

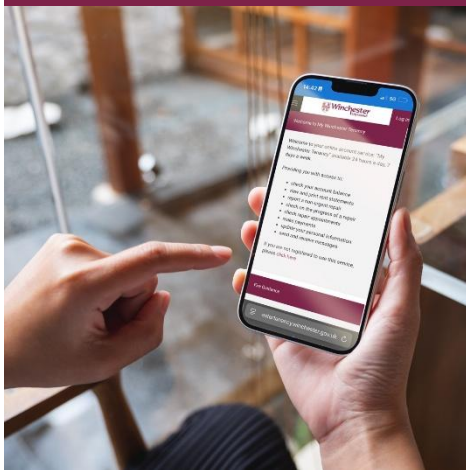


YOUR HOUSING NEWSLETTER

AUGUST 2025

In this newsletter:

- How we're helping you save money
- What we're doing to make sure your home is safe
- More about our performance on delivering you quality services
- How we're working with you to make sure you get the services you want



Sign up now for

My Winchester Tenancy

With **My Winchester Tenancy**, you can easily make payments, check your balance, report non-urgent repairs and more online!

Sign up today



Helping you save money

Cut carbon and save on your energy bills

With the help of Warmer Homes: Social Housing Fund (SHF) funding, our work to install solar panels and batteries on 672 homes is well underway, helping tenants to save on their energy bills and cut carbon emissions.

With the solar upgrades installed, an average one-bed home can expect to save up to £350 a year, jumping to £550 a year for a three-bed home.

To help fund this, we'll be asking tenants who choose to receive solar upgrades to pay a weekly Use and Maintenance charge of no more than 50% of the saving they'll make. The charge helps pay for ongoing maintenance costs while still allowing you to make meaningful savings. It also means more homes will be able to benefit from the upgrades in future!

We develop our programme by working with you - and our first SHF Tenant Forum took place online on 22 July, kicking off a more interactive approach. Forums will alternate between in-person and online formats - everyone's welcome, so keep an eye out for invites.

In other retrofit news, we also recently appointed a delivery partner for our conservation windows project, which will see 33 homes in Kings Barton receive new energy-efficient windows while preserving their character.

Good homes for all - safety and quality

Your home

You'll be aware from our letters to you and updates in this newsletter, that we self-referred to the Regulator for Social Housing in relation to our performance against the Safety and Quality Consumer standard. We meet with the Regulator each month to update them on how we're working to put things right.

At the July meeting, we showed them our improving performance against all of the Big Six compliance areas with performance in excess of 95% against most of these measures the progress we've made in developing policies and procedures to support this; the investments we've made in our systems; our planned stock condition survey (more details on that below); and our ongoing landlord service review, which is driving improvements to your experience of accessing our services.

The updates were welcomed by the Regulator who commented on the positive progress we're making. We hope this reassures you of our commitment to providing **Good Homes for All**.

Stock Condition Surveys

We're now starting our stock condition survey, which help us to identify potential works that might be needed to maintain and improve your home.

You receive a letter over the coming weeks, or be contacted by our surveying partner, **Pennington Choices**.

Pennington Choices will need to access your home in order to carry out the survey so please do let them in when you can – it shouldn't take long.

The survey team will carry letters and ID badges stating who they are but if you have any doubts about their legitimacy please get in touch with the Housing Hub.



Gold accreditation for our domestic abuse support

We're really pleased to have received official gold accreditation from the Domestic Abuse Housing Alliance (DAHA) for our efforts to improve how our services recognise and respond to domestic abuse.

We've been working with DAHA since August 2023 to embed their standards across our organisation – and it means we're now better placed than ever to support those experiencing domestic abuse situations.

Find out more about the accreditation [over on our website](#) – and visit our [Domestic Abuse web page](#) if you're concerned about a domestic abuse situation.

Tackling Tenancy Fraud

We've been working hard to tackle tenancy fraud, and, with your help, we've already recovered one property and are preparing several more cases for court. We've also successfully blocked multiple fraudulent Right to Buy applications, ensuring these homes remain available for families in genuine need.

Tenancy fraud takes safe, secure homes away from those who genuinely need them – that's why we need your help to identify suspicious activity – head over to the [Tenancy Fraud web page](#) to discover the signs of tenancy fraud and find out how you can help report it.

Find out more on Tenancy Fraud

Improving our complaints process

We're keen to make sure our complaints process works for you so we can learn and be better.

We recently set up a **Complaints Focus Group**, which is all about working closely with you to make sure we're accountable and that our process is transparent, accessible, and meets best practise.

If you'd like to be a part of this group, please get in touch with our [Tenant Partnership team](#).



Quality services

Find out how we're performing

We want to provide you the best homes and services we can. We always aim to handle repairs quickly and efficiently and ensure your buildings are well maintained... but how do you know if we're doing a good job?

So you can see how well we deliver, we're now publishing detailed information about our performance across the key areas that matter for you.

You can check our [Housing Performance web page](#) to see our latest performance reports.

You can also view the [Housing Ombudsman's performance report for 2024/25](#)

If you'd like to find out more about raising a concern with us or the Housing Ombudsman, be sure to visit our [complaints web page](#) for guidance.

Community Hubs and Digital Drop-Ins

We run free monthly community hubs and digital drop-in sessions across the district. If you need advice and support with finances, housing or other issues, or if you've got a problem with your digital device, be sure to pop along. You can find full details on our [What's On web page](#).

[find out more on what's on](#)



Thriving Places

Free Stanmore family activity day

We're bringing our **free Access All Areas** family activity day back to Stanmore on **Friday 29 August!**

There'll be loads of fun free activities for kids of all ages including face-painting, crazy golf and an inflatable assault course – this year we're also bringing in a stage and a variety of acts, including The Voice 2021 finalist Hannah Williams!

Head over to [our website](#) to learn more.

Find out more on Access All Areas

Join our Love your Home Photo Project

We're excited to launch our new **Love Your Home** photo project! The project is all about celebrating the pride you have in your homes, whether it's a cosy corner, your beautiful garden, or a space that brings you peace and security.

To get involved, you just need to share a photo of you in your home along with a short quote about what home means to you – and you could be in with a chance to win a £50 or £25 Love2Shop voucher!

Selected entries will be featured in our housing newsletter, annual report, and possibly in a future exhibition celebrating our residents.

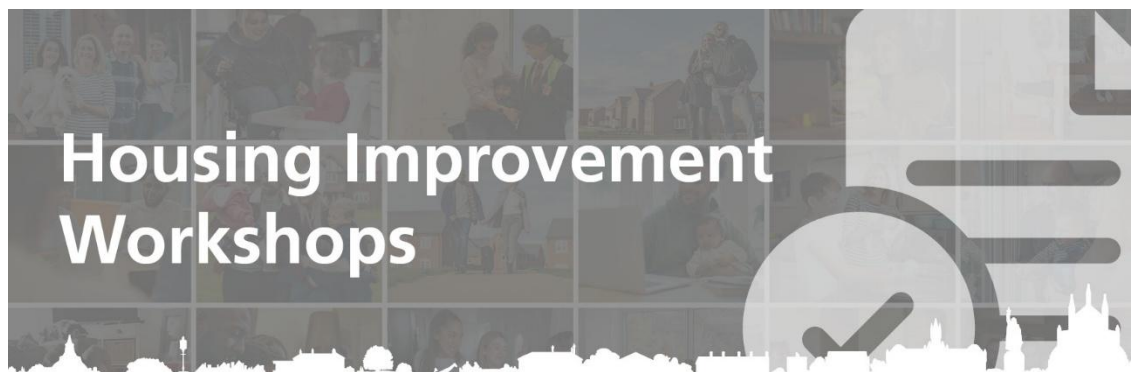
Find out more on our [Housing News web page](#) and to read the terms & conditions

[Find out more](#)

Winner of food hamper competition

Congratulations to Amanda from Twyford, who won our recent prize draw featured in our May newsletter. Amanda is the lucky recipient of a delicious food hamper—we hope you enjoy every bite!

Thank you to everyone who entered and stay tuned for more exciting opportunities in future newsletters!



Listening and Learning

Help shape the future of your housing services

We need your help to shape the future of your housing service and are running our latest round of Housing Improvement Workshops where you can help co-design better services.

In the last round of workshops, 15 attendees helped us to understand tenants' experiences of repairs, estate improvements and more – and their input has directly shaped efforts to improve services. Learn more [on our website](#).

The next round of workshops will take place at Jubilee Hall in Bishop's Waltham in September – if you're keen to get involved, you can book and find out more [over on Citizen Space](#).

Book for housing improvement workshops

Saying Goodbye (and Hello) on the TACT Board

After a year of dedicated service, **Shared Owner Chantelle Lindo-Davies** is stepping down from the TACT Board. We'll soon be recruiting for Charlotte's replacement – **watch this space** if you're interested in helping shape housing services at a strategic level.

You said, We did - Housing Policies

A huge thank you to the **98 tenants** who gave feedback on four of our housing policies. Your input was presented to Cabinet and has already led to real change – especially around **tone and clarity**, helping us to make these policies more accessible and meaningful for all of our tenants.



Could you help improve our policies

We're excited to launch two new ways you can get involved in helping to improve our policies.

The first is our Policy Co-Creation Group, where you'll work in person with our officers to shape new policies. If reviewing from the comfort of home is more your style, why not become an Armchair Reviewer, and help to review draft policies and communications online?

These groups were created in direct response to tenant feedback – keen to get involved? Reach out to the [Tenant Partnership Team](#).

More affordable housing in Winchester - have your say

We recently launched a consultation on our Draft Affordable Housing Development Strategy, which sets out our commitment to increasing the supply of affordable homes in the district.

We want to make sure this strategy is ambitious, inclusive, and experiences will deliver the homes you and your families and friends will need – your feedback will be crucial to making that happen.

Head over to the [Citizen Space survey](#) by 5 September to have your say!

Complete the affordable housing survey

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

