out together

Our friendly teams are on hand to help you maintain your tenancy by making sure you can access whatever support you need.

Cost of Living

We pledge a commitment not to evict anyone in arrears, as long as they engage with us.

£527,716

total income we maximised for tenants

575
clients supported throughout the year

"I had no income and when my savings ran out I quickly fell into rent arrears. The Income team helped me apply for my state pension and request a Council Tax single person discount. I received backdated pension payments and am now financially secure. I have paid off all my debts and can move forward with my life."



427 tenants referred to external agencies for further support

57.5% of all new tenants received support to maintain their tenancy or manage their money and maximise their income

31 tenants downsized into smaller properties thanks to our Wise Move scheme which provides financial and practical support

139 tenants received financial screening through our Citizens Advice Money Advice Project

48 food vouchers issued to tenants struggling to buy food and **74** food parcels delivered to households in food crisis

70 families 'Just About Managing' from 5 local schools also received food parcels

£46,728 was allocated to council tenants in financial difficulty, via our assist grant scheme

31 private sector tenants received support including help to manage rent arrears and overcome financial hardship, which has prevented 5 evictions



Greener Faster

Our Reduce Reuse Recycle project was launched in partnership with Osborne to recycle white goods and provide new and existing tenants with much needed kitchen appliances.



Your Income Services team



Your Tenancy Sustainment team



Listening Better

Together with 13 other local organisations we helped to re-establish the Winchester Social Inclusion Partnership (SIP) to support our most vulnerable residents.

43% of clients supported with improved health wellbeing

We introduced a new triage system to find out if new tenants need any support, so we can offer the right help when needed.

A new feedback form was introduced enabling tenants to score how their wellbeing has changed as a result of our support.

Pride in Place

A Hording Pilot Project was launched offering bespoke support. The project helped 15 tenants improve their properties for good and prevented 12 evictions, saving **£23,075** on eviction costs.



We have supported tenants in **9** council homes with reported damp and mould issues by working closely with the repairs team, surveyors and contractors, and providing advocacy where needed.

The Tenancy team have issued:

- 18** Referrals to mediation
- 11** Notices Seeking Possession
- 6** Approved management moves

Your Tenancy team



Looking ahead

We will be working with New Forest Mediation (NFS) to help successfully resolve neighbour disputes and conflicts in the community.

We will be trialling 3 summer pop up hubs in order to help us shape new community hubs offering support in local neighbourhoods.



Neighbourhood Services & Community Safety

Working to keep council neighbourhoods clean, safe and green



Pride in Place

£119,784 invested on 6 Estate Improvement projects across the district including extra parking and improvements to the bin stores and drying areas at Chiltern Court in Alresford.



The Community Safety team tackle incidents of anti-social behaviour, working in partnership to reduce reported incidents. The team recently provided intervention and diversionary activity for young people coming to our attention.

5 Acceptable Behaviour Contracts to young people in the city centre

7 Community Protection Warnings (6 for begging and 1 for leaving waste within communal areas of blocks of flats)

3 Community Protection Notices (begging – breach of CPW)



Your Neighbourhood Services team



Listening Better

In response to requests from residents, new posters in sheltered housing publicise contact details for staff completing health and safety checks. We're planning more posters with details of how to get in touch with Engagement Officers.



Looking ahead

Listening better – We will introduce QR codes for residents to scan and complete quick online surveys on our cleaning and grounds maintenance services.

We will be holding street and block meets to promote our services and ask for feedback.

In June 2023 we became a member of the Domestic Abuse Housing Accreditation (DAHA) scheme to help us further improve our response to domestic abuse and support victims.

Greener faster – We are increasing the use of electric vehicles and will be receiving 5 new electric vans to add to our environmentally-friendly fleet.



BlueFrog Cleaning Services was appointed as the new contractor to clean the communal areas of all our housing blocks of flats, offering value for money and a good level of service.

Tenant Involvement

Empowering residents through training opportunities and ways to make your voice heard

Listening Better

We carried out 4 surveys during the year:

Garage letting policy
27% response rate

Heating systems
15% response rate

Tenants & leaseholders views
6.5% response rate

Tenant Satisfaction Measures Survey (TSM)
11% response rate

This survey forms part of new government measures to enable residents to rate homes and services. Full results will be available at the end of November at: www.winchester.gov.uk/tenants-satisfaction-survey

Focus groups were established to discuss the results of the surveys and to challenge us to respond to your feedback about:

- ✓ Listening to views
- ✓ Heating systems

738

tenants have got involved with the council during the year



Training

A group of tenants attended the South Coast training event in April to meet residents from other social housing landlords and attend workshops on housing issues.

Your Tenant Involvement team



Incentives

We cover costs for attending focus groups and will give shopping vouchers as a thank you for attendance. Everyone who completes an online survey has the chance to win a £50 shopping voucher and is entered into the annual prize draw.

Tenant winners!



Service Delivery Group



Involved tenants have been working closely with council officers to look in detail and provide feedback on important issues including complaints, our performance and the energy saving homes project.



To find out more about getting involved visit www.winchester.gov.uk/housing/get-involved/improving-services or email TInvolvement@winchester.gov.uk

New Homes

Creating more affordable homes to rent and to buy in the Winchester district

We built **18** new council houses in North Whitley during 2022/23



At North Whitley we have installed Mechanical Ventilation with Heat Recovery (MVHR) which ensures a comfortable and condensation-free environment all year round.

Greener Faster



The 6 flats being built at Southbrook Cottages, Micheldever are one of the first council schemes to be built to the Passivhaus Plus energy efficiency standard. The properties will benefit from low running costs thanks to the use of renewable energy.

Home ownership

We're developing shared ownership homes to enable more Winchester residents to get on the housing ladder.

Winnall

Work started on The Orchids, a development of 32 new flats and 2 houses which will be available to purchase for shared ownership. As well as providing environmentally-friendly new homes to enable more people to get on the housing ladder, the scheme will also boast its own community park.



"We feel at home already, it's a lovely community here and the special adaptations including level thresholds, wider doors, through floor lift and a wet room have transformed my life. The whole family is over the moon with our new home!"



Christine and Antony, new residents at North Whitley

Our waiting list

1,579 households registered on the waiting list as at 31/3/23

3 years 7 months average wait in band 3 for a 3 bed house as at 31/3/23

Lettings

566 lettings to new tenants for 2022/23

167 lettings to existing tenants for 2022/23

Looking ahead

We plan to complete on 140 new homes in the financial year 2023-24:

- 36** new homes at Whiteley
- 76** new homes at Winnall Flats
- 6** new homes at Southbrook Cotts, Micheldever

22 homes will be acquired for people on Afghan and Ukranian resettlement schemes (thanks to the Local Authority Housing Fund)

Property Services

Maintaining and improving your homes and neighbourhoods



Your Property Services team



Greener Faster



We pledged to match-fund a government grant of £534,000 to help improve the energy efficiency of council homes. This will help keep properties with a low rated energy certificate warmer and reduce fuel bills for tenants.

Our Energy Saving Homes programme continued to help inform our insulation and heating programmes. We are learning how best to use lower-cost, environmentally-friendly technologies on a variety of different types of council homes and architecture styles.



Pride in Place

273 individual fire doors replaced at Winnall flats
26 roofs replaced at Stanmore (a delay with roof tiles prevented more being completed during the year)

Listening Better



Over **500** tenants responded to our online survey asking for views about carbon efficient homes.

Further discussions with tenants highlighted that we should:

- get insulation right
- prioritise the worst homes and most vulnerable first
- recognise that some heating systems are too complicated to control or expensive to run
- respond to the speed of changing technology
- set ourselves realistic targets

When services fall below standard

In February we adopted a Compensation Policy to outline when and how we will consider claims for compensation or reimbursement made by tenants and leaseholders. Find out more at www.winchester.gov.uk/compensation



Looking ahead

Listening better

We are setting up dedicated focus groups to ensure tenants are kept informed about the proposed energy projects and retrofit programmes.



Cavity wall insulation



Wooden doors



Loft insulation



Swedish properties



Voids



Heating



Whole house retrofit



Whole house energy survey



Prefab and Airey constructed homes

For more information visit www.winchester.gov.uk/energy-saving-homes

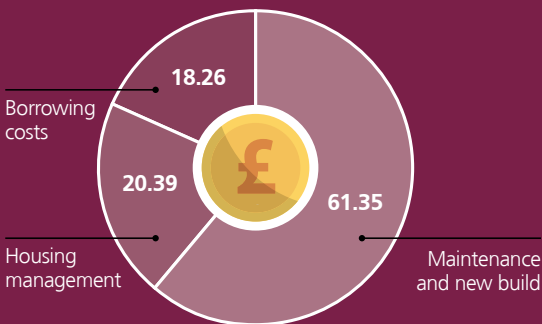
Your Senior Management team



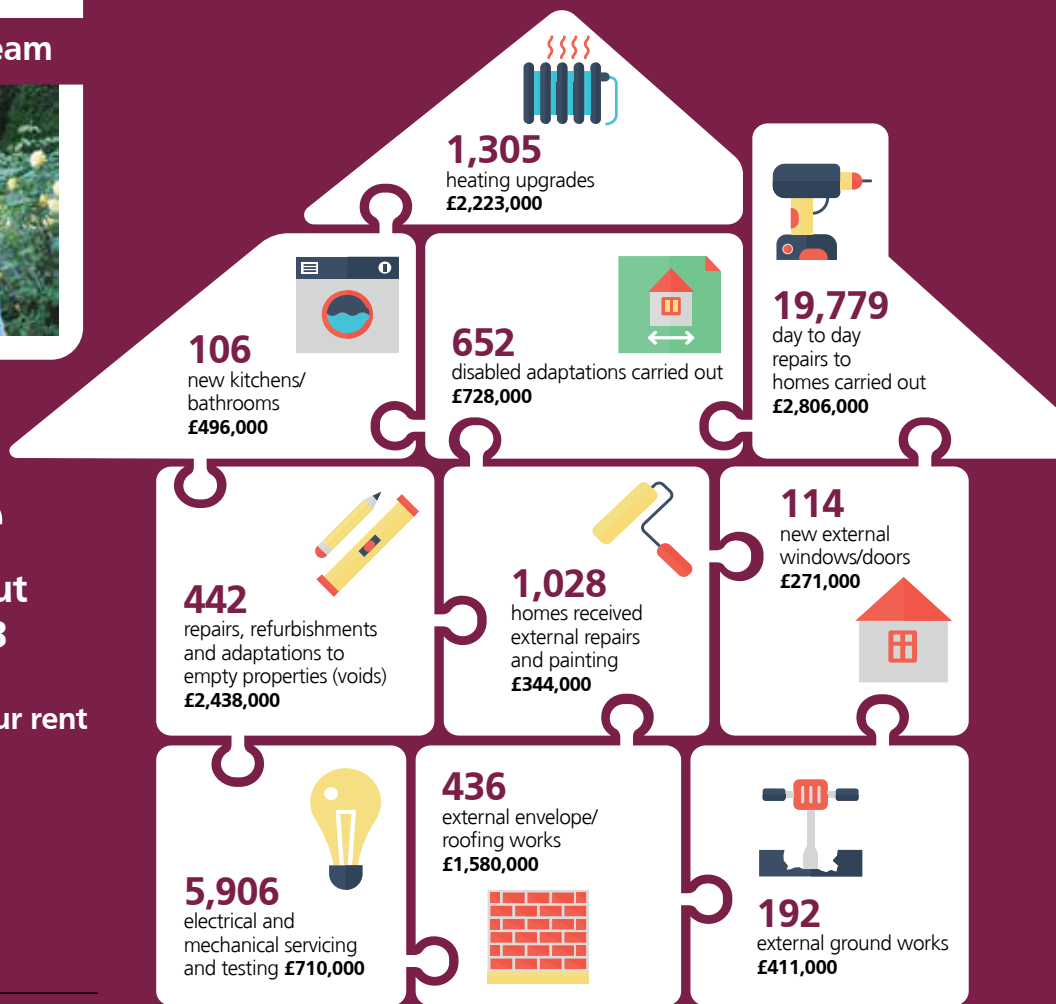
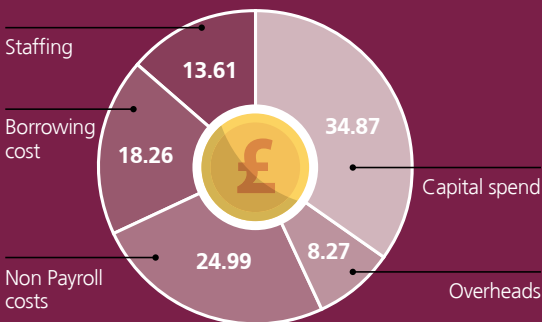
Housing performance

Improvements carried out in council homes 2022-23

Where we spend each £1 of your rent



What it was spent on



	Our performance last year 2021/22	Our performance this year 2022/23
Rent arrears (as a % of total rent due)	2.06%	1.90%
Average time to complete a repair	7.24 days	6.85 days
Average re-let time for council homes	18.75 days	15.38 days
Average direct cost per property for responsive repairs and empty homes	£4360.00	£5529.00



Looking ahead

A service improvement plan is in place to improve the way we deal with and resolve complaints and learn from your feedback. For details on how to make a complaint or to pay us a compliment on a job well done visit www.winchester.gov.uk/housing/complaints

69

complaints for responsive works out of the 19,779 repair jobs raised

177

complaints to Housing Services, 66% closed within 10 days

Get in touch

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Freeport Plus RTLH-KXUA-SEEC
Tenant Involvement
Winchester
SO23 9ZT

Freephone: 0800 716 987

Email: tenantvoice@winchester.gov.uk

To read the latest news for housing visit

www.winchester.gov.uk/housing/council-housing-tenants/tenant-news



WinchesterTenants



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