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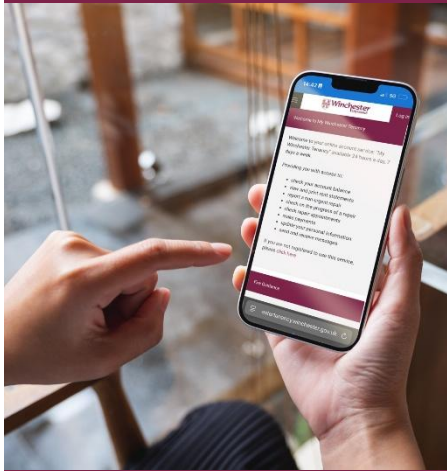
YOUR HOUSING NEWSLETTER

OCTOBER 2025

Welcome to the Housing **October** Newsletter. Articles included in this newsletter:

- **SHINES** – Our Commitment to you
- Helping you **save money**
- **Providing Quality Homes** - We are making sure your homes are **safe** and **warm**

- How we are **performing**, including Quarter 2 performance, TACT what difference are they making and our Housing Ombudsman self-assessment submission



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

SHINES – Our Commitment to You

You'll start seeing **SHINES** in our updates as we work towards our mission:

Safe

Homes

Inclusive

Neighbourhoods

Environmentally

Sustainable

SHINES reflects our promise to provide safe, energy-efficient homes and vibrant, inclusive communities.

We look forward to sharing updates with you as we continue to focus on improving the landlord service for you, our customers.

Earlier this year, we self-referred to the Regulator for Social Housing (RSH) regarding our compliance with the Safety and Quality Consumer Standard. Since then, we've worked closely with the RSH, TACT Board, and elected members to improve and monitor performance in six key safety areas:

- Gas servicing
- Electrical safety
- Asbestos
- Lift safety
- Water safety
- Fire safety

We've made steady progress, taken on feedback, and shown how the [TACT Board](#) is holding us accountable for repairs, housing management, and compliance.

Track our performance

Helping you save money



Cutting bills and reducing carbon for your home

More tenants have been benefitting from cheaper energy bills and warmer homes thanks to our Energy Saving Homes programme, which has been ramping up this month!

We're particularly pleased to announce that the first solar panels are now going up on tenants' homes, resulting in real savings on their bills. Through

the scheme, tenants who take part contribute a portion of their solar savings towards maintenance costs – and the response so far has been great.

The new panels, together with battery storage can save £250 - £400 on average – and not only do they reduce energy bills, but they also support our commitment to going greener faster as a council.

[Find out more](#)

£1 October half-term football sessions



Looking for a low-cost activity to keep the kids active this half-term?

We've teamed up with [ActiveMe 360](#) to provide outdoor football coaching sessions for girls and boys in Stanmore, River Park, Wickham and Whiteley from 27 to 31 October, for just £1 per session.

To book or see the daily timetable, head on over to the booking page on [ActiveMe 360's website.](#)

If you would like further information or have any questions, please [email](#) ActiveMe

Booking Page

Keeping your home safe and warm



Get help with damp and mould

Damp and mould can affect your home and your health - but we're here to help.

There are [some steps you can take to reduce damp and mould](#) – but don't forget that we're on hand to help identify and resolve issues, and

Treating damp and mould is a priority - we'll always respond quickly to your reports, and we'll carry out inspections wherever they're needed to identify the best solutions. We're also committed to providing the best possible guidance and are investing in repairs and improvements to prevent future issues.

If you have any concerns, contact us online via My Winchester Tenancy, email hhub@winchester.gov.uk, or call 01962 848 400.

Find out more about damp & mould

Don't get caught out this autumn, get ready for winter and check your boiler!

Every October, we see a rise in boiler breakdowns. This is often because boilers lose internal pressure after being inactive during the summer months.

To help avoid problems when the cold weather hits, we're encouraging residents to test their heating systems now—while our heating contractors are less busy and can respond more quickly.

Please follow these 7 simple steps to check your boiler:

1. **Pre-payment meter users:** Make sure your gas meter has enough credit.
2. Set your heating control or time clock to “**constant**” or “**24hr**”.
3. Turn your **room thermostat up** to activate the heating.
4. Open all **radiator valve fully**.
5. Run your heating for **15–30 minutes** and check that all radiators are warming up.
6. Look out for **any water leaks** around your radiators.
7. Once finished, turn your **thermostat back down** and reset your **time clock** to its usual setting.

If your heating system doesn't come on or shows signs of a fault during these checks, please report it as soon as possible:

- **Online:** [My Winchester Tenancy Portal](#)
- **Email:** hhub@winchester.gov.uk
- **Phone:** 01962 848 400

Let's stay warm and worry-free this winter—thank you for helping us stay ahead of the cold!

Making sure your home meets our standards

We're making great progress with our **Stock Condition Survey**, which is all about checking tenants' homes to make sure they meet our standards.

We've surveyed **779 properties** so far and are now hoping we can complete the survey within **12 months**, rather than 24. By speeding things up, we'll be able to access the results more quickly so we can better plan future investments in improvements.

In related news, we've also secured a deal to include floor plans within the survey data. This is great news that will help us deliver even better services across planned maintenance, retrofit, adaptations, and more.

Asset and Planned Maintenance - investing in your service

So far this year we've already delivered **£1.46 million** of our £4.2 million **Asset and Planned Maintenance** investment programme! The team have been busy delivering window and door upgrades, kitchen replacements, roof works, external decorations and much more, to help make tenants' homes great places to live.

We're looking towards next year's investment programme and are currently carrying out visits to check over the works we've identified – if you see our team, make sure to say hi!

Fire safety

Whether you live in a house or a flat, fire safety affects us all. Making sure your **smoke detector** is in working order, this is one of the **most important** things you can do to keep your household safe – don't wait until it starts beeping to check!

It's a good idea to **test it each month** – you just need to press the test button on your device.

And if it starts to make chirping noises every minute this means the **battery**, which provides backup power in case of a power cut, **needs replacing**. Contact us straight away to arrange a replacement.

Remember, you can help prevent **fires** by unplugging any electrical items not needed overnight, and it's good practice to only charge your devices while you're awake!

Our updated Disabled Adaptions Policy

We've made some changes to our **disabled adaptations policy** to make sure it meets residents' needs. The policy covers the types of adaptations that can be made, as well as how to apply and some information on when adaptations may or may not be possible. It also guarantees that works will start within 12 months of being approved.

Head over to our [website](#) for more information. You can seek advice at any time by emailing hhub@winchester.gov.uk.

If you need an adaptation, there's more information on [Hampshire County Council's website](#) – or speak to your Occupational Therapist for a referral.

[Read the full Policy here](#)

Making sure our services perform for you

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.

[Find out more information on our performance](#)

The Latest from the **TACT** Board

The TACT (**Tenants and Council Together**) board is continuing to have a big impact, helping to ensure that tenant voices are a key part of the decisions that affect our services.

At the recent (July & October) Board meeting, **TACT** board members reviewed and provided feedback on a number of key services and initiatives, including:

- Reviewing feedback from the recent Housing Improvement Workshops,
- Suggesting improvements to the Home Choice system to encourage tenant participation, particularly from younger residents.

- Agreeing a recruitment-based process for new TACT members, to help make sure tenant voices are represented on selection panels.
- Reviewing updates on tenant satisfaction and compliance, noting strong progress in key areas such as gas, electric, and water safety and identifying priorities around fire risk assessments, asbestos surveys, and damp and mould inspections.
- Welcoming improvements in housing management and income performance and calling for clearer reporting, benchmarking, and more communication of good news stories.
- Emphasising the importance of transparent lettings standards, improved communication with contractors, and making policies easier to understand.
- Celebrating Winchester's strong complaints handling record and confirmed plans for a service and stock tour.

You can find out more about the TACT Board members, and what they do, [over on our website.](#)

TACT

Have Your Say: Tenant Satisfaction Survey Now Open!

Your views matter - and now's your chance to tell us what you think about your home and the services we provide as your landlord.

We've launched our **Tenant Satisfaction Survey**, which is part of the annual **Tenant Satisfaction Measures (TSMs)** introduced by the **Regulator of Social Housing**. These measures help ensure that social housing landlords like us are listening to residents and continuously improving.

Deadline: **Friday 31 October 2025**

Thank you for helping us make housing services better for everyone.

Complete the survey



Our Latest Submission to the **Housing Ombudsman Complaint Handling Code**

We've completed our latest self-assessment against the Housing Ombudsman's Complaint Handling Code, reinforcing our commitment to fair, transparent, and effective complaint management.

Key improvements include:

- **Better Access:** Clearer guidance and more ways to raise complaints.
- **Faster Responses:** Streamlined processes for quicker resolutions.
- **Resident Involvement:** A new Complaints Focus Group to shape how we handle complaints.

We welcome feedback from residents as we continue to strengthen our complaint handling practices. Further information can be found on our [website](#)

Landlord Services Review

We're making changes to improve the Landlord Service. Key improvements include:

Customer Calls

We've created one team to handle all calls about repairs and housing issues. This helps us answer calls faster, improve quality, and give you accurate responses **'right first time'**

Housing Management

We've merged our Sheltered, Extra Care, and Tenancy teams. This means more Housing Officers and a single point of contact for your housing queries. We will also be able to implement best practice from both service areas so that we improve your satisfaction with our service delivery.

Income & Tenancy Sustainment

These teams now work under one manager to better support you through life's challenges. Bringing these teams together will help ensure we are offering early support and intervention to our customers at the time it is needed, and for as long as it is needed.

Register your cameras to help us fight crime

Did you know you can register your **CCTV and doorbell cameras** to help us fight **crime**?

Whether you have **CCTV** cameras at your business or doorbell cameras at your home address, you can register them today with **Hampshire & IOW Constabulary's** Community Portal to help us deter and solve crime.

Registering your cameras will enable us to request relevant footage when investigating crimes and incidents in your area. Once registered, you will

receive a simple email notification inviting you to provide footage potentially associated with a local investigation.

For further information please visit to get started:

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.

[Register here](#)

Stay safe this Halloween - Make it a Treat, not a trick:

Halloween is a time for spooky fun, costumes, and pumpkin carving — but it's also important to **stay safe** while celebrating. Here are a few simple tips to help keep the night full of treats:

- **Keep costumes away from naked flames** – especially long, flowing outfits.
- **Use LED candles in pumpkins** – they're safer and won't blow out in the wind.
- **If clothing catches fire, remember: Stop, Drop, and Roll** until the flames are out.
- **Cool burns with lots of water** and seek medical help immediately

Find more safety tips here: [**Hampshire Fire & Rescue Halloween Safety**](#)

And if you'd prefer not to have trick-or-treaters knocking at your door, you can download a friendly "**No Trick or Treaters**" poster [here](#): Download Poster

Wishing you a safe and **spooky Halloween!**

Please give us your feedback on this **newsletter!**

We've enjoy putting together this newsletter for you — sharing updates, stories, tips, and everything in between. But now we'd love to know... **what do you think?**

We're running a quick **Newsletter Feedback Survey**, and it would help us with future newsletters. If you could take a few minutes to fill it out. Your thoughts will help us make the newsletter even better for our readers.

Survey link below or contact us by [email](#).

Feedback Survey



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