

# Tenant Focus - July 2025

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## Updates

### Thank you for attending 'Let's talk Housing'



We know how important it is that tenants have the opportunity to share feedback on our services, which is why we've recently introduced our 'Let's talk Housing' events.

At the events, tenants have been updated about our planned £250 million investment to improve and refurbish council homes. There was also an opportunity to hear more about the outcome of last year's [Tenant Satisfaction Measures](#), commissioned by Housemark. Overall satisfaction with our services has fallen to 53.5 per cent (from 61.4 per cent), with the results of the survey informing the Housing improvement plan currently being developed.

As we plan to hold further engagement sessions in the future, and in order to ensure they are as effective as possible, we would appreciate your views on our recent events if you attended any. Please share your insight by completing [this survey](#).

Further Let's talk Housing events will be announced in the coming months, so please keep an eye on your emails for updates.

### **Hosepipe ban in place from Tomorrow**



Thames Water is introducing a hosepipe ban from Tomorrow (22 July), following the driest spring in over a century and England's warmest June on record. The temporary restriction will affect 1.1m people, covering all 'SN' postcodes in Swindon as well as the wider Thames Valley region.

Thames Water has issued these [answers to common questions](#) to guide residents, businesses, public sector organisations and charities. This [legal notice](#) specifies what hosepipe uses are prohibited and some exemptions.

### **Wharf Green is the place to be this August**





The town centre square (next to McDonald's) is being transformed into a hub of free family-friendly events throughout August. Each weekend will see a different theme with a marquee activity taking place.

A pop-up park (including a covering, faux grass and additional picnic benches) will remain in place throughout the month and will be available for people to use, even when no events are taking place.

Financial advice and support will also be available at some of the events, with officers on hand to provide advice on budgeting and reducing bills.

You can find out more about the free events, which begin on Saturday, 2 August on our [website](#).

#### **Funded activities for children this summer**

Parents talking about the Holiday Activities and Food Programme.

**“My child enjoyed the outdoors, trying new things she’s not done before, and making new friends”**

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"My child enjoyed the outdoors, trying new things she's not done before, and making new friends". This is what local resident Julie said about the [Holiday Activities and Food \(HAF\) programme](#) when her child took part in during the summer holidays last year.