

WINCHESTER WORKING MEN'S HOUSING SOCIETY

TENANTS'

NEWSLETTER

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Thank you to everyone who has shown neighbourliness, community spirit, cheerfulness, patience and practicality in these very testing times. There will be plenty of new challenges as the world tries to adapt to new ways of doing things while Covid-19 remains a threat to so many people, but at the Society we approach that with confidence. In this newsletter, we've tried to outline how the ways we look after your homes and tenancies might alter. Guidance from Government and regulatory bodies set out continuing restrictions on the way we can work. Although the WWMHS office remains closed to visitors, Pete and Fiona and I all visit regularly during the week for essential tasks, and our transition to a greater level of remote working has gone smoothly. Please contact us if you need to (see page 4).

With best wishes from us all,

Mrs Sally Moger
Chief Executive/Secretary

WELCOME TO PETE LILLYWHITE

Pete spent 24 years in the Royal Engineers which included service in the Balkans and The Gulf War, after which he moved on to become a Facilities, Property and Project Manager with Ministry of Defence for 18 years. He was born and grew up in the Fair Oak / Bishopstoke area where he now lives with his wife.

Pete said "Whilst it hasn't quite been the start I imagined due to the COVID-19 crisis, I am very pleased to be contributing to a well-run and successful organisation and community and I'd like to thank Sally, Fiona and those tenants that I have met (at a social distance of course) for making me feel welcome. I look forward to

meeting many more of you in the coming weeks and months as we return to a more normal way of life. Although we haven't been able to complete all repair requests due to Government restrictions, please be reassured that we record, assess and prioritise all your issues and will attend to them in due course. Please continue to report faults, preferably using the repairs@wwmhs.org email address. When the limitations placed on us by coronavirus ease, we will also continue to undertake planned improvements and maintenance around the estate such as gutter cleaning, roof repairs and remediation of pathway steps. Stay safe and stay healthy.



Pete Lillywhite, who took over from Kevin as Property Manager for WWMHS on 1st April 2020.

WEBSITE PROGRESS

While setting up a temporary website to give some general guidance during Covid-19, we have also started work on the Society's permanent website and look forward to launching that later in the year. It will give us more ways to share and receive information.

REPAIRS AND PROJECTS ON THE WWMHS ESTATE

Please keep reporting repair needs to us (see page 4), so we can monitor what needs to be attended to. Some tasks may take longer than usual but we will always prioritise urgent matters. It may take several months until we can resume our 5-yearly surveys, but these will still be important to help us look after your homes in the longer term. Similarly, the routine electrical testing that we were about to commence in March, has been postponed but not cancelled completely, while our specialist contractor

establishes new working methods. If you have any specific concerns about the electrical installation in your home, please tell us.

The risks associated with Covid-19 will remain with us for a long time. Government and regulator guidance will be designed to protect vulnerable households and workers visiting multiple locations. Our contractors will face difficulty finding parts and materials. Repairs inside people's homes will be subject to additional

safeguards because of Covid-19. When we schedule and plan any repair or improvement jobs, we have to take all these factors into consideration, and we do think that some works will take longer, but we will always do our best.

Gas safety checks and servicing remain a vital task which must be carried out annually. When the check for your home falls due, you will be contacted so that the visit can be planned. If you are concerned about Covid-19 implications, please tell us, so that the right precautions can be taken and the safety check can be done.

KEEPING EVERYONE SAFE (COVID-19)

If a contractor or Society staff member needs to come into your home to review a repair request or carry out work, the Covid-19 risks will be assessed first.

Make sure you give full, clear and honest information when asked whether anyone in your household is ill, isolating, or shielding. Tell us if you have specific concerns or questions. Help us by ensuring you keep at distance (2 metres) when the contractor is in your home, and you must make sure the working area the contractor will need to work in is clear and clean before they

arrive. This means they will not need to touch or move any of your possessions. If the area is not clean and clear, they may have to leave without carrying out any work. It will be very helpful for the visitor to have access to a sink in your home for handwashing although we understand this may not always be possible. Depending on the type of repair, we may give other special instructions to help ensure safety. Contractors and staff are not allowed to visit homes if they are ill or have a positive Covid-19 test.



OTHER NEWS

- *The annual closure of the estate footpaths will not take place this year, but the Society continues to have the right to make closures if these are necessary for safety or any other purpose.*
- *The Tenants' Association and groups of residents have been actively assisting vulnerable or isolating households, and the Society would like to pay tribute to everyone involved in this.*
- *All rents are now being paid by direct bank methods, which are safer and more secure for everyone. If you need any information about your rent account or tenancy agreement, please ask us.*
- *Please ask our permission before fitting Sky Dishes. It's important not to pierce the render on your house.*

REPORT REPAIRS BY:

Routine non-emergency

Email to repairs@wwmhs.org

Phone to Pete/answerphone at 07884 248380

Letter/yellow slip to the office. Remember that leaving a message at the office will take longer to reach us and will cause delay.

Emergencies only

Gas leak or carbon monoxide leak

Southern Gas Networks (public number) 0800 111 999

Plumbing/general building including major leaks

Bartrams 07917 507180

Boilers and heating systems

Gascare 02380 516611 or 0330 9993456

Electrical

Wessex Response (Electrical) 01747 852878 (may route to call centre)

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

Always give your name, address, contact number/ email for us to speak with you, and a brief description of the problem.

CONTACTING THE SOCIETY

CHIEF EXECUTIVE/
SECRETARY
sally.moger@wwmhs.org
07884 248357

FINANCE OFFICER
fiona.beckett@wwmhs.org

PROPERTY MANAGER
pete.lillywhite@wwmhs.org
07884 248380

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