

Home life



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recognised at
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Do it online

There are a range of housing services and information available on our website wandsworth.gov.uk/housing

Apply for housing and transfers

wandsworth.gov.uk/hcs/housingoptions

Report a repair to a council property

wandsworth.gov.uk/repairs

Report a waste problem

wandsworth.gov.uk/waste

Report graffiti

wandsworth.gov.uk/graffiti

Pay your council tax

wandsworth.gov.uk/paycounciltax

Pay your rent

wandsworth.gov.uk/rents

Other payments

wandsworth.gov.uk/payments

Talk to us online

weekly e-newsletter

wandsworth.gov.uk/e-news



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



twitter.com/wandbc

Report It app



Wandsworth Report It

makes it easier for anyone to report problems like flytipping, graffiti and other environmental issues. Search for the Wandsworth Report It app on the Apple, Android or Windows app store.

My Account

Create an account and you will only have to sign in once to access the main council services.

wandsworth.gov.uk/myaccount

Housing contacts

Housing Customer Centre

90 Putney Bridge Road,
London
SW18 1HR

Western Area Housing Office

38 Holybourne Avenue,
Roehampton
London
SW15 4JE

Housing hotline: 020 8871 6161

Housing Area Teams

Central: 020 8871 5333
Eastern: 020 8871 7439
Southern: 020 8871 7288
Western: 020 8871 5530

If you do not know your area team email:
hms@richmondandwandsworth.gov.uk

Wandsworth Emergency Control (housing emergencies, out of hours)

020 8871 7490

Home Ownership

housesales@wandsworth.gov.uk

Downsizing options

allocationteam@wandsworth.gov.uk

Landlords looking for tenants

privatelandlords@wandsworth.gov.uk

For breakdowns, leaks and servicing of heating/hot water systems speak to your gas contractor:

Battersea, Clapham and Central Wandsworth (or throughout the borough if your heating is supplied by a central communal boiler.)
[Smith and Byford Ltd](http://SmithandByfordLtd.com) 0800 028 0824

Putney, Roehampton and Tooting

T.Brown Group Ltd 0800 977 8472

To find out your gas contractor 020 8871 7040

Other council contacts

Adult social services

020 8871 7707

Births, Deaths, Marriages and Voting

020 8871 6120

Child social services

020 8871 6622

Environmental services (including pest control, private housing)

020 8871 6127

Finance (including council tax, benefits, rent, service charges)

020 8871 8081

To make a telephone payment
0800 021 7763

Parking and Streets

020 8871 8871

Rubbish, recycling and litter

020 8871 8558



Welcome to the Spring issue of Homelife.

I am proud to announce that Wandsworth Council has been recognised for its unique approach to animal welfare at the RSPCA Awards. We continue to lead the way with our pet friendly housing policies and are the only local authority in England and Wales to have achieved a Diamond Award for them. Find out more on page 4.

I am also delighted to introduce Mira Bar-Hillel, Wandsworth's new Tenants' Champion. The role has been created to advocate on behalf of people living in private rented housing and Mira will use her vast expertise as one of London's most experienced housing campaigners to provide advice on any disputes residents may have. See page 9.

There are important changes to our House Purchase Grant scheme, which will be considering applications in April 2019 with a new budget of £3.1 million. The hugely popular scheme can help first-time buyers purchase a home with financial support from the council. Further information can be found on page 5.

This issue will also celebrate our Civic Community Champions. These are Wandsworth residents who have gone above and beyond to support their local community. You can meet the winners on page 10.

I hope you enjoy this issue of Homelife. If you have any suggestions please contact me by email on hms@richmondandwandsworth.gov.uk

Cllr Kim Caddy
Cabinet Member for Housing

A housing offer for Wandsworth people

The council's new Housing and Homelessness Strategy: A Housing Offer for Wandsworth People 2019-2022 sets out how we will help our residents meet their housing needs and ambitions. The strategy follows five key themes, each of which plays an essential part in providing housing for the borough:

Building more homes

We are committed to increasing the range of housing available to meet the diverse needs of our residents, including social rent, low-cost home ownership and extra care housing. We will support the delivery of more than 15,800 new homes over the next five years, including 2,800 homes for local people, such as low-cost ownership and new council homes. We will build 1,000 new homes on council land prioritised for those living in the local area and aim for 60% of these to be affordable rent or low-cost home ownership.

Proud of our council housing

We will ensure that our estates are safe and enjoyable places to live with quality, energy efficient homes. We will continue a programme of fire safety works, including the recladding of Sudbury House and Castlemaine. We will also carry out a review of anti-social behaviour case management and modernise CCTV on council estates. We will work with a panel of residents to review how you can get involved in your community and decisions about your housing. We will empower our residents to have their say and ensure the wider resident voice is heard.

Improving standards for private renters

We will work to ensure high standards in private housing and take firm action with landlords where required. We will work proactively with owners of

private high-rise blocks and the London Fire Brigade to ensure fire safety standards are met in these blocks. Our council funded empty homes programme will encourage owners of empty homes to return these to use and provide emergency accommodation.

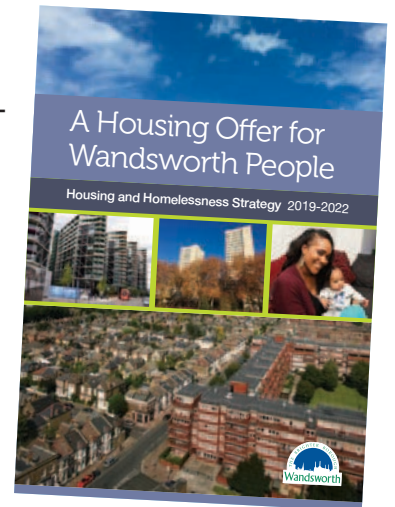
Tackling homelessness and rough sleeping

We will work with those who are homeless or threatened with homelessness to help them find accommodation at the earliest point. Our priority will be to help people remain in their home where suitable. We will support rough sleepers off the street by working closely with local organisations and we will bid for funding from central Government to meet targets to eliminate rough sleeping.

Supporting vulnerable residents

We will deliver a range of options to help and support more vulnerable residents, these will include the delivery of sheltered and supported housing schemes, as well as disability adaptations and telecare alarms. Our focus will be on helping residents live independently and safely in the most suitable accommodation.

View the new strategy at wandsworth.gov.uk/housingstrategy





Animal Welfare Manager Mark Callis collects the award with Cabinet Member for Housing Kim Caddy and Deputy Mayor Jane Cooper

Council win big at RSPCA awards

The council's Animal Welfare Service has received special recognition for its animal welfare policies at the RSPCA annual awards.

Since the RSPCA awards began, Wandsworth Council has consistently achieved the gold standard for both its stray dog policy and pet friendly housing policy. This year the council was awarded the Special Diamond PawPrints Award for both policies, making Wandsworth the only local authority in England and Wales to have a Diamond Award for its pet friendly housing policy and only one of three local authorities to achieve the Diamond Award for its stray dog policy. The council also won the Innovator of the Decade award for its microchip and registration scheme and its free neutering scheme.

The awards were received by Cabinet Member for Housing Councillor Kim Caddy and Deputy Mayor Councillor Jane Cooper, along with members of the Animal Welfare Service and the

Housing and Regeneration Department at a reception at the Royal Institute of Chartered Surveyors in London on 27 November 2018.

That same month Battersea Dogs and Cats Home published a report "Pet Friendly Properties" highlighting the council's balanced package of measures which ensures that while council tenants can enjoy the health and well-being benefits of dog ownership, there are systems in place to ensure dogs do not become a problem for other estate residents. The report hailed the council's pet-friendly policy to allow tenants to keep dogs as a model for other social housing, commenting that only one in four local councils in London allow all their tenants to do so. The report also commended Wandsworth for being the first council in the country to introduce a compulsory microchipping and registration scheme for its tenants' pets.

Wandsworth's Director of Housing and Regeneration Brian Reilly told the report's authors: "Wandsworth Council recognises the hugely positive impact that dogs and other pets can have within families and communities. We will

continue to innovate our housing policy on animals to ensure our approach is rooted around the welfare of the animal and the promotion of responsible pet ownership."

The council's Cabinet Member for Housing Cllr Kim Caddy added: "Ours is a common-sense approach that recognises the health and well-being benefits that owning a dog can bring to so many people, especially those who live alone. Our policy strikes the right balance between compassion and support for our tenants while at the same time ensuring responsible dog ownership."

Wandsworth's Animal Welfare Service (formally known as the Dog Control Service) began in 1987 to deal with the numerous problems with dogs on municipal housing estates. The compulsory micro-chipping scheme, introduced in 2009, has chipped 2,880 dogs and registered 8,000 dogs overall, meanwhile the council's neutering programme has neutered 300 dogs since it began in 2011. Year on year through robust enforcement operations and an effective education campaign, stray dog numbers have been reduced.

Home Ownership Team

Improving purchase options for council tenants



Council help to buy your first home

HOUSE PURCHASE GRANT SCHEME – IMPORTANT CHANGES

The council's House Purchase Grant scheme for 2018 has proven to be very popular with a total of 41 tenants successfully moving into new homes or in the process of moving with the aid of the House Purchase Grant. In April 2019, the scheme will open with a budget of £3.5 million and there are currently 115 tenants who have already registered their interest for 2019. Due to the limited funding available and the higher demand for the grant, the council has reviewed the scheme and has implemented some changes to target resources better to release family units which are in the greatest demand. This will increase the number of grants that can be offered within the budget available.

The changes to the scheme are identified below:

New maximum grant levels (for tenants who have at least three years tenancy)

| Bed Size: | Grant amount up to: |
|---------------------|---------------------|
| studio – one bed | £50,000 |
| two bed – three bed | £70,000 |
| four bed + | £80,000 |

The amount of grant a tenant could be eligible for will depend on the following:

- number of bedrooms in their current home
- length of their tenancy
- the outcome of a means tested financial appraisal

To be eligible for the maximum grant level you will need a minimum of three years secure tenancy; tenants with only two years tenancy will be eligible for a reduced grant amount which is still a sizable deposit to use towards the purchase of a new home. Tenants must pass a means tested financial appraisal to enable us to ensure that they need the grant to

use towards the purchase i.e. that they could not afford to purchase without the assistance of the grant and that they are able to sustain the repayments on a mortgage.

Bonus

There is no longer a bonus payment.

Grants used towards adaptations

The maximum grant available to use towards an adaptation will now be £60,000.

Grants used towards purchasing a property outside of the UK

The grant amount will now be fixed based on the exchange rate at the grant offer stage and will be subject to review before funds are released to the solicitor.

The House Purchase Grant can be used in a variety of different ways:

- 1 Buy a home anywhere in the UK or abroad (subject to maximum purchase price area limits).
- 2 Use the grant money towards adding accommodation (for example, an extension or loft conversion) to a family member's existing property within the UK.
- 3 Use the grant towards buying a shared ownership property within the UK (to qualify for this option your household income must be within the GLA income qualification criteria).

Tenants will need to have a minimum of two years tenancy, have a reasonable rent account and be willing to vacate their council property.

To find out more about the House Purchase Grant scheme and to register your interest please contact the Home Ownership Team using the contact details on page 6.

Home Ownership Team

Improving purchase options for council tenants



Right to Buy

Discount Increase CPI (Consumer Price Index)

As of 6 April 2019, Wandsworth tenants applying for the Right to Buy will benefit from an increase to the maximum discounts increase, in line with the percentage change in the CPI. The current maximum discount amount is £108,000 and will increase to £110,500 from April 2019. Please note that the discount increase will only apply to those applications received on or after the 6 April and will not apply to applications received before that date.

If you are a tenant and wish to purchase the home in which you live you can do this by submitting a Right to Buy application form (RTB1).

You will have the Right to Buy if:

- you have been a secure tenant for more than three years and;
- your home is your only or principal home and is self-contained.

You cannot buy your home if a court makes a possession order which says that you must leave your home. Neither can you buy your home if you are an undischarged bankrupt or have a bankruptcy petition pending against you. You may be able to exercise the Right to Buy jointly with members of your family who have lived with you for the past 12 months, or with someone who is a joint tenant with you.

Tenants who require more information about the Right to Buy should contact the Home Ownership Team who will be able to guide them through the process.

Right to Part Buy

Right to Part Buy is a voluntary sales scheme launched by the Wandsworth Home Ownership Team in January 2017.

This unique scheme enables eligible council tenants who qualify for the Right to Buy (but are unable to afford to purchase their council home outright) to buy a share of their property with the added benefit of receiving an apportioned discount equal to the share purchased and pay a low rent on the remaining share.

To be eligible for the scheme you must:

- be a secure tenant;
- have at least three years tenancy;
- not have received Housing Benefit 12 months prior to the application and;
- pass an affordability test

Tenants will be able to purchase a minimum initial share of 25% or 50% and in the future can buy additional shares and possibly own their home outright.

For the financial year to date, six applicants successfully purchased a share of their property via the scheme.

For more information about any of the above schemes please contact a member of the Home Ownership Team via:

Email: housesales@wandsworth.gov.uk or

Web: www.wandsworth.gov.uk/homeownership

Telephone: 020 8871 6061

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

020 8871 6161
housesales@wandsworth.gov.uk
wandsworth.gov.uk/homeownership



Shared ownership developments

Shared ownership is a part-buy, part-rent scheme that gives first time buyers who live or work in Wandsworth the opportunity to buy a home in manageable stages.



Prince of Wales Drive, SW11 - Clarion Housing

37 modern units, a combination of one, two and three beds, will be available soon in a highly-sought after location within walking distance of Battersea Park and featuring new, beautifully landscaped public gardens.

Please contact Clarion Housing on Shared.Ownership@myclarionhousing.com or call 0300 100 0303

Resale properties

Resale shared ownership units are previously sold units where the shared owner is moving on. A total of 19 were sold in Wandsworth from April to November 2018 at sites such as Orbis Wharf in Battersea and Blyton Court in Tooting, SW17. They are available to those who live or work in Wandsworth.

Applicants need to register with the Home Ownership Team, and will typically be notified by email, letter or text message once a Housing Provider is ready to market a resale so long as they meet the minimum income and savings requirements for that specific property.

Wandsworth Exchange, SW18 - L & Q

Wandsworth Exchange is comprised of a mix of 21 one and two bed shared ownership apartments situated very close to Southside shopping centre with its restaurants and leisure facilities. There are also very good transport links, with the site being located within walking distance of Wandsworth Town rail station and with London Waterloo and the Embankment only 15 minutes away by train. For further information, you can contact the sales team on 0300 456 9997 or check the website lqpricedin.co.uk/properties/wandsworth

Heathfield Square, SW18- Optivo

18 brand new properties will be available shortly. This well located scheme is unique in that it offers one, two, three and four-bed properties for low prices in the locality of Wandsworth Common with great transport links into central London. For further details, please contact Optivo on 0800 012 1442 or email sales@optivo.org.uk

NOTE:

Wandsworth council tenants with over two years tenancy can use the House Purchase Grant towards buying a shared ownership property. To find out more please contact a member of the Home Ownership Team on 020 8871 6161 or email them at: housesales@wandsworth.gov.uk.

Wandsworth Arts Fringe to celebrate its ten year anniversary

The annual festival returns in May for two weeks of family friendly fun.

Every year, those living in and visiting the borough of Wandsworth are treated to an eclectic mix of arts and culture, including street performances, exhibitions, comedy, theatre, music, dance and everything in between.

However, this year is extra special because it is the festival's ten year anniversary. To celebrate, children from across Wandsworth have been invited to design the front cover for Wandsworth Arts Fringe's (WAF) family guide. The guide will be distributed across the borough and will feature all the family-friendly events happening during the festival.

WAF is brought to you by Wandsworth Council, forming part of their arts and culture programme which aims to develop these industries throughout the borough. The festival receives funding from Wandsworth Council, Arts Council England and Southside Shopping Centre. WAF is Organised by Enable Leisure and Culture.



Resident poet, Rick Dove, performing for the Big Red Poetry Tour on the Henry Prince Estate at last year's WAF

Wandsworth Arts Fringe will take place from 3-19 May.

FREE ENTRY - FREE ADVICE - FREE WORKSHOPS

EMPLOY WANDSWORTH 2019

VISIT THE WANDSWORTH
JOBS FAIR

Friday 26 April
10am-3pm

Civic Suite
Wandsworth High Street
London, SW18 2PU



Book your place at:
www.employwandsworth.org

Wandsworth Work Match will be hosting its 4th annual jobs fair on Friday 26 April 2019.

You will have the opportunity to meet with local businesses such as leading national retailers, construction contractors, hospitality companies and many more who are all recruiting within the Wandsworth borough.

Exclusive to Employ Wandsworth 2019 we will have a range of interactive workshops, supported by the Google Digital Garage.

Also attending will be local employment support organisations able to give advice on apprenticeships, specialist training, career development and business start-up.

Visit if you are:

- Living in the borough of Wandsworth
- Currently in education or training
- Looking to find work closer to home
- Seeking employment from entry to professional level

Pre-booking is essential for fast-track entry



Welcome Mira Bar-Hillel Wandsworth's new Tenants' Champion



Wandsworth Council has appointed a Tenants' Champion to represent those living in private rented and housing association accommodation across the borough.

Mira can support tenants with matters such as unfair eviction notices, establishing who is responsible for routine repairs and maintenance, failure of landlords/ agents to respond to reasonable requests and antagonistic behavior towards tenants. Mira was the property correspondent of the Evening Standard for more than 30 years and has a huge wealth of knowledge and expertise as one of London's most experienced housing campaigners.

Mira said: "My personal mission is that private sector tenants in Wandsworth, including those in housing associations, have the accommodation that they are paying for and that it is safe, secure and decent. Private sector tenants should not be

expected to live with major disruptions to their daily lives like leaky pipes, mould, broken boilers and showers, and toilets that don't flush.

"I can help provide advice including which section of Wandsworth Council can help you as the situation requires. I can also pick up the phone and crack the whip and there are legal measures that can be taken against landlords and agents if necessary. I intend to roll up my sleeves and work tirelessly to resolve the problems of local people living in the private rented sector within the existing legal framework – while campaigning to improve it to their benefit."

Cabinet Member for Housing, Cllr Kim Caddy, said: "This is a role we've created to help support our tenants when they have any concerns or issues and we are absolutely delighted to have Mira on board as our tenants' champion. During her career she has continually stood up for tenants' rights including a campaign which resulted in legislation enabling millions of leaseholders to fight back against rogue landlords and agents. She will bring her vast experience and passion to Wandsworth.

To contact the Tenants' Champion email tenantschampion@wandsworth.gov.uk.

Want to design and live in your own home?

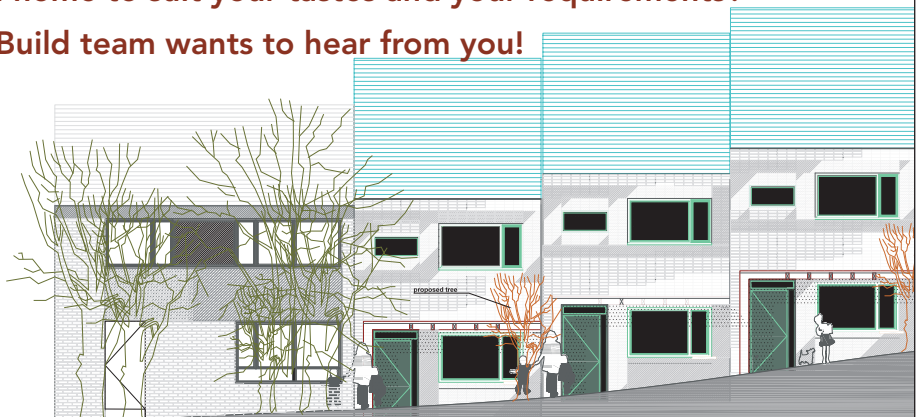


Do you want to design your own home to suit your tastes and your requirements?

Then the council's Resident Self Build team wants to hear from you!

Wandsworth Council have identified a site near Southfields tube station and Wimbledon Common which has been set aside specifically for a series of two-bedroom Resident Self Build houses.

This is your chance to work with us to design and create your own home.



Interested?

Contact the Home Ownership Team:
020 8871 6161
housesales@wandsworth.gov.uk





Housing Community Champions

The people who selflessly give up their time to help their local community were recognised at a special awards ceremony at the Civic Suite.

Community champions who contribute to Wandsworth life with their work across the borough were presented with seven Wandsworth Civic Awards.

The Mayor of Wandsworth hosted the annual award ceremony, which shines a spotlight on residents who aspire to help others and whose efforts often go unsung in supporting local charities and strengthening their neighbourhoods.

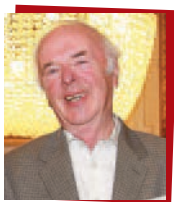
Wandsworth Mayor, Cllr Piers McCausland, said: "The Civic Awards give us the opportunity to recognise the many community champions that work so tirelessly all around the borough - those people who give so much to Wandsworth and often for so little in return. All of us in Wandsworth are deeply grateful to each and every one of our winners."



The 2018 Housing Community Champions were:

Trevor Grubb

Trevor Grubb has devoted many years to working with disadvantaged young people throughout Wandsworth.

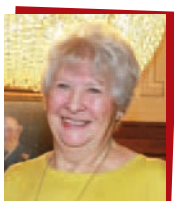


As a volunteer with the Wandsworth Youth Offending Team for more than 16 years Trevor has worked with literally hundreds of young people - aged between 10 and 17 - helping to improve their lives.

He has made an immense contribution to making Wandsworth a safer and better place to live and work and has shown incredible commitment in supporting young people who really need help the most.

Teresa Reeve

For 25 years Teresa has given up her free time as an unpaid volunteer to work for the Work and Play Scrapstore - a charity who provide arts and crafts materials for schools, nurseries, charities and other community organisations. She supports and helps train new volunteers and has been a guiding light for the charity that is so reliant on its volunteers. Teresa is someone who has been described as prepared to do anything that's required; no job is too small for her and it's always done with a smile.



Steve Whitmore

Steve has been volunteering in Wandsworth now for more than 28 years. As a Special Constable for the Metropolitan Police Service he founded 'Books in the Nick' which provides free books for young people in custody that they are allowed to keep. This project has so far provided 8,000 books to all the Met's 43 custody suites - including 500 books in Wandsworth alone. For some of these young people, who can often spend up to 11 hours in custody, it is the first book they have ever owned.



Lilias Gillies

Lilias has been the driving force behind the Wandsworth Older People's Forum and Network for more than two decades. Her determination to both listen to older people and then to articulate their needs to local decision makers is indomitable, and she is widely known as embodying the Voice of Older People. Lilias works incredibly hard to ensure older people in Wandsworth are properly represented, continues to take on new challenges and remains committed on doing the best she can for Wandsworth's older residents.



Ayan Yusuf

As an active member of the Wandsworth community since the early 2000s, Ayan has worked for many years with the Association of Somali Women and Children. This year she organised a successful multi-faith and cultural Iftar Event in Wandsworth, bringing lots of people together from all walks of life. In her work she strives to help solve problems for Somalian women and their children, including providing support to families with children who have autism. Ayan puts a huge amount of effort into everything she does for Wandsworth and is a popular and inspirational community leader.



Georgina Ivor

Georgina has been a resident of Balham since 1984 and over the last 30 years has made a huge contribution to the area. She became aware of the problems facing local businesses, leading her to join the Balham Town Centre Partnership. Georgina used her knowledge, skills and lobbying powers to promote Balham and the Partnership Board, culminating in the successful application to the Mayor of London's Outer London Fund. Under her watch the area has undergone massive regeneration which has turned Balham into one of the most desirable places to live in London.



Wandsworth Shopmobility volunteers

Shopmobility is an outstanding charity that makes a huge difference to the Wandsworth community. It loans wheelchairs and electric scooters to people with mobility problems, and also runs a dedicated door-to-door shopping shuttle to get its members to and from Wandsworth Town Centre. The volunteers help passengers on and off the minibuses, push them around in their wheelchairs and carry their shopping. But they also give a lot more. Many Shopmobility passengers are socially isolated and lonely and get tremendous benefit from having a regular volunteer to help them get out and about, become their friend and listen to their problems.

Judith Lawton

A special posthumous award was given to Judith Lawton, an artist and illustrator who sadly died very recently, who worked for many years with lots of different charities and community groups across the borough and beyond, selflessly giving up her time to make Wandsworth a better place.



Her involvement in the Summerstown 182 community history project took the concepts of 'remembrance' and 'commemoration' to a new audience, interpreting them in an imaginative and creative way, capturing the interest of many across the local community. Her work, including 'Stripes of Peace', an illustrated 'trail map' and a stunning 1914-1918 timeline, are permanent and poignant reminders of her contribution to the project.

Judith's award was accepted by her daughter Eleanor Lawton.



The enthusiastic novice gardeners are all ears while urban orchardist Lewis McNeill demonstrates

Orchard returns to Edgecombe

In 2018, The Orchard Project set out to plant a new community orchard in the Edgecombe Hall estate.

With the support of Resident Participation Officer Jo Baxter, who secured permission from the council's Arboricultural Team, and after several onsite meetings with the Edgecombe Hall Residents Association, planting began in February 2019. Jelena Dragovic, Secretary of Edgecombe Hall Residents Association, relives their journey below.

"Once upon a time there was a big orchard on Edgecombe Hall estate, but in the 1960s it had to make space for 400 new dwellings. From that orchard, we only had four trees left; three pears and one damson. Some of us had a dream of reviving a part of our estate's former orchard glory. We were inspired by the 'Adopt a Tree' project, where families would adopt a tree(s) and take care of them. We were driven by a concern that urban people are estranged from nature; it can be as rare to see a child playing outside as it is to see a rainbow.

"We were lucky to meet Martin Cobley, the Community Champion from Wendelsworth Residents' Association, who put us in contact with Ryan and Lewis from The Orchard Project charity. That's where the adventure began!

"We invited people from the estate and wider community to

come and help plant fruit trees to create a new community orchard which would provide a habitat for nature and free, fresh fruit for all. We would plant traditional English varieties of fruit such as mulberry, walnut, apple, pear, cherry, sour cherry, and some overseas species such as Serbian quince, apricot, fig, almond and pomegranate.

"On planting day it seemed the sky was supporting our adventure, as the wind and rain stopped and the sun came out. The turnout was extraordinary. There were 77 adults and children, including 51 members of Ahmadiyya Muslims community. We were lucky to get a hand from people outside of the estate as well, the true altruists and lovers of nature. It was inspiring to see several generations working together; the youngest gardener was just 10 months old and the oldest 90 years! It was an amazing feeling to experience such community spirit and celebrate diversity and inclusion with friendly people and roots from all over the world.

"There is an old tradition in many cultures to plant a tree when a baby is born. Encouraged by the success of this project we are hoping that we can start with another one: a new tree for every new baby on the estate!

The project was supported by funds and expert advice from The Orchard Project, and we were very lucky to be zealously supported by our Resident Participation Officer Jo Baxter, who always responded to our infinite queries."



Alton Estate Regeneration Update

The Western Area Housing Office will be moving into the Roehampton Parish Hall

The regeneration of the Alton area will deliver a new community building containing an enhanced library, a community hall, a café, a doctor's surgery and new youth facilities.

To enable this to happen the Western Area Housing Team will be temporarily moving out of their current office on Holybourne Avenue into the Roehampton Parish Hall (at the junction between Roehampton Lane and Alton Road). This will allow Western Area Housing Office to be demolished and construction of the new community building to begin.

The Parish Hall has been undergoing refurbishment so that it can accommodate the Western Area Housing Team and the Regeneration Team. The Parish Hall will have a new reception area, consultation rooms, meeting space and desks for over forty members of staff.

Speaking about the new offices Danny Edwards, Head of the Western Area Housing Team, has said: "We are very excited to be moving to our new offices at the Parish Hall. We have seen the plans and they will be a welcome improvement on our current offices, and we are looking forward to moving in with our colleagues from the Regeneration Team!"

It is planned that the new office will be open soon and the council will contact all tenants in the area to confirm the precise date as soon as possible.

If you have any questions about the move or would like to learn more about the regeneration please contact the Regeneration Team at roehampton@richmondandwandsworth.gov.uk or on 020 8871 6207.



We want to hear your views!

The council is reviewing how you can get involved in decisions about your housing.

As someone who lives in a council managed property, we'd like to hear your views on resident involvement.

As part of the council's commitment to involving and consulting with residents. It will also provide an opportunity to look at the way the council communicates with you and how we can better empower the voice of our residents. Each month, the panel will consider a different topic including satisfaction surveys, residents' associations and formal consultation meetings.

For updates, feedback and the opportunity to let us know what you think visit: wandsworth.gov.uk/getinvolvedhousing

Your resident participation team

There are a variety of ways to get involved in your community and decisions about your housing.



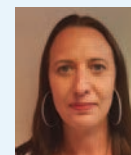
Foday Kamara
southern team
(020) 8871 8639
fkamara@wandsworth.gov.uk



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



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



Sarah Stevens
western team
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'Together' on the Doddington and Rollo estate

On Saturday 12 January the Doddington and Rollo Estate in Battersea welcomed over 700 visitors to a community event held in partnership with the Metropolitan Police Service.

The event, which was supported by Wandsworth Radio, showcased numerous exhibitors including local businesses, charities and local authority partnerships.

Visitors, young and old, engaged in a range of activities including boxing and cycling, and had the opportunity to meet with local services offering support across the borough, such as Carney's Community and Yvonne Carr Children's Centre.

Representatives from Wandsworth Council's pioneering service WorkMatch, which helps match out of work local people with new jobs in the borough, were also on hand to talk to visitors about their career prospects.

There was also the opportunity to meet some of Wandsworth's emergency services, including the local London Fire Brigade, Battersea Safer Neighbourhood Team, the Mounted Branch... and of course their horses!



#MyWandsworth - keep your borough clean and tidy

Our street cleaners, road sweepers, rubbish collectors and enforcement officers work 24/7 to make sure our neighbourhoods are clean and litter free.

Although our enforcement teams crack down hard on people who fly-tip and litter, over the 2018/19 financial year we still expect to collect around 4,200 tons of bulk rubbish from the borough.

Littered streets and fly-tips are both an unattractive addition to the borough and bad for the environment. Furthermore, the costs needed to manage them are reflected in our service charge.

Please pick up your litter.

I'm proud of
#MyWANDSWORTH

The council has launched the **#MyWandsworth** campaign to raise awareness about keeping the borough clean and tidy, whilst celebrating what's best about Wandsworth.

You can get involved in community clean-ups, poster competitions and recycling workshops, learning about the negative effects of littering and how to clear your rubbish the right way.

To find out how you can contribute to a visit our website:

wandsworth.gov.uk/mywandsworth

Fly-tipping

The council wants to prosecute fly tippers. If you have any information that could help us to identify those responsible, please contact us:

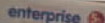
Call: 020 8871 6864

Email: hms@richmondandwandsworth.gov.uk

Any information can be given anonymously with the strictest confidentiality.



1-1 Business advice clinics



Creative Enterprise workshop

Wandsworth Enterprise Month

Wandsworth Enterprise Month, an extension of Enterprise Week, takes place 4 – 29 March 2019 across the borough.

The council’s flagship business event features an exciting programme of informative seminars and talks, networking opportunities, masterclasses and one-to-one clinics designed to help aspiring entrepreneurs and established business owners start or grow their existing business.

Food enterprise, digital marketing, PR, social media, creative enterprise, youth, exporting and women’s enterprise and start-ups are just a few of the topics being covered this year.

Highlight events include: ‘Start-up Wandsworth’; ‘Women’s Enterprise Day’; ‘How to get media coverage on a budget’; and ‘How to scale up your food business’. The exciting roster of speakers include: Renée Elliott, founder of Planet Organic; Trish Halpin, editor of Marie Claire; Henry C. Blanchard, Enterprise Nation; Jessica Huie MBE, author and entrepreneur; and Arminder Dhillon, founder of the Boot Buddy. Most events are free to attend, however a nominal charge applies to some events.

For more information and bookings, visit: wandsworthenterprisemonth.biz or call 020 8871 6807.



The ULEZ will apply in the congestion charge zone from April

Ultra-low emission zone update

With just under one month to go until the launch of the Mayor’s Ultra Low Emission Zone (ULEZ) in central London, motorists are being urged to plan ahead and check whether or not they will need to pay extra if they drive into town.

From April 8, the ULEZ will be introduced in the area covered by the existing central London congestion charge zone.

New exhaust emission standards will come into force affecting all vehicles that enter the zone. Those vehicles that don’t meet those standards will need to pay a daily charge - £12.50 for cars, vans and motorcycles and £100 for buses, coaches and lorries.

The congestion charge will be unchanged by the introduction of ULEZ and will continue to operate. The daily fee for non-exempt vehicles entering the charge zone will remain at £11.50.

Unlike the congestion charge which will continue Monday to Friday 7am to 6pm, the ULEZ will apply 24 hours a day, seven days a week.

Drivers can use TFL’s online checking tool to see if their vehicle will meet the ULEZ’s emissions standards. tfl.gov.uk/modes/driving/ultra-low-emission-zone/vrm-checker-ulez

The introduction of ULEZ is a central part of the Mayor’s plan to tackle London’s toxic air and address the severe health impact of poor air quality. In 2021 the Mayor plans to roll out the zone to cover a much larger part of the capital – including much of Wandsworth.

Macmillan 2018

Deborah Jordan, Sheltered Housing Officer said: "What a wonderful event we all had at our Macmillan Coffee Afternoon and with our cake sale, cake competition, which was won by Peggy Gilroy, and raffle. The tenants from the Lennox Sheltered Scheme managed to raise a total of £268.65 making this our best year to date.

"Special thanks to all that came to support this worthy cause. We would like to thank Jerry Smith and his team from Co-op Funeral care in Putney who gave their time in helping our day to be a great success. Their continuing support to us and the community is greatly appreciated."



Supporting the cause



Reassurance and peace of mind at the touch of a button

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FREE four week trial

To find out more about our push button response services contact:
 call: 020 8871 8198
 email: watch@wandsworth.gov.uk
www.wandsworth.gov.uk/watch






AD.1083 (2.19)

TeleCARE



Independence
for service users

24-hour reassurance
for carers

Phone: **(020) 8871 7707**
 Email: accessteam@wandsworth.gov.uk
www.wandsworth.gov.uk/telecare




AD.917 (5.15)



The Deputy Mayor Jane Cooper, joined the Men in Sheds team to unveil and launch the boat

Men in Sheds story

A documentary about Battersea Men in Sheds is now complete, telling the full story of the group's four-year boat building project.

A local community documentary filmmaker has been tracking the project which saw members of the group plan and build the boat. The video was unveiled at a launch at the Battersea Arts Centre in February.

Cabinet member for housing, Cllr Caddy said: "The Community Development Team do some great work helping people get out and socialise, and Men's Shed has proved to be a really popular and successful project. The video is a fascinating look at Men's Shed and what its members have achieved by working together."

Head of Supported Housing Services,

Tony Roberts, praised the excellent work of Community Development Co-ordinator's Elaine Curley and Simone Farr, with the support of Althorpe Mews Sheltered Housing Officer, Geoffrey Cox, in setting up this initiative. He described this as "amazing work that will continue to engage older men and some women to reduce the adverse effects of isolation, improve health, wellbeing and improve social integration."

Anyone interested in finding out more about Battersea Men's Shed or any of the other projects run by the Community Development Team can contact Elaine Curley on ecurley@wandsworth.gov.uk.

An A-Chaired Taste lantern parade

Christmas on the Alton Estate got off to a festive start with traditional carols sung by Roehampton's finest choir, An A-choired Taste, at the estate's annual Lantern Parade.

The choir, led by the Community Development Team from Sheltered Housing Services, spread yuletide joy accompanied by local children, parents and residents.

The choir is open to anyone over 55 and meets at Minstead Gardens Sheltered Housing Clubroom on Mondays at 1.30pm. Please contact Simone Farr sfarr@wandsworth.gov.uk or Elaine Curley ecurley@wandsworth.gov.uk for more information.



An A-choired Taste

Fire Retardant Bedding

In the spring of 2017 the London Fire Brigade and Supported Housing Services jointly applied for funding to provide fire retardant bedding to vulnerable people who smoke to minimise the risk of fire within their home.

One tenant living in sheltered housing in central Wandsworth has already benefitted from this scheme and is living proof of how effective fire-retardant bedding can be. Within one week of receiving the bed-set that included a duvet, pillows, two sets of linen and a throw for his sofa, the tenant fell asleep whilst smoking in bed. Thankfully this resulted in only a small cigarette burn on the quilt cover and inside the quilt. Had the tenant been using his original bedding he might not have been alive today. He feels very lucky not to have suffered in a fire and is grateful for being encouraged by his Sheltered Housing Officer to have a referral of free fire retardant bedding and to the London Fire brigade for their life saving gift.

This initiative has been extended to any vulnerable person who is a smoker living in the borough and at risk of fire, upon application to the Supported Housing Services Team.



Are you an
under-occupying
council or housing
association tenant?



The **Moves and Mobility Scheme** could help you

We could offer you:

- Priority for a move to an area of your choice
- First choice of homes on new developments
- Help with removals and household goods
- Cash incentives of between £2,000 and £5,000
- Practical help throughout the move
- A spare bedroom if you vacate a property with two or more spare bedrooms
- Rehouse adult children separately if you vacate a large family-sized property

Speak to us today or phone **(020) 8871 7666**

Eligibility, terms and conditions apply.

www.wandsworth.gov.uk/housing



“ Free and alive again ” thanks to the Financial Inclusion Team

Mr Smith was referred to the council’s Financial Inclusion team because his rent arrears were over £5,900 and he had not engaged with the Rent Collection Service, despite their consistent efforts.

However, it was only after Mr Smith’s Estate Manager went to his home for a routine gas safety check, that the council started to understand why.

Mr Smith was very unwell and very thin, and admitted he was struggling to get food. He had been working but lost his job in 2016 due to ill health, and though he had initially signed on at the Job Centre, he missed his appointment due to ill health and did not notify them on time. After a couple of weeks of no contact with the Job Centre he was automatically signed off.

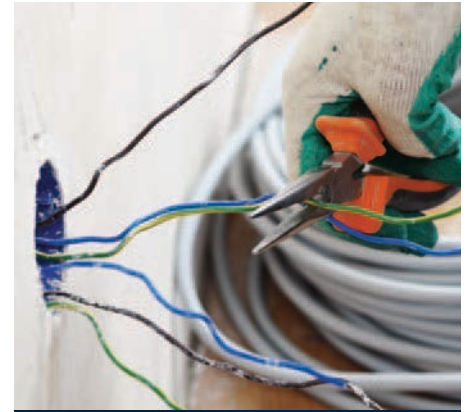
Sanela Cox, Financial Inclusion Team Manager, met with Mr Smith to offer practical help and support. She provided Mr Smith with a foodbank voucher and applied to Housing Benefits to have his account backdated and re-instated. The large backdate received nearly cleared his rent arrears. This was a huge weight off Mr Smith’s shoulders and he reported to be feeling “free and alive again”.

Sanela Cox then arranged an appointment with Wandsworth Jobcentre’s Partnership Manager Susan Andrew who along with Work Coach Team Leader Michelle Mason and Work Coach David Thornton, supported Mr Smith to make a new claim for Employment and Support Allowance. Within 24 hours, Mr Smith had just under £900 in his bank account.

The next day the Financial Inclusion team were welcomed with the news that Mr Smith had money in his account and had enjoyed a hearty breakfast of bacon, egg, sausage and beans. Mr Smith appeared much more positive and grateful for all those who had supported him. Mr Smith believes that if you find yourself in a difficult situation, you should actively look for help and not accept the situation as it is. More importantly, Mr Smith says, always accept help when it is offered.

If you have any issues relating to your benefits it is important to act immediately and contact your local Job Centre for initial help and support. They are now situated at: Wandsworth Jobcentre Plus, 29 Hardwick Square, Wandsworth High Street, Wandsworth, London, SW18 4LS.

You can also contact the Financial Inclusion Team at: financialinclusion@richmondandwandsworth.gov.uk or telephone: 020 8871 8780



UPDATE:

Service providers entering blocks

Recently, residents have raised concerns about service providers entering council blocks without authorisation and running cables, wires and pipes in the communal areas.

Despite being an eyesore, these can compromise compartmentation within our blocks.

Please be reminded that any services installed in council flats which require wires, cables or pipes being run though the communal areas of the block should have the agreement of the Estate Manager. It is the responsibility of the resident to present details and obtain permission for the installation.

The council is then able to monitor when contractors are working in our blocks, allowing us to agree routes and check what has been done.

Chill the Fridge Out campaign

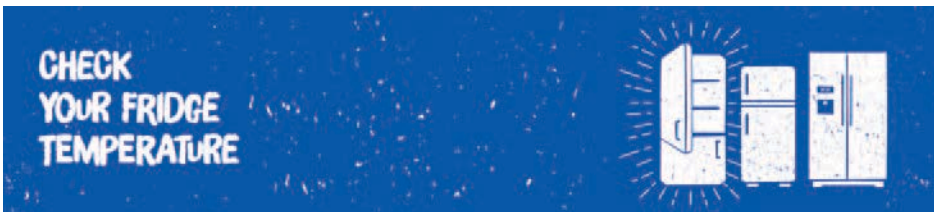


Did you know the equivalent of 3.1 million glasses of milk are poured down our kitchen sinks every day in the UK?

The Chill the Fridge Out campaign, which has been launched by Love Food Hate Waste in partnership with Wandsworth Council, aims to encourage people to keep milk in the fridge below five degrees to prolong its shelf life and reduce the amount that is wasted. If we set our fridges at the right temperature, milk and other food items can last up to three days longer.

The campaign website includes an innovative tool to show you how to set your fridge to the right temperature. It also tells you where best to store certain items to keep them fresh for longer, as some parts of the fridge are less cool than others.

For more information, check out the website below and unite in the food waste fight! www.lovefoodhatewaste.com/article/chill-fridge-out



Housing advice and options online

Simply fill out a form for a chance to find out instantly a range of housing options based on your current circumstances.
www.wandsworth.gov.uk/housingoptions

Report crime

If you see anyone suspicious please call the local police, Crimestoppers (anonymously) on 0800 555 111

Beat the cheats

You can report fraud and benefit cheats on
Freephone 0800 783 2263
Email: swlfp@wandsworth.gov.uk
Or the council's hotline
020 8871 8383

Report It App

You can now report issues directly to the housing department through the council's app!

This is a quick and easy way to tell us about any issues with cleaning, gardening and maintenance on your estate.

Report it in just three easy steps:

- 1 Choose your location**
- 2 Take a photo**
- 3 Choose the council housing estates category**

Once you've submitted your report, it will go straight to our dedicated estate services team to be dealt with.

Search for Wandsworth Report It on the Apple, Android or Windows app store

Find out more at www.wandsworth.gov.uk/reportitapp



Large print version

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