



WINCHESTER HOUSING SOCIETY



TENANTS'

# NEWSLETTER

ISSUE 11

EST. 1912

CHRISTMAS 2022



## IN THIS ISSUE:

- *New estate signs*
- *Lofts and Porches*
- *Gas and safety checks*
- *Feedback and surveys*
- *Gov.uk – Help for Households*
- *Your contact details*





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WWMHS.ORG

*As the difficulties and restrictions of Covid-19 subside, the news in the UK is dominated by the fuel pricing crisis, inflation, and the cost of living. On the back page of this newsletter we have set out some advice, and a reminder about the Government “Help for Households” website with links to a number of different resources. At the Society, we are continuing with reviews of loft insulation, making improvements where needed – read more on page 3. If you spot repairs that are needed at your home, please let us know, to keep your home working well. Just ask us if you are not sure what needs to be done.*

*All of us at the Society wish everyone a peaceful Christmas and New Year,*

**Mrs Sally Moger**  
Chief Executive/Secretary

## TENANT SATISFACTION MEASURES (TSM)

*During 2023, the Regulator of Social Housing is introducing new ways of measuring and comparing the performance of housing providers, called “Tenant Satisfaction Measures”. All housing associations, including the Society, will regularly ask tenants for their views on*

*specific topics. We will give everyone more information about this, and explain how we will carry out our feedback surveys, in the coming months. In the meantime, if you have feedback, comments or complaints you’d like to make, as ever please contact Sally or Pete.*

## RIGHT-SIZING

*Would you like advice about your options to move to a home that is better suited to the size and needs of your household? Our tenants can look for “home swap” exchanges within, or beyond, the Society’s estate. Or there*

*could be specific help or options if you are looking to move to a smaller home which is easier and cheaper to live in, or a better match for any housing-related benefits you receive. If you’d like to know more, please contact Sally.*

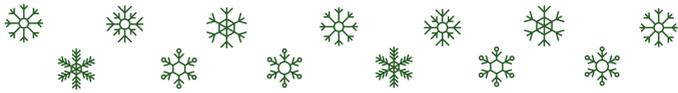
## CONTACT DETAILS AND ALERTS

*Each time you report a repair, please tell us how we can contact you. Let us know if your email or phone numbers change. Sign up for our email alerts at our website [wwmhs.org](http://wwmhs.org), to receive notifications when we post new announcements.*

## ESTATE SIGNAGE

*After starting to use our shorter “Winchester Housing Society” name, we’ve replaced old and tired signs around the estate with new, brighter signs. These include signs to show the direction and location of the public access defibrillator outside Ronald Bowker Court.*





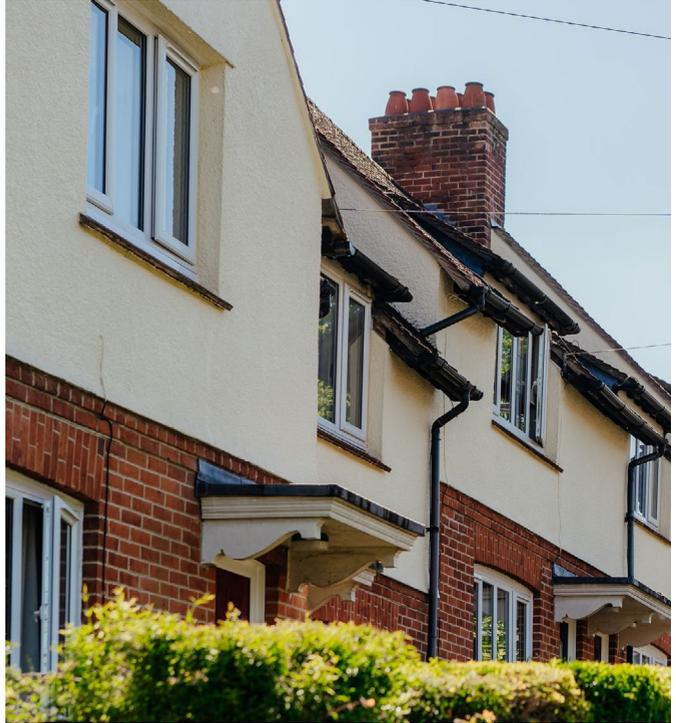
## INCREASE IN RENT 2023

*The Society's rents will change with effect from 5th February 2023, and all our tenants should have received a personalised letter in October, setting out details of the increase. Please ask us if you need another copy of your letter, so you can make arrangements to change your payment amount at the right time.*

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## ANNUAL GAS CHECKS

*Our annual gas servicing and safety checks may include some additional inspections and tests this year, and may take slightly longer for Gascare engineers to carry out. If you have any concerns or questions about these important test visits, please get in touch. All our homes have to be checked annually, so please confirm or reschedule your appointment when you are offered a date. If you think your safety inspection is overdue, please contact Pete or Gascare so we can check.*



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## FRONT PORCH CANOPIES

*One of the distinctive features of Society houses are the porch canopies over front doors. Over the coming year we plan to*

*check the condition of these with repainting where needed, together with cleaning and re-dressing of the waterproofing.*

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## LOFTS AND INSULATION

*We are reviewing and where necessary, upgrading loft insulation to help keep our homes warm. If you would like your loft reviewed, please*

*contact us. To enable us to check the space or carry out any work to insulation levels, your loft will need to be clear of possessions.*



## REPAIRS REPORTING AND CONTACTS

*If you spot a problem with your home (such as leaking pipes, extraction fans that don't work, windows that can't open), please let us know so we can arrange a repair or advise you. Sometimes if repairs are left unreported, greater damage might occur. If you are not sure what to do about a problem with your home, please ask us. You can report non-emergency repair needs or seek advice using:*

- The website "Request a repair" form at [wvmhs.org](http://wvmhs.org)
- Dedicated email [repairs@wvmhs.org](mailto:repairs@wvmhs.org)
- 07884 248380 (not 24 hour), with answerphone

*For genuine emergencies only, direct numbers are:*

- Electrical, plumbing and building repairs at Wessex Group 01747 852878
- Gas and heating systems Gascare at 02380 516611 or 0330 9993456

### CHIEF EXECUTIVE/ SECRETARY:

[sally.moger@wvmhs.org](mailto:sally.moger@wvmhs.org)  
07884 248357

### PROPERTY MANAGER:

[pete.lillywhite@wvmhs.org](mailto:pete.lillywhite@wvmhs.org)  
07884 248380

### FINANCE OFFICER:

[fiona.beckett@wvmhs.org](mailto:fiona.beckett@wvmhs.org)

*The office landline is not staffed 24 hours so please only use 01962 841545 for non-urgent matters.*

**Winchester Working Men's  
Housing Society Limited  
trading as Winchester  
Housing Society.**

### REGISTERED OFFICE:

6a Ronald Bowker Court,  
Greenhill Road, Winchester,  
SO22 5EA.

*A charitable Registered  
Provider of social housing,  
number L2732. Company/  
Mutuals Registry IPO5338R.*

## "COST OF LIVING" HELP AND ADVICE

*Find a range of resources and links for individuals  
and households at the gov.uk special website:*

**[helpforhouseholds.campaign.gov.uk](http://helpforhouseholds.campaign.gov.uk)**

*Locally too, search online for connect4communities  
Hampshire for information about help with fuel bills,  
food vouchers, and the Community Pantry.*

*Hampshire County Council offer a "Hitting the Cold Spots"  
telephone helpline 0800 804 8601 or 023 8033 6172 for  
advice about keeping warm (Mon-Fri 9am to 5pm).*

