

# Home life



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# Do it online

There are a range of housing services and information available on our website [wandsworth.gov.uk/housing](http://wandsworth.gov.uk/housing)

## Apply for housing and transfers

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

## Report a repair to a council property

[wandsworth.gov.uk/repairs](http://wandsworth.gov.uk/repairs)

## Report a waste problem

[wandsworth.gov.uk/waste](http://wandsworth.gov.uk/waste)

## Report graffiti

[wandsworth.gov.uk/graffiti](http://wandsworth.gov.uk/graffiti)

## Pay your council tax

[wandsworth.gov.uk/paycounciltax](http://wandsworth.gov.uk/paycounciltax)

## Pay your rent

[wandsworth.gov.uk/rents](http://wandsworth.gov.uk/rents)

## Other payments

[wandsworth.gov.uk/payments](http://wandsworth.gov.uk/payments)

## Talk to us online

### weekly e-newsletter

[wandsworth.gov.uk/e-news](http://wandsworth.gov.uk/e-news)



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



[twitter.com/wandbc](https://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](http://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](mailto:hms@richmondandwandsworth.gov.uk)

### Wandsworth Emergency Control (housing emergencies, out of hours)

020 8871 7490

### Home Ownership

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

### Downsizing options

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

### Landlords looking for tenants

[privatelandlords@wandsworth.gov.uk](mailto: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 autumn issue of Homelife.

This includes our annual report which tells you how we've performed in 2017/2018. It looks at how well we've delivered your housing services in a number of key areas, such as completing home repairs, improving your neighbourhood and engaging with you on decisions regarding the management of your home. Our top priority over the last year has been ensuring safety in your home and our review of this can be found on page 13.

We remain committed to retro-fitting sprinklers in all our blocks of ten storeys or more, and this has been endorsed by a cross-party group of MPs. This will ensure fire safety is up to the same standard that would be found in a similar newly built block. We want leaseholders to have a say in this process, so we have given them the opportunity to raise any concerns at the First Tier Property Tribunal. (More information on page 3). Frequently Asked Questions about sprinklers are on pages 4 and 5.

Our affordable housing open day will be held on Thursday 11 October at the Civic Suite in Wandsworth. Those who attend will have the opportunity to speak face to face with our Home Ownership Team, financial and legal professionals who can provide specialist advice on buying a new home. Admission is free, so don't miss the chance to find out the different options available to help you get your foot on the property ladder. (See page 7)

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

Cllr Kim Caddy  
Cabinet Member for Housing

# Sprinklers policy endorsed by a cross-party group of MPs

The Housing, Communities and Local Government (HCLG) select committee, which is looking at how to improve the safety of residential tower blocks, concluded that sprinklers should be retro-fitted to existing high-rise residential buildings to provide an extra layer of safety for residents.

This follows the council's announcement last year that it would be retro-fitting sprinklers in 99 high rise blocks across the borough. Since 2007 national building regulations have required all new-build high rise blocks of ten storeys or more to have sprinkler systems and Wandsworth is making sure all of its equivalent tower blocks are brought up to that standard.

The council has proactively referred the matter to the First Tier Property Tribunal to enable leaseholders to raise any concerns they may have and to establish if such works accord with lease provisions.

The HCLG select committee was set up to examine the findings made as part of the Hackitt review into the Grenfell fire where 72 people died on June 14, 2017.

It has also advised that the Government should make funding available to fit sprinklers into council and housing association-owned residential buildings above 18 metres.

The news also comes after a recently installed sprinkler system in Nightingale Square, Balham put out a chip pan fire, with fortunately no injury to the young mother and her one-year-old child that were living there and with minimal fire or water damage to the property.



Close up of concealed sprinkler

The fire in the kitchen activated a sprinkler head which extinguished the fire by the time the London Fire Brigade arrived.

Councillor Caddy said: "This was a timely and poignant example of just how effective sprinklers are. We have seen similar chip fan fires in other properties across the borough cause terrible damage and I am so pleased that in this instance the sprinkler put out the fire before it could take hold."

If you'd like to know more about the council's proposal to fit sprinkler systems to high-rise residential blocks, you can visit our website. Here you will also find a short-video showing what a flat with fire suppression sprinklers looks like.

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

## Report crime

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

# SPRINKLER FAQs

## WHAT IS THE COUNCIL'S POSITION ON SPRINKLERS?

The council's view is that sprinklers are the single most effective method of improving fire safety in high rise residential buildings. Since 2007 all new build blocks of 30 metres or higher (10 storeys or more) are required to be fitted with sprinkler systems. Whilst this requirement does not currently extend to existing buildings, the London Fire Brigade has recommended retrofitting sprinklers to existing high rise residential blocks to bring these up to modern standards. In July 2017, Wandsworth Council made the commitment to ensure all our blocks of 10 storeys and over to meet this recommendation.

## ARE SPRINKLERS NECESSARY?

Sprinklers save lives and protect homes from damage in the case of a fire, they also assist firefighters in carrying out search and rescue operations. There is wide support for sprinklers from fire safety advisors, and technical and professional expert bodies.

The London Fire Brigade (LFB) have said that sprinklers play a significant role in reducing the impact of fire. In July this year, London Fire Commissioner Dany Cotton said: "Sprinklers are the only fire safety system that detects a fire, suppresses a fire and raises the alarm. They save lives and protect property and they are especially important where there are vulnerable residents who would find it difficult to escape, like those with mobility problems".

In July 2018, the Housing, Communities and Local Government Committee published the Independent Review of Building Regulations and Fire Safety: Next Steps report. The inquiry heard evidence from industry representatives, fire safety experts and building owners and considered the specific immediate changes needed to improve the safety of residential tower blocks. The Committee recommended: "where structurally feasible, sprinklers should be retro-fitted to existing high rise residential buildings to provide an extra layer of safety for residents."

Sprinklers are invaluable in ensuring that our high rise blocks meet the highest safety standards and bringing existing buildings up to the standards of new build properties.

## WHY CAN'T RESIDENTS VOTE TO DECIDE WHETHER TO INSTALL SPRINKLERS?

The council believes that sprinklers are a necessity and like any other essential safety measure should not be optional. The council, as freeholder and landlord, has a clear

responsibility to maintain its blocks and to keep its residents as safe as possible. It would be unacceptable if the council failed to meet this important duty.

Sprinklers must be installed to every property in a block of flats to ensure they work as effectively as possible and to ensure that those in the property itself as well as those in neighbouring properties are protected. It would be unsound to conduct a vote on such an important safety measure.

## WILL SPRINKLERS BE FITTED IN COMMUNAL AREAS?

No, sprinklers will only be installed within individual flats as this is where fires are most likely to start and where sprinklers will be the most effective in preventing a serious fire. This also avoids any risk of malicious activation.

## WILL SPRINKLERS DAMAGE MY FLAT IF THEY ARE SET OFF?

Modern accredited sprinkler systems operate on an individual room-by-room basis, therefore a sprinkler will only activate in the room where a fire is detected.

Sprinklers attack fire quickly and directly so less water is needed. A typical sprinkler discharges 55 litres of water per minute whereas a fire fighting hose discharges 600 litres per minute. Therefore, the damage caused by a sprinkler would be minimal in comparison to the fire brigade. The average area of fire damage in properties without sprinklers is 18-21 metres squared, whereas in properties with sprinklers the average area of fire damage is under 4 meters squared.

In the case of a fire, any damage to the property caused by the escape of water from a sprinkler will be covered by the Buildings Insurance.

## WILL SPRINKLERS GO OFF ACCIDENTALLY?

Incidents of sprinklers being accidentally triggered are extremely rare. Sprinklers are activated by heat, not smoke, and will only activate if the room reaches 60-70°C. Ongoing annual maintenance checks will be carried out to ensure they are working effectively.

## WILL THE INSTALLATION WORKS BE DISRUPTIVE?

Sprinklers can be installed quickly with disruptive work limited to one or two days. Any damage to internal decorations caused will be fixed as part of the works. Sprinkler pipes and heads are contained within ducting which is run through the hallway where possible to minimise disturbance to your flat.

## WILL THERE BE ONGOING MAINTENANCE?

Yes, there will be annual maintenance checks of pumps and water tanks to ensure they are working effectively. There will also be annual visual checks of sprinkler heads within individual properties. The Chief Fire Officers Association estimates that annual maintenance costs for domestic sprinkler systems are between £75 - £150 per house, per year and costs in flats may be lower.

## CAN I VIEW SOMEWHERE WHERE SPRINKLERS HAVE BEEN FITTED?

Yes, there are two show flats in the borough. One in Roehampton and one in Wandsworth. To view the show flat contact your area team:

Western Area: (020) 8871 5530

Central Area: (020) 8871 5333

Eastern Area: (020) 8871 7439

Southern Area: (020) 8871 7288

Email: [HMS@richmondandwandsworth.gov.uk](mailto:HMS@richmondandwandsworth.gov.uk)

Or alternatively view online at:  
[www.wandsworth.gov.uk/showflat](http://www.wandsworth.gov.uk/showflat)

## WILL RESIDENTS BE CONSULTED?

Yes. In addition to the Tribunal application, the council will consult with residents on a block by block basis as the programme of works is rolled out across the borough. Those living in blocks affected will be kept up to date with the progress of works and Residents' Associations will be informed throughout.



## Millions more to improve Wandsworth's roads and pavements

Residents across Wandsworth will see further improvements to roads and pavements with another £3m set aside for renewals and upgrades.

Included in the works programme are the following streets:

- **Tooting** – Thrale Road, Penwortham Road, Moyser Road, Ribblesdale Road and Welham Road.
- **Putney** – Brathway Road, Champion Road, Coalecroft Road, Holroyd Road, Roskell Road, Tideswell Road and Wimbledon Park Road.
- **Battersea** – Warriner Gardens, Bramfield Road, Salcott Road, Ascalon Street and Cabul Road.

Since April 2012 the council has invested around £15m fixing potholes and keeping more than 230 miles of road surface in a good state of repair. Over this time period more than 35,000 potholes have been fixed.

Transport spokesman Cllr Jonathan Cook said: "We know that our residents take great pride in the borough which is why we put a lot of effort into keeping roads and pavements in good order.

"Dealing with worn out road surfaces, repairing potholes and renewing pavements makes travel in all its forms safer for residents across the board whether they are walking, riding or driving.

"It is through the council's prudent management of its finances that we are able to find this money and keep our borough's streets and pavements looking good."

Residents can report potholes or broken pavements via [www.wandsworth.gov.uk/potholes](http://www.wandsworth.gov.uk/potholes) or by emailing [onstreetservices@wandsworth.gov.uk](mailto:onstreetservices@wandsworth.gov.uk).

Information on streets scheduled to be resurfaced or having new pavement laid can be found on the council's website.

# Home Ownership Team

## Improving purchase options for council tenants

# We can help you buy your home



### House Purchase Grant

This scheme gives eligible council tenants a grant to use towards buying a home of their own on the open market, or to use towards purchasing a share in a shared ownership property (part rent/part buy).

To be considered for this scheme, you will need to be a secure tenant with a minimum of 2 years tenancy, have a clear rent account and be willing to vacate your council property.

#### Grant levels (for tenants who have at least three years tenancy)

Bed Size:	Grant amount up to:
Studio – 1 bed	£60,000
2 bed – 6 bed	£80,000

Note: Grant levels for those tenants with 2 years will be at a reduced rate.

This year's scheme has proven once again to be exceptionally popular as the grant funding was fully allocated within the first week. If you wish to be placed on our waiting list, please contact the Home Ownership Team.

### Right to Buy

This scheme helps you buy your council property at a discount. From 6th April, the maximum discount available on Right to Buy was increased from £104,900 to £108,000 within London.

The funds raised through these sales will continue to be

used to finance new affordable housing options for other local people.

The council has a helpful Right to Buy information booklet for tenants who are interested in owning their council home: [www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership)

### Right to Part Buy

This is a voluntary sales scheme launched by Wandsworth's Home Ownership Team in January 2017.

This unique scheme enables those who qualify for 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. A low rent would be paid on the remaining share.

You must be a secure council tenant with at least three years tenancy to apply. You will also need to pass an affordability test.

The very first completion under Right to Part Buy took place in June this year when a couple based in Balham were able to purchase a 25% share of their three-bedroom council flat. There are currently other completions in the pipeline for this financial year.

If you would like more information on any of these schemes contact the Home Ownership Team on 020 8871 6161 or email [housesales@wandsworth.gov.uk](mailto:housesales@wandsworth.gov.uk)

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



# New shared ownership developments in the borough - apply now

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.

Download an application form at [wandsworth.gov.uk/homeownership](http://wandsworth.gov.uk/homeownership)



## Battersea Reach, SW18 - Peabody

A new scheme consisting of 24 one-beds and 16 two-beds will be launching shortly. This latest phase of the popular development in the heart of Wandsworth boasts a location close to the Thames with excellent transport links into central London. For further information you can call 020 7021 4842, email [enquiries@peabodysales.co.uk](mailto:enquiries@peabodysales.co.uk) or visit [www.peabodysales.co.uk](http://www.peabodysales.co.uk)



## Carlton House, SW15 - Fabrica

This is a handsome contemporary residence in a prime spot on Upper Richmond Road. Designed by award winning architects Assael, the development is a short walk from the River Thames and only 200m from East Putney station. Carlton House offers elegant interiors for a combination of 15 one and two-beds that offer a contemporary take on traditional British style. There will be a residents' roof garden and an exclusive lounge, alongside a 12-hour concierge. For further information, you can contact the sales team on 020 3504 7358 or check the website [www.fabrica.co.uk](http://www.fabrica.co.uk)

To find out more about any of the above schemes or to register, please contact the Home Ownership Team using the details at the top of the page.

# Wandsworth Affordable Housing Open Day

The Home Ownership Team hosts its annual Affordable Housing Open Day on Thursday 11 October 2018. At least 1,000 people with an interest in getting on the property ladder within the borough are expected at this free event.

At the Open Day, you can speak face to face with the Home Ownership Team, who will be accompanied by a number of major housing providers with current developments in the

borough. There will also be several financial and legal professionals on hand to answer any queries relating to buying a new home.

**Date:** Thursday 11 October 2018

**Time:** 2pm to 8pm

**Venue:** Civic Suite, Wandsworth High Street,  
London SW18 2PU

## BBQ bonanza

Rain or shine, residents have been cooking up a storm in their estate gardens.

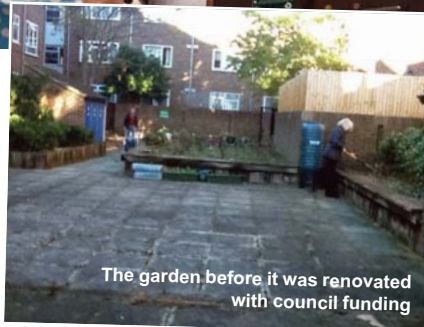


Residents enjoy the fantastic weather in their garden

### Fun in the sun on the Kambala

Chair for Kambala Estate Residents' Association, Donna Barham said: "It was a fantastic turnout, our community is becoming so strong, people that have lived next to each other were swapping numbers and becoming friends. Amazing."

The Kambala Estate Residents' Association was awarded a grant from the council's community champion fund to pay for the event.



The garden before it was renovated with council funding



Chair of the RA, Katie Standley, enjoys a kebab with head Chef and Gardener, Matt

### Castlecombe residents enjoy summer social

Chair of the Castlecombe Drive Residents' Association, Katie Standley said: "Our BBQ went ahead despite the rain! We had 21 people including children and 10 households represented. That's the best turnout we've had for a social so far. We used a lot of ingredients grown in the garden in the salads and veggie kebabs (potatoes, tomatoes, basil, runner beans, spring onions, lettuce, spinach, cucumber, radishes and courgette).

"The garden is such a lovely space now and it is so nice to see people enjoying it. To think only a year ago it was full of dog poo, so much so that one lady who lives above it on the second floor said she didn't open the windows during the summer as the flies and smell were so nasty on a hot day. What a transformation!"

Castlecombe Drive's garden was recently installed using the council's Small Improvement Budget fund.



The BBQ in full swing



BBQ-goers take a selfie at the dinner table

### Cambalt's summer BBQ

Chair of the Cambalt Road Residents' Association, Carol Smith said: "We had a great BBQ with different people stopping to join us at different times."





# Wimbledon plants flourish on Southfields estates

Wimbledon Foundation donate flowers to Wandsworth estates, including community gardens at Edgecombe Hall, Castlecombe Drive, Victoria Drive and Bisley House.

The Wimbledon Foundation, established in 2013, is the charity of The All England Lawn Tennis Club and The Championships. The Foundation aims to

use the resources and heritage of Wimbledon to help improve people's lives, particularly in the local area and increasingly on a global scale.

Resident Participation Officer, Jo Baxter said: "I contacted the Wimbledon Foundation to see if they would donate some of their surplus plants to the community gardening groups local to them. I was delighted they said yes. It's amazing to know that a little bit of Wimbledon will now flourish year after year on our estates. The gardeners that received plants were delighted."

The Wimbledon Foundation makes a significant contribution to meeting social needs in the local community of Merton and Wandsworth through structured grant programmes and in-kind support. Since 2013, the Wimbledon Foundation has donated more than £1.35 million to over 130 local projects. The Wimbledon Junior Tennis Initiative (WJTI) visits two state primary schools in Merton and Wandsworth each week introducing 14,000 children a year to tennis, while 300 children attend free coaching during the week.

## Your resident participation team

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

Speak to your resident participation officer.



**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



**Sarah Stevens**  
western team  
(020) 8871 5505  
sstevens  
@wandsworth.gov.uk

## Carey Gardens 25th anniversary

Carey Gardens Co-operative recently celebrated 25 years as a Resident Management Organisation by hosting a street party to thank residents for their ongoing support.

On the summer afternoon of Saturday 4 August residents enjoyed plenty of food and drink, were entertained by a DJ and engaged in many fun activities which included a bouncy castle and raffle.

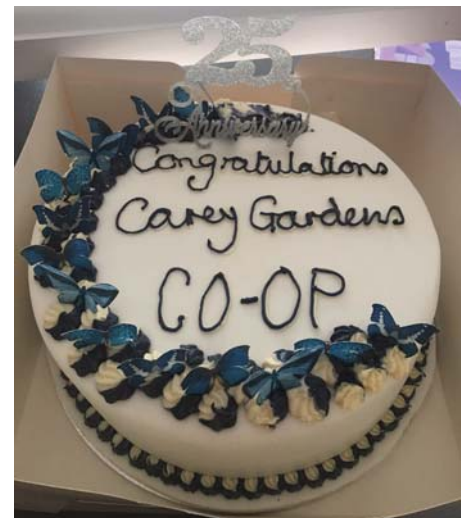
The Co-operative was thankful for raffle prize donations from committee members, Asda Clapham Junction and Tesco Brixton as well as contributions from Durkan Ltd and Wandsworth Council's Community Champion fund. Officers from Queenstown safer neighbourhood team were on site throughout the event engaging with local children. The atmosphere was wonderful for all.

Chairman Omar Jallow spoke with pride of achieving 25 years as a Resident Management Organisation, reflecting on the journey to become such a pleasant estate. A special thanks was given to Jean Penfold and Tina Penfold whom he credited for being by his side, building the organisation from the start. Mr Jallow praised the Management Committee and Co-operative staff for their hard work and dedication over the years.

Housing Manager Natalie Collman said of the event: "Many of our residents are elderly as we have a sheltered scheme on the estate, however, there are also several families with children. Our estate has a great mix of tenures and cultures and this free event was a great way of encouraging our residents to interact and engage with their neighbours and uplift community spirit to improve community cohesion."



Tina Penfold, Natalie Collman and Omar Jallow lead celebrations on the estate



## Get Active Roehampton went live

This summer Wandsworth council teamed up with Enable Leisure and Culture, supported by Redrow Homes to promote a get active community fun filled family day, whilst providing the opportunity to see the latest proposals for the Alton Estate Regeneration.

Hundreds of residents turned out in the blazing sunshine for an action-packed afternoon of live music, sports activities and interactive games. A variety of organisations and local groups managed stalls which offered an assortment of knowledge as well as creativity opportunities including tote bag printing, graffiti art and face painting. All inflatables and children's rides present were provided for free over the course of the day.

Older residents enjoyed a Kings and Queens banquet in the shelter of an impressive marquee, whilst listening to a live jazz band performance and dancing the day away. This is an extremely popular event run by local charity Regenerate: RISE, which has been run for more than a decade.

Visitors inside the Redrow tipi had the opportunity to view the latest regeneration proposals, speak to the design team and Regeneration team



members and grab a much-needed, cooling frozen yoghurt.

A planning application is due to be submitted later this year, comprising of an outline planning proposal of the full masterplan and detailed plans for the first phase. For more information on the scheme please visit <https://altonestateregen.co.uk> or contact the Regeneration team via email: [Roehampton@richmondandwandsworth.gov.uk](mailto:Roehampton@richmondandwandsworth.gov.uk) or call 0208 871 6207.



## Flower show garden takes root in community space

Green-fingered residents in Nine Elms were delighted to welcome their very own show garden direct from RHS Hampton Court Flower Show.



Plants from the silver medal-winning garden were carefully transported to the ROSE centre just off Nine Elms Lane, where they were planted by volunteers from the nearby FLO joint venture construction site - part of the Thames Tideway 'super sewer' project - and residents from the Savona Residents' Association. The community garden will now be looked after by residents and children from the ROSE Garden Club and the Savona estate.

Cllr Steffi Sutters, Wandsworth Council cabinet member for Community Services and Open Spaces said: "This has been a wonderful example of the local community benefiting from construction companies volunteering to improve the neighbourhood. The ROSE centre is at the heart of the Nine Elms community and so this beautiful garden will now be

enjoyed by residents of all ages."

With a theme of 'Secured by Design', the garden was designed to a brief from the Metropolitan Police. It used tall trees, prickly plants and lighting to help security while also using grasses and soft colourful planting to provide a calming atmosphere.

Garden designer Lucy Glover was overjoyed that plants from her garden at the flower show had gone to a good home in the heart of Battersea.

Ms Glover said: "I heard about the ROSE Centre through my husband Simon Owens, who works for FLO at its main Tideway tunnel project office at Battersea. Tideway works on projects to give back to the communities affected by the construction works on the river.

"I worked with FLO volunteers to

relocate the plants from my Hampton Court garden to the ROSE and two other community projects. I was delighted that most of the plants found a new home here to improve the outdoor space around the ROSE centre and the estate, and to know that members of the gardening club will look after them and enjoy them."

Follow Nine Elms on Twitter @NineElmsTeam, Instagram @NineElmsLondon, Facebook @NineElmsLondon or visit [www.nineelmslondon.com](http://www.nineelmslondon.com)

More about the 'Secured by Design' garden <https://www.rhs.org.uk/shows-events/rhs-hampton-court-palace-garden-festival/gardens/2018/secured-by-design>

Further details on Thames Tideway at [www.tideway.london](http://www.tideway.london)

## Carey Garden's Co-op unveil new mural: A Brief History of Time

With funding from the council, the Co-op have decorated a vacant high wall on the estate with images of local history.

Secretary of Carey Gardens Co-op, Brian Barnes, explains the meaning behind the mural: "The idea was to do a local history painting. It includes lavender flowers as there were once fields of lavender, shells from the projectile works on which the estate was built, a homage to Keith Moon of The Who who once held a demo for a mobile crossing after four children were killed by lorries, a Sopwith Camel plane built in the viaduct arch on Victoria line, an hourglass as a reminder of time passing with Stephen Hawking who died this year, a Pink Floyd pig, the Nine Elms Emerald City, the US Embassy and Nick Wood, architect of the estate. It is called A Brief History of Time."





# Chelsea Kicks football fever in Wandsworth

Chelsea Kicks at Eastbourne Borough FC's football ground, Priory Lane

## Chelsea Football Club Foundation and the Premier League Charitable Fund are working in Wandsworth promoting sport for kids via the Kicks Programme.

The aim of the Kicks programme is to use football to bring communities together and engage with young people by targeting youngsters who have previously proven difficult to reach and guiding them towards a range of healthy and constructive activities.

Through this work the Chelsea Foundation hope to promote participation in sport in areas of high need, provide opportunities for young people to develop skills and confidence, and to support young people to progress into positive pathways.

Within Wandsworth the foundation provides free open access football and multisport sessions across various estates including the Ashburton, Henry Prince and Lennox as well as working with local youth organisations including STORM youth club to deliver programmes across the borough. Chelsea work with various partners within the borough to help support the programmes including Wandsworth Council and Enable.



As part of the Kicks programme in 2017/18 Chelsea worked with over 500 participants in Wandsworth across various projects. A number of these participants have been part of Chelsea FC Foundation football matches against other premier league clubs or attended workshops at Stamford Bridge. Some young people who attended the Ashburton estate session were able to travel to Manchester for the Premier League Kicks Cup where Chelsea Foundation narrowly lost in the final.

Andrew Ducille, Senior Social Inclusion officer for Chelsea FC Foundation said: "Wandsworth is one of the key boroughs we work with at the foundation. We have been running some of the sessions within Wandsworth for over six years now so the foundation has built a good rapport with the participants and we feel we are part of the community. Several of our coaches have come through from participant, to volunteer, to coaching on the programme. The main participant has been Thomas Horrigan who received the opportunity to present Chelsea with the Premier League trophy in 2017. We hope to continue the success into next year's sessions as well as providing more exciting and innovative ideas going forward."

To learn more about Thomas Horrigan's story, visit [www.premierleague.com/gallery/397194](http://www.premierleague.com/gallery/397194)

To find out what Chelsea Kicks are doing on your estate, you can contact Andrew Ducille on 07525 589858 or [Andrew.Ducille@chelseafc.com](mailto:Andrew.Ducille@chelseafc.com)



# Housing

# Annual Report

www.wandsworth.gov.uk/housingaqr

# 2017-2018



Welcome to the Annual Report, which sets out how well Wandsworth's housing services have performed over the last year, from April 2017 to March 2018.

We are committed to providing quality services to you, our residents. Throughout the year we have worked

hard to ensure that we meet our service standards and provide value for money. I am pleased to say that overall this year we have again achieved this goal. Nonetheless, we remain committed to listening to your views and finding out how we can improve.

Ensuring you are safe in your home is our top priority. Following the tragic events at Grenfell Tower in June 2017, we have taken significant steps to review our fire safety measures and follow the latest advice from the London Fire Brigade. We will continue to ensure that our buildings comply with the highest fire safety standards and reassure you at every step of the way. Work to replace the cladding on two council blocks - Castlemaine and Sudbury House - is well underway. We have also begun plans to install sprinkler systems to all high-rise council blocks in the borough, and have completed works to fit sprinklers in our homeless hostel at Nightingale Square.

In 2017-18, local authorities across London saw a continued and significant demand from households seeking help with their housing and people rough sleeping. Wandsworth successfully managed this demand over the year and fully prepared itself for new duties to prevent homelessness which came into effect in April 2018, including the recruitment of 28 new housing advice staff to meet these challenges.

During 2017-2018, the department began to develop a new housing IT system. Work to implement the new system is progressing well and it is on track to go live in May 2019. The system will not only improve the way we deliver services, but also the way we communicate with you. The system will feature a brand new customer portal which will make it easier for you to get in touch with us and find out information about your housing.

2017-2018 saw many challenges for local authority housing departments, but Wandsworth has met these effectively and continues to deliver high quality services as set out in this report. This report has been produced in partnership with the residents' focus group and I'd like to thank them for their invaluable assistance.

Brian Reilly  
Director of Housing and Regeneration

**The Annual Report tells you how well we have done in five key areas:**

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

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



standard met



standard partially met, some work to do



standard not met, work required to meet the standard

## Priorities for 2017-2018 were

Review fire safety measures across council managed properties and progress a **programme of sprinkler installations** in our high rise properties.

To **review and update** the housing delivery strategy, 'Wandsworth Housing Offer.'

Progress plans to **deliver at least 300 homes** over the next three to five years through the Council's development programme.

Progress plans to deliver **45 more properties for Extra Care housing** for frail, older residents between 2015-2021.

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

Ensure that implications arising from the **Homelessness Reduction Act 2017** were addressed.

Review and update the **council's Tenancy Strategy and Policy** to ensure the requirements and guidance contained in the Housing and Planning Act 2016 were met.

Continue to **review the housing webpages** to improve them for our residents.

Procure a **new CCTV and emergency control** facility to incorporate Wandsworth Emergency Control and the WATCH alarm service.

Procure and develop a **new housing IT system** and begin implementation.

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

\*\*Where available figures for the previous year 2016-17 are shown in brackets.

# 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?

- Housed **905 (895)** households in 2017/18. This is slightly lower than the forecast of **992**.
- Received **5,049 (4,858) online housing applications** this year, which equates to **92% (88%)** of all applications received.
- It took an average of **27.2 days to relet a property (22.1)**. Performance is closely monitored and additional resources have been allocated to improve turnaround time.
- Moved **50 (95) under occupying households** to smaller more suitable accommodation.
- The number of **households in temporary accommodation** rose to **1,884 (1,571)** which was slightly higher than the forecast of **1,821**.
- only **9% of households in Temporary Accommodation** were in Bed and Breakfast at the end of the year. This is better than the council forecast of **12%**.
- The council's **development programme** has been progressing well. **4** new homes completed in 2017/18, **71** new homes are under construction, **125** have secured planning consent and **24** have had planning applications submitted. The programme is on track to deliver our target of **300** homes in three-five years. During the year, the council also announced a significant expansion of the programme which is now due to deliver some **1,000** homes in total over the next eight years.

### 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?

- At the end of the year, **total rent arrears** were **£3.12m (£2.43m)**. This equates to **2.48% (1.98%)** of the total rent collected. Last year, a one-off adjustment of water rates meant that accounts were credited and rent arrears were lower. Therefore, whilst total arrears have increased this year, they are still below the target of **2.66%**.
- **4.33%** of tenants have more than seven weeks **arrears (3.81%)**.
- The financial inclusion team has helped more tenants access **free benefit advice**, and help with debt management. They **assisted 712 (382) tenants** to reduce their rent arrears and maintain their tenancy during 2017/18.
- The financial inclusion team also held **drop in sessions** offering free, confidential and impartial advice, which over **400 residents attended**.

### 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 tenants received a **written tenancy agreement** which is explained to them.
- **2,699 (2,285)** occupancy checks were carried out.
- **206 (124) tenants** were helped by the **tenancy support team** during 2017/18. The team work with tenants who are in danger of losing their tenancies. They helped reduce the overall arrears of all of those engaged with the service by **40%**, an improvement on last year (**34%**).



New council homes in Limpsfield Avenue

# Home

## We will

Provide a value for money, timely and good quality repairs 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 accommodation

Meet the decent homes standard and undertake a programme of decent homes plus works.

### How have we met the standard?

- Continued to meet the **Decent Homes Standard** and **invested £20.9m (£24.4m)** to maintain the council's housing stock.
- We undertook further **environmental improvements** to our estates at a cost of **£216,000 (£319,000)**. This included improved lighting, pathways, additional parking and new outdoor fitness equipment on estates.
- **Started 46 (49) 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 good standard** and our contractors are performing well.
- We are building **50 new self-contained units** of temporary accommodation in Tooting. These are now due to complete by the end of 2018.



Henry Prince estate



## Repairs and maintenance

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?

- **£22.3m (£23.3m)** spent on planned and responsive repairs.
- **91.6% (93.6%)** of repairs were completed within target time.
- Satisfaction with completed repairs has increased from **92% to 94%**.
- Carried out annual **gas servicing in 99.8% (99.9%) of tenanted properties** that have gas appliances.
- **Carry out inspections** to all of our blocks every year including health and safety checks.
- Carried out **1,970 fire safety inspections** to homes in council blocks of 10 storeys or more to date. We check that doors are fire compliant, smoke alarms are fitted and other safety measures are in place, as well as inspecting communal areas of blocks and reviewing Fire Risk Assessments.
- Works began to **remove and replace cladding** on two council blocks (Sudbury House and Castlemaine). Works are due to complete on both buildings by July 2019.
- As an **additional safety measure**, the council is developing plans to **install sprinkler systems to all council blocks of ten storeys or more**. The council has applied to the First Tier Property Tribunal for confirmation that we have the legal authority to require sprinklers to be fitted in all properties in these blocks.

\*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



## Local area co-operation

Work with residents to improve the local 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?

- On the 31 March 2018, the **Family Recovery Project** was working with **27 (35)** families in the borough with complex needs to improve their future prospects. For example, they helped families out of rent arrears and **into secure accommodation**. Over the course of 2017/18, they supported **61 (60)** families.
- The department continues to support the **Multi Agency Safeguarding Hub** to ensure effective joint working to **improve safety of children** in the borough.
- **Our safeguarding procedures** continue to be **reviewed annually** and we carry out an annual audit of working arrangements to **ensure staff understand** their safeguarding responsibilities.
- **All Housing and Regeneration staff** undertake safeguarding training when they join the council and every three years thereafter. **200 staff undertook training in 2017.**
- The department worked in partnership with the **Chelsea Football Club Kicks** project to deliver football sessions for young people on estates across the borough. There were **395 Kicks sessions** throughout the year with an average of **19 participants** per session. We continue to work with Chelsea Football Club to deliver more sessions including a new project for older residents.



## 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 (34)** Notices of Seeking Possession for ASB and carried out **11 (5)** evictions for ASB.
- **Publicised action taken against serious offenders** in Homelife and through press releases.
- The area housing teams **closed 439 (224)** cases of ASB which is **93% (68%)** of all cases opened during the rolling year.
- **92% (92%)** of noise complaints were responded to **within 5 days.**
- The department continued to attend regular meetings with local Police's neighbourhood safety teams and took action in areas of concern where required.



Housing in Wandsworth



## 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?

- On average Wandsworth Emergency Control receive **over 3000 telephone calls per week. 39,869 (49,379)** of these required further action during 2017/18 for example a repair or visit from an estates services officer.
- **99.9% (95.5%)** of emergency calls\* to Wandsworth Emergency Control (WEC) were **responded to within 30 minutes.**
- **96.4% (98.3%)** of graffiti was removed within target time.

- Removed **19,561msq (16,174msq)** of graffiti at a cost of **£129,543 (£110,374).**
- **Allocated £300,000 (£246,430)** from the small improvement budget for residents' associations (RAs) to fund community projects. These included:
  - The conversion of overgrown land into a lawn and parking spaces
  - Garden refurbishments such as new flower beds, patios and tables/chairs
- Consulted with residents to **identify opportunities** for new homes and estate improvements.
- Advanced the installation of high speed broadband. More than a third of **Council properties (11,358)** in Wandsworth now have **full fibre-optic broadband** available to them.
- Plans to regenerate the **Alton Estate (Roehampton)** and the **Winstanley and York Road Estates (Latchmere)** progressed. The council held **engagement events** with residents throughout the year. All secure council tenants who live on these estates will be offered a home in the area, with a tenancy on a **like-for-like** basis and resident leaseholders will be given the opportunity to move into a new home in the area.



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

**7** prosecutions were undertaken with **100%** being successful

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

**109** verbal **warnings** were issued to dog owners who broke the bye-laws

\*Emergency calls include lift trappings, fire related incidents and dangerous structures.

# 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?

- **Carried out 187 (189)** disabled adaptations to council and private homes to enable people to remain independent in their home, a **10% increase on our target**.
- **22 (15)** people who required adapted housing were allocated accessible homes.
- **2,389 (2,355)** residents use the WATCH Lifeline service which helps older residents and those with disabilities to remain independent in their homes. **220 (338)** new users signed up to the service.
- There were **192 Telecare Users** at the end of 2017/18, an increase on last year (**184**). Telecare offers a range of buttons and sensors to help manage risks surrounding falls, fire and gas.
- The number of **'Stay Put Stay Safe'** (SPSS) applicants assisted during the year was **39 (30)** which reflects the rise in SPSS referrals to **66 (57)**.
- The council work in partnership with **House Exchange**, a website which helps council residents across the UK find someone to swap homes with. Tenants can register for free with House Exchange\*.
- Progressed plans with housing associations to **build 95 more extra care homes** in the borough for frail, older people. (Planning consent has been granted for 54 of these and an application for 41 has been submitted.)
- Worked in partnership with Chelsea Football Club to extend the **Chelsea Kicks programme** to older residents living in sheltered accommodation. Regular **fitness sessions** are held at the Lennox Sheltered Scheme and we are working to roll this out to other schemes.
- **Reviewed and updated** housing webpages on the council's website.
- Equalities data is analysed and published on the council's website to ensure services are **accessible to all residents**.

\*www.houseexchange.org.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.**

### How have we met the standard?

- Dealt with **265 (300)** complaints (about both the department and contractors).
- **64% (76%)** of complaints were responded to within the target time of 10 working days.
- **69% (79%)** of complaints were successfully dealt with at stage one of the complaints procedure.





Easter party at Battersea Fields



Cllr Ravi Govindia meets residents on the Alton estate



Deputy Mayor Cllr Jane Cooper officially names "HMS Battersea Men's Shed" at the boat launch in Barn Elms



## 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?

- **31 (32)** unannounced estate inspections were carried out with residents and councillors. .
- Supported **56 (63)** accredited RAs in the borough.
- There are **17 housing community champions**. These are resident volunteers who have been recognised for the community work they do on their estates. We support them to continue their work and provide funding. This year, projects have included **community gardens, planting an orchard and a local film festival**.
- **Social inclusion schemes** have been delivered across the borough, including the popular **Battersea Men's Shed** at Dimson Lodge, which allows older men and women to come together to enjoy carpentry and crafts. This year the group built a boat which was launched on the Thames.
- A **leaseholder satisfaction survey** was carried out and a Housing Management STAR Lite satisfaction survey is underway.
- Overall satisfaction with services has increased. Tenant satisfaction is **76% (75%)** and **60% (53%)** for leaseholders.

# 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.**

**Aim to achieve value for money by tendering services where, for example, contracts have come to an end.**

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



Housing Customer Centre at 90 Putney Bridge Road



Building works underway

## How have we met the standard?

- Continued to effectively manage the **Housing Revenue Account (HRA)**, and increased the reserve level to **£333m up from £321.9m** The Department has a financially viable business plan in place for the next 30 years. This allows the council to fund its **regeneration and new build** plans which are being delivered now.
- The council consulted on all major works and external redecoration schemes, we served:
  - **2,011 (1,857)** Notices of Intention\*; and
  - **1,566 (1,215)** Section 20 Notices\* on leaseholders.
- The average weekly management cost during the year was **£18.94 (£18.90)**.
- The average weekly maintenance cost decreased from **£30.74 to £27.67**.
- Average weekly rent was **£127.20** compared to **£128.14** last year.

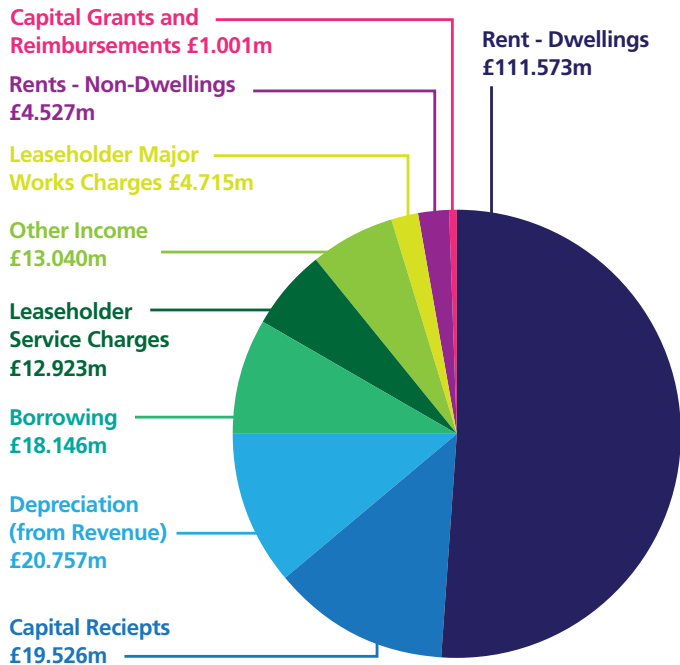


Sutherland Grove in spring

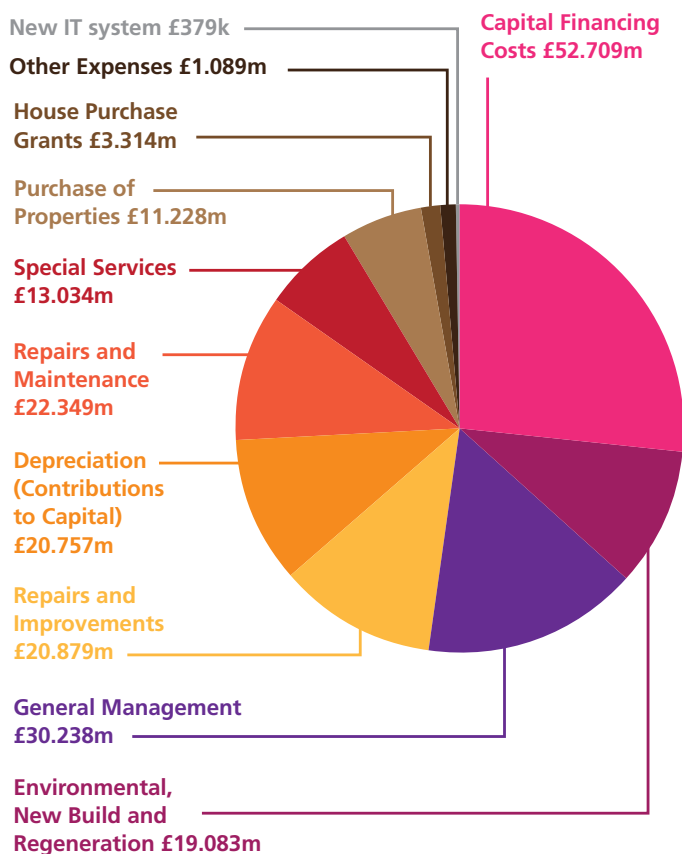
\*These are a statutory requirement to consult leaseholders on schemes of major works costing more than £250 per leaseholder.

## Priorities for 2018-2019

### Housing revenue account 2017/18 Income total £206.208m



### Housing revenue account 2016/17 Expenditure total £195.059m



To **progress the replacement of cladding** at Sudbury House and Castlemaine and put in place a programme to **install sprinkler systems in our high rise properties.**

To continue to **carry out fire safety inspections** to homes in blocks of 10 storeys and over.

To establish a **residents' working group** to review the **cleaning specification** and contract ahead of re-tendering the service.

To review and **update the Wandsworth Housing Strategy.**

Continue to **progress plans to deliver 1,000 homes** over the next **three to five years** through the Council's development programme. Recruit a **'Homes Champion'** to identify sites and deliver major **housebuilding programmes.**

Progress plans to **deliver 95 more extra care homes** for frail, older residents **by 2021.**

Progress plans to **deliver three supported housing schemes** across the Borough.

Progress the **delivery of the regeneration plans** for Winstanley/York Road and Alton estates.

Successfully **implement new duties** to prevent and **reduce homelessness** under the Homelessness Reduction Act 2017.

Further roll out **high speed broadband** in Council-owned residential properties taking the **total number of properties to 20,000.**

**Review the ASB Policy Statement** and consult with residents on this.

Review and **update the Council's Tenancy Strategy and Policy.**

Procure and **develop a new CCTV** and emergency control facility and begin implementation.

Implement **a new housing IT system** including Customer Portal.



The men from Men's Shed overjoyed at board launch



An A-Choired Taste choir



HMS Battersea Men's Shed

## Battersea Men's Shed boat launch

'Messing about on the river' became a delightful reality for the men from Battersea Men's Shed this month when they launched the boat they crafted themselves on the Thames at Putney.

They set sail to the melodic sounds of the Community Development Over 50's choir known as "An A-Choired Taste" from Roehampton, who sang nautical tunes to wish them safely on their way.

The boat launch represents the culmination of three years hard work by the men involved in the Men's Shed Project, which aims to promote positive mental health and reduce social isolation amongst men over 55 living in Wandsworth.

The men are exploring ways to top this endeavour in the near future! Anyone interested in finding out more about Battersea Men's Shed can contact Elaine Curley at Sheltered Housing Services [Ecurley@wandsworth.gov.uk](mailto:Ecurley@wandsworth.gov.uk)

## Wandsworth's new GPS devices

GPS devices can give you confidence when you're out and about. Wandsworth Telecare Services tell us about three new devices which have been made available to Adult Social Services users to do just that.

The first one is the YepzonOne tracker. This is a simple device which is purely a locator. The responder or carer for the client links the device to their smartphone via an app and can check its location by opening the app. The device must be credited with data to enable it to connect to the cloud server and the minimum package is for three months data (around £14).

The second device is the Pebbell. This can be connected to a maximum of three responders. The responder can text the number linked to the device and will receive a text reply with a link to a Google map location. The device must have credit to reply and this can be added like a pay as you go mobile phone via the internet. The user can also call for help by pressing the centre button, allowing the responder to speak to the user through the device.

The third device is the SmartWatch. This also has a speak function and connects to a smartphone app which the responder would use to locate the watch. This device does not come with its own sim card but a cheap pay as you go sim card can be purchased.

All devices need regular charging, recommended every three to four days (the YepzonOne charge lasts for longer), and all perform best when they are outside.

For more information on these devices, or to arrange Telecare demos and training, please contact the Telecare Development Officer on 020 8871 8990 or email [rollett@wandsworth.gov.uk](mailto:rollett@wandsworth.gov.uk).



Morris Burrows with one of his favourite pieces, a portrait of a young woman



A sculpture by Morris Burrows

## Resident artist returns

We caught up with Morris Burrows, one of the artists living in sheltered housing who featured in the September 2016 edition of Homelife.

Since then Morris has barely put his paint brush down, and he's invited us over to his Battersea home to have a look at some of his latest works.

Morris has been interested in art ever since he was a child. However, it was only when he moved to London from Guyana at the tender age of 20 that he started taking it seriously. He attended night classes at the Chelsea School of Art and has had his works exhibited at the Guild Hall. He did this alongside his job as an engineer.

Morris' art showcases a wide range of materials and artistic techniques. One of his favourite pieces, of which he says there are only two of this style in the world, is a portrait of a young woman. It is a painting, on top of a painting, separated by a small pane of glass to give the illusion that the eyes and teeth are set back.

Morris believes there's a link between his work as an engineer and his art. He said: "When you're an engineer, you have to be precise, because in engineering for things to function they have to be precise and in cohesion. You pay attention to detail and in engineering if things don't go right it doesn't work. So you can apply that to art and sometimes you apply it without realising you do."

"Since I was a youngster, I can remember people asking me, what do you want to be? I said I want to be an artist and an engineer, and you know what, I have succeeded and this is enough for me."

Morris is a man of many talents and has also taught himself to play the piano and to sculpt. We look forward to seeing what he has in store for us next time round.



Oliver plays in a poppy field

## Caring for pets

We all know about man's best friend and what great companions they make, especially to people who live alone. But what happens to your pet if you are taken ill and have to go into hospital? For many of us pets can be our greatest concern and they are the last thing we want to be worrying about during a time of need.

Listed below are a selection of registered charities which can help ease these concerns:

**All Dogs Matter** take in and rehome dogs.  
30 Aylmer Parade, London, N2 0PE  
Tel. 020 8341 3196

**Battersea Cats and Dogs Home** take in pets BUT with a view to rehoming them.  
4 Battersea Park Road, London SW8 4AA  
Tel. 0843 509 4444

**The Blue Cross** can help with vet costs and with rehoming your pet.  
88/92 Merton High St, London, SW19 1BD  
Tel. 0300 177 1810

**The Dogs Trust** rehome dogs only.  
17 Wakley St, London, EC1V 7RQ  
Tel. 020 7837 0006

**The Cinnamon Trust** might be able to find a temporary/foster home for your pet and find someone to help with dog walking.  
(by phone only) 01736 757 900

**Many Tears Animal Rescue** have contacts throughout the UK to help with the fostering of animals.

Cwmllog House, Cefneithin, Llanelli, SA14 7HB. Tel. 01269 843 084

**The RSPCA** can help by offering reduced vet costs for those on a limited income and a rehoming service.

6 Clarendon Drive, London, SW15 1A.  
Tel. 0300 123 0716



Residents tuck into the delicious food



Guests danced to DJ Hooker's West Indian tunes

## A taste of the Caribbean on the Alton

A Caribbean Day event was held in the Alton Estate Clubroom on Thursday, 23 August 2018.

The event was organised by the Sheltered Housing Officer, Jane Brazier, with the assistance of Winston Ellis who lives at the scheme and is a qualified chef. This event was a real hit last year and Winston agreed to get involved again this year. Winston prepared and cooked all the food which included Caribbean soup, jerk chicken, jerk pork, fried dumplings, oxtail and butter beans, two types of fish, Caribbean ribs, vegetable pie, Caribbean coleslaw, mango and mixed salad with home-made dressings and traditional jerk sauce. Jane provided various deserts, chocolates and refreshments and two other tenants, Serena and Jacko, contributed and prepared a traditional Caribbean punch which went down well with a lot of the tenants and guests that attended.

On the day of the event Jane worked hard to transform the clubroom with a taste of the Caribbean by having national flags from every Caribbean island on the wall to represent them on the day. There were pink flamingos and table decorations.

The event started at 12 noon and tenants slowly filled the clubroom, along with their families and guests from the community. Even a lady from Croydon attended who is a friend of a local. There were council staff at the event taking pictures and others assisting those who needed support.

Another tenant, a Trinidadian DJ who goes by the name of DJ Hooker, provided a range of Caribbean music which got quite a few people dancing, including the staff. Even one of the tenants who is in her nineties was up and moving around to the Caribbean tunes!

Winston had prepared so much food there was lots left over so many of the tenants and guests took a small container of food away for those who were unable to attend.



Chef Winston displays his Caribbean feast



The clubroom was transformed with a taste of the Caribbean



# Earn Money From Your Property

- Various lettings schemes available
- No management fees or commission
- Free professional letting
- Free management service
- Cash incentives available\*

\* depending on scheme

We are looking for properties to let in Wandsworth borough and surrounding areas.

We offer a:

**LET ONLY SCHEME**

**RENT GUARANTEED SCHEME**

**FULLY MANAGED SCHEME**

For further information on these schemes and other letting opportunities, call us on (020) 8871 7333 or email [landlordlettings@wandsworth.gov.uk](mailto:landlordlettings@wandsworth.gov.uk)

Refer a landlord and receive **£200!**

Our dedicated team of experienced officers are here to support you in finding a tenant for your property. We offer a range of schemes:

## LET ONLY SCHEME

- Maximum of six weeks rent in advance
- One off incentive payment
- Post tenancy sustainment service
- Free inventory and photo schedule \*\*
- Direct payments of HB
- Free 12 month assured shorthold tenancy agreement
- Multiple viewings offered

\*\* distance permitting

## RENT GUARANTEED SCHEME

- Guaranteed rent
- Free inventory and photo schedule
- Tenancy sustainment service
- Agreement between 24-36 months
- Guaranteed vacant possession
- Incentive payment

## FULLY MANAGED SCHEME

- Guaranteed rent
- Full management
- Minor repairs (after first six months)
- Regular property inspections
- Dedicated property management officer
- Free inventory and photo schedule
- Three and a half year lease agreement
- Properties can be both in the borough and neighboring areas

Terms and conditions apply

Designed and produced by Wandsworth Design & Print. [wdp@wandsworth.gov.uk](mailto:wdp@wandsworth.gov.uk) H2169 (3.18)

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





Guests practice their boxing skills

# Great turn out for Brighter Living Fair

More than 180 people came along to the Brighter Living Fair, to find out what support is available in Wandsworth that champions independent living.

The free fair took place on 3 July and was organised by the council's Adult Social Services Department. It was specifically for adults who have or are looking for care and support in the borough, and other local residents aged 55 and over.

Over 40 local services and organisations had stalls at the event, including the Share Community, Battersea Thrive, Generate, London Fire Brigade and local NHS services. There was also a full programme of talks and demonstrations, including Wandsworth Police who gave a talk on keeping safe, DORCAS who demonstrated healthy juice making, Enable who gave fitness taster sessions, Carney's Community who taught boxing, Creative Minds who led an art workshop and sign language sessions from Deaf First.

There was also a chance to hear about services on offer from the council to keep people safe and well, including the WATCH and Telecare emergency alarm services and the award-winning KITE service, which helps people get back on their feet after an accident or illness.

The Scott family, who attended the event, said: "As well as finding out what services there are, we also found out

whereabouts in the borough they are, which is really useful. We've learnt a lot here today." Yvonne who lives in Balham said she had learnt about healthy eating from the Diabetes Champions and how to make the best use of her mobile phone from CommuniTech.

Councillor Paul Ellis, the council's health and social care spokesman, said: "This was a very successful event, and we're delighted it was well attended and so many organisations came along. We hope that the day will give residents the information they need to stay healthy and independent."

If you were unable to attend, you can search for local social care services at [www.wandsworth.gov.uk/adultsocialcare](http://www.wandsworth.gov.uk/adultsocialcare)



Attendees enjoy the art workshop

# Wandsworth Mediation

**Wandsworth Mediation Service is a local charity providing a free community mediation service to neighbours, families and communities in conflict.**

Since they were set up in 2004, they have helped hundreds of people reach a peaceful agreement with their neighbours and families. Their team of 56 mediators help Wandsworth residents resolve their own disputes by giving them time and space to discuss issues and find shared solutions.

Service Manager, Jenny Reid said: "Our trained mediators are neutral and don't take sides. They do not tell the parties what to do, but they guide them to thinking about how they might do things differently in the future."

## COMMUNITY CASE: David and Lucy\*

David and Lucy are neighbours, with Lucy living in the ground floor flat and David in the flat above. They were referred to Wandsworth Mediation Service by the police following several incidents of noise complaints. Both David and Lucy felt that the other was disruptive and intentionally making loud noises, making the living situation very tense. All communication between David and Lucy had broken down.

Two community mediators visited David and Lucy separately at home to hear the background to the conflict and explain the mediation process in detail. After this, both David and Lucy agreed to meet jointly with the mediators at the Wandsworth Mediation Service offices.

Now David and Lucy feel that things are much better. They greet each other when they meet, disruptive noise levels have decreased and as Lucy describes, "I'm enjoying living where I am again".

(\*names and some details have been changed to protect privacy)

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“ Our trained mediators are neutral and don't take sides. ”

## Have your say on how we deliver housing services

We'd like to hear your views on the council's draft Housing and Homelessness Strategy.

The strategy sets out how we will help our residents meet their housing needs, ambitions and improve housing in the borough. The Strategy will follow five key themes, each of which plays an essential part in providing housing for the borough.

### 1. Building more homes:

Wandsworth will deliver over 14,000 homes over the next five years including affordable homes for Wandsworth residents and workers, such as low cost ownership and new council homes.

**2. Proud of our council housing:** We will maintain our housing and estates to good standards and ensure these are safe places to live. We will empower our residents to ensure the wider resident voice is heard.

**3. Improving standards for private renters:** We will work to ensure high standards in private rented housing and take action with landlords where required.

**4. Tackling homelessness and rough sleeping:** We will work with those who are homeless or threatened with homelessness to prevent or relieve this at the earliest point.

**5. Supporting vulnerable residents:** We will deliver a range of options to help residents live safely and independently, including sheltered and supported housing schemes, as well as adaptations and telecare services.

Have your say by responding to our consultation which will be open from 12 October until 23 November.

View the consultation at [www.wandsworth.gov.uk/housingstrategy](http://www.wandsworth.gov.uk/housingstrategy)

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

# 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](http://www.wandsworth.gov.uk/reportitapp)



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](http://www.wandsworth.gov.uk/housing)



## HAVE YOU RESPONDED TO YOUR HOUSEHOLD VOTER FORM?

All households in the borough have been sent a Household Enquiry Form asking for confirmation of who is eligible to vote. Respond **online**, by **phone** or by **text**!

Canvassers will start to chase up non-responding households soon, so respond now to avoid a visit!

Elections and referendums can be called at short notice. Responding helps to ensure the information we hold for your household is up to date.

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

It is a legal requirement to provide the information requested; **if you don't you could be fined £1,000.**

Find out more at [wandsworth.gov.uk/vote](http://wandsworth.gov.uk/vote)

**YOUR VOTE MATTERS**

**DON'T LOSE IT**



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## Large print version

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