



Workshop Session Plan: Tenancy – Housing Improvement Workshop

Facilitators: Charlotte Bailey (Tenant Partnership Manager) / Laura Doyle (Tenancy Service Manager) and Judith Hubbard (Empty Properties Team Leader)

Duration: 1.5 hours (90 minutes)

Location: Winnall Primary School, Garbett Road, Winnall, Winchester

Date: 14th June 2025

Resources Required:

- Flipchart paper
- Marker pens
- Post-it notes (optional)

Session Objectives:

- Reflect on progress and changes since the last meeting
- Understand what the Social Housing Regulatory Standard on **Tenancy** means in practice
- Evaluate what's working well and what needs improvement within Housing Services
- Identify ideas for transformation and influence future improvement plans
- Reconnect and energise the tenant voice

Session Timetable (6:00 – 7:30pm)

6:00 – 6:10 | Welcome, Warm-Up & Purpose Setting

- Welcome all participants, especially new attendees
- Quick check-in icebreaker:
“**One Word Check-In**” – Ask each person to say one word that reflects how they feel about housing services right now (can be hopeful, frustrated, curious, etc.)
- Briefly introduce the purpose of the session and what you hope to achieve together

“This standard is about making sure tenants are supported to live in safe, secure, and well-managed homes. It covers things like how tenancies are allocated, how tenants are helped to sustain their tenancies, and how landlords manage things like tenancy agreements, support during key life changes, and promoting stability for residents.”

6:10 – 6:25 | Service Update and Review of Actions and Outcomes Since March

- Share key updates and progress made since the last workshop (flipchart or verbal summary)





- Invite reflections or comments from tenants – has anything changed from their perspective?

6:25 – 7:10 | Main Activity: “Fix the Journey” – A Tenant-Led Service Mapping and Redesign Exercise

Time: 30 minutes small group work + 10 minutes feedback

Goal: To map the real tenant experience of **Allocations and Lettings**, identify where things break down, and suggest improvements.

Instructions:

1. Give each group a long sheet of flipchart paper laid out horizontally. Draw a timeline across the top.

Label key moments in a typical repairs journey:

1. Review properties advertised on Home Choice (online)
2. Bid for preferred property
3. A) If successful, place a nomination/ B) If unsuccessful, wait for another property
4. Contact from the Lettings Team
5. Pre-tenancy Assessment
6. Viewing
7. Decision

2. Ask each group to walk through the journey and discuss:

- Where does it work well?
- Where does it go wrong?
- What causes those breakdowns?
- What could be done better?
- Are there differences depending on the type of repair or vulnerability of the tenant?

3. Use coloured sticky notes or pens to mark:

- Good experiences (green)
- Frustrations or delays (orange)
- Safety concerns or high-impact failures (red)
- Ideas for improvement (blue)

7:00 – 7:10 | Whole Group Feedback

- Ask each group to briefly present highlights from their discussion (2-3 minutes each)





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7:10 – 7:25 | Evaluation Activity: “The Repair Tree” – Reflect, Root & Reach

Time: 10–15 minutes

Resources: Flipchart paper (with a large tree shape drawn), coloured sticky notes or pens

Instructions:

Draw a large tree with three distinct zones:

1. **Roots (●) – *What grounded you today?***
 - Ask: “What part of today felt most important, useful or connected to your experience as a tenant?”
2. **Branches (●) – *What did you learn or realise?***
 - Ask: “What’s a new idea, question, or insight you’re taking away from the session?”
3. **Leaves or Fruit (●) – *What would you like to grow next time?***
 - Ask: “What should we cover or build on in the next session?”

Set topic for next meeting

- Ask participants to choose an area from previous activity to focus on in more detail at next meeting (September ‘25)

7:25 – 7:30 | Closing & Next Steps

- Share how the outcomes will be used
- Confirm next meeting date or how feedback will be followed up
- Thank everyone for their contributions and encourage them to stay connected

