

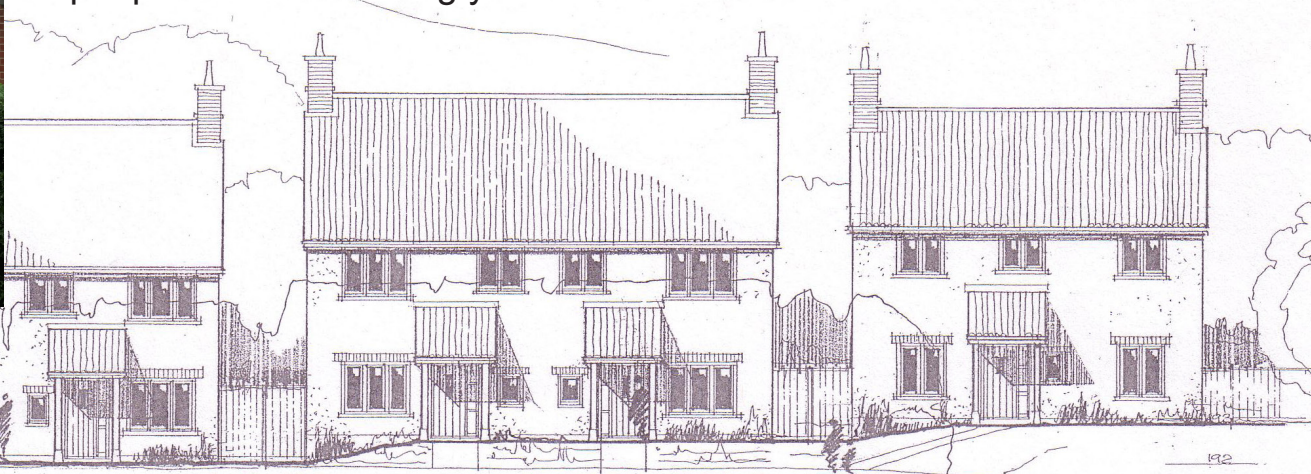


Newsletter

June 2021

White Horse Housing hits the big 400!!!

In June, White Horse Housing achieves a major milestone - with the number of homes it owns and manages exceeding 400 - an increase of 68% in the past 7 years. Indeed, once the scheme at Ashton Keynes completes during the month the total number of homes will be 402, spread across 50 separate Parishes in Wiltshire and Somerset. And with our ambitious development programme currently progressing well we hope to build even more high quality and affordable homes for local people over the coming years.



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The New Normal?

Chief Executive, Steve Warran, reflects on the past year and the 'new normal' going forward.

Well the last year has certainly been a challenge for all of us. Lockdown, social distancing, furlough, face masks, shops, pubs and restaurants closed – you would never have believed it could happen just a few years ago. Coronavirus has affected all of us in many ways.

But here at White Horse Housing we were determined, right from the start, to ensure our services continued, despite the challenges and restrictions. We understood that many of our tenants would require support and guidance throughout the pandemic, and that repairs would still be required to keep homes well maintained and safe.

Thankfully, our IT systems were built to allow all our staff to work from home. This was done to ensure the organisation could still work normally in times of emergency. And having these systems has meant we can securely access the full range of IT software and electronic files available in the office from the safety of our homes. Even the telephone system is web-based, allowing calls to be diverted through our laptops and answered as normal. I hope the investment in these systems has resulted in a seamless service for our tenants.

And new safety measures have been put in place to protect tenants whenever home visits are needed. We worked with our contractors to introduce safety checklists and strict social distancing rules that have allowed them to continue undertaking repairs, boiler servicing and other replacement programmes as normal. Home visits were replaced by telephone and video calls and tenants have helped with repairs diagnosis by sending photos of the work required rather than requesting a visit. In addition, we have also managed to allocate and let our vacant properties to local people in need. I am grateful to all our staff who have shown such dedication and commitment over the past year and worked tirelessly to maintain the services our tenants benefit from.

So what is the new normal going forward?

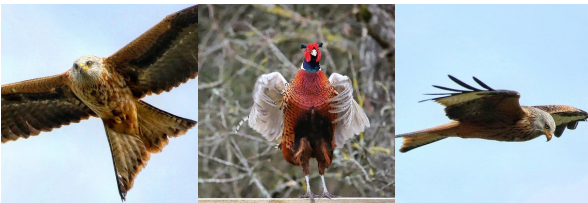
Whilst a return to office working will happen as restrictions are lifted, the past year has shown us that we can still operate effectively from home. It is likely therefore, that staff will 'mix and match' their working week from office to home whilst continuing to undertake scheme visits, inspections and lettings. And, as we develop our IT systems further, tenants will have more electronic access to services giving them the opportunity to engage at any time of the day. So the new normal will not be the old normal. The pandemic has ensured change will be implemented faster than originally planned giving us a fantastic opportunity to improve and expand our services even further.

Thank you for patience over the past year. We hope the end is now in sight and we can get back to the 'new normal'.



Wildlife in Your Garden

Many of our homes are in beautiful rural locations with an abundance of wildlife to appreciate. Such a location is Chilton Foliat near Hungerford where a very kind resident has photographed these colourful birds from his rear garden. If you would like to email in your photographs to info@whitehorsehousing.co.uk it would be great for us to share them on our Facebook page.



This little piggy went to market and this little piggy stayed at home. Well this little piggy certainly did stay at home - our homes! The residents newly moved into homes at Great Somerford are loving the neighbourhood pig who comes to visit them regularly as she wanders around the estate from the neighbouring farm. We just love rural housing!!



Take a peek at

<https://www.facebook.com/Whitehorsehousing>

Covid 19 doesn't stop us getting out and about making sure you are safe!!

Each month Sarah visits all our schemes where we have internal communal areas. She tests the smoke alarms and checks that the communal areas are clear of items and safe to use.



Are you using CCTV?

You must have our permission as your landlord to put any type of CCTV system up at your home.

Recordings must not be used for any other purpose than protecting your property.

- We do not allow a CCTV camera to be overlooking another person's property.
- We do not allow a CCTV camera to be overlooking a public place, such as a communal parking areas, footpaths, other communal areas or roads at the end of a cul-de-sac etc.
- Signs must be erected advising people that CCTV is in use in the area. Signs must be visible and readable.
- If you collect footage that may be used to identify offenders, you should only share this with the police or other relevant law enforcement body. It is strongly advised not to share images or recordings on social media sites without police permission.
- Recordings must only be retained for as long as there is reason for keeping them; information should be deleted regularly.
- Audio recording is very privacy-intrusive. You must disable audio recording.

If your CCTV system records outside of your property boundary you will be subject to the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). These protect individual's privacy and breaches of these laws can result in large fines.

Please remember that Neighbourhood Watch schemes are still very effective and can help to reassure all residents in a development that their neighbours are all contributing to keeping their estate safe and secure. If any development is interested in setting up a Neighbourhood Watch scheme, please get in touch as we will fund the initial set up costs for you and help you to get it off the ground.

<https://www.ourwatch.org.uk/support/support-schemes/apply-set-and-run-local-scheme>



New Housing to Meet Local Demands

Staff at White Horse Housing have been extremely busy since the turn of year as 5 new housing schemes have completed across Wiltshire. The developments have provided 21 new homes – 13 for rent and 7 for shared ownership. Each scheme was procured from local developers as part of their planning obligations and all provide a wide range of modern, high quality homes for local people in housing need.

All the rented homes were advertised through the Homes4Wiltshire website and allocated to people with a strong local connection to the village. The Shared Ownership homes are advertised through the local Help to Buy website as well as a number of on-line property websites.

White Horse Housing's Chief Executive commented, "The Association's main priority has always been to provide new affordable homes for local people in rural areas and these latest additions demonstrate the level of that commitment. All these properties will provide secure homes for people in housing need and give them the stability they deserve".

Chilton Foliat, Field View - 6 homes - 4 for rent and 2 for shared ownership



Urchfont, Yardlands - 2 homes - 1 for rent and 1 for shared ownership



Winterbourne Monkton, Old Dairy Lane - 3 homes - 2 for rent and 1 for Shared Ownership



Great Somerford, Somerbrook - 4 homes - 3 for rent and 1 for Shared Ownership



Sutton Benger, Snowdrop Mews - 6 homes - 4 for rent and 2 for Shared Ownership





Future Development

The Association continues to have a healthy pipeline of new developments. Some are currently on site and others will commence over the next 12-18 months, depending on planning permission, developer priorities, available finance and Board approval. These include:

Scheme Name	No of Homes	Expected Completion
Wheatley Farm, Ashton Keynes	8 homes	June 2021
Old Hospital Road, Pewsey	4 homes	November 2021
Somerbrook, Great Somerford (Phases 2 & 3)	10 homes	July - September 2021
Badbury, Swindon	4 homes	Summer 2022
New World Studios, Box	2 homes	Summer 2022
Cubis Bruton, Bruton (Phase 2)	6 homes	Autumn 2022
Abbotts Ann, Hampshire	12 homes	CLT Scheme - Autumn 2022
Kilmersdon (Shared Ownership)	2 homes	Autumn 2022
Seend Cleeve	10 homes	CLT Scheme - Summer 2022
Broad Chalke	6 homes	CLT Scheme - Autumn 2022
Sixpenny Handley, Dorset	11 homes	CLT Scheme - To be decided
TOTAL	75 homes	

Our Local Connection Focus

Since setting up in 1984 White Horse (formally Wiltshire Rural) Housing Association has been meeting the needs of our local communities. We offer tenancies to people who have a local connection to the communities where our properties are located. Many local people have been housed by the association since November last year following a boost in our development programme which has meant the delivery of **20** rented and **7** shared ownership new homes since then.

These are some comments from those recently allocated properties which shows how much it means to them.

“I never thought I would be able to get a home like this so close to my family”

“This has brought us so much closer to work, my mum looks after our little boy when we are at work and now she is so close it will be much easier for us”

We could not agree more with those sentiments. Staff and Board members at White Horse Housing are committed to ensuring that we continue to meet needs like these, providing much sought after homes in the rural areas so that people can remain close to their roots, family, work and support networks.

The Association lets the majority of its vacant properties through the Choice Based Lettings Schemes administered by our partner local authorities, but the association's local lettings criteria still applies to all applicants when we assess the shortlists generated by the local authority.



Resident Involvement

We welcome your views and are always looking for easy ways for you to engage with us to tell us how you feel about your home and our service we provide to you.

Unfortunately, Covid 19 did mean we had to cancel our resident feedback meetings last year. **However, we have set the dates for 2021 and as long as all Covid rules are lifted on 21st June as expected these meetings will go ahead.** The dates are below for the three meetings we have already organised. Invitations will be sent out to those residents living in homes a reasonable distance away from the venues but any resident can attend whichever meeting they prefer - just get in touch for details.

(All meeting dates will be confirmed)

Kilmersdon, Somerset - 29th June 2021 @ 5.30pm.

Codford, Wiltshire - 5th July 2021 @ 5.30pm.

Wroughton, Wiltshire - 21st September 2021 @ 5.30pm.



This year, resident involvement is extremely topical following the publication of the governments 'new Charter for Social Housing Residents'. The Charter sets out how landlords must treat their residents. The new measures are to make sure that landlords like White Horse Housing run social housing properly, listen to views and provide a good service.

The new Charter says that you should:-

1. Be and feel safe in your home
2. Have information from your landlord about the service they provide
3. Have any complaints dealt with quickly and fairly
4. Be treated with respect
5. Be able to speak up and have your voice heard
6. Have a good quality home and neighbourhood to live in
7. Be supported to be able to own your own home

White Horse Housing is signing up to this charter and will be giving you more information on our Website, Facebook page and at the resident feedback meetings over the coming months. We will be reviewing our resident involvement policy and incorporating new ways in which you will be able to discuss issues with us. We hope to increase the size of our resident scrutiny panel and following the lifting of Covid regulations in June we hope to meet again and continue with our tenant involvement agenda.

Any resident interested in joining the resident scrutiny panel do get in touch with Belinda for further information belinda.eastland@whitehorse-housing.co.uk



Neighbourhood Scheme Visits 2021

6 Monthly	Date of Scheme Visit	Date of Scheme Visit
Burbage - Collingbourne Ducis - Milton Lilbourne - Rushall - North Newnton	CANCELLED	04/11/2021
Redlynch - Whiteparish - Winterslow	08/04/2021	25/11/2021
Bishopstone - Hannington - South Marston - Wanborough - Wroughton	27/04/2021	05/10/2021
Tilshead - Great Cheverall - Urchfont - Codford - Edington	CANCELLED	14/07/2021
Coleford - Peasedown St John - Writhlington	CANCELLED	21/10/2021
Ammerdown Terrace - Ames Lane - Church Street - Coles Gardens - Faulkland - Hoares Lane - Kilmersdon - Silver Street - The Stables	11/05/2021	02/12/2021
Annually	Date of Scheme Visit	
Hilperton - Seend - Semington - Staverton - Southwick	07/07/2021	
Ogbourne St George - Mildenhall - Chilton Foliat	26/05/2021	
Luckington - Burton - Castle Combe - Kington Langley - Colerne	24/06/2021	
Ashton Keynes - Upper Minety - Leigh - Hullavington - Moors Cottage	11/08/2021	
Heddington - Rowde - Bromham - The Comptons	09/09/2021	
North Bradley - Hindon - Dilton Marsh - Kilmington - Corsley	30/09/2021	



Important Changes are being made to Homefinder Somerset. This includes improvements to the website and the online application form - For more information & full article can be found on our website - Notice Board.

Contact Us

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www.whitehorsehousing.co.uk

Find us on Facebook & Twitter



facebook.com/WhiteHorseHousing/



[@InfoWHHA](https://twitter.com/InfoWHHA)

All WHHA publications are uploaded to our website and can be viewed at any time.



Why not check out the new 'My HomePortal'

For more information on the portal or to request a new password, please call the office and a member of staff will be happy to help.

Just another way of checking your rent account or report a repair or update your personal details at any time day or night.