

## Winchester City Council – Housing Improvement Workshops

Group: Tenancy

Date: 14 June 2025

## Actions / Outcomes

Activity	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
One-Word check-in	<ul style="list-style-type: none"><li>• Unfamiliar</li><li>• Discovery</li><li>• Encouraged</li><li>• Interested</li><li>• Positive</li><li>• Lucky/Happy</li><li>• Unsure</li></ul>	None	N/A	N/A
Service Update (Laura Doyle – Tenancy Services Manager)	<p>Tenancy Standards &amp; Tenant Support</p> <ul style="list-style-type: none"><li>• The session was framed around the regulatory requirement to provide safe, secure, and well-managed homes.</li><li>• Emphasis on supporting tenants to sustain their tenancies and avoid homelessness.</li><li>• Discussion about breaches of tenancy (e.g., arrears, antisocial behaviour) and the need for wraparound support, especially for vulnerable tenants.</li></ul> <p>Tenancy Types</p> <ul style="list-style-type: none"><li>• Council offers introductory tenancies that become secure after 12 months.</li><li>• Some confusion among tenants about confirmation of secure tenancy status and lack of formal documentation.</li></ul> <p>Tenancy Sustainment</p> <ul style="list-style-type: none"><li>• The service supports tenants with issues like mental health, benefits access, and maximising income.</li></ul>	<p>Thank you email to be sent to all participants with actions and outcomes of the workshop sessions.</p> <p>Actions and outcomes to be published on WCC website.</p>	Tenant Partnership Team	July 2025

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	<ul style="list-style-type: none"> <li>Acknowledgment that while eviction may be necessary in some cases, the goal is to provide support and avoid it.</li> </ul> <p>Mutual Exchange &amp; Adaptations</p> <ul style="list-style-type: none"> <li>Mention of mutual exchanges and the need for more clarity and promotion.</li> <li>Discussion about challenges in accessing adapted homes and proper allocation based on need.</li> </ul>			
Main Activity: “Fix the Journey”	<p><b>Allocations &amp; Lettings Journey Mapping:</b> Participants shared personal experiences of bidding, viewing and moving into properties. The journey includes: bidding → nomination → pre-tenancy assessment → viewing → decision → moving in.</p> <p>Tenants and officers discussed the journey of applying and being allocated a property.</p> <p><b>Frustrations/ Failures</b></p> <ul style="list-style-type: none"> <li>Issues with limited or vague property details in listings (e.g., floor level, room size, accessibility). Tenants find adverts vague and lacking essential details. Snapshots should be clearer and accessible.</li> <li>Lack of clear communication during the process.</li> <li>Delays between bidding and moving in.</li> <li>Confusion over property details and suitability.</li> <li>Some properties need more time for repairs; rigid turnaround targets cause rushed and poor-quality outcomes</li> <li>Frustration with unclear communication; some tenants are uncertain why they are not successful even when listed as number one</li> </ul>	<p>Review and enhance property adverts on Home Choice (include floor level, room dimensions, accessibility, floor plans)</p> <p>Explore using AI-generated or template-based property images for better listings.</p> <p>Create a library of standard floor plans for common property types.</p>	Lettings team	September 2025

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	<p><b>Working Well</b></p> <ul style="list-style-type: none"><li>• Support from Financial Inclusion Officer with budgeting, benefit applications, and energy bill vouchers</li><li>• Pre-tenancy support and Tenancy Sustainment Service</li></ul> <p><b>Ideas</b></p> <ul style="list-style-type: none"><li>• Introduce a flexible categorisation system for void turnaround times (e.g., “Code Red”, “Standard”)</li><li>• Improve property listings: Include floor plans, accurate room sizes, and internal photos (possibly using AI-generated visuals).</li><li>• Flexible void targets: Adjust turnaround times based on property condition.</li><li>• Energy supplier coordination: Streamline utility setup for new tenants.</li><li>• Use tenant journey mapping as a regular workshop tool to identify pain points and improve services.</li></ul>			
Topic for Next Sessions	Mutual Exchange	Date/ Times/ Venues/ Session Plans to be distributed to all tenants	Tenant Partnership Team	September 2025