



WINCHESTER WORKING MEN'S HOUSING SOCIETY



TENANTS'

NEWSLETTER

ISSUE 07

EST. 1912

CHRISTMAS 2019



With warm wishes from everyone at Winchester Working Men's Housing Society

WITH SEASON'S GREETINGS

- Reduction to rents in February 2020
- Safety checks for gas and electricity
- Tips for checking your water stop cock
- Thermal efficiency – loft insulation, boilers
- Dealing with damp
- Christmas closure dates and contact numbers





YOUR HOMES CONCERNS ABOUT DAMP

We've been asked to give some guidance about what to do if you are worried about damp in your home. This could have a range of different causes, and each case needs to be looked at individually, so please report this as a repair item in the usual way if you would like a damp problem to be looked at. We never mind being asked, and early attention might help prevent a problem getting worse. "Damp" may be due to a leak letting in rainwater, a plumbing defect, garden growth or leaky gutters soaking an outside wall, problems with the damp proof course allowing damp to rise up from the ground, or condensation due to a lack of air circulation if vents or windows have not been opened. If there is no obvious cause we may need to monitor before working out what needs to be done, so a quick solution is not always possible.

During 2019, we completed the final phase of refurbishment of the distinctive cream-coloured coating found on many houses on the estate. Meanwhile, indoors at Ronald Bowker Court, the carpets to the entrance hallways and stairs were replaced. Many homes have already had their annual service and safety check; please make sure you reply to our contractor Gascare if they ask you to. In 2020, we will also be carrying out electrical checks, and will send out more details in the coming weeks. 2019 saw three retirements from the Management Committee, and we are very grateful for the service of Tony Knight, Ray Pearce and Jim Sawyer. With best wishes to all residents, from everyone at the Society.

Mrs Sally Moger
Chief Executive/Secretary

REPAIR WORKS SUMMARIES

When you report a repair need to us, you may receive a "Repair Works Order Summary for Tenants" by email or a paper copy. You can use this to chase up progress of the repair if you do not hear from the contractor we've named. Ring them on the number we put on the Summary, and quote your Order Number, to get a date in the diary.

INSULATING YOUR HOME

All Society homes have loft insulation, and we monitor its condition and adequacy whenever we can. We will be putting extra effort into this in future, and arranging top-ups where needed to improve the thermal efficiency of your home. Please help this by always minimising what you put in your loft (lofts are not designed for storage), so that insulation is not crushed and there is less risk of damage.





REPAIRS AND CHRISTMAS COVER

The Society and maintenance contractors are closed after 20th December until 3rd January. The following numbers are available for Urgent Emergency use only:

Plumbing/General Building:

Bartrams 07917 507180

Urgent major leaks or failures only

**Total heating or
hot water failure:**

Gascare

02380 516611 or 0330 999 3456

If you have other forms of heating and hot water (eg: immersion) you should wait until the next working day to report the problem.

**Total electrical
power failure:**

Wessex Response

01747 852878 (will route to call centre out of hours).

Remember to check your fuse box, or see whether there is a power cut in the area affecting your neighbours too.

**If you smell gas or
suspect a gas leak:**

Southern Gas

Networks 0800 111 999 (public service)

**If you suspect a
carbon monoxide
leak:**

Southern Gas

Networks 0800 111 999 (public service)

Urgent emergency repairs are **ONLY** those which are so serious that they need to be attended to before the start of the next working day. You can report non-urgent repairs during the closure period by using repairs@wwmhs.org,

posting a yellow form, or leaving a phone message on 07434 174172; these will be picked up and scheduled after 3rd January. Please **ALWAYS** leave your contact phone number, and email address if you have one.

Rent payments – if you are planning to bring a rent payment to the office on Monday 23rd December, please arrive before 12 noon. Thank you!

WINTER CARE

- Make sure you know where your stop cock is to turn off water if you need to
- Keep heating on a low setting during cold weather if you are away from home
- Isolate any outside taps and leave them open, to prevent frost damage
- Please watch out for and help any neighbours that may struggle in icy weather



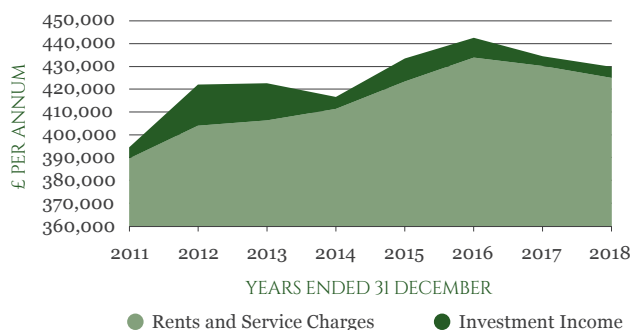
A typical water stop cock



SOCIETY FINANCES

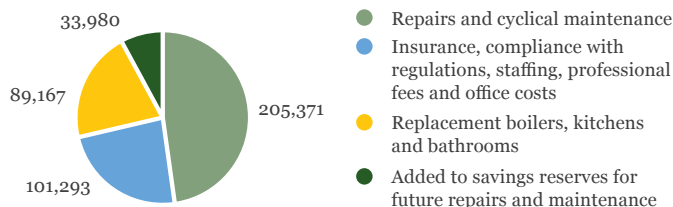
This income chart shows the total rent, service charges and investment income the Society received in the years 2011 to 2018. Resources dropped after 2016 due to annual 1% rent reductions, which will be repeated for a final time in February 2020. This was a nationwide cut imposed in the social housing sector, to reduce the amount of housing benefit that is needed across the country to cover rents. From February 2021 the Society will review all rents annually, with small increases usually likely and in line with regulatory guidelines. This helps us generate enough money to pay for repairs now and in future, while protecting tenants from large annual rent increases.

SOCIETY TOTAL INCOME



Taking 2018 as an example, the resources chart shows how cash generated in a year was spent. This relates to all 92 homes owned by the Society. We use our charitable resources responsibly, maintaining and improving the properties we own so that they provide decent homes both now and in the future.

WWMHS RESOURCES IN 2018



CONTACTS

MAIN OFFICE
01962 841545

CHIEF EXECUTIVE
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FINANCE OFFICER
fiona.beckett@wwmhs.org

PROPERTY MANAGER
kevin.rigiani@wwmhs.org

TO REPORT REPAIRS
repairs@wwmhs.org and
07434 174172

TENANT
REPRESENTATIVES ON
THE MANAGEMENT
COMMITTEE

Mr Mike Brady
47 Milverton Road

Mrs Angela Ward Brown
32 Greenhill Road

Mr John Le Riche
35 Milverton Road

Winchester Working Men's Housing Society.

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A charitable Registered Provider of
social housing. Reg number: 5338R.

