

## Winchester City Council – Housing Improvement Workshops

Group: Safety & Quality

Date: 20 March 2025

## Actions / Outcomes

Activity	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
'One-Word check-in'	<ul style="list-style-type: none"><li>• Stretched</li><li>• Busy</li><li>• Evolution</li><li>• Disappointment</li><li>• Optimistic</li><li>• Shoddy</li><li>• Disillusioned</li><li>• Frustrated</li><li>• Grateful</li><li>• Challenged</li></ul>			
Service Update	<ul style="list-style-type: none"><li>• Great customer service from WCC</li><li>• Fire doors in certain areas close before those with walking aids can get through</li><li>• Positive feedback</li></ul>	Piloting new doors (Update next HIW)	Adrian Wilgoss Repairs, Compliance and Voids Manager	
Changes	<ul style="list-style-type: none"><li>• Meeting notes</li><li>• Old TACT – more tenant led and able to co-create meeting content/structure</li></ul>	<ul style="list-style-type: none"><li>• Abi to send notes and update website 2 weeks after last HIW</li><li>• Sessions to deep dive and identify the next workshop topic/agenda</li></ul>	Abimbola Olaniyan, Tenant Partnership Officer  Collaborative	14 April 2025  14 June 2025
Next Time	Topic: Repairs & Maintenance <ul style="list-style-type: none"><li>• Fire Doors Elderly</li><li>• Out of Hours service</li></ul>			