

Homelife

Issue 96
March 2023



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Useful contacts

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

Housing contacts

Housing Customer Centre

90 Putney Bridge Road London SW18 1HR

Western Area Housing Office

Roehampton Parish Hall, Alton Road,
London SW15 4LG

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

Joint Control Centre (formerly known as 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

Details of how to make a complaint are on our website at www.wandsworth.gov.uk/complaints

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

- For properties across the borough where heating is supplied by a **central communal boiler.**

Smith & Byford 020 8722 3431 or 0808 196 1791

CommercialServices@smithandbyford.com

- Battersea, Central Wandsworth and Earlsfield** with an individual domestic heating system.

PH Jones 020 3657 0304 or 0333 004 2333 [wbcrepairs@phjones.com](mailto:wbc repairs@phjones.com)

- Putney, Roehampton and Tooting** with an individual domestic heating system.

T Brown 0800 977 8472 or 020 8786 1244

repairs@tbrown.com

To find out your gas contractor 020 8871 7040

Housing Ombudsman

If you have made a complaint to your landlord and you feel your complaint is not being dealt with correctly, you can escalate your case to the Housing Ombudsman who will provide impartial advice and support to try and resolve the matter for all parties.

For The Housing Ombudsman can be contacted via:

Email: info@housing-ombudsman.org.uk

Telephone: 0300 111 3000

www.housing-ombudsman.org.uk

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

REPORT IT APP

You can 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 wandsworth.gov.uk/reportitapp



Welcome to the March issue of Homelife

It's been a busy start to 2023 and we are continuing to make changes to the way we deliver housing services and support our residents.



Providing much needed resource to our Area Housing teams

Since starting this role, I had noticed that our estate managers and area housing teams were starting to become over-stretched. They were responsible for between 900-1000 properties when the industry average was between 200-800. With a raft of new obligations being placed on councils and our desire to deliver a high quality service to residents, we have approved investment to hire more estate managers to the area teams. This is the first time the service has been expanded like this for 25 years and we hope residents will soon notice the difference (page 5).

The council no longer selling street properties

We have made a series of policy changes to seek to increase the supply of council homes, including recently announcing an ambitious target of building 1,000 homes for council rent and to expand our

property acquisition programme from 32 to 50 homes. We want to deliver as many new council homes as possible and we believe that the value of a house as a long term public asset is as important as its financial worth. This is why I am pleased to introduce a new council policy to stop selling off larger homes, unless there are exceptional circumstances (page 5).

Launching the Gardening Competition 2023

I am pleased to announce the launch of our new Gardening Competition for 2023, a competition we hope to do every year.

There are a number of different categories for our tenants and leaseholders to take part in, including Best Community Garden, Best Private Garden and Best Container/Balcony Garden. I will be judging alongside council experts, so be sure to start growing to be in with a chance of winning up to £100 in gardening vouchers (page 6).

In the community

Over the Christmas period there were lots of fun events across the borough. Events took place at the ROSE community clubroom (page 13), in all corners of the borough with the Jellyfish Theatre's performance 'Elves' (page 12), and on the Alton Estate (page 15 and 16).

Finally, I would like to take a moment to congratulate Senia Dedić, Barry Ballard and Joan Taylor for being recognised in the New Year Honours list (page 14). All three awardees have worked hard to make our borough a better place and to provide much needed support to our community, particularly during the Covid-19 pandemic.

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

Aydin Dikerdem
Cabinet Member for Housing

Council tax freeze for residents

Wandsworth Council is freezing council tax this year, to help in the Cost of Living crisis.

Residents will pay the lowest average council tax in the country. Freezing the main element of council tax is a key part of the council's plan to deliver a fairer, compassionate, more sustainable borough.

The council has launched the biggest cost of living response in London, with a £5 million fund to help residents with soaring bills. This work includes:

- Free school uniforms for hard-pressed families, activities for young people and meals for children in the school holidays.

- Free swimming and gym sessions for families who receive universal credit or free school meals.
- Libraries and children's centres became welcoming Warm Spaces over the winter months.

There will be an increase of 2% in the social care levy, to support the NHS and care for our most vulnerable residents.

Wandsworth is a fantastic place to live. This freeze will help keep Wandsworth special and make sure all residents can share the fantastic opportunities the borough provides.





Improving sustainability on our estates

You may have seen our Horticultural Services team out and about on our estates or helping to set up community gardens.

Here is just some of the things the team are doing to be more sustainable:

- By specifying only peat-free compost we are helping to prevent the destruction of peat bogs, which are an important carbon capturing habitat.
- Using only sustainably sourced timber ensures all wood we use is always from a renewable source and does not contribute to deforestation.
- Adapting to the warmer and dryer summers by using drought-tolerant species where possible in new planting schemes.
- Helping provide a food source for important pollinators such as bees with our species friendly planting schemes.
- Turned over a hectare of amenity lawn into wildflower meadows to provide food and habitat to a range of insects and other wildlife.

Bulb planting programme keeps growing

With spring having sprung, heralding the beginning of the growing season, residents around the borough have another 110,000 daffodils to enjoy following autumn planting in 2022. Using a mix of species ensures a long period of bright yellow flowers, and as daffodils are perennial plants, they grow back year after year.

By using a mechanical planting machine, it has been possible to plant over half a million spring bulbs since 2019, and there are plans to continue adding more flower power to the communal gardens in the coming years.

For more information

Residents can seek more information from our team, enquire how to set up or get involved in community gardens, and nominate large lawns that are not yet planted by contacting the Horticultural Services Manager via email to ian.harrison@richmondandwandsworth.gov.uk, or by telephone on 020 8871 7900.



Residents on council waiting lists to benefit from new initiative

There are more than 3,000 people currently on council waiting lists and those who have specific requirements for larger houses, or homes with private gardens or ground floor access, will be helped by this new policy.

Previously, when these houses became vacant they were sold at auction. Over 290 properties were sold like this between 2015 and 2022.

The new change means that the council:

- will no longer sell off larger homes, unless there are exceptional circumstances
- will retain current homes, a majority of which are larger houses
- be able to provide more council tenants with suitable properties, often with garden access

Aydin Dikerdem, Cabinet Member for Housing, said: "This important change means that the council will hold on to quality, larger houses with gardens or ground floor access, which typically meets the needs of larger families, or individuals with specific health requirements."



Photo: DGLimages



Increased resource to area housing teams

Additional resources to our area housing teams to provide an increased service to our residents.

The four area housing teams provide a comprehensive repairs and management service, with each team managing around a quarter, some 7,500 homes. Additional resource will enable us to be more pro-active in dealing with housing management issues.

The estate manager resource within the area teams has been expanded to allow for a reduction in patch sizes. In addition to this, an additional administrative officer has been created within the building maintenance teams.

These changes will improve resilience and officer visibility, and improve the service provided to residents. Increasing the staffing levels allows more time for training and the move towards the greater professionalisation of housing management roles.



Introducing the Fitzhugh Grove community garden

We spoke with Karly Olsen- Haveland, chair of the Fitzhugh Grove Residents Association (RA), to discuss their community garden.

Can you tell us a little bit about the Fitzhugh Grove community garden?

The community garden is set on the Fitzhugh Grove estate - close to the boundary wall with Wandsworth Common and Muir Drive. Looking at old photographs, it appears we chose an area that was part of the kitchen garden for the Royal Victoria Patriotic Building. The garden was created at the end of January 2022 and we started gardening in March 2022.

We grow flowers, fruit and vegetables. We have also started an orchard between two of the blocks on the estate. The thinking behind that was that in the 1950s when the estate was built, apple and pear trees were planted and a couple survived. Orchards in London have been declining and there is a push to create more so we have joined the Orchard Project to support the development of our own orchard.

What have you got planned for the garden this year?

We've started growing winter vegetables and planted spring bulbs, with more vegetables to be planted in spring. We have thought about starting cooking classes using our own produce, hopefully in Spring and Summer. We've also discussed having yoga and fitness sessions in the garden when the weather gets better.

Who and how can residents get involved?

Everyone who lives on the estate can get involved. People can email our RA to join. The garden group has a WhatsApp group where we share information, ideas and pictures.

What are you proud of?

We formally opened the garden and orchard, on the Platinum Jubilee weekend with Aydin Dikerdem, Cabinet Member for Housing, and Cllr Angela



Gardening competition 2023

Has your garden got what it takes to stand out from the rest? Have you got big plans for your community garden this year? Is your balcony greener than your neighbours?

If so, you could be in for a chance of winning £100 in vouchers.

The council's 2023 Gardening Competition launches this month, with submissions closing on the 1 September 2023. Shortlisting and judging will take place in September, with the winners announced in the December edition of Homelife. The competition is open to all our council residents.

Judging criteria

Judges will include both councillors and council officers, who will be considering design and presentation, use of space, variety of plants, cleanliness, health of the garden, and sustainable gardening practises.

Categories

- Best Community Garden
- Best Private Garden
- Best Container/Balcony Garden

Prize breakdown

- 1st Prize - £100 in gardening vouchers
- 2nd Prize – £50 in gardening vouchers
- 3rd Prize - £25 in gardening vouchers

Prizes will be for each category.

How to enter

To enter, submit photos of your garden by 1st September 2023 by emailing housinggardeningcompetition@wandsworth.gov.uk.

Good luck!



Graham. We are very proud of what we've achieved in under a year.

In addition to the raised beds that the council supplied (recycled plastic lumber, guaranteed to last about 30 years), we created no dig borders, a way not to disturb the ecosystem. We put down cardboard that we didn't put in the recycling bins, covered them with compost and put in border edging to retain the soil in the borders.

The plants' root system work their way through the cardboard (which turns into compost) into the ground without disturbing the soil. We have set up our own composting system and hopefully we might have some good quality compost by March 2023, albeit not enough for the whole garden - yet!

From a social point of view, the garden has created a focal point for people to meet. Those that have got involved have developed and deepened friendships with neighbours.

A great deal of thanks goes to Ian Harrison, Horticultural Services Manager, and Foday Kamara, Resident Participation Officer, at the council who have supported us.



Open the door Home Ownership

Open the door to your first home!

If you live or work in Wandsworth and you earn up to a maximum household income of £90,000, speak with Wandsworth's Home Ownership Team and find out about the affordable housing options that are available.

These options include schemes such as:

- ➡ **Shared Ownership** - where you can part buy/part rent
- ➡ **Intermediate Rent** - where you can benefit from a discounted rent

AND schemes specifically for council tenants such as:

- ➡ **House Purchase Grants** - where you can use a grant to vacate your tenanted property and buy another on the open market
 - Grants of up to £120,000

All schemes are subject to eligibility

For information call **(020) 8871 6161**





Council scheme helps tenants to buy their own home

Wandsworth Council tenants have taken advantage of a scheme that enables them to purchase a home, in exchange for vacating their council property.

Tariq had been a council tenant for seven years, but with the help of the House Purchase Grant, he was able to buy a home for his family.

Tariq said:

"I am sure if more people would know about this scheme there would be more applicants, this is a great scheme to improve people's lives significantly."

Since it was introduced in 1991 around 1,571 council tenants have taken advantage of the scheme. However, unlike Right to Buy, residents purchasing a property through the scheme allows the council to retain its stock and free up homes for re-letting to those with priority on the Council's Housing Register.

Tariq added:

"Without exaggeration this experience has changed my life. Looking back at when I received the council flat this eventually

changed everything and has led to me owning a house which I never would have achieved without the help of the HPG Team. The Team has gone beyond their call to make this happen for me my family and I thank you from the bottom of our hearts."

- The House Purchase Grant (HPG) can provide up to £120,000 towards buying a home on the open market (subject to a means tested financial appraisal).
- Council tenants with more than two years tenancy may be eligible.
- The grant can also be used towards purchasing a share of a shared ownership property (part rent part buy) or towards adapting a family members' home within the UK to enable the tenant to move in.

More information can be found at:

[wandsworth.gov.uk/eligibility-for-a-house-purchase-grant](https://www.wandsworth.gov.uk/eligibility-for-a-house-purchase-grant)

FIRE SAFETY UPDATE



Responding to building safety

You may notice a few changes to your council estates over the next few months as we work to implement new fire safety legislation.

This means if you live in a block with more than seven storeys you will have seen new property information boxes in communal areas. The boxes contain useful information such as building plans that can be used by the fire brigade if there is a fire in your block.

In addition, you may notice new signage on your communal stairs which will be visible in low lighting to help direct the fire brigade to the correct flats.

Our new building safety inspection team

We'd like to introduce our new building safety inspection team. They are responsible for health and safety inspections, and dealing with actions arising from new legislation as a response to the Grenfell Tower fire.

In the future you may see our team, pictured right, on our estates carrying out a range of health and safety inspections and tasks, including fire safety inspections, asbestos checks, tank room inspections and water sampling.

The team provides an essential service to make sure buildings are safe. This includes ensuring water quality is maintained to a good standard through tank room inspections and water sampling, inspecting the dry riser outlets which the fire brigade would use in the event of a fire, and checking residents front doors to ensure they are to the correct fire standard.

The newly established team are currently updating new fire risk assessments and implementing recommendations, such as upgrading fire doors and ensuring communal areas are kept free from rubbish and are accessible.



Downsizing A HOME THAT FITS



Are you a council tenant with one or more spare rooms?

Have you thought about downsizing?

Downsizing is when you move to a smaller home than the one you currently have. You might already be thinking about this for a variety of reasons:

- to reduce your bills
- to have a home that's easier to maintain
- for health reasons
- for a change in lifestyle
- because your children have grown up and moved out
- change in your personal circumstances

Whatever the reason, we can help match you to a home that fits your lifestyle and needs.

Are you eligible?

The Downsizing scheme is open to anyone living in a council property with one or more spare bedrooms who want to move to a smaller property.

If you are aged 55 or over, you can also choose to downsize to retirement accommodation.

We offer a range of incentives to help you to make the move. Including up to £5,000, priority moves into some of our newly built homes, help with removal costs and much more.

Want to know more?

For more information the Downsizing team answer any of your questions. If you want to downsize, the team will assist with finding the best property match for you and organising financial incentive payments.

Visit wandsworth.gov.uk/downsize-your-council-home for more information.

Contact the team on **020 8871 6161** or downsizing@wandsworthandrichmond.gov.uk

'Elves' a success for the whole family

'Elves', a fun and inclusive family theatre show by Jellyfish Theatre popped up all over Wandsworth in December 2022.

Clubrooms and community centres across the borough were transformed into theatres for a day and over 500 children and their family and friends came along to enjoy a free live performance together.

'Elves' is a new adaptation of 'The Elves and the Shoemaker', created by Jellyfish theatre and performed by actors Laide Sonola, Charlie Nobel, and actor/musician Charlie Ferguson, who also composed the original music.

Sarah Simpson, Artistic Director of Jellyfish says:

"We've been working together with council officers and residents to find suitable venues and publicise the shows. We're always on the lookout for new spots to bring our indoor and outdoor performances, and for residents to help us spread the word about our work. As a mum myself, I recognise how important it is to find fun free activities for the kids right on your doorstep."

Jellyfish are planning more fun free creative activities for Wandsworth residents in 2023. To find out more go to jellyfishtheatre.com or email info@jellyfishtheatre.com

The 'Elves' free performances in Wandsworth were made possible by Wandsworth Council.

The children in the audience were clearly enjoying themselves, so we asked some of the adults in the audience what they thought:

“It was amazing. I was a child again!”

“Loved the live music. The saxophone and the guitar were a highlight.”

“Really interactive and creative; I enjoyed the story.”





Activities and jobs advice at revamped ROSE clubroom

The ROSE community clubroom, Nine Elms, now has even more services for residents living in the Patmore Co-operative, Savona estate and Carey Gardens Co-operative.



The ROSE recently reopened after refurbishment thanks to investment from construction firm MACE and partners, who are working on nearby sites, together with work experience students from South Thames College. Opening just in time for the annual family Christmas party, much-needed improvements were made including new floors and lighting, newly painted walls throughout and improved outdoor seating and gardening space.

Over the winter months the ROSE has been open all day on Mondays as a warm space with hot lunches, quiet workspace with Wi-Fi as well as activity sessions for all ages. Parents and carers can drop in for a cuppa and a chat or bring their phone or tablet to get a helping hand from Power To Connect with online forms, apps, safety or technical tips.

From April onwards, free after-school sessions on Mondays are open to families between 3.30pm-7pm with refreshments and craft activities.

Helping local residents get more active, relaxing free yoga sessions are running on Mondays and Wednesdays with beginners welcome. The popular gardening club will start up again in the spring, making the most of the new planters outside.

New for 2023, Wandsworth Council's Work Match team are on hand once a month with advice on local construction jobs and training to help residents get ready for work or change jobs. Construction isn't just about bricks and mortar – find out about hundreds of vacancies across a range of areas from office support to project management or cleaning and free training is on offer. School-leavers can also have a chat about apprenticeships and how to get into work for the first time. Come along from 10am-1pm on 16 March, 13 April, 11 May and 8 June.

Plus, regular evening community engagement meetings at the ROSE are back in-person and open to everyone. The next meetings are on 21 June, 20 September and 6 December, providing updates on changes in the local neighbourhood and what's coming up.

Find out more at nineelmslondon.com/ROSE

An Alton Christmas countdown

Roehampton was treated to an advent countdown of Christmas events leading up to the big day. The Alton Regeneration Team ensured that there was something for everyone as they spread festive cheer.

Christmas tree lights switch on and lantern parade

On 30 November, local schools joined the annual Alton Lantern Parade with pupils proudly revealing the beautiful lanterns they had decorated for the event.

They were joined by residents of all ages who had come to watch the Mayor of Wandsworth, Jeremy Ambache, switch on the tree lights to signal the start of Christmas.

After a jovial countdown, the lights twinkled in the darkening sky, and remained lit throughout December. The crowd was entertained by Claire, a sensational local opera singer, who led a festive sing-along of well-known Christmas classics. Residents decorated 150 wooden baubles which had kindly been cut by the Roehampton Community Shed.



Over 55s panto and party

The Regeneration Team and officers at Manresa Sheltered Housing Scheme joined forces to put on one big Christmas event for the over 55s this year. Rah Rah Theatre performed their Cinderella panto to much friendly heckling and laughter. After the performance, the guests tucked into a delicious festive buffet.

Roehampton Christmas market

For the second year running, the team hosted the Roehampton Christmas market with the help and support of the local community.

Santa took pride of place on his throne in a magical grotto at the Alton Arts Hub, created by Sarah Forrester, a retired Children's Services lead based in Roehampton. Over 120 children visited the grotto, which was run by the Putney Rotary Club. The club had also generously donated wrapped gifts for Santa to hand out.

In Portswood Place, families enjoyed a variety of free arts and craft activities, including bauble and card making. This year, over 20 stalls took part selling a range of homewares, crafts, sweet treats, jewellery, candles and clothing, which were run by local residents. Entertainment was provided by the Jingle Bell Singers, and a choir lead by Deacon Kathy from the Methodist Church. The stall hire money was once again split equally between two local charities - the Foodbank and Little Village - who provide much needed support to our Roehampton community.



Christmas crafting

The week before the school Christmas holidays, the team treated families to a 'Crafternoon Tea' session.

Children and adults enjoyed making and decorating door hangers to ensure Santa knew where to leave their presents. After crafting, festive cupcakes and hot chocolate went down a treat. We're sure Father Christmas was delighted when he spotted the handmade signs outside bedroom doors around Roehampton!



New Year honours for Wandsworth volunteers



Senia Dedić



Barry Ballard

Three stalwarts of their local communities have been recognised in the King's New Year Honours. Senia Dedić and Barry Ballard have been awarded a Member of the British Empire (MBE), and Joan Taylor a British Empire Medal (BEM).

Senia and Barry worked together during the pandemic to ensure families received food and basic supplies, as part of a community wide response.

Senia Dedić, a former Wandsworth Civic Award winner, is the founder and chair of Women of Wandsworth (WoW). WoW is a group of mothers running activities to help local families, strengthen their communities and create a better life for their children.

"It was a shock when I found out but I was also pleasantly surprised and extremely happy," said Senia about her MBE. "I don't know who nominated me, but I intend to find out and thank them.

"It's good that all my work over the past 15 years has been recognised. I've tried to be a leader in the voluntary sector to encourage other people to volunteer. Our main aim is to work together to make the place where we live and bring up our children better and safer."

Barry Ballard worked closely with Women of Wandsworth and other volunteers during the pandemic to support local people, including providing food to families and shopping for older people.

"I'm surprised and would like to thank whoever nominated me. I'd also like to thank everyone that supported this work during the pandemic, including the local charities that provided the food. It was a real community effort. I would like to make a special thanks to Miss C Mills who also helped with food parcels."

Joan Taylor from Wandsworth Common has been awarded a British Empire Medal for her voluntary work. Now in her 90s, she started volunteering during the war and is known in the area for her work for the guiding movement – she ran a local guiding company and worked for the Guiding Association.

"I was very surprised because I've been retired for a few years, but of course I'm very thrilled," she said.

Wandsworth Council

Cost of Living support

- Help with grants, bills and benefits
- Support for families
- Where to turn in a crisis and more



visit: [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub)
call: 0808 175 3339





An A-Choir-ed Taste's short film

Roehampton's Community Development choir known as "An A-Choir-ed Taste", have recently produced a short film highlighting their singing prowess and discussing the value of communal singing.

Individuals coming together, regardless of previous experience, to meet and sing together has proven benefits for promoting health and reducing social isolation.

The film can be watched on YouTube by searching for "Keepsake Videos, Roehampton Choir" or by heading to [youtube.com/watch?v=ztDLkOrfVg](https://www.youtube.com/watch?v=ztDLkOrfVg)



Interactive TVs rolled out

Following consultation with sheltered residents, interactive TVs are being installed to help residents access council services.

Interactive TVs aims to increase residents' ability to participate, improve residents' health and wellbeing and stem the negative effects of isolation.

The roll out of TVs has begun in sheltered schemes which have stand-alone clubrooms. TVs allow residents to obtain information on council services, including exercise and craft classes, as well as giving residents the ability to report repairs.

New and improved outside spaces coming to Chelverton Court and Cowick Road

Impressive new improvements to outside spaces are set to get underway following consultation with residents.

Chelverton Court, Putney, will have external improvements to a small courtyard garden, providing new landscaping, planting, newly resurfaced paths, garden furniture, attractive lighting and exercise equipment for residents to use and take advantage of the outside space.

The Cowick Road sheltered scheme located on the Totterdown Estate, Tooting, will be seeing improvements to outside spaces. Works include new pathways allowing step-free access to the office and clubroom, seating, sensitive lighting, landscaped gardens with new plants, and a relocated fishpond with a new water feature and new sculpture.

Sprinkler installations in sheltered housing

Fire sprinklers are being installed in all of the council's 26 sheltered housing schemes, following a phased approach by our contractor Domestic Sprinklers.

Once works have been completed, residents will have a full fire protection system which includes early detection of smoke or heat sources in buildings. Should a fire be detected, the the London Fire Brigade will be contacted to attend.

The newly installed sprinkler system will only activate when a specific temperature is reached in the room affected. In the event of an emergency, this will control the spread of the fire whilst the London Fire Brigade attends.



New features for Wandsworth Housing Online

Council tenants and leaseholders can now include photos when raising repairs. Residents have already been using the service to report issues with taps, sinks, and kitchen cupboards.

Wandsworth Housing Online can be used to:

- Raise non urgent repairs
- View and manage rent accounts
- Submit and manage housing transfer/housing register applications
- Maintain your contact details

For more information, head to wandsworth.gov.uk/housing/wandsworth-housing-online.

To register or log in to Wandsworth Housing Online, head to housingonline.wandsworth.gov.uk.



Supporting people who look after family and friends

One in eight of us will become unpaid carers at some point in our lives, which means we will look after a loved one who, due to illness, disability, a mental health problem or an addiction, cannot cope without our support. These responsibilities affect people of all ages and backgrounds.

For many, the term 'carer' still carries stigma. A lot of parents, family members and partners don't view their responsibilities as 'caring', but simply part of being family. However, caring for a loved one can be emotionally and physically challenging, and it's important to look after yourself. This is crucial to making sure that your own health and wellbeing remain supported as you provide a range of support for your dependent. In Wandsworth there is lots of local support available.

You can find out what support is available by visiting our website at: wandsworth.gov.uk/available-support-for-carers

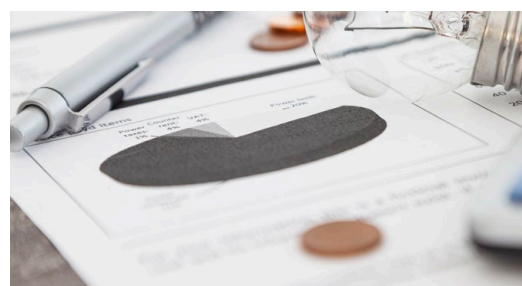
Reviewing our Housing Service Standards

Wandsworth's Housing Service Standards are a series of commitments and service targets which set out what tenants, leaseholders or housing applicants can expect from the housing department.

We report on how we meet these standards in our Annual Report which forms part of September's Homelife.

The review is seeking to re-align the standards to the Government's proposed new Regulatory Consumer Standards. Resident working groups will take place in February and March.

If you have any feedback or suggestions on our review of the Housing Service Standards or would like to be involved in future focus groups, please email hms@richmondandwandsworth.gov.uk or visit wandsworth.gov.uk/housing-service-standards





Improving recycling and waste management on our estates

Officers have recently been developing proposals to improve recycling and waste management on local estates. These proposals focus on encouraging increased separation of good quality recycling through improved bin provision, signage and information to increase residents' awareness and motivation.

Recycling more and reducing the quantity of wrong items being placed in recycling bins helps to conserve valuable resources and energy as well as generating huge waste disposal cost savings which enable the council to spend more on other essential services.

In particular the council is seeking to improve the tidiness of bin areas. Please help us keep bin areas tidy:

- Only place refuse/recycling in the bins, never leave any other items.
- Find out when your bins should be emptied and report any missed collections for remedial action the next day, please contact Waste Services: wandsworth.gov.uk/contactwaste.
- If you see an unacceptable mess around bins, request clearance of litter/fly-tipping: wandsworth.gov.uk/contact-us-about-cleaning-and-maintenance-issues-on-your-estate
- If you have evidence that might help us enforce against fly-tippers on your estate, contact the Enforcement Team: wandsworth.gov.uk/report-fly-tipping
- For all local information on rubbish and recycling and to report missed collections, see: wandsworth.gov.uk/waste.

New anti-social behaviour policy

■ We want to thank those who provided views on our new anti-social behaviour policy.

You have told us that the issue you are most concerned about is littering, followed by criminal behaviour.

Our dedicated estate services team operates 24 hours a day. You can report a cleaning or fly-tipping issue on a housing estate by emailing HESeniors@wandsworth.gov.uk and can report an emergency out of hours by phoning the Joint Control Centre on **020 8871 7490**.

For residents who do not live in a Wandsworth housing estate, you can report and request online street cleaning issues such as littering, dog fouling and emergency clearance of hazards such as glass or oil spills. Go to wandsworth.gov.uk/street-care-and-cleaning for further information.

Where there is criminal behaviour, we will work with our partners, such as the Police and Wandsworth's Community Safety Partnership, to ensure the full range of legal tools and powers are considered, including eviction and court injunctions where necessary.

If a crime is being committed, this must be reported to the Police. For non-emergencies, call 101 or report online at www.police.uk.

If you feel like the situation could get heated or violent very soon or if there is immediate danger then call **999**.



PREVENTING CONDENSATION AND MOULD AT HOME

Condensation often leads to persistent mould growth and can cause worry for households. Condensation can occur in any home, and certain steps can help in reducing the amount of condensation in your home.



If you find mould at your property

If you find patches of mould in your property, you should contact your estate manager immediately who will arrange for the mould to be removed and will consider what steps can be taken to prevent mould from re-occurring.

From 20 March 2023, a specialist mould removal team will be in operation whose sole responsibility will be to respond to Wandsworth Council tenants who are experiencing mould in their property. Once a mould report has been received by the team, arrangements will be made for a qualified officer to visit your property to quickly remove the mould.

The officer will provide you with advice on how to best manage cases of condensation, damp and mould, and they will contact your estate manager so that the property can be inspected to investigate the cause of the mould and to identify if repairs are required. The council can also arrange translation services if required.

Please note, the mould removal team will only be responding to new reports of mould and are only responsible for mould removal. Your estate manager should be contacted about any other repair issues.

If you are living in privately rented accommodation, please contact your landlord or report an issue of disrepair at: www.wandsworth.gov.uk/report-a-problem-in-your-property

How to try to prevent condensation and mould

Condensation can be a real problem for residents but here are some tips to help you:

- Keep your home ventilated – the single most important step to prevent condensation is to ensure good ventilation, especially in kitchens and bathrooms.
- Vacuum regularly - vacuuming helps to remove mould spores and dust. Mould feeds on dust.
- Heat your home where possible - try to maintain a warm environment. The occurrence of damp and mould may be also exacerbated due to the current fuel and cost of living crisis as residents struggle to meet the high cost of heating their homes.*

* If you are worried about the cost of living crisis and would like some advice and support visit the Cost of Living Hub (www.wandsworth.gov.uk/cost-of-living-hub), which contains information on the support that is available for residents.

Contact our team directly by emailing: mould.removal@richmondandwandsworth.gov.uk
or call our Hotline (020) 8871 8887.

Requests can be made via Wandsworth Housing online:
www.wandsworth.gov.uk/housing