

# Home life



House purchase  
grant increased

page 4

Summer  
street parties

page 8

Get super fast  
broadband

page 23

**ANNUAL REPORT ISSUE** see pages 11-19



**Former housing  
offices make way for  
affordable homes**

See page 3

# YOUR CHANCE TO WIN

# £500

when you

## RECYCLE RIGHT

IN THE

# Golden Ticket Recycling Prize Draw



To enter the **£500 Golden Ticket** prize draw, just fill out a Golden Ticket and pop it in your clear sack or orange-lidded recycling bank along with the clean and dry items listed opposite.

You can submit a Golden Ticket each time you fill a clear sack or use your recycling bank. But remember, only tickets found with the correct recycling items at the recycling plant will be entered into a draw. So the more you recycle the correct materials, the more chance you have of winning.

The winner will also be invited to nominate a local community group\* to receive a £2,500 cash prize.

If you have run out of Golden Tickets you can collect more from your local library or leisure centre, the council's Customer Centre at the Town Hall, or from Housing and Community Services reception in Putney Bridge Road. Or visit [wrwa.gov.uk/goldenticket](http://wrwa.gov.uk/goldenticket) to print your own.

The first draw takes place on 16 December 2016.

**Good Luck!**



\*Community groups must meet the competition criteria and register in advance, making a commitment to encourage recycling.



For more details visit  
[wrwa.gov.uk/goldenticket](http://wrwa.gov.uk/goldenticket)





## Welcome to the autumn edition of Homelife.

Inside you'll find our Annual Report which tells you how well we've performed throughout the year. You can see how many people we've housed, what we've done to improve your neighbourhood and how much we've spent on housing services.

It's important that you see how well we deliver service and value for money. We are committed to listening to your views and improving our services. To see how we've done turn to our Annual Report (page 11).

This issue also includes exciting news which could help you buy your first home. The housing purchase grant scheme has been improved. You could now get £80,000 towards buying a home anywhere in the UK or abroad (page 4).

Our Financial Inclusion Team have been busy helping residents manage their money. They are holding free money management courses to help residents budget their finances, pay their bills and claim the right benefits. Book your place today! (Page 26).

We are also taking a close look at Anti-social behaviour (ASB) in this issue. We want you to enjoy living in your home and have a range of measures to tackle ASB (page 24).

I hope you enjoy this issue of Homelife, if you have any suggestions please contact me by email ( see below).

Cllr Paul Ellis  
Cabinet member for housing

email: [homelife@wandsworth.gov.uk](mailto:homelife@wandsworth.gov.uk)



(l-r) Project manager Mr Sawatzki, Cllr Govindia and L&Q Director Mr Geoghegan view the site

# Wandsworth town set to be transformed

### Demolition of three former office blocks is well underway making way for hundreds of much needed homes.

The demolition is the first step in transforming the former housing department office and nearby blocks into mixed tenure housing and much more.

Leader of the council, Cllr Ravi Govindia, said, "I am delighted we're working with L & Q Housing Association to develop the site next to the Old Burial Ground. The former council and college buildings facing onto Garratt Lane and Wandsworth High Street will make way for 200 new homes as part of an exciting regeneration project.

"Making sure housing is affordable to local people is vital to sustaining a mixed community. A quarter of the 200 new homes (50 properties) will be offered to local residents to rent or buy at a discounted rate.

"The development also provides new community facilities, including shops and a new library, as well as improved teaching facilities at the college. This will add to the multi-million pound transformation that is taking place in the heart of Wandsworth."

Jerome Geoghegan, Group Director of Development and Sales at L&Q said,

"We are delighted to be playing our part in driving forward one of the largest town centre renewal projects in London. This exciting development will offer high quality homes for people across a range of incomes. This development is a part of L&Q's ambitious plans and we are pleased to be able to support the council's vision for Wandsworth Town - working together to deliver communities that make the capital an even better place to live."



If you want more information about the council's home purchase schemes, an information pack or application form, please contact:

020 8871 6016

Email: [housesales@wandsworth.gov.uk](mailto:housesales@wandsworth.gov.uk)  
[www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership)



## Grant increases announced

Great news for would-be buyers as the council makes improvements to the house purchase grant scheme.

In a shake up to the scheme some grants have increased by £20,000. Qualifying tenants can now receive between £60,000 and £80,000 towards buying a home in the UK or abroad.\* This makes the chances of buying your first home much more likely.

For example, tenants in a two-bedroom property with over three years tenancy could receive a grant of £80,000, which is a very significant deposit to use towards the purchase of a new home. The increased grants make home ownership an affordable option for more residents.

The changes also mean you can use the grant to buy a more expensive home anywhere in the UK.

The limit on the price of a home you could buy has been increased. You can now purchase a home which costs up to £500,000 anywhere in the UK or £200,000 abroad.

Bonus payments for early completions are also being offered.

The new maximum purchase price limits are:

Areas	Old limit	New limit
Outside UK	£200,000	£200,000
Outside M25	£300,000	£500,000
Within M25	£350,000	£500,000
Within Wandsworth	£450,000	£500,000

To apply tenants will need to have a minimum of two years tenancy, have a clear rent account and be willing to vacate their council property.

\*Subject to eligibility, terms and conditions.

## CASE STUDY: Steven Alvarez feels like he's won the lottery

Steven had been a council tenant for 15 years, living in a one bedroom flat in Roehampton before buying a new home through the house purchase grant.

Steven explained the road to owning his own two-bedroom dream house in Sutton, "I'd wanted to buy my own home, when a chance meeting with my neighbour led me to apply for a grant.

"We got chatting about how they could afford to move and they explained that they'd been given a council grant. It sounded great because although I've got a job, I still couldn't afford to buy a home in London and didn't want to buy my existing flat through right to buy.

"I contacted the council and Richard from the Home Ownership Team went through all my options and helped me complete the grant forms.

"Once I knew how much grant I'd receive, I started looking for a home. I looked at lots of properties and where I could get more for my money. But I didn't want to go too far because I have family in Mitcham.

"I found a two-bedroom house in Sutton. It's all gone really well and I received a lot of help from the Home Ownership Team throughout the process. Now, when I arrive at the driveway of my house I have a real sense of pride.

"I would encourage tenants to apply for the house purchase grant. I feel so lucky - I can't thank the team enough. I have more space, more room and a garden."

## Shared ownership

You can use the House Purchase Grant towards buying a shared ownership property and will receive a high priority.

To see if you qualify for affordable housing in Wandsworth visit [www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership)

## Right to buy: More than £100,000 discount

You can get up to £103,900 discount on the price of your property through the council's right to buy scheme.\*

If you want to buy your council house or flat, give us a call or go online [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

\*All council schemes are subject to eligibility, terms and conditions.

# Open the door

Affordable housing open day  
**26 October 2016, 2–8pm**

*Open the door  
to your  
first home!*



The Civic Suite, Town Hall  
Wandsworth High Street SW18 2PU  
For more information call (020) 8871 6016



AD 903 18 10

## Online housing services at your fingertips

**You can report repairs, find out your housing options or what major works are planned online.**

We've made it even easier to apply for services using your laptop or while you're on the go using a tablet or mobile at any time of the day or night.

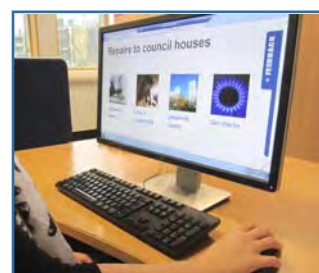
### Repairs online

Tenants can report repairs to their homes, block or estate. And leaseholders can report communal repairs to their block or estate.

To report a non-urgent repair to your property.

[www.wandsworth.gov.uk/housingrepairs](http://www.wandsworth.gov.uk/housingrepairs)

If your repair is urgent contact your area team. WEC (Wandsworth Emergency Control) **020 8871 7490** (out of hours contact)



### Major works in your area online

You can find out if any major works are planned in your area online by entering your postcode or address.

[www.wandsworth.gov.uk/majorworks](http://www.wandsworth.gov.uk/majorworks)

### Housing advice and options online

Simply fill out a form for a chance to find out instantly a range a housing options based on your current circumstances.

No need to phone the council or wait for an appointment. Whatever your circumstances the housing options form will make it easier for you to know your next step.

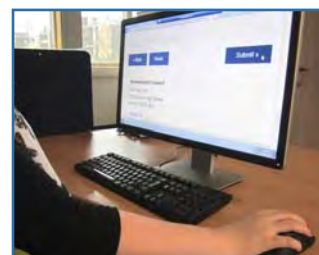
[www.wandsworth.gov.uk/housingoptions](http://www.wandsworth.gov.uk/housingoptions)

The form is not intended for those who are:

- currently or imminently homeless
- at immediate risk of harm or
- aged under 18 without children (contact children's services for further advice).

If you have a housing emergency such as being at risk of homelessness or fleeing abuse today please contact the housing options team on **020 8871 6840**.

For housing advice at your fingertips go to [www.wandsworth.gov.uk/housingoptions](http://www.wandsworth.gov.uk/housingoptions)



# Getting you back on your feet after an illness

## A resident is now feeling safer at home with Telecare after having a fall.

Local resident Wendy recently spent several weeks in hospital after having a fall in her home.

The Enablement Team based in St George's hospital referred Wendy to our Telecare service as part of her leaving hospital care package. She now has a pendant alarm which she can call anytime she needs assistance from a care worker.

Wendy said, "I declined an alarm earlier in the year, because I felt I didn't need it. After my fall, I was in hospital for several weeks and had to undergo physiotherapy before I was strong enough to return home. It was a worrying time for me and my family.

"Having the 24-hour alarm gives me and my family the peace of mind that help would be just one push of a button away. In hindsight, I wish I had joined the service much earlier. The small cost of the service is well worth it. My alarm is invaluable!"

Diane, Telecare Officer, explained how reassuring these



alarms are for those returning home from hospital, "It's vital that we raise awareness of telecare services and the benefit they provide so people like Wendy can feel safe in their own home and maintain their independence. The alarms can be lifesaving as well as reassuring for clients, families and carers.

"The Telecare service work closely with the Enablement Team to make sure the right care package is in place for those going home after a spell in hospital. By feeling that bit safer our clients start to grow in confidence, which is vital to their longer term well-being."

For more information about Telecare contact 020 8871 8198.

# Swapping success

Charlotte and Sam have found their perfect home through the help of the council's Moves and Mobility Scheme.

Previously, they were living in a property where the monthly heating and electrical costs were too high for them to maintain. Charlotte and Sam both agreed that they wanted to move to a smaller property where bills would be lower and they would no longer be affected by the social sector size criteria.

This is when Charlotte and Sam contacted Kevin from the Housing Moves and Mobility Team to find out what options were available to them and how they could find the right home. Kevin advised them of Swap and Move, a mutual exchange website where residents can view available properties and find a suitable exchange.

Kevin said: "Many tenants have used the Swap and Move website with great success. The website allows resident to look for somewhere they like and arrange a swap through the council. The Moves and Mobility Team are there for them every step of the way.

"We had a meeting together to discuss their needs. I advised them to think about the property they would like to move to and how to attract interest in their property, for example by taking



nice pictures for the Swap and Move website.

"Once Charlotte and Sam found a property which met their particular requirements, the swap was agreed and it was simply a matter of completing the paperwork. As well as moving into lovely new home, they also received a £2,000 incentive payment.

"It's worked out very well and they've used this towards paying off their rent arrears which is a relief for them. Charlotte and Sam swapped homes with an overcrowded family living in the borough. Mutual exchanges are a great way for two households to find the perfect home."

If you want to swap through mutual exchange register with [www.swapandmove.co.uk](http://www.swapandmove.co.uk)

# Are you claiming the right benefits?

**The council's money advisers could help you claim a further £6,000 a year.**

Each year, residents run into money difficulties because they are unsure which benefits they are entitled to claim. Last month, a tenant was referred to the council's Financial Inclusion Team as he had rent arrears and other debts including store cards and credit cards. He found day to day tasks difficult due to severe mental health issues and mobility problems.

Moonsar Ali, Financial Inclusion Officer said, "My job is to ensure customers are receiving all the benefits and help needed to get them back on track. I carried out a financial assessment and identified any other issues that were coming into play, which I referred to specialist agencies.

"I helped him apply for benefits including those he didn't know about and made sure he applied for appropriate discounts such as council tax.

"He is now receiving an additional £6,000 each year. These extra entitlements, which include Employment Support Allowance and Personal Independent Payments mean he can now manage his household finances. He's no longer in arrears and has money to help him with day-to-day living. The best part of my job is seeing the difference it makes to someone's life."

Recent welfare reforms and benefits caps mean it's a good time to have a spring clean of your finances. We encourage you to look at your finances and make sure you are claiming the benefits you're entitled to. Visit [entitlementto.co.uk](http://entitlementto.co.uk).

For benefits advice see the Money Advice Service website: [moneyadviceservice.org.uk](http://moneyadviceservice.org.uk) or contact the Financial Inclusion Team: 020 8871 8780

Come along to our **FREE** money advice drop in sessions. 26 September, 10 and 24 October, 10am-4pm at the Western Area Housing Office, 38 Holybourne Avenue, Alton Estate, Roehampton.

## Court in brief

The council has acted to evict a tenant who was found guilty for possession of a firearm and drugs. The man, from Holliday Square, was arrested and convicted of these serious offences. The council took action through the courts to get possession of the property. An outright possession order was granted meaning the council got the property back.

A man, from Compton House in Battersea, has also been evicted after it came to light that he had a number of criminal convictions and was subletting his council property. The council successfully took action to evict him for breach of his tenancy conditions. The property has now been let to an applicant on the waiting list for housing.

The council will not tolerate criminal activity across its housing stock and will seek to ensure those found guilty of offences are evicted from its property.

## Tropical tree in the heart of Wandsworth

Lots of people like to grow apples or pears, but have you ever tried to grow something a bit unusual or tropical.

Ilena Newby, in Earlsfield, did just that and now has a thriving six foot mango tree in her garden. The council's gardening expert Ian Harrison explained the rare phenomenon, "Around 3 years ago, Ilena planted the large stone from the middle of a mango she'd eaten in a small border in her garden. And against all odds it has flourished, even surviving the British winters.

"The sunny, sheltered, south-facing spot that she chose has proved to be perfect, giving the tree the warmth and light it needs to grow happily. Whilst it

hasn't fruited yet, it may do one day.

"The Mango is a tropical tree, which originates from the Indian subcontinent and is notoriously difficult to grow in the UK as it requires high temperatures and sunlight. Even staff at Kew Gardens, who have carefully controlled conditions, have their work cut out. For example, a mango tree planted at Kew Gardens took twenty years to bear fruit despite having the care of some of the best botanists in the world."

"So, due to its unusual location, the Natural History Museum has been in touch and is keen for Ilena to keep them up to date with its progress.

"So next time you finish eating some lovely tropical fruit, you might think about trying to grow a plant of your own!"



# Community news



## Roehampton Feels Good

Hundreds of local families turned out for the Feel Good Festival in Roehampton this July.

It was a huge success with live music from local artists, fairground rides, pony rides, sports, circus skills training, creative workshops, delicious food and so much more. Adults and kids alike had a great day as there was something for all ages to enjoy.

A spokesperson from Regenerate, who organise the annual festival said, "A huge thank you to everyone who helped to make the day so special. It was a brilliant day run by the community for the community."

We look forward to next year's festival!

## Fun in the sun

Residents around the borough made the most of the summer weather with street parties and BBQs.



## Your resident participation team



**Foday Kamara**  
southern team  
(020) 8871 8639  
fkamara  
@wandsworth.gov.uk



**Sandra Evangelista**  
eastern team  
(020) 8871 8638  
sevangelista  
@wandsworth.gov.uk



**Jo Baxter**  
central team  
(020) 8871 8694  
jbaxter  
@wandsworth.gov.uk



**Bernard Brennan**  
western team  
(020) 8871 5505  
bbrennan  
@wandsworth.gov.uk



## Mystery shoppers praised

We would like to thank all those who took part in this year's Mystery Shopping. This will help inform and improve our approach to service delivery.

The cabinet member for housing Cllr Paul Ellis thanked residents for their part in improving council services, "I'd like to acknowledge the commitment you have made to attend training sessions and carry out mystery shopping exercises. By making 'mystery calls' to the council and testing the officer's knowledge, you have played a vital role in ensuring we are offering the best possible service and can improve and train staff where needed.

"We hope you enjoyed the experience and would like to take part in future opportunities for resident involvement in Wandsworth.

As a token of our appreciation mystery shoppers have received a gift voucher.

## £1,000 prize on offer

**Sign up to pay your rent by direct debit for a chance of winning a £1,000.**

Call 020 8871 8987  
(choose option 4)

Closing date 28 October 2016.

\*One thousand pound in shopping vouchers





## A chip off the old block

Two generations joined together as Women of Wandsworth's Kids met Battersea Men's Shed.

The two local groups have started a joint project together to share ideas and get the next generation interested in woodwork.

Men's Shed is a council initiative for over 50s who are interested in designing and building. They work on a range of projects including putting up shelves for neighbours, restoring furniture and building smaller items. More than anything, the 'Shed' is an opportunity to chat with likeminded people over a cup of tea.

Women of Wandsworth (WoW) are a community group of local mothers who aim to educate and broaden their children's perspectives. WoW Mums organise a range of activities focusing on intergenerational events, multiculturalism and community involvement.

The project launched in July when boys and girls from WoW Kids took part in a woodwork workshop at Dimson Lodge. Semih Sener from Men's Shed showed the kids how to make a planter out of a log. They built the planters in the shape of a train and planted flowers in it for the residents of Dimson Lodge to enjoy.



Semih also prepared wood blocks with some of the Children's favourite animated characters carved into them. When the children sanded the wood the characters were exposed to their delight.

Senia of WoW said: "The workshop was wonderful. We are looking forward to the next workshop in September to learn how to build a boat out of wood. The kids can't wait to get stuck in with sanding and painting. Thanks Men's Shed!"

Semih from Men's Shed said: "This is a great opportunity to teach the next generation skills in woodwork and DIY. They have so many ideas for future projects – they're a great inspiration. A huge thanks to WoW for funding the wood, flowers and refreshments."

The train is now set up in the garden area at Dimson Lodge. It's a fabulous achievement by the children and the project is a great way to bring different age groups together.



## New clubroom opens for business

Boyd Court clubroom in Putney has benefitted from a complete makeover.

The £80k facelift included renovation of the main room as well as improved bathroom and kitchen facilities. Local residents are delighted with the refurbishment; the new Boyd Court offers a brilliant space for the community.

The local Residents' Association (RA) is making the most of the new space with a range of events and activities on offer for over 55s.

John Lacey, Chairman of Ashburton Sheltered RA said, "We are delighted with the refurbishment and excited about upcoming activities. We welcome all residents from the Ashburton who are over 55 to get involved."

"We are also hosting a table top sale on 30 September, 1.30-5pm at the clubroom. Everyone is welcome and we hope to see you there."

Current activities include bingo, art therapy, darts, skittles, card games and carpet bowls. The RA also organise day trips, outings and table-top sales.

Pop along to the clubroom anytime, have a cup of tea and see what's on!

For information about upcoming activities contact the RA on 020 8789 9041

# Money advice

A resident has gone from rent arrears to being £500 in credit thanks to some simple money advice.

Miss Michael was finding it difficult to make ends meet and was facing eviction. She had rent arrears, credit card debts and had been affected by the benefits cap. Although she'd been receiving a discretionary housing payment for the last two years to help pay her rent, she'd still fallen in arrears and owed £300. When she did pay rent, it was in irregular payments meaning that it was hard for her to keep track of what she'd paid and what she owed.

After being referred to the council's Financial Inclusion Team for money advice, Miss Michael was able to make a real change. She received expert advice on budgeting skills and how to manage debts by her Financial Inclusion Officer, Mr Hassan Aden.

Helen Meehan, Financial Inclusion Manager explained, "Miss Michael was like many people who find themselves in debt. She missed some payments here and there and then found it hard to keep up."

"Since having money management sessions with the team she is now capable of meeting her rent and keeping other debts under control."



"The turnaround means her account is now nearly £500 in credit. She has decided to maintain this buffer to help with any further reductions in housing benefit when the benefit cap is reduced further later this year. It's great to see the success that a simple money MOT can bring to our customers."

Call the Financial Inclusion Team for money advice and assistance 020 8871 8780.

For further debt advice contact:

- Step Change: [stepchange.org](http://stepchange.org) or call 0800 138 1111
- Citizen's Advice: [cawandsworth.org](http://cawandsworth.org) or visit Battersea Library, Tooting Library or call 020 7042 0333

## Fraud squad crackdown

In a crackdown on cheats the council is working with a specialist fraud team across south London.

Fraud comes in all types and sizes, such as jumping the housing queues, illegal subletting and falsely claiming benefits.

People who commit fraud against the council are taking from you and your family. They are jeopardising the public services we all rely on and taking your chance of being housed.

There's a great demand for housing and we aim to ensure that it is only offered to those in genuine need.

Over the last three years the council has recovered 174 properties. These are homes that can now be offered to those who have waited their turn and need housing.

But to ensure our continued success, the council and other local councils have setup a dedicated shared fraud investigation service - The South West London Fraud Partnership (SWLFP). This way, our special fraud team can cross-check more information over an even wider area.

If you suspect someone is defrauding the system let us know. Your help could make a real difference.

Don't let them get away with it.

Contact us today on 020 8871 8383

Email us at [SWLFP@wandsworth.gov.uk](mailto:SWLFP@wandsworth.gov.uk).

Your report will be treated in the strictest confidence.

## HAVE YOU RESPONDED

## TO YOUR HOUSEHOLD

## VOTER FORM?

All households in the borough have received an Household Enquiry Form asking for confirmation of who is eligible to vote.

You can respond **online** or by **phone**!

Council staff will start to chase up non-responders soon, so respond now to avoid a visit!

Anyone not registered should visit [gov.uk/register-to-vote](http://gov.uk/register-to-vote)

Registering can improve your credit score!

**YOUR VOTE MATTERS**

**DON'T LOSE IT**



AD.1174 (8.16)

# Annual Report 2015-2016



Welcome to the Annual Report which sets out how well Wandsworth housing services have performed over the last year.

Our commitment is to provide good quality services to our residents that meet service standards and are value for money. I am pleased to say that overall this year's assessment shows we have continued to achieve this goal. However, we are not complacent and are committed to listening to your views and improving services to you where we can.

Many services have seen an improvement including a large increase in Telecare users, more homes being made available to let, an increased use of online services as a result of improvements to the website and the launch of new online services, more households helped into homeownership and a greater number of affordable homes delivered.

The department has also continued to deliver core services well with satisfaction levels maintained and improved in some areas. There have been challenges including a high number of households seeking help with their housing. I am glad to say that we have managed this increase in demand, whilst reducing the use of bed and breakfast for families, where possible.

In the coming year, the department will reorganise to become the Housing and Regeneration Department. The council is also establishing a Shared Staffing Arrangement (SSA) with Richmond Council, which means staff will carry out services for residents of both boroughs in future. This will not affect housing services as you know them but these changes are aimed at maintaining the high quality of services you expect.

This report has been produced in partnership with the residents' focus group and I'd like to thank them for their invaluable assistance.

Brian Kelly  
Director of Housing and Community Services

## The Annual Report on performance tells you how well we have done in five key areas:

- Tenancy
- Home
- Neighbourhood and community
- Resident involvement
- Value for money

Council residents mean council tenants, council leaseholders and people living in properties managed by a Resident Management Organisation (RMO).

For comparative purposes figures shown (in brackets) are for the previous year 2014-15.

A traffic light system is used within the Annual Report to assess how well we have performed.



standard met



some work to do to fully meet the quality standard



a lot of work to do to meet the quality standard

## Priorities for 2015-2016 were

- Take forward the council's plans to **build more homes**.
- Improve Wandsworth's homes and blocks to **decent homes plus standard**.
- Establish the **Moves and Mobility** team.
- Review and refresh fire risk assessments.
- Review the **resident repair and reward plan**
- **Further develop** regeneration plans for Winstanley/York Road and Alton estates.
- Roll out **high speed broadband** provision in council-owned residential properties.
- Improve the online housing systems **including repairs** and registering a **housing application** and how we communicate with you.
- Revise our **anti-social behaviour (ASB)** policy statement.

# Tenancy

## We will

Make the best use of the available housing stock

Be clear with residents about how properties are allocated

Provide support to residents to enable them to maintain their tenancy



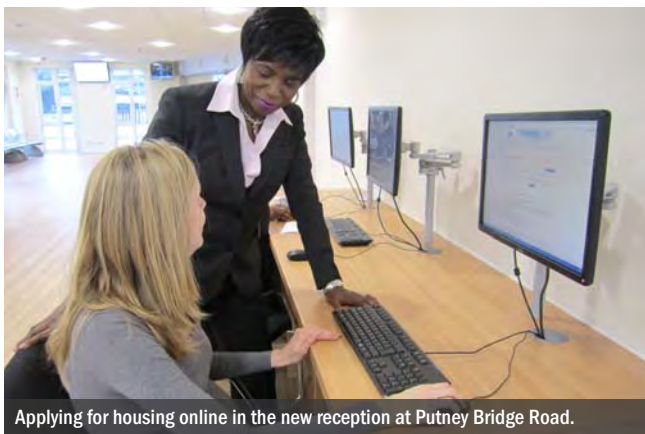
## Allocations

**Provide information on how we allocate properties and how to apply for housing.**

**Make sure we are making the best use of the housing available to meet a range of housing needs.**

### How have we met the standard?

- We **housed 1,071 (906)** households last year. This is higher than the forecast target of **1,044**.
- We launched an **online housing options application form** in November 2015 and this has been a **popular method for applicants applying** for housing.
- The time it takes to **relet an empty property** went from **21** days to **25** days. We know why there has been this change and have taken action to reduce letting turnaround time to a target of 22 days.
- We **moved 80 (53) under occupying households** to smaller more suitable accommodation, **60% higher** than the previous year due to the establishment of the Moves and Mobility team. This team was established last year as one of our key priorities to help tackle under occupation.
- The number of **households in temporary accommodation** rose to **1,309 (1,057)**, which was in line with the forecast of 1,307 due to rising demand.
- We started the process of **building 57 new council-owned and managed properties** on three sites in the Battersea area for low cost rent. This forms part of our key priorities for 2015/16, to build at least **300 affordable homes** for rent on council land over the next 3-5 years.



Applying for housing online in the new reception at Putney Bridge Road.



## Rents

**To provide an efficient, effective and responsive rent collection service.**

**Review rents and service charges each year and provide information on how we calculate them.**

### How have we met the standard?

- There has been a **decrease in the total arrears** at year end from **£3.48m to £3.36m**. This equates to **2.63%** of the total rent collected against a target of **3.10%**.
- **Reduced** the number of tenants with more than seven weeks of **arrears** from **5.49%** to **5.08%**.
- The financial inclusion team has worked to ensure more tenants are able to access **free benefit advice**, debt management intervention and budgeting advice. It has **assisted** more than **300 tenants** to reduce their rent arrears and maintain their tenancy.
- A Pop Up Shop was opened in February 2016 offering free, confidential and impartial financial and benefits advice, over 350 residents attended.
- The housing service has also been able to **minimise service charge changes** for communal heating services.



## Tenure

**Provide either introductory, flexible fixed term or secure tenancies.**

**Give new residents a copy of their tenancy or lease agreements and explain the content.**

**Check our homes are occupied legally and take action where they are not.**

### How have we met the standard?

- All new tenants received a **written tenancy agreement** which was explained to them.
- **2,359 occupancy checks** were carried out and staff received training last year to ensure these checks are carried out effectively.
- **54 (76)** illegally occupied properties were recovered by the council.
- **167 (171) tenants** were helped by the **tenancy support team** during 2015/2016.

# Home

## We will

Provide a value for money, timely and good quality repairs and maintenance service for residents and at all times ensure that necessary health and safety checks are undertaken

Maintain all homes to the decent homes standard\*as a minimum

Undertake a programme of decent homes plus\*\*work to improve blocks and estates

Monitor and report our performance for emergency, urgent and routine repairs and take action where contractors do not meet standards set

## Quality of



### How have we met the standard?

- Continued to meet the **decent homes standard** and **invested £17.7m** to maintain the council's housing stock.
- We agreed a four year plan to help **deliver decent homes** plus and an estate environmental improvement programme, with a **budget of £65m**.
- **Started 56 (53) major works** projects including roof renewals, window renewals and external decoration schemes.
- Continued to **exceed our target** for the number of **repairs** post-inspected to ensure our properties are **maintained to a high standard** and contractors are doing a good job.

## Repairs and



**Provide an efficient and cost effective repairs service, which gets the job done right the first time.**

**Carry out health and safety checks.**

### How have we met the standard?

- **£26,621m (£25.12m)** spent on planned and responsive repairs.
- **94.2% of repairs** were completed **within target time**, an improved performance on last year, which was **92.4%**.
- **Achieved 91.9%** satisfaction levels on completed repairs slightly down from **92.4%** last year and below the target of **96%**.
- We **are developing** a new **online post inspection system**, to collect satisfaction levels from a greater number of residents and achieve more effective contractor monitoring.
- A review of the **Resident Repair and Reward Plan** was undertaken during 2015/16, which included recommending improved recharging arrangements for tenanted repairs and continuation of the Resident Reward Scheme. During the first three years of the scheme **83 awards** were approved totalling just **over £35,000**.
- Carried out annual **gas servicing in 99.93% of tenanted properties** that have gas appliances. This equates to only ten properties out of **14,423**, where the council needs to take action to enter a property to carry out checks.
- **7,048 health and safety inspections** were **carried out** in council owned blocks.
- In line with one of our priorities for 2015/16, we procured a specialist agency to review our **Fire Risk Assessments**. Their assessments were completed in **June 2016**.



The council's specialist team inspect works such as repairs to properties

\*The decent homes standard is set by the Government and outlines specific criteria that social housing must meet to be considered decent. For more information [www.gov.uk](http://www.gov.uk) (Search Decent Homes)

\*\*Decent Homes Plus standard is Wandsworth Council's own higher standard based on Government guidelines.

# Neighbourhood and community

## We will

Work with partners to prevent and tackle anti-social behaviour

Work with residents to improve local facilities and the environment

Respond to emergencies in a timely manner and work to keep our estates clean and safe

## Tackling anti-social behaviour and crime

Work with other services and the police to prevent and tackle anti-social behaviour (ASB).

Take action against offenders and tell residents about outcomes.

### How have we met the standard?

- We served **49 (50)** Notices of Seeking Possession for ASB and carried out **6 (5)** evictions for ASB.
- The **area housing teams closed 334 cases** of ASB last year which is **70% of all** cases opened during the (rolling) year period.
- The housing service continued to support the '**Kicks' diversionary project**. Works to renew floodlights and resurface the ball games area on Doddington estate were completed. The housing service **contributed a further £20,000 to the running costs** of this project.
- The Anti-social Behaviour Crime and Policing Act 2014 (the Act) provides streamlined and improved powers to tackle ASB. The council's **ASB Policy Statement** was **updated and published** in June 2015, setting out our approach to tackling and improving the response to ASB including prevention, diversionary activities and **effective joint working**.
- The council has **served 2 notices of seeking possession** using the new mandatory ground for possession for ASB introduced by the Act.
- The percentage of noise complaints responded to within 5 days was **92.02%** compared to **95.12%** in 2014/15. All complaints were responded to within the 10 day target.
- We continued to attend regular meetings with local Safer Neighbourhood Teams to ensure effective joint working.



## Local area co-operation

Work with residents to improve local facilities and the environment.

Work with other agencies and residents to protect them from risk and prevent harm to children, young people and vulnerable adults.

Work to achieve wider borough objectives including improving employment opportunities and prospects.

### How have we met the standard?

- The council's **Housing Into Work** pilot for young people **helped 26 people** into work or training with **12 participants offered a tenancy**. This pilot project has now been mainstreamed in to the council's successful Work Match service.
- The **Family Recovery Project (FRP)** is working with **30 families** in the borough with complex needs to improve their future prospects. In total, they **supported 103 families**. 40 of the families assisted were in rent arrears with the council. **73%** of them either reduced or cleared their arrears or remained out of rent arrears as a result of the FRP intervention.
- Our **safeguarding** procedures continue to be **reviewed annually**. Safeguarding Refresher Training was provided for a further 67 staff.



Alton estate: proposed regeneration at Danebury Avenue in Roehampton.

## Neighbourhood management



**Ensure estates are maintained to a good standard and improved where possible.**

**Respond to emergencies in target times.**

**Work with other services and the police to keep your communities and estates clean and safe.**

### How have we met the standard?

- **50,162 (44,617)** emergency calls were handled, an increase compared to last year.
- The percentage of emergency calls\* to Wandsworth Emergency Control (WEC) **responded to within 30 minutes** reduced from **77.4%** to **70.61%**. This is in part a reflection of the **12% increase** in the number of incidents reported and dealt with.
- Removed **18,658msq (18,797msq)** of graffiti at a cost of **£122,870 (£100,700)**.

- **85.3%** of **graffiti was removed** within target time, down on last year (**98%**) due to a period of crossover after appointing a new contractor for the service. This has now bedded in and the performance in quarter four was up to **96.75%**.

- **Awarded £298,488 (£276,488)** from the **small improvement budget** for residents' association community projects, such as community **gardening projects**, improvement to **clubrooms** and **eco-friendly garden furniture** and **bike enclosures**.

- The installation of **high-speed broadband** has been completed on Savona and Patmore estates. Work has started on Doddington and Rollo estates and Community Fibre has surveyed several other estates to take this project forward.

- Plans to **regenerate three estates** in Wandsworth; Alton (Roehampton), Winstanley and York Road (Latchmere) continue. The council remains committed to rehousing residents affected in the local area.

- Residents of Carey, Patmore and Savona estates were asked their views on their homes, estates and neighbourhoods as part of the Nine Elms Improvement Area.

- A **weekly waste collection service** continued to be provided with performance **targets met**.



The animal welfare team work hard to keep open spaces clean and safe.

**980**  
Dog related incidents were responded to by the animal welfare team

**72** dogs micro chipped

**34** prosecutions were undertaken with **91%** being successful

**79** roadshows were held to educate residents about dog welfare and responsible ownership

\*Emergency calls include reports such as lift trappings, fire related incidents and lock outs.

# Resident involvement

## We will

Involve residents in decision-making processes that affect them

Support the development of accredited residents' associations

Provide residents with a variety of methods to tell us what they think of the services

Learn from complaints and make use of them to improve services



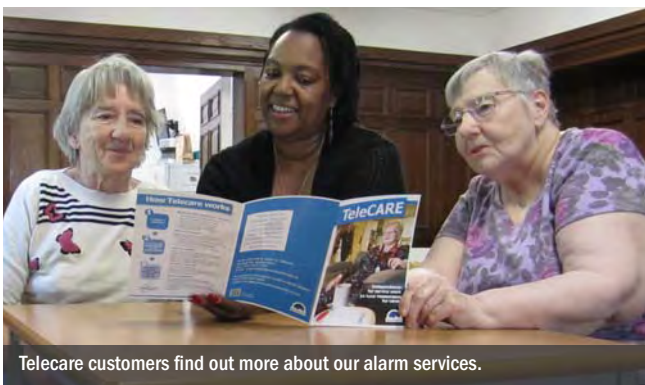
## Understanding more and responding to diverse needs

**Treat residents with fairness and respect.**

**Make sure services meet a range of needs and are easily accessible to all residents.**

### How have we met the standard?

- The housing service standards **provide clear and concise information** to residents about our **commitment to equal opportunities** and service delivery.
- **Met the demand** for disabled adaptations from council and private residents, delivering **155 (152)** adaptations to enable people to **remain independent** in their home.
- **19 people requiring adapted housing** were allocated accessible homes in line with the target for 2015/16.
- The numbers of **Telecare users increased** from **111** last year to **242** in 2015/16, a significant **118% increase**.
- **Increased** the number of shared ownership home sales to **311 (199)**
- During the year three former supported schemes providing **11 properties** that were decommissioned have been **brought back into use** as supported housing for persons with learning disabilities and an **extra care facility** providing **45 flats** was completed in May 2015
- The number of **'Stay Put Stay Safe' (SPSS\*)** applicants assisted was **58 (70)**.



Telecare customers find out more about our alarm services.

- The council continues to help fund the **'Homefinder UK'** service, which enables social housing tenants to move around the country through mutual exchanges\*\*.
- To promote wider involvement of your community we held a **Residents' Working Group** to review residents' associations' constitutions and guidelines for accreditation.
- We **reviewed** and updated the **resident involvement webpages** to make them easier to navigate and find information more easily.
- **2,488 (2,376)** residents **used WATCH Lifeline services** which helps older residents and those with disabilities to remain independent and safe, **an increase** on last year.



## Involvement

**Encourage resident involvement.**

**Inform residents about services and give them the opportunity to check and challenge how well the housing service is doing.**

### How have we met the standard?

- **43 estate inspections** were carried out across the borough with residents and councillors.
- **Supported 61 accredited residents' associations** in the borough to ensure residents can make their views known.
- We now have **15 housing community champions**, five of which were welcomed in 2015/16. Three community champions stood down from their role this year but overall the numbers have risen from **13** to **15**. These are **resident volunteers** who we support and are recognised for the community work they do.
- **A mystery shopping exercise** using a range of council residents was completed, good customer care was identified and the results used to review and improve our services.
- **4 independent surveys** were carried out
  - resident participation
  - new tenants' survey
  - asb survey
  - ad hoc consultation at Patmore, Carey and Savona estates

\* SPSS - is for people affected by domestic violence and victims of hate crime so they can stay safe in their homes.

\*\*from June 2016 the web address has changed to [www.swapandmove.co.uk](http://www.swapandmove.co.uk)





## Customer service, choice and complaints

Give residents good quality, up to date information.  
Make sure residents know how to complain.  
Learn from comments and complaints.

### Overall satisfaction with services improved

**74%** <sup>(72)%</sup> for tenants **61%** <sup>(54)%</sup> for leaseholders

# 79%

of complaints were **successfully dealt with**

at stage one of the complaints procedure an improvement on last year's figure

# 75%

of complaints were responded to within the target time of **10 working days** compared to **76% last year**



Affordable housing continues to be delivered across the borough. St John's Hill estate.



Above: The former Mayor welcomed five Housing Community Champions.

Above left: Neighbours celebrate forming a residents' association.

Left: Local residents' having fun at a community barbeque.

# Value for money

## We will

Provide frontline services in the most cost effective manner

Take action to prevent fraudulent use of council owned and managed properties

Monitor the use of services to ensure they are fully utilised and they are providing value for money

## Value for money

**Consult residents on major works projects and inform them of smaller works, which do not require statutory consultation.**

**Achieve value for money by tendering services.**

**Each year look at our 30 year business plan to check it remains financially viable.**

### How have we met the standard?

- Continued to **effectively manage** the **Housing Revenue Account (HRA)**, demonstrated by an increased reserve level of **£292m** up from **£266m** ensuring that we have in place a financially viable business plan for the next thirty years. This allows the council to take forward and invest in its **progressive regeneration** and new build plans.

- In respect of consulting on major works and external redecoration works, we served:

- **1,857 (1,235)\*** Notices of Intention and

- **2,436 (1,559)\*** Section 20 Notices on leaseholders.

- Consultation also took place for the renewal of the **lift monitoring contract** which involved the service of a further 1,468 Notices of Intention and 1,490 Section 20 Notices.

- The average weekly **management cost** was **£18.58 (£17.45)**.

- The average weekly maintenance cost increased slightly from **£29.66 to £30.74**.

- Average weekly rent was **£127.93** compared to **£124.55 last year**.



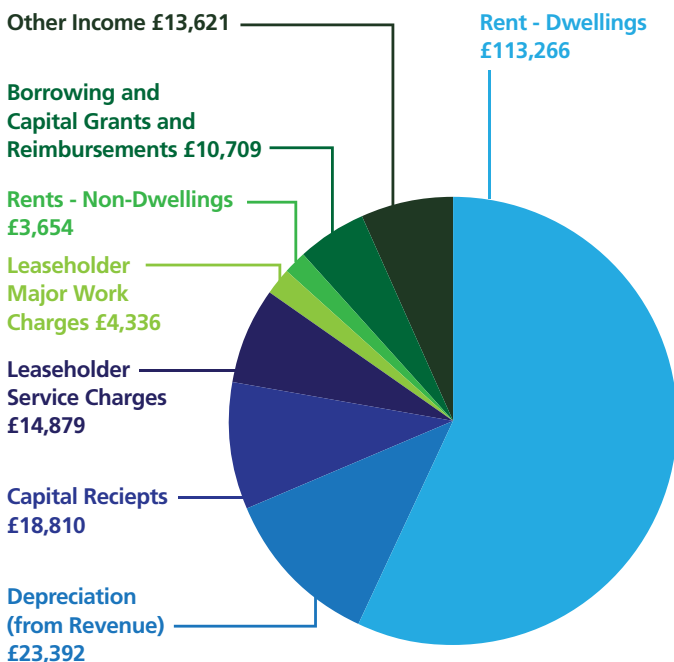
Above : Major works like window renewals to a council block.

Above left: Winstanley and York road estates: the regeneration team.

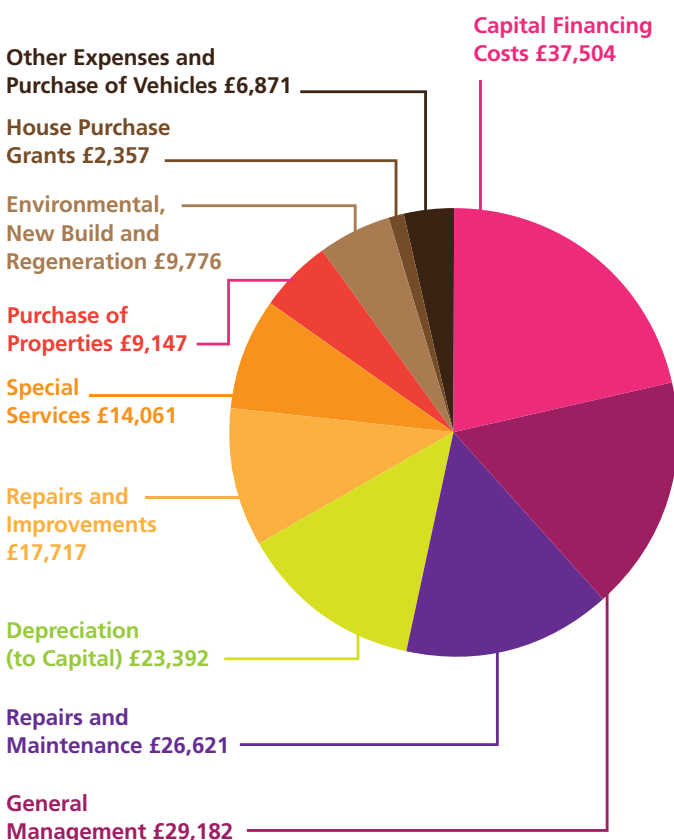
Left: Works taking place on site to provide new homes.

\*These are a statutory requirement to consult leaseholders on schemes of major works costing more than £250 per leaseholder.

## Housing revenue account 2015/16 Income total £202,667m



## Housing revenue account 2015/16 Expenditure total £176,628m



## Priorities for 2016-2017

**Ensure** that **all Shared Staffing Arrangements** with the London Borough of Richmond are in place for the effective commencement of the new structure from **1 October 2016**.

**Progress plans** to deliver at least **300 affordable homes** over the next three to five years through the council's self-build programme. Council to start on site with **73 homes** and obtain planning permission for **a further 150**.

**Progress plans** to deliver **35 properties** for **Extra Care housing** for frail, older residents between 2015-2021.

**Assist RMOs and RAs** to deliver a programme of **minor improvements** to Patmore, Savona and Carey Gardens estates in the Nine Elms Improvement Area and **identify and explore opportunities for future improvements** and the **potential for new homes** through further consultation with residents and stakeholders.

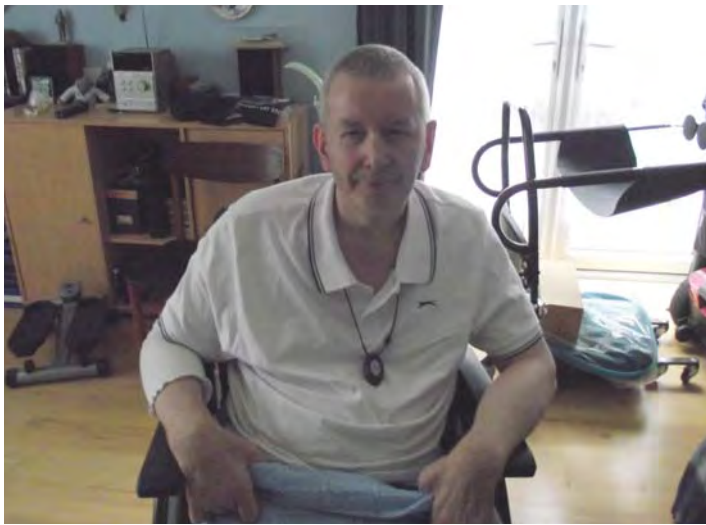
**Continue to deliver** the regeneration plans for Winstanley/York Road and Alton estates.

**Review** and further improve the housing **web pages and service standards**.

Ensure any **implications arising** from the **Housing and Planning Act 2016** are identified and council policies changed.

Undertake a range of **environmental and community initiatives** including blue pitch improvements on Winstanley estate and delivering and supporting community gardens.

Further **roll out** the provision of **high speed broadband** in council-owned residential properties.



## Life saving service

The council runs a pendant alarm service for older and disabled people.

The WATCH alarm is worn around the neck or wrist and can be used at any time to alert the call centre to a fall, medical emergency or incident.

Emergency Response Officers (ERO) monitor the alarm system 24 hours a day, seven days a week. They have specialist training to deal with on the spot cases. On a daily basis, officers deal with a wide range of accidents and incidents from falls to fires.

Adam who has cerebral palsy and is a long-term customer said; "With my disability, I sometimes need assistance if I fall whilst moving from one place to another, like getting in or out of bed. Over the years, the Emergency Response Officers have come around to help me dozens of times. Without the alarm I would struggle to stay at home and would have to think about living elsewhere. The team are wonderful, kind people who attend and assist me; they've become friends to me. They are my lifeline."

Carole Heaganey, senior ERO said, "This is a vital and sometimes lifesaving service for people living in the borough. We have long-term users like Adam who lives at home independently but needs that extra reassurance because he has cerebral palsy and uses a wheelchair.

"He's had our alarm for several years and is a regular caller due to falls from bed or whilst transferring from his wheelchair. Without our alarm Adam would find it hard to maintain his independence.

"The WATCH service offers reassurance to customers and their loved ones 24/7."

You can find out more about WATCH lifeline on 020 8871 8198

## Fond farewell

We say goodbye and good luck to staff retiring after 30 years service.

Laurice Griffith retires from supported housing services after 30 years. As senior officer, Laurice was responsible for overseeing the management of sheltered schemes and ensuring the smooth running of the WATCH alarm service.

Chris Voller also retires after 30 years as a sheltered housing officer. She spent most of her career at Washington Court and Cowick Road schemes, "I've had a happy career working in supported housing. Our residents have been so wonderful that it hasn't felt like a job. I'll miss them and my colleagues a huge amount but I'm looking forward to spending more time with my family and friends."

They'll be greatly missed by residents and colleagues.

### CASHPOINT SAFETY

Criminals place hidden cameras to obtain your PIN

Criminals do tamper with the card slot to obtain your card

If you see anything unusual or signs of tampering **DO NOT USE** the machine. Report it to the bank.  
Don't get **DISTRACTED** by anyone nearby.  
Always **SHIELD** your PIN.  
Put away your card and money **SAFELY** before leaving machine.

Wandsworth Council  
Community Safety

THE BISHOP'S AUCTION  
Wandsworth

Designed and produced by the Corporate Communications Unit, Wandsworth Council. AD.1004 (1.1.11)



Jeanette makes a new friend



Esterlina, Olivia and Mary explore the park



## Putney goes to Westminster

Residents from Nursery Close in Putney took a tour of the Houses of Parliament this summer.

Residents and their relatives thoroughly enjoyed their day in central London seeing the sights of Westminster and learning lots on the fascinating tour of Parliament. Afterwards everyone chatted about their day over tea and cakes in the café.

## Day out at the Llama park

Residents from a scheme in Battersea visited the Llama Park in Ashdown Forest.

Geoffrey Gox, sheltered housing officer said, "We were excited to see the llamas on our day trip, but when we arrived there was so much more to see. We also saw alpacas, reindeer, horses, donkeys

and range of farm animals. The park is set in 33 acres of beautiful land next to the Ashdown Forest. There are also lovely woodland walks and shady areas to enjoy the natural beauty.

"After a walk around the park, we stopped off for lunch at the park's restaurant. This was a perfect end to our day. We had a great time and look forward to coming again."



## Songs on the Southbank

Over summer a group of residents popped into town for a concert at the Southbank Centre.

Every year, thousands of musicians and artists perform here to millions of visitors; Londoners and tourists alike.

One resident said, "We had a great day at the music festival. It's such a treat to visit London's Southbank, which is so vibrant and offers something for everyone."



On Worthing beach



Enjoying the sea air and views

## Beside the seaside

Residents from Dimson Lodge have been very busy this summer.

They've been on a day trip to Southend, where they spent a fabulous day by the seaside with a fish and chip lunch. They enjoyed strolling down the seafront parade taking in popular spots like the pier, fun fare and Royal Terrace.

A few weeks later they visited Worthing set at the foot of the South Downs for the day. They enjoyed seeing the wonderful Pavilion Theatre and spending time on the wide open beach.

## Resident artists

We have so much talent in the borough. In this issue we take a closer look at the work of two artists who live in our sheltered schemes.

**Morris Burrows** from Battersea has been creating art since he was a child. He explains: "Art has been a lifelong passion. Since I was a youngster I wanted to be an artist. I moved to Britain from South America when I was 20, and set out straight away to practice my art. I worked as an engineer by day, but attended night classes at the Chelsea School of Art for many years.

"Portraits are my favourite pieces to paint and I usually prefer to use oil paints. I also like to work with materials which are often overlooked. For example I have a piece which is made from tinfoil and I am currently turning fruit packaging into art.

"My tutor once said "I can see the truth in this young man." As Morris has grown into an older man his talent certainly hasn't gone anywhere.

**Fred Roberts** from Roehampton taught himself to draw beautiful detailed sketches. He explained: "I have always been enthralled by art, but I have not always been talented. I worked for the



Mr Burrows works on his latest project



Mr Roberts shows us some of his favourite pieces

London Electric Board so was working all around London. I would go to the Tate whenever I could and enjoy the artwork – in my work boots and jacket!

"I was in my 30s when I decided to teach myself how to draw portraits. Over the years I have kept practicing and improving.

"I believe art forms relationships. Whether that's drawing someone or someone looking at my art I have made many friends and fond memories through art."

Fred's work covers such a wide range of subjects; from his nine month old nephew to the Queen which he was asked to draw for a street party. He shows me pictures of his friends, relatives, a soldier in the Vietnam War, Muhammad Ali, young activist Malala Yousafzai, David Bowie and a sheltered housing officer he knew when he lived in Putney. He draws

whatever inspires him.

Fred also has some famous fans. He recalls a time when he met Rod Stewart in a pub who enjoyed seeing his artwork. Annie Lennox also has the original copy of a portrait he drew of her.

### Art sessions

Art in older age can be a great hobby and way to meet new people, but it can also have medical benefits by keeping the mind active.

The sheltered and community development teams are planning to run sessions for older people in the borough who are interested in taking up art. If you'd like to take part please register your interest with your Sheltered Housing Officer.

Beginners to advanced welcome.

## Silver surfers



Over group of 65s have just completed an internet computer course and can't wait to reap the rewards of doing more online.

With more and more information and services available online many residents living in a sheltered scheme in Putney wanted to get better acquainted with the internet.

Anita Johnston and Sheldine Joseph, the sheltered housing officers, set up the short course. They said: "The sessions were very popular and covered the basics

of using laptops and tablets. We looked at emailing, browsing the internet and listening to music.

"There's been a great response to the course. Students found the classes extremely useful and now feel confident using their computers and tablets to keep in contact with family, shop online and much more."

You don't have to live in sheltered housing to attend a class. If you're aged over 55 and like to learn more register your interest in future computer classes on 020 8871 8198.

# Gigafast broadband rolled out

## Fibre-optic broadband installed at even more sites across Battersea.

Over the last year, Community Fibre has been busy installing superfast broadband at sites across North Battersea. The Gigafast speed means you can download films, music and browse on multiple devices at the same time.

Residents on Patmore, Carey Gardens, Doddington and Rollo estates are the latest to benefit. Sheltered residents are also getting a new computer in their clubroom to give them even more chance of trying out the new broadband service. Community Fibre is set to run free internet sessions for older residents in the community.

Throughout the coming year, the broadband programme will continue to roll out. Most recently, residents from Surrey Lane and Ethelburga estate have met the team and undergone a feasibility study prior to installation.



## Unlimited broadband at the Speed of Light

Exclusively available to residents around **Battersea Park**

Rolling out to other parts of Wandsworth soon

Save up to **£150**

over 12 months compared to BT, Talktalk & Sky

Apply now at: [www.communityfibre.co.uk](http://www.communityfibre.co.uk)

Quote Ref: **Homelife**

## NEWS:

### Nine Elms and the surrounding area

#### ROSE is blossoming

Residents in Battersea are getting green-fingered with their local gardening club at the aptly named ROSE Community Centre. 'The Potting Shed' gives you the chance to create a beautiful garden and learn new skills whilst meeting and relaxing with neighbours. No previous experience or gardening knowledge is necessary and all tools are provided.



#### Health checks made simple

Wandsworth Council has teamed up with Brighter Partnership to provide a new drop-in health clinic for ALL Queenstown residents.

Come along and see a health worker who can test blood pressure, BMI, sexual health screening and chat about your general health. The clinic is monthly at the ROSE Community Centre. The next session is on Friday 30 Sept.



#### Opening doors to employment

The successful Queenstown Employment Support Team (QUEST) has extended its service to 18-30 year olds from across the Battersea area.



QUEST offers free confidential support and practical help into employment and training. The team are based at the ROSE Community Centre. They also work from the STORM project on the Doddington estate on Thursday afternoons and will be opening a new base in Clapham Junction soon.

To find out more contact QUEST on 07554 415402 or 07770 873960 or email [quest@wandsworth.gov.uk](mailto:quest@wandsworth.gov.uk)

Get involved with what's happening in Nine Elms contact Glen Burnell on 07798 944 508 or email [GBurnell@wandsworth.gov.uk](mailto:GBurnell@wandsworth.gov.uk)

# TACKLING ANTI-SOCIAL BEHAVIOUR

The council has a range of measures to prevent and deal with anti-social behaviour.

The basis of community life is that everyone can enjoy their homes in peace. The council supports this premise and works wherever possible to prevent anti-social behaviour (ASB) issues escalating to the police or courts.

We recognise living in communities can throw up all sorts of issues, from dogs barking and neighbours playing loud music to people congregating in an intimidating manner and causing damage to property.

Most issues can be dealt with easily. Often neighbours can have a quick chat with each other and it's sorted out. However, from time to time neighbours aren't able to deal with it and the council may need to intervene.

We have a range of measures in place to prevent ASB and take enforcement action where residents fail to change their behaviour.

## Measure include:

- sending warning letters to residents (informing them to stop a particular behaviour or nuisance)
- asking those involved to attend an interview
- arranging an Acceptable Behaviour Contract (where a tenant or member of their household makes an agreement to stop anti-social behaviour)
- monitoring CCTV cameras
- publishing ASB posters to identify perpetrators or obtain further information
- referring residents to mediation (in the case of neighbour disputes we will suggest mediation)
- referring to other agencies (where required the housing department may refer residents to other agencies such as social services, mental health services, environmental services or the police)
- legal proceedings (where ASB continues or is of a serious nature we will seek legal action through the police and courts, this may include seeking a possession order which could lead to eviction)

## In addition:

- all incidents of anti-social behaviour are recorded on our database and monitored by the housing department
- residents affected by ASB are asked to complete nuisance diaries
- incidents of fly-tipping are recharged to the responsible residents. We have investigators who will assist with tracing the source of dumped waste and litter.
- we may arrange for an officer to make observations of an area (such as playgrounds or properties generating noise)
- we produce flyers in areas where there is persistent ASB. These may request the identity of those captured on CCTV.



# How we handle common neighbour problems



## DOG NUISANCE

All tenants and leaseholders are required by law to have their dog micro-chipped and registered with the council.

Where a resident's dog is found to be causing a nuisance, such as excessive barking or fouling on an estate, we may:

- request animal welfare officers to visit the resident and provide advice
- issue warnings and fines
- write to and/or interview the resident concerned

Where the problem continues or is severe we may:

- revoke permission to keep a dog on the premises
- seek a possession order
- refer the case for an injunction.

## CHILDREN AND YOUNG PEOPLE

We recognise that young people and children can be exuberant. Sometimes groups of children and young people can become a nuisance or make others feel intimidated.

Any incidents of young people causing ASB are reported to the neighbourhood policing team. In the first instance, a letter may be sent to parents. Where an incident continues parents will be asked to attend interviews.

In some cases, Acceptable Behaviour Contracts (ABCs) are signed by the young person concerned, the council and often a police officer. ABCs list actions that they cannot do (for example no congregating in communal areas, no riding bikes around the estate, no dropping litter). We may also arrange for youth outreach workers to visit the area to engage with the young people.



## NOISE NUISANCE

Noise is often a one-off such as a special party, but sometimes it can become a regular occurrence, such as loud music, shouting and banging. Wandsworth Emergency Control is a 24 hours service who can attend reports of noise nuisance.

Where nuisance is witnessed, we may:

- issue a warning letter. Generally, these are effective without the need for further action.

If there are further incidents of substantiated noise nuisance, we may:

- Serve a Section 80 Noise Abatement Notice (Environmental Protection Act 1990) which remains in force for 12 months. Any further noise nuisance will result in an interview for a breach of notice.

### Flooring and noise

Sometimes, noise is due to the lack of adequate floor coverings. If this is the case a housing officer can visit to inspect the property. Residents may be asked to lift flooring to check adequate underlay and replace flooring where an issue is identified.





# Free money management course

The council has launched a money management course for tenants.

The sessions are aimed at new tenants to help them prepare for the demands of running a home and a successful tenancy.

The course looks at how to sustain your tenancy, budget for every day living costs, claiming the right benefits, saving for a rainy day and setting up and paying your bills. All new tenants are invited to a session within the first month of moving into their home.

You can also come along if you're not a new tenant and you feel you are struggling to manage your finances. So, whether you've lived in your home

a year or ten years you can come along. One tenant who attended the course said: "The course gave me a whole host of ideas to help me look after my money. My debts have reduced and will soon be completely cleared."

If you're interested sign up today, sessions are free.

Existing tenants should call to book a place 020 8871 7274.

Courses take place at the Town Hall and are on:

- 4 October
- 18 October

## Sign up online with 'My Account'

The council's online 'My Account' gives you access to a range of services using one simple account.

Register with us to pay bills, report an issue, apply for services or to manage your council tax. Over the coming months even more new services will be added to the 'My Account' web service, including parking and housing benefits.

## Large print version

Copies of this issue of Homelife are available in large print format contact (020) 8871 6800 or email: [homelife@wandsworth.gov.uk](mailto:homelife@wandsworth.gov.uk)

# What's on guide

Autumn in Wandsworth

## Artist's Open House

**October 1-2 and 8-9**

Come and take a peek at amazing art behind normally closed doors. Around 100 artists will open up their homes and exhibition spaces to the public. An exciting opportunity to look at and buy work including crafts, sculpture, painting, jewellery, photography and crafts from both professional and amateur artists and makers. The work caters for all budgets and offers you a chance to discover art in an informal setting and engage with the artists and designers.

At venues boroughwide. More details at [www.wandsworthart.com](http://www.wandsworthart.com)

## ACTIVE LIFESTYLES

### Back to Netball Course

**Mondays 6.30 - 7.30pm, starting September 12**

A great way to get back into netball, or start playing for the first time. Our coaches run fun and friendly sessions that are suitable for all ages and abilities. £40 for a 10 week course.

**Battersea Sports Centre, Hope Street SW11 2DA.**



### 50+ Walking Football

**Wednesdays 11am - 12pm**

The beautiful game without the running around. Perfect for new and former players and open to men and women. £2.

**Wandle Recreation Centre Mapleton Road SW18 4DN**

This is just a taster of the activities on offer - for details of other Active Lifestyle activities, visit [www.enablelc.org/activelifestyles](http://www.enablelc.org/activelifestyles)

# >> WANDSWORTH CONNECTED >>

## Talk to us online



weekly e-newsletter  
[www.wandsworth.gov.uk/24seven](http://www.wandsworth.gov.uk/24seven)



[www.twitter.com/wandbc](http://www.twitter.com/wandbc)



[www.facebook.com/wandsworth.council](http://www.facebook.com/wandsworth.council)



[www.youtube.com/WandsworthBC](http://www.youtube.com/WandsworthBC)



@winstanleyyork

## Doing it online

Find out your housing options [www.wandsworth.gov.uk/hcs/housingoptions](http://www.wandsworth.gov.uk/hcs/housingoptions)

Pay rent, view statements, request and track a repair. Report a communal repair (leaseholders)  
[www.wandsworth.gov.uk/housingonline](http://www.wandsworth.gov.uk/housingonline)

Pay your council tax [www.wandsworth.gov.uk/counciltax](http://www.wandsworth.gov.uk/counciltax)

Council website [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

### Housing and community services customer service centre

90 Putney Bridge Road  
London SW18 1HR

### Western area housing office

Holybourne Avenue, Roehampton SW15

### Housing area teams:

Central area team . . . . .(020) 8871 5333  
Eastern area team . . . . .(020) 8871 7439  
Southern area team . . . . .(020) 8871 7482  
Western area team . . . . .(020) 8871 5530

If you do not know your area team contact  
(020) 8871 8327 or 6864.  
email: [hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)

**Homelife** (write to the address above)  
or email: [homelife@wandsworth.gov.uk](mailto:homelife@wandsworth.gov.uk)

Benefits service . . . . .(020) 8871 8080  
[benefits@wandsworth.gov.uk](mailto:benefits@wandsworth.gov.uk)

Garages (to rent) . . . . .(020) 8871 6870  
[hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)

Graffiti removal . . . . .(020) 8871 7049  
[graffiti@wandsworth.gov.uk](mailto:graffiti@wandsworth.gov.uk)

### Applying for housing/transfers

Housing options  
and advice . . . . .(020) 8871 6840  
[housingadvice@wandsworth.gov.uk](mailto:housingadvice@wandsworth.gov.uk)

Illegal subletting . . . . .(020) 8871 6556

Leasholder  
service charges . . . . .(020) 8871 6299

Rent collection . . . . .(020) 8871 8987  
[rents@wandsworth.gov.uk](mailto:rents@wandsworth.gov.uk)

WATCH emergencies . . .(020) 8871 7741

WEC (council emergencies, noise)  
. . . . .(020) 8871 7490  
[hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)

**Telephone payments 0845 835 0129**  
view online (charges may vary depending  
on your service provider)

Please note: American Express and  
Diners cards are not accepted. You will  
need your council reference for the  
individual service and your payment  
details ready.

- Option 1 Council tax
- Option 2 Parking penalty charge notice
- Option 3 Council rents, garages, store shed or heating and hot water charges
- Option 4 Income collection, service charges, major works
- Option 5 Housing benefit overpayments
- Option 6 Business rates

### Gas contractors:

#### Battersea Clapham and Central Wandsworth areas

Smith and Byford Ltd 0800 028 0824

Breakdown, leaks and servicing of individual  
heating/hot water systems.

Or throughout the borough where your domestic  
heating is supplied by a central communal boiler-house.

#### Putney, Roehampton and Tooting areas

T.Brown Group Ltd 0800 977 8472

Breakdown, leaks and servicing of heating/hot water of  
individual systems.

To find out your gas contractor contact: 020 8871 7040

### Cleaning contractors:

#### Putney and Battersea areas

Lewis and Graves  
Phone: 020 8877 1917  
Freephone: 0800 111 4613

#### Roehampton and Tooting areas

ISS Facility Services Ltd  
Phone: 020 8788 4703

### Gardening

Ian Harrison:  
Horticultural Services  
Phone: 020 8871 7900  
email: [iharrison@wandsworth.gov.uk](mailto:iharrison@wandsworth.gov.uk)

Some blocks and estates are managed by Resident Management Organisations (RMOs), which means that a resident group provides services to the estate or block. Residents who live in these properties are advised to contact their RMO office in the first instance.

# Work Match

securing jobs  
for local  
people



Gillian secured a role at the new Debenhams in Wandsworth Town Centre

## Getting Wandsworth people into work

**The council's Work Match local recruitment team has now helped more than 500 unemployed local people get into work and training – and you could be next!**

The friendly team can help you shape up your CV, prepare for interview and will match you with a job or training vacancy which meets your requirements.

They can match you with jobs, apprenticeships, work experience placements and training courses leading to full time employment.

They recruit for dozens of local employers including shops, architects, professional services, administration, beauticians, engineering companies, construction companies, supermarkets, security firms, logistics firms and many more besides.

Work Match only help Wandsworth residents into work and it's completely free to use their service. Get in touch today!

[www.wandsworthworkmatch.org](http://www.wandsworthworkmatch.org)

[wandsworthworkmatch@wandsworth.gov.uk](mailto:wandsworthworkmatch@wandsworth.gov.uk)

(020) 8871 5191



Sarah was matched with a job on Ballymore's Embassy Gardens development in Nine Elms



Sheneiqua now works for Wandsworth Council's HR department.



Marc Evans secured a role at Astins Dry Lining