

WINCHESTER WORKING MEN'S HOUSING SOCIETY

TENANTS'

# NEWSLETTER

ISSUE 09

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SUMMER 2020



## IN THIS ISSUE: FINDING NEW NORMAL

- *Repairs and electrical testing on the WWMHS estate*
- *Have you done a lockdown project?*
- *Rent increase in 2021*
- *Permission for dogs and other animals*

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In common with all types of organisation across the UK, the Society is continuing to adapt to the “new normal” after the Covid-19 lockdown period. We must carry on keeping residents, local people, contractors and staff safe, and we have to remember that there could be a need for local or national restrictions to be put in place again in future to control new outbreaks. Because the Society office is so small, we are not using it in the same way that we used to, and it is not regularly open for casual callers to drop in. But, as throughout lockdown, you can always reach us by mobile phone numbers or email; please leave messages if necessary. Pete, Fiona and I are a very small team and we are often busy, or making visits on the estate. Letters or phone messages to the office landline will reach us, but not as quickly as mobiles or email. Contact details are on the back page.

With best wishes from us all,

**Mrs Sally Moger**  
Chief Executive/Secretary

## LOCKDOWN PROJECTS

Other than routine redecorating inside your home, most improvements or changes at your property need the Society's permission (as your landlord) in advance. This is the same whether you plan to DIY a project yourself, or pay a professional to do it. Asking for permission in advance is one of the responsibilities you agreed to when you signed your tenancy agreement (contract). It is important so that the Society has the opportunity to advise and guide you, so that your plans will meet safety and legal standards. Here are some examples of common projects that need permission in advance – it is not a full list, so please ALWAYS ask us first. We never mind being asked and it can save you a lot of difficulty and expense in the long run:

- laying decking
- anything in your FRONT garden
- fitting satellite dishes (mind the render)

- replacing doors
- work relating to chimney breasts
- laying any form of fixed floor covering that can't be easily removed
- concreting
- anything electrical (inside or outside)
- moving or disposing of kitchen or bathroom fittings
- adding a lean-to
- attaching anything to the outside walls (such as window awnings)
- sheds/workshops/playhouses
- making changes to skirting boards, door frames, other fittings
- hot tubs
- cat flaps
- showers

If you have carried out some work in your home and garden and are not sure whether you should have sought permission first, please ask us so we can review it with you.

## RENT INCREASES IN 2021

The Society will be increasing all rents in January/February 2021, and we will write to all tenants before Christmas, with

information about how the increase will effect them. No increases will be greater than 2.7% for existing tenancies.



## REPAIR NOT DONE?

*Some of our contractors are experiencing problems with manpower or supply of parts/materials, and this is affecting the time taken to complete repair works. We are sorry for the delays, which are due to surge in demand and other difficulties associated with Covid-19. We and our suppliers are doing the best we can. If you have received an order confirmation from the Society, please use the details on it to contact the supplier yourself too, as this may make it easier to arrange a date for your repair.*

## DRAIN SURVEY

*We have asked Lanes for Drains to undertake a drainage condition survey. Daytime access to all back gardens will be needed, and we will advise dates when we know them.*

## REPORTING REPAIRS

*If you are using email to report a repair need, Thank You! Please make sure you use [repairs@wwmhs.org](mailto:repairs@wwmhs.org) as that will alert both Pete and Sally at the same time. We have set it up this way so that if one of us is away or out of action, your repair need can*

*be noted and assessed by the other. If you just use one of our personal emails, you might risk a delay. For emergencies, please use the direct contractor telephone numbers but remember that you may receive a bill if the matter is not a genuine emergency.*

## ELECTRICAL TESTING

*Thank you to everyone who has taken part so far in the routine Electrical Testing. Most inspections of the first phase have now been carried out, and any necessary remedial works are now being scheduled. We will be starting to make arrangements for the remaining properties on*

*the estate (Milverton Road and Ronald Bowker Court) to be inspected. If your property has not yet had an inspection but you are concerned about either the electrical installation in your home, or about the testing process, please do get in touch with Pete.*

## COVID SAFETY UPDATE

*We continue to make enquiries about the Covid-19 status of your household, before any visits are arranged to your home. This is so we can give any special instructions for safety that might be needed, in addition to the routine requirements for social*

*distancing and appropriate protective equipment. However, if you have any specific concerns you are always welcome to raise those with us. Contractors and staff are not allowed to visit homes if they are ill or have a positive Covid-19 test.*

# GOOD NEIGHBOURS

- *Pet permissions. All tenancy agreements (contracts) require householders to receive written permission before keeping pets, poultry or other animals that would contribute to nuisance, noise or damage if not properly managed. If you already have a pet, you should check with Sally whether a written permission is in place; please also seek advice if you need help to carry out your responsibilities as an owner.*
- *Old photos (1980s or earlier). When the Society's website is launched, we would love to include any suitable photos of the WWMHS estate or local area from times past. If you have any pictures you*
- would like to share in this way, please let Sally know.*
- *Garden growth. Please review your trees, shrubs, ivy/climber plants, to make sure they are not damaging your house or services by root growth, invading the wall structure, or in danger of falling onto anybody's property.*
- *Household maintenance. Some regular tasks will help keep your home and installations in good working order, minimising inconvenience to you. Lubricate your window hinges with WD40, to keep them working smoothly. Descale your shower head (feel free to ask if you would like some guidance).*



## REPAIRS

### Routine

Email to:  
[repairs@wwmhs.org](mailto:repairs@wwmhs.org)

Phone Pete at:  
07884 248380

Letter/yellow slip to the office (may delay our response).

### Emergencies only

Gas Emergency  
Number 0800 111  
999 for gas or carbon  
monoxide leaks

Plumbing and building:  
Bartrams 07917 507179  
or 507180

Boilers and heating:  
Gascare 02380 516611  
or 0330 9993456

Electrical: Wessex  
Electrical 01747 852878

You may receive a bill if you use these for non-urgent repairs.

# CONTACTING THE SOCIETY

CHIEF EXECUTIVE/  
SECRETARY  
[sally.moger@wwmhs.org](mailto:sally.moger@wwmhs.org)  
07884 248357

FINANCE OFFICER  
[fiona.beckett@wwmhs.org](mailto:fiona.beckett@wwmhs.org)

PROPERTY MANAGER  
[pete.lillywhite@wwmhs.org](mailto:pete.lillywhite@wwmhs.org)  
07884 248380

The office telephone is not manned every day and should not be used for urgent matters: 01962 841545.

Winchester Working Men's Housing Society. Reg Office: 6a Ronald Bowker Court, Greenhill Road, Winchester, SO22 5EA. A charitable registered provider of social housing, reg number L2732. Mutuals Registry number 5338R.