

Home life



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Housing community champions welcomed

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Work Match

securing jobs
for local
people



These local people got jobs through Work Match

Getting Wandsworth people into work

This month the council's Work Match team is offering training opportunities in construction, retail, hospitality and catering.

The bespoke training courses are linked to the many jobs being created across the borough as rapid regeneration continues.

Several new high street retailers have moved into Wandsworth recently, and Work Match is currently recruiting for Debenhams, Decathlon, Sky, RUSH, Pandora and more.

Work Match is a dedicated council team matching local people with job opportunities, apprenticeships and training. So far it has helped more than 300 people out of unemployment and into new careers.

Wandsworth businesses can also use the free service to recruit a locally-based workforce. Getting help is easy – all you have to do is visit the website, send an email or give them a call, and a member of the team will talk you through the process.

wandsworthworkmatch.org

wandsworthworkmatch@wandsworth.gov.uk

(020) 8871 5191





Welcome to the spring edition of Homelife.

I'm delighted to announce a further five Housing Community Champions have been approved. They were congratulated by the Mayor for their community-spiritedness earlier this year (see page 12).

Good news for tenants, rent is being reduced by an average of £5 per month. On top of this, heating and hot water bills for those with communal systems are to be reduced by a minimum of 5 per cent, with some blocks benefiting from a 10 per cent saving.

Housing remains a top priority; supporting the delivery of new homes, ensuring local residents benefit from the strong growth in housing in the borough and investing in council properties.

For example, our affordable homes programme is forging ahead with 400 homes completed in the last year, 450 due before April and a further 750 over the next two years. These are a vital addition giving local people real opportunities to become homeowners.

Furthermore, we're continuing to negotiate successfully with developers to ensure homes are affordable for local people, such as our new deal at Battersea Power Station that will see discounts of up to 70 per cent of market rates (see page 6).

We continue to invest in your homes to ensure better homes and neighbourhoods, for example more than a third of million pounds has been announced to improve Ackroydon East estate and St James Close, Tooting (page 20).

Cllr Paul Ellis
Cabinet member for housing

email: homelife@wandsworth.gov.uk



The Mayor unveils more affordable homes in Wandsworth

Mayor welcomes new residents

The Mayor of Wandsworth Cllr Nicola Nardelli has officially welcomed new residents to Osiers Place.

More than 150 new homes have been built at the Wandle Delta, in Wandsworth, including almost 40 affordable homes to buy or rent for people on lower incomes.

Mayor Nardelli unveiled a plaque to mark the opening and was joined by Ms Aeiofe Smith, a new home owner and leader of the council Cllr Ravi Govindia, "I'm delighted to officially welcome the residents of Osiers Place to their new homes here in Wandsworth. This fantastic partnership project with Paragon Housing and Taylor Wimpey has delivered a wonderful new development for residents like Mrs Smith and her family and our growing community.

"It's hard to believe the Wandle Delta was an inaccessible industrial area just a few years ago. It has now been dramatically transformed into a vibrant community with housing, restaurants, cafes, businesses."

Rent reduction announced

Good news for tenants as rent bills are reduced from April this year.

The average council rent decrease of 1 per cent means that tenants will be almost £70 better off each year. This equates to an average saving on rent bills of around £5 per month for households.

The reduction forms part of a wider, four-year council plan to cut rent bills year on year ahead of the government's Welfare Reform and Work Bill, which is due to become law later this year.

The rent changes will take effect from Monday 4 April 2016.

Home Ownership Team

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

(020) 8871 6016

Email: housesales@wandsworth.gov.uk
www.wandsworth.gov.uk/homeownership



Right to buy makes dreams come true

A young couple have just bought their two-bedroom flat thanks to the council's right to buy scheme.

Mrs Wells, from Southfields, explained how the right to buy scheme has helped them fulfil their dream of buying a home before they got married, "Like many couples we wanted to buy a house, investing in a property was a priority for us. We were not married at that time and it was something to check off the list before we wed!

"We'd heard of the scheme and decided buying our council house was the best way to get on the property ladder. It was all very quick. We sent our Right to Buy form in March, that process took around two months including a surveyor's visit. We then applied for our mortgage and completion took place in September 2015.

"The discount itself was the most appealing element of the Right to Buy scheme. We were fortunate enough to be eligible for the maximum discount available. It's made a huge difference, we couldn't have afforded to buy our property without this assistance and are extremely grateful for the scheme.

"We're also really grateful to the council and for the smooth and efficient way our Right to Buy case was handled. For example, we had a terrible time with our conveyancers and the team at Wandsworth were always very helpful during that stressful time.

"Right to Buy was the right decision for us. It's the best decision we've made and wouldn't hesitate to recommend it others."

The council offers up to £103,900 discount to tenants who want to buy their council property. The beauty of the scheme is that you are buying the property you know and already live in, no gazumping by other buyers and you are not part of a chain so there's less worry and uncertainty.

Home Ownership Team has moved!

We've moved to a new location.

You can find us at 90 Putney Bridge Road,
Wandsworth SW18 1HA

Shared ownership explained

This is one of the most popular ways to buy a home for those hoping to buy their own place. It's a financially easier option where you can buy and rent a home at a rate you can afford.

What is Shared Ownership?

Shared ownership gives the opportunity to purchase a share in a new or existing home from a housing provider (HP). You purchase the maximum share in the property that you can afford with a minimum requirement of 25% and pay rent on the remaining share (often referred to as part buy part rent).

Eligibility to join Wandsworth's register

You must either live or work within Wandsworth.

Gross Income must not exceed £71,000 (to purchase a one or two bedroom home) or £85,000 (to purchase a three or more bedroom home). You cannot already own a home or if you do you must have your home currently on the open market before you apply.

Registration

Complete a combined sales scheme application form and return to the home ownership team (HOT). Once registered, applicants are placed on our registration database.

Nomination Process

When marketing a development the HP will request a nomination list from HOT. Marketing details will be sent to all eligible applicants who match the set HP's minimum income and savings criteria from our register.

Viewing/ Financial Appraisal

After the viewing has been carried out a list of interested applicants are placed in priority order by HOT. If you are successful a £500 reservation fee is paid to the HP, who will carry out a financial appraisal to confirm what percentage of the property you can afford to buy.

The Purchase

Typically, a buyer gets a mortgage to fund the share they have bought and pays rent on the remaining share to the HP. As they only need a mortgage for the share they are buying, they need to raise a smaller deposit than if they were purchasing a home outright.

Completion

Homes for sale

Apply today for a chance to be a home owner

Shared ownership is about making housing affordable.

- Register with the home ownership team
- Reserve a home – receive details of properties to view and reserve a home you like
- The offer – receive an offer from the housing association on the property
- Mortgage advice - go through your finances with an independent specialist adviser to work out what percentage to buy and secure the mortgage
- Appoint a solicitor – to oversee conveyancing of the property
- Memorandum of sale and exchange date – summary of the house purchase, exchange date and deposit paid
- Completion day – Money is exchanged to the housing association through your solicitor (the mortgaged amount) and you receive the keys.

The buying stages take on average three months to complete.

Osiers Place, Paragon Housing – SW18

19 modern apartments ideally located close to the River Thames. One, two and three bedroom contemporary homes. Call quickly as over half have already been sold or reserved.
01932 235801
emailsales@paragonchg.co.uk

Oakhill Road, Metropolitan - SW15

8 one-bedroom shared ownership apartments in East Putney. Ideally located within walking distance of Putney town centre.
020 3535 2555
Email: sales@metropolitan.org.uk



Putney Plaza, Octavia – SW15

34 stylish one, two and family-sized apartments have been launched at Putney Plaza.
020 8354 5500
Email: sales@octavia.org.uk



Tileman House, Viridian, SW15

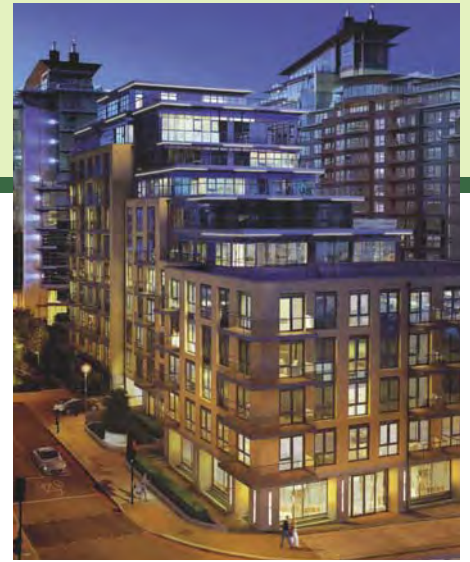
A contemporary collection of apartments on Upper Richmond Road, Putney. Tileman House offers outdoor space or balconies and is located close to Putney town centre.
0800 012 1442 Email: sales@viridianhousing.org.uk

Butler Court, Thames Valley – SW11

11 modern, one-bedroom apartments in a vibrant area of Battersea due for sale.
020 8607 0550
Email: sales@tvha.co.uk

Westfield House, Thames Valley Housing, SW18

A selection of 33 contemporary one, two and three bedroom apartments located just minutes from Earlsfield station. Last few remaining
020 8607 0550
Email: sales@tvha.co.uk.



Battersea Reach, Wandsworth SW18

30 modern apartments at Battersea Reach in close proximity to the River Thames and Wandsworth Town station. To purchase a shared ownership home at Battersea Reach you must register with the Wandsworth's home ownership team.



Riverside Quarter, Viridian SW18

A selection of modern apartments at Riverside Quarter in Wandsworth. These brand new homes are ideally located near the River Thames and are convenient for commuters.

To register your interest please email: sales@viridianhousing.org.uk or 0800 012 1442



Sales director Kush Rawal and cabinet member for housing Cllr Paul Ellis visit Westfield House.

Lower cost apartments prove popular

Earlsfield has proved as popular as ever with homebuyers bagging a bargain through our shared ownership scheme.

Cllr Paul Ellis, cabinet member for housing, visited Westfield House in Earlsfield to see for himself how it is helping local people get a foot on the property ladder. Thirty-three of the apartments, which forms part of the council's affordable housing programme, have been delivered by Thames Valley Housing for shared ownership with a further six flats set aside for rent at reduced rates.

He said, "Local people have wasted no time in securing these new properties, which were offered to suit residents with different levels of income. It's been incredibly popular since its launch in September, leaving only two three-bedroom apartments still on sale.

"Thames Valley Housing will soon be welcoming the first residents into this very high quality housing, which is located in a fantastic setting overlooking the Wandle and I want to congratulate Thames Valley on a job well done."

Heating and hot bills to fall

Residents with communal heating and hot water are to benefit from lower costs this coming year.

Charges are being reduced by 5 per cent this year for those with communal heating and hot water systems. And some blocks will benefit from as much as an average of 10 per cent saving.

The decrease is thanks the council's keen negotiating on future gas prices to secure the best deal for our residents. In addition to a mix of continued maintenance work, wall insulation and double glazing programmes across estates coupled with a milder winter which has meant lower usage.

This combination has resulted in lower costs and savings which are being passed on to our customers.



Up to 70% discounts for new Battersea homes

The council has struck a deal that means hundreds of homes will be up to 70 per cent cheaper to rent or buy at Battersea Power Station.

The legal agreement between the council and Battersea Power Station Development Company will see 374 homes offered to local residents to rent or buy at well below market prices.

More than 250 will be available to rent at discounts between 20 and 70 per cent below the market rate, with the average being just over 40 per cent. It's hoped this makes them affordable for those with a combined income of £25,000 and above. The remainder of properties will be to buy at a reduced price.

Council leader Ravi Govindia said, "This deal is unique and will deliver hundreds of new homes at prices that low and middle income households can genuinely afford.

"It will help local workers struggling with high market rents, people on the waiting lists and the sons and daughters of local residents who can't otherwise afford to fly the nest."

The first properties for sale should be ready by 2019, so get saving for your deposit now!

Winstanley and York Road regeneration update:

Next step for Battersea housing estates revival underway.

We've started the process of finding a joint venture partner to help deliver the regeneration project for Winstanley and York Road estates in Battersea.

The launch of the procurement process to find a partner comes after three years of close consultation with those residents affected. The preferred joint venture partner will be selected through competitive dialogue.

Our ambitious regeneration project aims to dramatically improve the local neighbourhood and quality of life for local people.

Hundreds of out-dated council homes will be replaced with 2,000 high quality homes, we'll create a well-designed

area and renew its environment, local services and facilities through a mix of new retail, leisure, community and office spaces.

Council tenants and owner-occupiers will be offered new homes in the development so they can share in the area's revival.

There'll also be a range of employment, skills training and health initiatives to help the community prosper and take full advantage of the new opportunities this regeneration scheme offers.

We want to find a partner that will put our residents' interests and needs at the heart of their approach.



New dog micro chipping law

From April, a new law means that all dogs over 8 weeks old must be micro chipped.

The keeper of the dog who fails to have it microchipped can be prosecuted with a maximum fine of £500. To help dog owners the council is offering a free dog micro chipping service to tenants and leaseholders for a limited period.

Where a dog has a micro chip it can be returned to its owners more quickly, which helps reduce stress to dogs and owners avoid any kennelling costs.

Wandsworth Council has lead the way in the introduction of the national policy. In 2009, we introduced dog micro chipping for those living in council properties to reduce lost, stray and anti-social behaviour involving dogs. To date we have micro chipped 1,518 and registered a further 1,527.

If you live in a council property and have had your dog micro chipped elsewhere, please make sure you contact us to register your dog. Tenants and leaseholders are responsible for making sure that keepers of dogs living in their property adhere to the council's tenancy or lease agreements regardless of whether they are the owners of the dog or not.

To book free micro chipping or for more information contact the animal welfare service 020 8871 7606
Email: dogcontrol@wandsworth.gov.uk



Nine Elms coming to life

Thousands of affordable homes will be built as part of the regeneration of Nine Elms North Battersea over the coming years.

The regeneration of Nine Elms spans both Wandsworth and Lambeth. Currently, there are 16 mixed-use developments with planning permission in the Wandsworth's side of Nine Elms development area, all of which include homes set aside for local residents to buy at below market prices.

The first 98 shared ownership have already been snapped up by Wandsworth residents. Their average household or joint income was around £45,000 a year. Overall, the developers on Wandsworth's side will provide over 2,400 affordable homes and we'll spend a further £60m on other affordable housing schemes.

For more information see: www.nineelmslondon.com

Leaseholders urged to seek advice

Residents are being urged to seek independent, professional advice before buying their freehold or extending their lease.

Each year, residents apply to buy the freehold (as a group) of their block or extend the lease to their own home. Before embarking on this process, we are advising you to get professional advice to avoid any pitfalls.

Whether you are buying your freehold or extending your lease we strongly advise you to obtain a valuation (if required) from a qualified surveyor and seek independent legal advice and/or representation from a qualified person before formally applying and throughout the process. From time to time intermediaries offer a range of services. You are advised to seek assistance from qualified professionals to make sure you get the right advice and save time or money.

Buying your freehold

By law we must accept leaseholders' applications to buy the freehold to their block where more than two thirds of the flats in the block are owned on long leases

(21 years plus) and where at least half of the block are applying.

Extending your lease

If you want to extend your lease you must make a statutory application. You can formally apply for one where you have owned your lease for at least two years. We will only grant a lease extension in accordance with the law.

The cost varies as it is based on a number of factors and we cannot give valuation advice. Please make sure you seek your own advice first.

Finding out more

As a starting point try the Leasehold Advisory Service website where there's a range of free advice: www.lease-advice.org.

Alternatively, refer to government guidance at: www.gov.uk (search for 'long leaseholders guide').

Applying

To buy your freehold:
You can apply through the home ownership team (see page 4)
Email: housesales@wandsworth.gov.uk

To extend your lease:
Please contact Richard Goodman
email: rgoodman@wandsworth.gov.uk



MBE

The former cabinet member for housing Cllr Martin Johnson has been named in the Queen's Birthday Honours List.

Cllr Johnson has been a councillor for around 50 years, serving as the lead on housing for almost ten years and as Mayor of Wandsworth twice.

Alton estate regeneration update: Securing a development partner

The council's search for a development partner to deliver the regeneration of Alton estate is now underway.

The selection process started in February and a partner is expected to be appointed in 2017. The chosen partner will need to demonstrate their experience and capability to deliver a project of this kind. This includes understanding what the project is aiming to achieve, delivering high quality residential housing and working with the community. They will also be expected to show they understand the unique setting of the estate and how proposals will enhance the local area.

The council will select its partner from the Greater London Authority's (GLA) London Development Panel. This is a panel of 25 leading housing development organisations, which have been carefully vetted by the Mayor of London and GLA to ensure they have the skill, experience and capacity to deliver major projects. This will be a more streamlined process than other procurement routes and more cost efficient.



For more information please contact the regeneration team
020 8871 6207 or email:
Roehampton@wandsworth.gov.uk

Leaseholders risk losing their home

People who own a council property are being warned that they could lose their home if they fall behind on their service charge payments.

Each year, leaseholders receive their service charge and major works bill, which is for the running costs of their block and any major works carried out.

If you fail to pay or fall into arrears the council may take court action which could ultimately result in a court order to forfeit your lease. This means your lease is brought to an end and the ownership of your property reverts back to the council.

The property becomes ours and you will need to move out. We can resell the property but you will not receive any of the money from its resale. You will still remain liable to the bank for paying the remainder of the mortgage you took out on the property. Forfeiture also means your details will be on the

county court register and your credit rating may be affected.

We will take court action where you have built up arrears, been given a reasonable amount of time to make payment but have failed to act or pay off the debt.

You can make payments online, by direct debit, phone or post. For more details see www.wandsworth.gov.uk

Contact the leasehold and mortgages team to discuss payment of arrears, your service charges or major works bill:

020 8871 6299 (payment) or 0800 021 7763.

Email: I&m@wandsworth.gov.uk



Landlords Looking for trouble-free letting?

- Guaranteed rent for the duration of the lease
- Rent paid direct to your bank account
- No management fees or commission
- Free professional management service
- Property leased for 3½ years

We are looking for properties in the borough of Wandsworth and surrounding areas.

For further information on this scheme and other letting opportunities, call us on (020) 8871 7333 or email privatelandlords@wandsworth.gov.uk



Online housing services at your fingertips

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

Repairs online

To report a non-urgent repair to your property.

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

www.wandsworth.gov.uk/housingrepairs



Major works in your area online

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

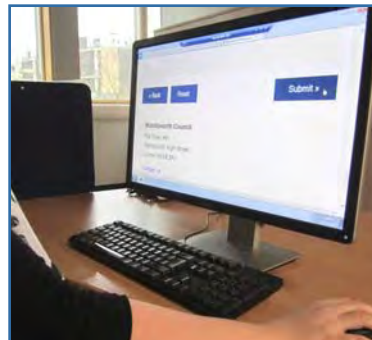
www.wandsworth.gov.uk

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.

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

www.wandsworth.gov.uk/housingoptions



The form is not intended for those who are:

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

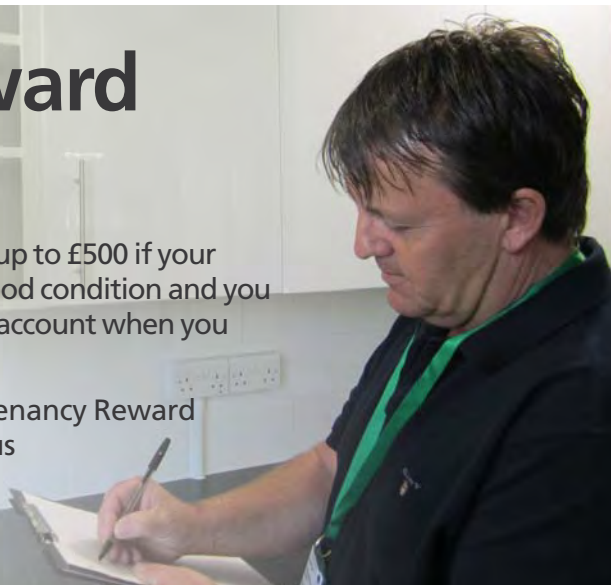
If you have a housing emergency such as being homeless or fleeing abuse today please contact the housing options team.

£500 reward scheme

You could be rewarded up to £500 if your home is clean, tidy, in good condition and you have an up to date rent account when you vacate it.

Ask about the End of Tenancy Reward scheme when you tell us you're moving.

* Subject to eligibility, terms and conditions.



Are you registered to vote at the Mayor and London Assembly elections?

Mayor and London Assembly elections are taking place on 5 May 2016. Only residents who are on the electoral register will be able to vote at these elections.

If you have moved in the last few months or don't believe you are registered yet, you will need to visit www.gov.uk/register-to-vote to add your details to the register.

16 and 17 year olds should also visit this website to register, to ensure they can vote as soon as they turn 18.

Wandsworth Electoral Services wrote to every household in February 2016, to confirm the names registered at each address. If this information is incorrect you should take action straight away to correct it, as information can take several weeks to change.

Why should I register?

You need to register in order to be able to vote. If you aren't registered to vote, you won't have the chance to have a say on who represents you.

Being registered is also important if you are applying for credit. This is because credit reference agencies use the register to confirm where someone lives when they apply for credit in order to prevent fraud.

For further information about voting, please visit

www.wandsworth.gov.uk/vote.

For information about the Mayor and London Assembly elections visit www.londonelects.org.uk

YOUR VOTE MATTERS

DON'T LOSE IT



Money worries needn't cost your home

The council's financial service steps in to help a pensioner at risk of losing her home.

Sheila, 75, was referred to the council's money advice service after falling into serious debt.

She'd been struggling financially, but it was only when the bailiff was set to take control of her possessions that she accepted she could no longer cope and was referred for help. Sheila had run up thousands of pound in debt, including £500 in rent arrears and had stopped paying her council tax altogether. And, although her adult son was living with her, he was unwell and out of work, so couldn't help with bills.

The council's financial inclusion team set to work on the most pressing matters. Helen, the team manager explained, "First, we liaised with the bailiffs to make sure this vulnerable household were secure until we had time to come up with a financial plan. Next, we looked at how to manage the debt and maximise their income.

"As we worked together, it emerged that they weren't claiming all the benefits they could. We were able to increase

their annual income by £11,000, which has made a real difference to them. This included claiming benefits for her son who can now contribute towards all the bills.

"We've set in place a financial plan to pay off her arrears and reduce her bills by switching to cheaper providers. Sheila has nearly paid off her rent arrears and is paying off her council tax. We've now referred her to the tenancy support team who will continue to work with her to make sure she's able to cope financially in future."

You can contact the financial inclusion team on 020 8871 8780.



Helen offers advice and support



Tenancy Support Team

Our service provides free one-to-one support to vulnerable council tenants at risk of losing their home.

To refer yourself or someone else call:
(020) 8871 6617 Monday to Friday (9am - 5pm)
 Email: supportedhousing@wandsworth.gov.uk



Reassurance and peace of mind at the touch of a button

WATCH

Lifeline Alarm Service

FREE four week trial

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





Community champions announced

Five new housing community champions have been appointed as part of the council's initiative to recognise residents' voluntary work.

Each of the five housing champions have been involved in a range of community activities and volunteering. They represent different parts of the borough and will, like our existing housing community champions, receive support and funding for projects that will benefit their estates and neighbourhood throughout the year.

The council's scheme was established to recognise and support our residents' commitment and involvement in their communities. In February, they received volunteer pins from the Mayor of Wandsworth Cllr Nicola Nardelli, "It's a great pleasure to meet such dedicated, community-minded people who simply seek to enrich the lives of others through volunteering."

"This is a wonderful initiative that recognises and supports the contribution that these residents make to improve their communities. We welcome and congratulate them as housing community champions and wish them well in their future projects."



(l-r) Sheila Kelly, Helena Kelly, Martin Copley, the Mayor of Wandsworth Cllr Nicola Nardelli, Alison Delsol, Ann Ziegler and Donna Burham.

Meet your community champions

Donna Burham: activities and improved community facilities

Donna has worked to improve a local clubroom in Battersea, including seeking volunteers and funding. She arranges social activities for people in the neighbourhood, helps with the communal garden and also works with the support of the council to make improvements to the area.

Martin Copley: Wendelsworth community garden

Martin has been instrumental in the establishment and design of a community garden in Wandsworth. He has overseen £15,000 worth of improvements and helped it become a hub of the community. Martin has extended his volunteering to help residents in five other neighbourhoods establish gardens.

Alison Delsol and Ann Ziegler: community activities

Alison and Ann have been involved in arranging activities and annual fun-days on Alders estate. They take a keen interest in local issues in their community, such as their push to reduce fly tipping. Over the years, both have been members of their local residents' association.

Sheila and Helena Kelly: Campen Close community garden

Sheila, 80 and Helena, 27, are a gran and granddaughter duo who have created a beautiful garden area in their community for others to enjoy. Each year they plant bulbs to celebrate the emerging spring. And it's widely known that Campen Close will be in full bloom with the traditional purples, whites and greens of Wimbledon to mark the beginning of the world famous tennis tournament.



Community partnership success

Residents and local officials work together to improve their area.

Local residents approached their residents' association to ask for a new bench to be installed on a popular route, where locals shop and meet friends.

With support and advice from the council, the RA secured funding from Roehampton Trust and permission from the university, who owns that stretch of land, to install the new bench. Everyone could see the benefit this would bring to the community. David Lunt, the RA chairperson said, "We are really thrilled



Older residents take the weight off their feet with the latest improvement

with the new bench. It really helps local people, especially older residents who appreciate having a place to rest on their way back from shopping. We've had many comments from people who are happy that it's there."

Mystery shoppers wanted!

Are you interested in becoming a mystery shopper?

Mystery shoppers make unannounced telephone calls to the council's housing and community services department and report back on the service they received by completing a questionnaire.

Volunteers may include tenants, leaseholders or adults in their household* and must complete a one-day training event.

Mystery shoppers help us to check how well we deal with customers and this helps us improve our service.

Mystery shoppers will be offered shopping vouchers for their time.

If you are interested or would like more information please contact Beverley Paul

020 8871 6801
email bpaul@wandsworth.gov.uk

Award winning garden on local estate

Wendelsworth estate has been recognised by the Mayor for their outstanding community garden. Wendelsworth RA picked up the winning award under the category 'Old and Young' in the Mayor's Grow Wandsworth competition. The judges were impressed with how the garden brings together people from different generations to encourage growing, cooking and eating together.



Accreditation time!

Calling all RAs! If you haven't already done so, you must register for accreditation by 31 March 2016 for the upcoming year.

For more information or if you are interested in becoming a registered residents' association please contact your area resident participation officer.

New tenants highly satisfied

New tenants complete a survey to help shape and improve our services.

New council tenants, who started their tenancy between 1 August 2014 and 31 July 2015, were invited to take part in a short telephone survey carried out by independent surveyors.

They answered questions about their contact with the Housing and Community Services Department, the initial stages of the rehousing process, satisfaction with their home, and what their future housing aspirations were.

The results show that overall satisfaction levels were high and that our service standards continue to be maintained. New tenants also spoke positively about their re-housing experience. Some key results from the survey are shown below.

- ▶ **83% satisfied with the services** provided by the council as their landlord
- ▶ **80% are happy** with the way Wandsworth Council runs their local area
- ▶ **77% understood what housing options were available** after their first contact with the council
- ▶ **78% found the staff helpful and polite** throughout the application process
- ▶ **70% were satisfied with the property offered to them** and that they currently live in
- ▶ **91% said it gave them a full understanding** of what they can **expect from their landlord**



- ▶ **94%** said it gave a **full understanding** of what their **landlord expects from them as a tenant**
- ▶ **49%** new tenants **expect to own their home in 3-5 years time**
- ▶ **94% expect to remain** in the Wandsworth borough in 3-5 years time

We would like to thank all those who took part in the survey. Your time is much appreciated and it continues to help us improve our services.

For more information and a detailed report of the survey results visit www.wandsworth.gov.uk/housing

Doddington gets fit in 2016

Residents of Doddington estate are keeping healthy with new sports facilities.

Doddington estate residents can now enjoy their new and improved football pitch. The surface was refurbished and new floodlights were installed as part of improvements by the council. The works were suggested by Doddington West residents' association and local charity S.T.O.R.M which works with young people in the area.

The estate has also had a further piece of fitness equipment installed on their outdoor fitness trail. The parallel bars were added at the request of residents and ward councillors following an estate inspection.

The improved facilities will benefit residents of over 700 properties on Doddington West estate, as well as those living

in the wider community. Graham Harris, chairman of Doddington West residents' association said, "Residents take an interest in their health and fitness and welcome the improved facilities. Adults and children alike can get fit and have fun."

The council's positive lifestyles programme will be organising football sessions for local kids on the new pitch.

For further information please contact: 07979 917932
Email: mmiller@wandsworth.gov.uk





Chelsea kicks off

Chelsea premier league football programme has kicked off on an estate in Putney.

After having their newly improved pitch installed at Putney Vale estate, a group of local children were inspired to do more. They took the initiative and successfully bid for funding from the council's youth opportunity fund.

And now thanks to the Chelsea Kicks programme, football sessions run by professional coaches, are being run on a weekly basis. These include a mix of football techniques, activities, games and a social educational programme.

The sessions started in January and have been a great success. The children have set up a local football team, called the Putney Vale Panthers. One of the players Jaiden, 13 said, "I've really enjoy the sessions and it's great to bring our community together. I've made friends with kids that I didn't even know lived on my estate!"

Sessions are held every Saturday from 2 - 4 pm for boys and girls aged 11 – 19 years old.

For more information contact Bernie Brennan 020 8871 5505. Or contact Josh.keys@chelseafc.com

Your resident participation team



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



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



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



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

NEWS: Nine Elms and the surrounding area

Battersea Power Station

Battersea Power Station job opportunities for local people across the site including labourers, carpenters, administrators and various other roles. Please contact 020 8871 5191 or email wandsworthworkmatch@wandsworth.gov.uk

Northern Line

Extension works are continuing on the Northern line at Nine Elms. For more information contact 0343 222 2424 or nle@tfl.gov.uk



Construction jobs

Jobs and apprenticeships are up for grabs in Nine Elms including labourers, scaffolders, assistant quantity surveyor and painting and apprentices. Contact:wandsworthworkmatch @wandsworth.gov.uk

If you would like to know more about development in the area contact 020 8872 8698 or cdavies2@wandsworth.gov.uk

Two centenarians celebrate



Mrs Mabel Cox celebrated her 100th birthday with her nearest and dearest last month. She has lived in Yew Tree sheltered scheme, Tooting Bec, for the last year.

Edna celebrated in style with friends

Edna from Homleigh Court had a fabulous birthday with friends.



Edna Pelluet celebrated her 100th birthday party with friends at Holmleigh Court sheltered scheme.

Edna Pelluet was born during WWI in Stockwell and has lived in Battersea and Clapham her whole life. She started work at just 14, working for a wealthy American family as a nanny. But when the second world war broke out the family returned the USA. Edna then found a local job in a butchers giving out rations.

During the war she married a soldier. Bert had managed to get just enough time off to marry his sweetheart before retuning to the front. They were happily married for more than sixty years, moving into sheltered housing together before Bert died in 2007.

Edna had a great birthday party with friends and neighbours. The highlight of her day was receiving a birthday card from Her Majesty the Queen (see above).

Care goes digital

A new device is being piloted to put vulnerable people in touch with care providers through their telly.

The new technology, Speakset, is similar to Skype or Facetime and connects residents through their television to the telecare team, family, carers, nurses, health workers, social services or anyone else they decide.

This way vulnerable people, such as those who use our telecare or WATCH response services can make and receive video calls through their television and see who they are talking to. It can be programmed to 'call' a laptop, pc, tablet or mobile phone. And you simply need broadband to use it.

Speaking to each other face-to-face can be reassuring for residents and others. But it's also a chance to reduce isolation and give residents improved access to their health or social care professionals such as, district nurses and carers.

The technology is currently on trial. If it is successful it may be rolled out to other telecare customers in the borough.

ACTIVITIES in schemes

Activities in sheltered schemes that older members of the public are welcome to attend.

Battersea area

Abysinnia Close

- Tuesdays 2-4pm, Crafts

Putney and Roehampton area

Lennox Clubroom

- Wednesday 2-3.30pm, Dance

Nursery Close

- Friday mornings, Exercise and boxing classes

Balham and Tooting area

Cowick

- Fridays at noon, Fish and chip lunch

Golden ticket good news for sheltered scheme

A local sheltered scheme were in for a great surprise when they were handed a cheque of more than £600 courtesy of the golden ticket winner.

Anna Easton, of Souhthfields, was the lucky winner of the second Golden Ticket recycling prize draw, which rewards local people for recycling correctly. "My partner and I have always recycled so were really excited to win the Golden Ticket recycling competition. It was a great surprise."

The winner can nominate registered community groups for a share of the £2,500 community prize. So, it came as a complete surprise to one lucky Battersea sheltered scheme when they heard they were to receive a share of the £2,500 community prize fund.

Mrs Irene Baxter chairperson of Doris Emmerton residents' association was delighted, "This is such a generous and welcome surprise. We'd registered with the Golden Ticket draw but thought



Golden Ticket is a winner for local charities

nothing more of it until we heard the good news. The money will make a big difference to our little scheme, thank you so much."

There's still time to win. The next draw will be in March, so get recycling and register your charity.

Find out more at www.wrwa.gov.uk/GoldenTicket.



Are you interested in applying for sheltered housing?

We offer independent living in purpose-built apartments at schemes throughout Wandsworth.

If you are aged 55 or over and would like to find out more 020 8871 6840
www.wandsworth.gov.uk/shelteredhousing



AD.917 (5.15)

TeleCARE



Independence
for service users

24-hour reassurance
for carers

Phone: (020) 8871 7707

Email: accessteam@wandsworth.gov.uk

www.wandsworth.gov.uk/telecare



AD.917 (5.15)



New homes for rent unveiled

A woman and her three children are absolutely delighted to move into a newly built property in the heart of Wandsworth.

Freiwot Tsega, is one of the latest tenants to move into Carters Yard, a new high-quality development in Wandsworth. She explained why she's so overjoyed, "I previously lived in Roehampton in a lovely flat. But after having my family, I had to apply for a transfer because we outgrew our flat.

"I've had to wait a long time for a transfer, but it's completely worth it. I've moved from one beautiful flat to another. I feel very lucky to have a new flat in such a convenient location.

"These days, there are so many people in London and Wandsworth wanting a house

or waiting to be transferred, so I can't tell you enough how grateful we are for our lovely new home. "

Carters Yard has a range of one, two and three-bedroom quality homes for lower cost rent and sale or for private sale. It was developed by Peabody Housing Association, part-funded by the GLA with the support of the council.

Dale Meredith, executive director of development and sales at Peabody said, "Carters Yard is one of four of our developments in Wandsworth. Working closely with the council, we are proud to play a part in the regeneration of the borough by delivering high quality new homes for local people to rent and buy, jobs and amenities for residents and the wider community."

National No Smoking Day 9 March 2016

Be proud to be a quitter

If you want to stop smoking join the council's free stop smoking service.

If you want to quit smoking contact Wandsworth's Stop Smoking team

0800 389 7921.
www.stopsmokingwandsworth.co.uk

There are also drop in sessions at nearby hospitals (open 10am-3pm)

- Queen Mary's hospital Tuesdays
- St George's hospital Wed/Fri

What's on guide

Spring in Wandsworth

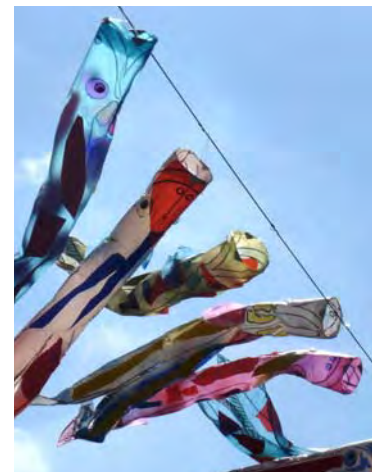


Art exhibition at the Pump House Gallery

24 February - 3 April

Artists Pil and Galia return to the gallery to showcase their second exhibition – "Progress Report from the Strategic Sanctuary for the Destruction of Free Will". The installation which will serve as a set for a film that the artists will make during the gallery's closing hours.

Pump House Gallery, Battersea Park
www.pumphousegallery.org.uk



Wandsworth Arts Festival and Fringe

6 - 22 May

Vibant, annual showcase of creative activity across the borough.

Keep up with the news at www.wandsworthfringe.com

>> WANDSWORTH CONNECTED >>

Talk to us online



weekly e-newsletter
www.wandsworth.gov.uk/24seven



www.twitter.com/wandbc



www.facebook.com/wandsworth.council



www.youtube.com/WandsworthBC



@winstanleyyork

Doing it online

Find out your housing options www.wandsworth.gov.uk/hcs/housingoptions

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

Pay your council tax www.wandsworth.gov.uk/counciltax

Council website www.wandsworth.gov.uk

Housing and community services customer service centre

90 Putney Bridge Road
London SW18 1HR

Western area housing office

Holybourne Avenue, Roehampton SW15

Housing area teams:

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

If you do not know your area team contact
(020) 8871 8327 or 6864.

email: hms@wandsworth.gov.uk

Homelife (write to the address above)

or email: homelife@wandsworth.gov.uk

Benefits service(020) 8871 8080
benefits@wandsworth.gov.uk

Garages (to rent)(020) 8871 6870
hms@wandsworth.gov.uk

Graffiti removal(020) 8871 7049
graffiti@wandsworth.gov.uk

Applying for housing/transfers

Housing options
and advice(020) 8871 6840
housingadvice@wandsworth.gov.uk

Illegal subletting(020) 8871 6556

Leasholder
service charges(020) 8871 6299

Rent collection(020) 8871 8987
rents@wandsworth.gov.uk

WATCH emergencies . . .(020) 8871 7741

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

Telephone payments 0845 835 0129

view online (charges may vary depending
on your service provider)

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

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

Gas contractors:

Battersea Clapham and Central Wandsworth areas

Smith and Byford Ltd 0800 028 0824

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

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

Putney, Roehampton and Tooting areas

T.Brown Group Ltd 0800 977 8472

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

To find out your gas contractor contact: 020 8871 7040

Cleaning contractors:

Putney and Battersea areas

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

Roehampton and Tooting areas

ISS Facility Services Ltd
Phone: 020 8788 4703

Gardening

Ian Harrison:
Horticultural Services
Phone: 020 8871 7900
email: iharrison@wandsworth.gov.uk

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



Housing Moves and Mobility Scheme

Downsizing scheme helps mother and daughter

Carol Smith has received a cash incentive and successfully downsized to a two-bedroom house and her daughter has moved to a one-bedroom property as part of the same move.

Carol says, "This is the best thing I could have done. I previously lived in a four-bedroom house with my grown up daughter. My house was far too big and expensive to run and I'd been affected by the housing benefit changes to spare bedrooms.

"I wanted to downsize but was worried about where my daughter would live and moving had always seemed daunting. Then I heard about the Moves and Mobility scheme through a friend who was in a similar situation.

"The process was very quick and straightforward. The team found a nice, lovely house for me and under the scheme's split-let policy found a separate one for my daughter nearby. The team were on hand at every stage and even helped with my removal arrangements and costs.

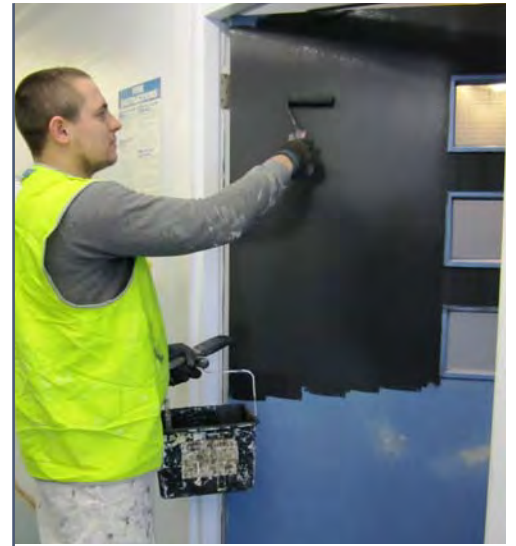
"I am so happy in my new home, it's just what I wanted and where I wanted. My bills are lower, it's easier to look after and my daughter is enjoying being independent in her new place.

"I was eligible for a cash incentive which has really helped. I would recommend the scheme to anyone who has more bedrooms than they need. It's the best thing I ever did."

The moves and mobility scheme offers tailored support and practical help for people who have more bedrooms than they need. You could also get between £2,000 - £5,000 cash for moving to a smaller property.*

To find out more call the team 020 8871 7666 or see www.wandsworth.gov.uk/movesandmobility

* Eligibility, terms and conditions apply.



More cash invested in housing estates

Residents are to benefit from an investment of £360,000 to improve their estates.

People living on Ackroydon East estate, in Southfields, are having the communal areas to their blocks redecorated in an investment project costing £240,000.

Whilst, residents from St James's Close, in Tooting, will see their blocks improved and smartened up as part of a £120,000 project.

Each year, the council spend around £50m on repairs and improvements to its housing estates.

The cabinet member for housing, Cllr Paul Ellis said: "The council has a long and continuous record of investment in local housing estates to ensure that tenants and leaseholders live in good quality accommodation. Each year, we spend around £50m on improving and maintaining our estates.

"It is this sustained level of investment, coupled with our high quality management services means tenants of Wandsworth Council have an 82 per cent satisfaction rating - one of the highest approval ratings in the country."

Large print version

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