



Winchester  
City Council

## Sheltered Housing Newsletter



## Sheltered Housing Newsletter

**Welcome to the Spring sheltered housing newsletter.**

Welcome to the new Sheltered Housing E - newsletter. We will be producing a dedicated newsletter just for sheltered residents 4 times a year. This newsletter is packed with information about the projects underway in Sheltered Housing and how you can get involved.

There are also plenty of opportunities to learn a new skills, get digitally savvy and meet new people. We hope you enjoy reading the newsletter and are inspired to try something new this spring.

For up-to-date housing news follow our Tenant Partnership Facebook page <https://www.facebook.com/winchestertenantpartnership/>

Please do let us have your feedback on this edition and if you would like something to feature in future editions, contact us by [emailing](#) us.



## Free Support with Digital Tasks

Are you having trouble with your digital device? Or perhaps you're looking for some help completing everyday tasks online? If so, our digital champions can help!

We run regular digital drop-in sessions at King Harold Court and our City Offices in Winchester, as well as Makins Court in Alresford, where you can come along, bring your device and talk through troublesome tech tasks with our friendly champions.

If you've got a more complex problem, we can also put you in touch with our charity partner AbilityNet, who can provide you with further free digital support.

Iris, an Alresford resident, attended a recent session so she could better understand how to manage the apps on her phone:

"I came with two specific problems that I was having, and both have been rectified just by the session, so it's been so productive and so, so helpful."

Dates for the next few sessions are:

- **City Offices**, Winchester, Every first Thursday 12.30 - 2.30pm
- **Makins Court** Alresford, Every first Friday 10am - 12pm
- **King Harold Court**, Winchester, Every second Tuesday 10am - 12pm
- **Greens Close**, Bishops Waltham, Wednesday 26 February 10.00 – 12.00

For more information about the digital drop in session, [visit our website](#).

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## Get help at our Community Hubs

If you've got a housing issue, are worried about the cost of living, or have any other concerns, and you'd find it helpful to talk things through, why not come along to one of our Community Hubs?

The hubs are a place for you to grab a free cuppa and have an informal chat with our friendly Tenant Partnership and Housing Officers about your concerns, and the kinds of support available to you.

We currently run three hubs which take place monthly in Winchester, Alresford and Wickham. Here are the details of the next few sessions:

- **St Gregory's Church** Alresford every third Wednesday of the month 10:00 – 12:00
- **Wickham Community Centre** every first Monday 2.30pm - 4.30pm
- **Unit 12** Community Pantry, Winnall, every third Thursday 10.30am-12.30pm



**CVBDO**

## Handyman help

We know that little household tasks can sometimes feel like big challenges.

That's why we arranged for the CARDO Handyman Service to visit residents across our Sheltered Housing schemes in March!

They undertook a variety of small jobs including, hanging pictures, minor repair fixed, even some furniture moved, our friendly CARDO team were happy to help.

We hope to bring this service to you again later in the year. If you are interested in this service, simply speak to your Sheltered Housing Officer.

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## Working with you to shape the future of services!

Making sure our services work for you is vital - it's hugely important that we're working with tenants whenever there are key decisions being made that shape the future of our housing services.

We wanted to share updates about the new **TACT** Board and our ongoing Housing Improvement Workshops and let you know how you can get involved:

### **TACT**

The **TACT** (Tenants and Council Together) Board is a newly formed group that represents the views of tenants, leaseholders and shared owners when decisions are being made about our housing services. The Board has a crucial role in making sure housing services are delivered with quality, transparency, and accountability. They work alongside councillors and senior council officers to help make sure your needs are at the heart of service improvements.

For us, working with the **TACT** Board is an important opportunity to shape our housing services for the better, and we're excited about the work ahead. Stay tuned for updates from the Board in future newsletters!

Learn more about the **TACT** Board [on our website](#).



We're also running regular Housing Improvement Workshops to better

understand your thoughts and views on our housing services. The workshops are interactive sessions where tenants, shared owners, and leaseholders work alongside council officers to co-design better services. These aren't formal meetings - they're collaborative spaces where we focus on solutions, not just problems.

If you have ideas on how we can improve, or if something is working well and you want to see more of it, these workshops are your opportunity to make a real impact.

To register your interest or ask any questions, contact the Tenant Partnership Team at **0800 716 987** or email the [Tenant Partnership team](#).

You can also find out about upcoming sessions [on our website](#).

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## **Live Longer, Better - Coming to Your Sheltered Housing Scheme!**

We're excited to launch the Live Longer Better programme across our Sheltered Housing schemes! Live Longer Better is all about helping you stay active, feel great, and enjoy life to the fullest.

Over the past few months, we've been chatting with residents at coffee mornings, through door-to-door visits, and in our recent survey (with nearly 90 responses!) and you've shared fantastic ideas about the activities you'd love to see - so we're making them happen.

With the help of resident 'champions', we're bringing Tai Chi, Garden Therapy, and Chair-Based Exercise sessions to Winchester and Denmead. Plus, the first

sessions are completely free, with reduced fees for ongoing participation.

Interested? Keep an eye out for your invitation and sign up as soon as possible  
- spaces will fill up fast

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## Poem by Resident at Lawn House, with a plea for help with illustrations

Jan a resident at Lawn House, loves to write poetry and is looking to produce a publication, and is looking for a budding artist to help with the illustrations for her book.

If you'd like to be involved, contact the Tenant Partnership team who can put you in touch with Jan.

Jan said, 'I love to write poetry, also keep a journal to write affirmations, and listen to many genres of music and also keep fit'.

## Knights of the Round Table

There stood a man, in his Sunday best.  
He entered the flat, at my request.  
With a heavy load, he staggered in.  
So pleasant in his manner, such a nice grin.  
He placed down the box, filled with all sorts of goods.  
I'm pleased to present this hamper to you, Mrs Woods.  
What a nice surprise, it was a shock.  
Speechless, I gazed at all this festive stock.  
Gathering my thoughts, to say 'thank you' when able.  
To me you'll always be my knights of the Round Table.  
Many thanks for your kindness, which I'll hold very dear.

If you've got a hobby or an interest you'd like to share with other residents for future editions of this newsletter, contact our [Tenant Partnership Team](#)

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## Get involved in resident groups

Resident-lead activity groups are a great way to stay active and social, which can have a really positive impact on your physical and mental health.

If you're interested in starting up a new resident group or getting involved in an existing one, be sure to speak to your sheltered housing officer for more information.

We're really pleased to have seen more of our tenants getting involved in resident-led activities recently, with some recent activities including themed evening meals, days out to the New Forest, Wine and cheese evenings, film nights and trips to the theatre!



## VE Day and VJ Day Anniversaries

This year marks the 80<sup>th</sup> anniversary of VE Day on 8 May, and of VJ Day on 15 August.

Both anniversaries are an opportunity for the nation to come together to honour the Second World War generation from across the UK and Commonwealth, with a

series of national and local events and activities taking place to mark the occasion and pay tribute.

If you would like to organise or be involved in celebrations at your scheme, contact your Sheltered Housing Officer.

If you make use of a pull cord or pendant, Monica Gill and friends are organising a VE day party for sheltered residents at Hope Church, Winchester on the 8 May 2:15 - 4:30

There will be a 1940s/50s singer, along with special memorabilia from the 40s and 50's memorabilia as well as a cream tea. The whole event is being sponsored by Cardo, Blue Frog Cleaners, as well as other companies in Winchester. The event will be raising funds for Soldier Sailor Air force Association (SSAFA) with a raffle and donations.

Monica Gill and friends have been arranging events for tenants since 2017. This is the last event of its kind that the team will be arranging so we need to celebrate in style.

Spaces are limited to 80 places and it's on a first come first served basis. so make sure to book on quickly. 1940s attire welcome!

To register your place email Monica Gill [monica.gill01@outlook.com](mailto:monica.gill01@outlook.com) or text on **07759 250 843**. Closing date for responses of 25<sup>th</sup> April

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## Digital switch over/upgrade

You may be aware that there are changes taking place to telephone connections with traditional copper lines being replaced with digital lines. This work is being undertaken by Openreach and is due to complete in 2027.

To ensure that your emergency alarms continue to work we will shortly be commencing work to either replace existing alarm units or install a digital bridge to our central alarm control system.

We will be in contact with residents before we commence any work at your scheme or home and keep you informed of progress. Our priority is to ensure that your alarm connection is always maintained.

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## Dealing with Damp & Mould

Warmer weather is on the horizon but, while things still a little chilly, we wanted to point you towards some [guidance to our website](#) that can help keep your home free from the risks of damp and mould. On the web page you'll find some helpful pointers and a short video explaining how to spot and deal with any issues.

Preventing and treating damp and mould is one of our priorities and if you have any concerns about your home, don't hesitate to contact us via **My Winchester Tenancy**, by emailing [housing@winchester.gov.uk](mailto:housing@winchester.gov.uk) or by calling us on **01962 848 400**.

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## Cleaning Schedule at Sheltered Schemes

A friendly reminder that the team at Blue Frog Cleaning Services clean your communal areas every fortnight with slight changes to the day when there are bank holidays. The team will mark the date on the sign-in sheet after each clean. For window cleaning, external communal area windows are cleaned every quarter and resident external windows are every six months.

If you have any questions or feedback, please contact **Fiona Churcher** on **01962 848 400** or email [fchurcher@winchester.gov.uk](mailto:fchurcher@winchester.gov.uk)

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## **Conveniently access your tenant services with My Winchester Tenancy**

Did you know that you can quickly and easily make rent payments, check your account balance and much more using [My Winchester Tenancy](#)? My Winchester Tenancy is our online portal designed to let you access tenant services in a way that is convenient for you, no emails or phone calls needed.

Other services you can access at the click of a button include requesting non-urgent repairs, checking repair appointments and more. You can access the service at any time by simply going to [www.mywinchestertenancy.winchester.gov.uk/](http://www.mywinchestertenancy.winchester.gov.uk/) and logging in.

It's easy to sign up too – just head over to [website](#) to register and make sure you have your Tenancy Reference Number and National Insurance Number to hand.