



Winchester
City Council



Your housing newsletter - June 2025

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HOME CONDITION SURVEY

Everyone in the team is committed to making things better for you, our customer. We hope that you are starting to see the difference we are making through your contact with us, the services you receive, how we manage your home and how we manage your neighbourhood.

A key project starting in July is our Homes Condition Survey, which is being delivered by [Penningtons Choices](#)

You will shortly receive a letter asking for your help with this important survey of

your home.

Thank you in advance for your help and cooperation with this-it is very much appreciated.

We will issue regular updates in future newsletters- [watch this space!](#)

Meet the Housing Team

There has been a lot of change in staffing at Winchester City Council Housing Landlord Service in the last few months. We wanted to introduce the new Landlord Services management team to you so that you know who we are.

Gilly Knight is the Corporate Head of Housing and is responsible for both Strategic Housing (Housing Options, Temporary Accommodation and Homelessness) and the Landlord Service.

The Landlord **Service Lead, Yvonne Anderson**, has landlord responsibilities so that our customers have safe and decent homes in the places where they want to live.

Yvonne says "*the service vision of Landlord Services is SHINES*". Housing staff held a workshop to come up with our mission statement to bring you safer homes and neighbourhoods. **SHINES** represents:

- **S**afe
- **H**omes
- **I**nclusive
- **N**eighbourhoods
- **E**nvironmental
- **S**ustainability

Landlord Services management team is **Adrian Wilgoss Repairs, Compliance and voids Manager**.

You may have already met Adrian if you attended one of the quarterly Safety and Quality Housing Improvement Workshops or the last '200 repairs' feedback session.

There is a vacant post in the Landlord Services Team for an Asset and Planned Manager and at the time of writing this post is being advertised. This role is responsible for delivering on our housing asset management strategy as well as the cyclical repairs and planned maintenance programme for our 5,000 properties that our customers call home.

Working alongside these new colleagues are existing team members who are:

Preshanta Burbidge, Retrofit Manager- Preshanta leads our retrofit team; the team is responsible for the planning and co-ordination of the Council's retrofit programme for our council homes.

As we are working to improve our services to you, we have an interim colleague supporting us as the **Service Lead for Property Services, Paul Woodham**. Paul, who joined us in December 2024, is working on the re procurement of the repairs and maintenance contract as well as supporting us in our service improvement journey.

Laura Doyle- Tenancy Services Manager who is responsible for leading both the Tenancy Team and the Empty Homes Team. These teams help our customers manage and maintain their tenancies from the point of signing up for the tenancy through to moving in, through to the tenancy ending.

Working with Laura, **Mike Carey** who is our **Income Manager** with responsibility for leading the income Team to ensure effective support to our customers so they can sustain their tenancies through timely rent payments with support to maximise their income as well. Mike is responsible also for leading the Homeownership team in supporting our leasehold and shared ownership customers.

Tenant Satisfaction Measures (TSM)



TSM performance

As part of the new Consumer standards, the Regulator of Social Housing (RSH) requires Landlords to publish their Tenant Satisfaction Measure (TSM) Survey data annually. The data is a mixture of tenant perception survey response data and Landlord data.

There are 5 reporting themes:

- Repairs
- Building safety
- Effective complaint handling
- Respectful and helpful tenant engagement
- Responsible neighbourhood management

The Regulator has introduced stronger regulation whereby residents can hold landlords to account.

We have submitted our data to the regulator and the results of the survey and measures can be found on the [website](#).

Monthly/ quarterly performance information

Curious about how your landlord is performing? Click [here](#) to see the latest housing performance for May and review the TACT annual report on our key performance for 2024/25

TSM & May Performance

FIRE SAFETY

Fire risk assessments (FRA) We Need your help!

We are carrying out fire risk assessments at all our housing blocks and schemes to ensure that they are compliant with fire regulations. This is to protect your safety and your neighbour's safety.

In undertaking these assessments, which are required on a regular basis, the Fire Risk Assessors will then report to us required actions to help improve the management of our schemes, which could mean work to fire doors, changes to alarm systems, rubbish removal etc.

We ask that all communal areas are kept clear of obstructions, always. An obstruction could be but isn't limited to these examples:

- Household belongings
- Prams/ pushchairs
- Mobility scooters
- E-scooter/e-bikes
- Household refuse etc

Please help us to keep you safe by keeping communal areas clear and if you have any queries or concerns, please report them via our [website](#) or by calling 01962 848 400.

The importance of Fire doors and what / not to do

We want to make you aware of the importance of fire doors and the purpose they serve in keeping you safe within your home and when living in a scheme or block.

Fire doors are specially designed to help keep you, your neighbours, and the whole building safe - especially in the event of a fire.

Taking good care of your door helps us make sure it continues to do its job properly and protects everyone in the building.

Caring for Your Flat Entrance Door

- Wipe the door with a **damp cloth and mild detergent** to keep it clean.
- **Don't use harsh or abrasive cleaners**, as these can damage the

surface.

- **Please don't drill or screw anything** into the door or its frame - this could affect its resistance to fire and smoke and will void its safety certification.
- We're working on setting up a **regular inspection and maintenance programme**, which will be delivered by accredited contractors.

Fire Safety Tips

- **Don't block or obstruct your door** – it's your main escape route in an emergency.
- **Keep door closers and mechanisms clear** of anything that might stop them working.
- Please **don't change or remove any parts** of the door – if something breaks, we'll get it repaired. We'll cover the costs of normal wear and tear but please note if the door is damaged intentionally, you may be liable for the cost of the repair.

Everyday Use

- **Never prop the door open** – this puts your safety, and that of your neighbours, at risk.
- Make sure your door is **not blocked** by items inside or outside your home.

If you spot any damage or if your door isn't closing properly, please report as soon as possible by [emailing the repairs team](#) or calling **01962 848 400** or using the [My Winchester Tenancy portal](#) by logging in.

We are here to help. Further information on fire safety can be found [here](#).

How to raise a fire safety concern

If you have any concerns about fire safety, we are here to help you.

Report it through [My Council Services](#) – you don't need an account you can report concerns using the 'guest option' at the bottom left of the pop up window

- Call **01962 848 400** or email the [housing team](#)
- If you'd prefer to discuss your concern with a TACT (Tenants and

Council Together – the council's formal consultation group) tenant representative. Call the Tenant Involvement Team on Freephone 0800 716 987.

Further information on fire safety

Access for gas and electrical servicing!

If there are gas appliances in your home, such as a boiler or gas fire, then as your landlord we are required by law to undertake a regular annual service to ensure the appliances are working as they should, so you and your household are safe in your home.

The services are undertaken, on our behalf, by a registered gas safe contractor who issues a gas certificate and/or advises us if more works are required at your home.

It's important you give us access to your property; purpose of these checks is to keep you safe and thank you in advance for your co-operation in giving us access.

Investing in our Homes



Retrofit programme update

Following a successful delivery phase in 2024–25, we've received encouraging feedback from residents. It's rewarding to see that the energy improvement measures we've implemented are making a meaningful difference in tenant's lives.

The Retrofit team is now preparing for the next major step 'Warmer Homes – Social Housing Fund (SHF) Wave 3. This large-scale project will see the installation of approximately 672 solar panels and batteries to our homes with approximate 200 planned for year 2025–26.

£3.2m Warm Homes Social Housing Fund (Wave 3) which runs from 2025-2028 which will be invested to bring 672 homes from EPC D to EPC C over the next three years. There are potentially 1200 homes that could be considered for this scheme which will be developed following energy assessments to confirm eligibility and customer consultation/ engagement to identify the 672 homes

A Quick Refresher

Retrofit upgrades to existing homes aim to improve energy efficiency, comfort, and sustainability. Measures may include:

- Loft insulation
- Cavity wall insulation
- Ventilation upgrades in kitchens and bathrooms
- Solar PV systems and battery

- Heating system improvements (where feasible)

One tenant from the recent Four Measures programme shared:

‘During the winter months, I noticed a significant reduction in my energy bills saving an estimated £16 a month on heating. The property also felt much better insulated.’

Important Information!

We’ve received a small number of reports from residents who have been contacted or approached by individuals falsely claiming to work with us posing as contractors from CLC Ltd or Ridge Consultants on the Energy Saving Homes programme.

Please take note:

- Winchester City Council will always confirm in writing the details of the appointed Contractor’s
- Contractors will not contact you before WCC have written to you
- The programme is fully funded, you will never be asked to pay for any of the work

Your safety and peace of mind is our priority. If you have any concerns or receive unexpected contact, please report it to us immediately on **01962 848 561** further information can be found on the website

If you have any queries about these programmes of work, and how this might impact you please call us on **01962 848 561** or [email the housing team](#)

More information on the Retrofit Programme

Planned maintenance and major repairs update

During 2025, our Asset and Planned Service Programme will enable investment of £6.2 million this year at 20 schemes and 269 individual homes

Where your home is included in this programme of works we will be contacting you directly about this. Where works are being devised for blocks and schemes, we will be liaising with all residents about the planned work, its impact and the difference this will make to your home and your scheme.

Under the Asset and Planned programme for this year, general/ external works to blocks/schemes include:

- Fire remediation works to blocks/schemes
- Kitchen refurbishments
- Re-roofing
- Soffit/fascia renewal
- Window /door replacement



Anti-Social Behaviour (ASB) Awareness Week

Anti-Social Behaviour (ASB) Awareness

The Housing Team is proud to support ASB Awareness Week.

On Thursday, 3rd July, we'll be at [Kings Walk](#) for a joint community event with the Police, Neighbourhood Services and Community Safety Team, Fire Service, and Winchester Business Improvement District (BID). We'll be engaging with residents about antisocial behaviour, how to identify it, report it, and access support.

Throughout the week, we're distributing leaflets to raise awareness and ensure

residents know where to turn for help.

We're also exploring the ASB Help Pledge, a commitment to supporting victims, listening to their voices, and ensuring clear, accessible pathways to assistance.

Together, we're taking a stand against ASB and building safer, stronger communities.

The UK's national ASB Awareness Week. The four asks for 2025

- Guaranteed support for victims of ASB
- Address delays in the Civil justice system
- One single, national information sharing agreement
- Remove barriers to reporting ASB

Click [here](#) if you would like to attend a free webinar

Reporting ASB: How to get in touch

If you experience or witness ASB from a council tenant, there are several ways to report it to the Tenancy Services Team:

- Online: [Email](#) us at with details of the incident.
- By Phone: Call us at **01962 848 197** to speak directly with an officer who will triage your concern.
- In Person: Visit our City Office in Colebrook Street to discuss your concerns during opening hours 10am-3pm

Your reports allow us to take the necessary steps to resolve issues promptly and support those affected

Tenant Partnership Update.



Many of you have asked to put faces to names! Here's our team: Abimbola Olaniyan, Stella Thurston, Tobias Mason, and Charlotte Bailey.

There's lots happening this summer with the Tenant Partnership Team – and there's something for everyone. Visit our [website](#) for full details of all the activities

Help Shape Housing Policies

Tenants have recently been invited to give feedback on four housing policies [via our online evaluation form](#). If you haven't yet taken part, there's still time. The survey closes on the 29 June – we'd love to hear from you.

Want to do more?

Starting in July, we're launching two new ways for tenants to help shape services:

- **Armchair Reviewers** – Review draft policies and housing communications from the comfort of your own home, in your own time.
- **Policy Co-Creation Group** – Work alongside officers to develop brand new policies and reshape existing ones. This group has been created in response to tenant requests.

- **Complaints focus group** – Working closely with officers to improve our complaints handling process, with a dedicated Complaints Focus Group. This group will provide valuable feedback to help shape our complaints process and ensure it's transparent, and accessible to everyone. As part of the work, the group will also support the submission of the Housing Ombudsman complaints handling code annual assessment helping us to meet best practice standards and strengthen accountability.

To join any groups, just contact the [Tenant Partnership Team](#)

Learning and Sharing Together

In May, three TACT Board members joined us at the Tenant & Resident Engagement Conference in London. One tenant said it was “a brilliant day” and praised Winchester City Council for being “ahead of the curve” in tenant engagement.

Shaping the Future of Solar

Eighteen tenants joined our focus groups on solar panel installations. Their views are helping shape a new policy. A follow-up session is coming in June, and the draft policy will be shared with Armchair Reviewers before going to Cabinet in the autumn.

Your Repairs, Your Voice

We launched our **first ‘Last 200 Repairs Forum’** at the end of May – inviting tenants who recently requested repairs to meet with officers and contractors. Though it was a small group, the feedback was powerful and is already helping us make real improvements. [Link to feedback](#)

Housing Improvement Workshops – Coming to Your Area

We're heading to **Winnall and Highcliffe** this month. Join us to workshop ideas for improving our housing services. Full details, including dates, times and venues, are available on our [website](#)



Access All Areas – Save the Date!

Join us on **Friday 29th August** at **Somers Close Recreation Ground, Stanmore** for our free family-friendly fun day! Expect a picnic area, stage with live entertainment, and free activities for children of all ages. Watch this space for more details!

[More information on what on](#)

Cookbook project gets residents sharing recipe and Memories!



Residents of three sheltered housing schemes in Winchester have been sharing their family recipes as part of a project we've supported to help combat loneliness and boost healthy eating.

During the project, Mary Carlton of Munch CIC and Life Story Writer Rachel

Lewis worked with residents to collect recipes and memories and explore fresh ideas for sharing food and cooking together. residents shared their stories about food and tried out new recipes, all the while learning new cooking techniques to help them create low-cost healthy meals.

Those recipes, as well as stories and pictures from residents, have been collated into three, which were then presented to each of the three sheltered housing schemes.

[Read more on our website.](#)

Tenancy Sustainment & Partnership Team - Up for an award!

We are delighted to announce that our Tenancy Sustainment and Tenant Partnership team were finalists to the Housing Heroes Awards for Team of the Year. These prestigious national awards recognise the exceptional dedication and hard work of our team in supporting our tenants.

The team can support tenants with anything from benefit applications and budgeting to property conditions and hoarding as well as accessing other services and moving home when needed. In 2024-25 the team successfully supported 490 tenants and their families to maintain their tenancies and maximised their finances by £1,005,274.

[Read more on our website](#)



Winchester Park Yoga

Park yoga connects people to the natural outdoors and helps to improve our physical and mental wellbeing. Our free weekly yoga takes place at the Garrison Grounds (the field next to Winchester Sports & Leisure Park)

Every Sunday morning (9:30-10:30am) from now to September for all ages, backgrounds and abilities. All sessions are led by a qualified instructor – no need to book, just bring a mat, towel or blanket and a drink of water. For more information, please visit [Park Yoga Winchester](#)

If you have any comments on this newsletter or any suggestions on what you would like to hear about please contact us by [email](#)



