

Wandsworth Council's housing newsletter

Homelife

Issue 100
March 2024

100th edition



Homes for Wandsworth
progress update page 4

Gardening
competition 2024
opens page 7

Report mould
in your home
page 16

Cost of Living support
throughout 2024
page 19



Useful contacts

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

Housing contacts

Housing Customer Centre

90 Putney Bridge Road London SW18 1HR
(serving Central, Eastern and Southern Area Teams)

Western Area Housing Office

Roehampton Parish Hall, Alton Road,
London SW15 4LG

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

Housing hotline: 020 8871 6161

Joint Control Centre (formerly known as Wandsworth Emergency Control) (housing emergencies, out of hours) 020 8871 8999

Home Ownership

housesales@wandsworth.gov.uk

Downsizing options

allocationteam@wandsworth.gov.uk

Landlords looking for tenants

privatelandlords@wandsworth.gov.uk

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

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

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

Smith & Byford 020 8722 3431 or 0808 196 1791

CommercialServices@smithandbyford.com

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

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

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

T Brown 0800 977 8472 or 020 8786 1244

repairs@tbrown.com

To find out your gas contractor call 020 8871 7040

Housing Ombudsman

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

The Housing Ombudsman can be contacted via:

Email: info@housing-ombudsman.org.uk

Telephone: 0300 111 3000

www.housing-ombudsman.org.uk

Other council contacts

Adult social services 020 8871 7707

Births, Deaths, Marriages and Voting
020 8871 6120

Child social services 020 8871 6622

Environmental services (including pest control, private housing) 020 8871 6127

Finance (including council tax, benefits, rent, service charges) 020 8871 8081

To make a telephone payment: 0800 021 7763

Parking and Streets 020 8871 8871

Rubbish, recycling and litter 020 8871 8558

South West London Fraud Partnership (Fraud Team) 020 8871 8383

Email: swlfp@richmondandwandsworth.gov.uk

Keep connected!

We would like to encourage our residents to ensure their contact details are correctly updated with the Housing Department.

There are times where it may be important for us to contact you without delay or need to send you information about your home or community.

You can update your details via Wandsworth Housing Online: www.wandsworth.gov.uk/housing/wandsworth-housing-online or you can contact us using the details below:

■ Email: hms@wandsworth.gov.uk

■ Central Area: 020 8871 5333

■ Eastern Area: 020 8871 7439

■ Southern Area: 020 8871 7288

■ Western Area: 020 8871 5530

Welcome to the 100th edition of Homelife!

As spring unfolds with blooming trees and flowering plants, I encourage residents to put on their gardening gloves and prepare your gardens for this year's gardening competition on pages 7.



It's also an ideal time for outdoor activities, such as walking, cycling, or exploring the council's gym and swim options on page 14 and cycling initiatives on page 10.

I'm pleased to be able to update on the Homes for Wandsworth Programme on pages 4-6, showcasing our ongoing efforts in building and managing council homes prioritised for local residents. By the end of 2023/24, we will have completed building 264 social houses, marking progress toward our goal of 1,000 new social homes in Wandsworth by 2028/29.

Importantly, the Social Housing Regulation Act is now law, detailed in the article below. The Act introduces new measures to improve standards and safety in social homes. Alongside this, we are extending our commitment to address damp and mould, with increased funding for our in-house mould removal team, which has already completed 364 mould washes since March 2023. Prompt reporting of issues is crucial and details on how to report damp and mould can be found on pages 16-17. The sooner we know about it, the sooner we can act.

I extend my thanks to residents for your ongoing engagement and contributions to our vibrant borough. The Cadman Point Residents Association, highlighted on page 12, demonstrates the positive impact of resident participation on improving well being and building community.

I trust you'll find this issue of Homelife enjoyable. Should you have any suggestions, please feel free to contact me via email at hms@wandsworth.gov.uk.

Aydin Dikerdem
Cabinet Member for Housing



Social housing regulation act

This Act gives extra powers to the Regulator of Social Housing, which is sponsored by the Department of Levelling Up, Housing and Communities.

It is designed to ensure social housing landlords provide high quality services to residents.

Much of the Act is in response to the tragic events of the Grenfell Tower fire and the death of two-year-old Awaab Ishak from serious mould exposure. The law allows the Regulator of Social Housing to ensure landlords act before there is danger to people and it also sets new rules for how landlords should treat tenants.

1,000 Homes for Council Rent

Homes for Wandsworth programme progresses well

The council's Homes for Wandsworth programme is delivering 1,000 new council homes, giving families a firm foundation for a good life in the communities they have grown up in. The programme is progressing well with over half of the 1,000 homes either completed and occupied, or currently under construction. The remainder of the proposed new homes in the programme either have planning consent, or are at the design, community engagement and pre-planning stages. Here, we take a look at some of the fantastic work being done on some of these schemes.

Patmore Street, Battersea

57 new homes are under construction on the Patmore Estate in Battersea.

All homes are being built with inclusive design principles in mind, and the scheme includes six fully adapted wheelchair accessible homes with contemporary wet-rooms, accessible kitchens and automated communal and flat entrance doors. A brand-new accessible community room is being developed for the use of local resident groups, with the whole scheme being complemented by well-designed soft landscaped areas. There will be bicycle storage, car club membership and a new shared street with enhancements to existing public space – including a new and improved children's play space, replacement to multi-use games area and new surface water drainage systems. Every home will have a balcony, garden, or terrace.

One of the two new blocks will be named after the late Sally-Ann Ephson, a Wandsworth councillor, local campaigner and much-loved community member. Sally-Ann was born with sickle cell anaemia, an inherited health condition that affects red blood cells. Sally-Ann became a champion for her local community, especially for disabled people from black or ethnic minority backgrounds. She also served on the board of the Sickle Cell Society, advocating for health care reform for those with the condition and went on to serve Wandsworth Council between 2014-2016 before she sadly passed away.



Randall Close, Battersea

106 new homes are being developed on this site on the Surrey Lane Estate in Battersea, including 11 new fully adapted wheelchair accessible homes.

The new homes include a combination of flats and maisonettes set within three new buildings, with spacious and well-proportioned rooms. All new homes will include the latest energy efficient features with sustainable communal air-source heat-pumps, mechanical ventilation and heat recovery systems, new sustainable drainage systems, green roofs, and electric vehicle charge points. The grounds around the estate will have improved lighting, access, parking and signage, play areas and electric vehicle charging points.

The development's hoarding designs were produced by artist Dr Maria Gasparian and print-maker Augusta Akerman in collaboration with students at St John Bosco College in Battersea. They are inspired by the craftsmanship of the Henry and Jesse Rust Mosaic and Tile Company which was once based on Randall Street - now the Surrey Lane Estate- and examples of their work can still be seen at Battersea Arts Centre, The Victoria and Albert Museum and many other locations.



Colson Way, Furzedown

Works have recently completed at Colson Way in Furzedown, where eight new homes for supported housing have been built for Wandsworth residents.

The Housing Development Team worked closely with colleagues in Adult Social Care to design new homes that are inclusive and accessible, including wet rooms and carefully designed kitchens in all the new homes. All homes above the ground floor have lift access and there is a fully wheelchair accessible flat and communal facilities located on the ground floor in addition to communal garden space for residents to enjoy. The scheme will be managed on behalf of the Council by its appointed care provider Creative Support, who will have their own live-in property manager occupying one of the flats. The scheme will specifically cater for residents with learning difficulties who can live independently. New residents are already enjoying independent living and making connections with each other. Adult Social Care colleagues said 'this highlights the early outcomes of the great work that has gone in Colson Way.'



1,000 Homes for Council Rent



Bessborough Road, Roehampton

This scheme consists of eight one-bedroom apartments including two that will be fully adapted wheelchair accessible homes.

These homes will provide new supported accommodation for Wandsworth residents who need support to live independently and have been designed in partnership with one of the Council's Specialist Housing Occupational Therapists and Adult Social Services teams. The scheme will feature a sensory garden and an allotment space for residents, whilst also refurbishing the existing playground nearby, providing a more accessible outdoor space for local children. The scheme is designed to be certified by the Passivhaus Trust, which will result in energy efficient and sustainable homes that will require little energy for space heating or cooling. This is in addition to a biodiverse roof and solar panels. All homes will meet inclusive and accessible housing standards, with additional considerations for supported housing.

Elsewhere in the borough

Works are progressing well with 6 new homes at Badric Court in Battersea, due to complete in late spring as well as 14 new homes on an overgrown and disused space on Putney Vale Estate.

Works on two small sites on the Platt Estate in Putney have started, providing 12 new homes and in Roehampton, a planning application was submitted in January for development of 38 new homes at Fontley Way. At Whitlock Drive in Southfields, 9 flats, together with new electric parking bays and improved landscaping will shortly be completed. Further planning applications have been submitted to deliver 6 homes on a garage site on the Galleons Estate and on a small site on the Ackroydon Estate, both in Southfields. All our sites include accessible homes for wheelchair users, and every development is built to inclusive, adaptable and accessible housing standards.

Councillor Aydin Dikerdem, the Cabinet Member for Housing, said: "Having a decent home is the foundation for a decent life, and I am pleased that works are progressing well on these schemes. These homes will be prioritised for local residents, giving families a chance for an affordable rent in the area that they have already laid roots and providing a variety of housing that is necessary to cater for different backgrounds and different needs."



The council continues to successfully deal with Housing Cheats who take homes away from those in genuine need of social housing.

REPORT YOUR CONCERNS



go to: swlfp.org.uk/report-a-fraud
or email: swlfp@richmondandwandsworth.gov.uk



Do you have green fingers?

Take part in the Housing Gardening Competition

£200
GARDENING
VOUCHERS
TO BE WON

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

If so, you could be in for a chance of winning £200 in vouchers.

The council's 2024 Gardening Competition launches this month, with submissions closing on **July 31 2024**.

Shortlisting and judging will take place in August, with winners announced in the December edition of Homelife.

The competition is open to all council tenants and leaseholders.

Judging criteria

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

Categories

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

Prize breakdown

- 1st Prize - £200 in gardening vouchers
 - 2nd Prize – £100 in gardening vouchers
 - 3rd Prize - £50 in gardening vouchers
- Prizes will be for each category.

How to enter

To enter, submit photos and a short description of your garden. Include your full name, address, contact number and category by 31 July 2024 by emailing housinggardeningcompetition@wandsworth.gov.uk.

Give it a go... Good luck!



FIRE SAFETY UPDATE

Creating a bedtime routine to protect yourself and your family

Implementing a quick five minute check before you go to sleep can help protect you and your family and reduce the risk of a fire in your home.

Below are some quick and easy tips to follow:

- Close doors within the home to prevent a fire spreading, particularly in high-risk areas such as the kitchen. This will give you valuable time to escape in the event of a fire.
- Turn off at the mains and unplug electrical items unless they need to be left on items such as a fridge-freezer. Avoid charging mobile phones and other devices such as e-cigarettes overnight.
- Check your cooker is off and hobs are not left on.
- Avoid using appliances such as washing machines, tumble dryers and dishwashers overnight.
- Turn off portable electrical heaters.
- Ensure candles and cigarettes are put out correctly.
- Keep your exit route clear. Avoid storing items in walkways that could block your exit in the event of a fire.

In addition, ensure you have a working smoke alarm and heat detector throughout your home, so you are alerted in good time in the event of a fire.



The importance of maintaining your smoke/heat alarms

When was the last time you checked your smoke and heat alarms were working?

A quick weekly test of your smoke and heat alarms can help keep you and your family safe. Below are some quick tips on how to effectively test your alarms and what to watch out for:

- To test your alarm, press the button until the alarm sounds. If the alarm does not sound the battery will require replacing.
- Keep your alarms obstacle free and remove any surface dust with a cloth.
- If your alarm starts beeping regularly it is time to change the battery.
- If you have a ten-year old alarm, it will require replacement with a new device once expired.

If you require smoke or heat alarms, please contact your Area Housing Team.

london-fire.gov.uk/protect

A message from Grant Bishop Borough Commander for Wandsworth



“ With the weather improving we may be considering making use of the longer days and doing more outdoor activities. We want you to enjoy the chance to get outdoors in the open air but it’s important to do so safely, and I’m taking this opportunity to remind you of a few important safety tips”.

If you are making use of your balconies, gardens or other outdoor space we would recommend you minimise storing unnecessary combustible items such as cardboards and plastics especially on balconies. It’s a great time of year to spring clean and declutter and I encourage you to look at Wandsworth council’s website for advice on recycling and refuse, www.wandsworth.gov.uk/rubbish-and-recycling

If you’re thinking of having the first barbecue of the year, make sure you inspect gas appliances for any damage prior to use. We remind residents to not have BBQs on your balcony or on decked areas. We highly recommend you visit our website for more barbecuing safety tips – www.london-fire.gov.uk/safety/the-home/cooking/bbqs/ especially if you’re considering using a disposable one which can carry significant additional risks.

And of course, don’t forget to protect what you love with our FREE Home Fire Safety Checker for all year-round bespoke advice, use QR code or visit our webpage www.london-fire.gov.uk/safety/the-home



PROTECT WHAT YOU LOVE

WITH A SIMPLE ONLINE CHECK



Check your home fire safety today and we'll get you the right help

Just scan the QR code
below or go to:
london-fire.gov.uk/protect



Tackling the climate emergency



Active Travel: Unlock the benefits of cycling in your community

Walking and cycling are more than just leisure activities! For a significant number of residents, these activities serve as crucial modes of transport for commuting to work, school, shopping, or visiting friends and family.

The good news is that cycling opportunities are expanding, and we have more cycle routes and bike hangars on our housing estates to allow residents to cycle and store their bikes safely, www.wandsworth.gov.uk/residential-cycle-storage

If you find yourself hesitant due to a lack of skills or confidence to cycle, the council is here to help. We currently offer cycle training for both children and adults, along with pedestrian safety training for school children. For those eager to dip their toes into cycling and without the commitment of owning a bike, the Peddle My Wheels 'Try before you bike' scheme is the perfect solution.

Residents can enjoy the benefits of cycling by using a bike for a monthly fee. The unique feature of this scheme is the flexibility it offers – there's no penalty for returning the bike at any time. Alternatively, residents can choose to keep the bike and continue to pay the fee until it's paid off entirely. With bikes delivered to your doorstep and a training session provided upon delivery, this scheme includes electric and cargo bikes, catering to individuals, young families, and businesses alike.

To embark on your cycling journey and explore the numerous benefits it brings, check online for more details www.wandsworth.gov.uk/cycle-hire#trybeforeyoubike. Let's get walking and cycling towards a healthier, more sustainable, and enjoyable way of commuting! www.wandsworth.gov.uk/roads-and-transport/transport

PEDDLE MY WHEELS

TRY BEFORE YOU BIKE

A USER-FRIENDLY, INCLUSIVE BIKE SCHEME

We're here to help you to get cycling!

Try a new, nearly new or pre-loved bike (including hybrids, folders e-bikes, e-cargo bikes and adaptive bikes)

Free delivery of the bike to your door with accessories and guidance courtesy of one of our friendly cycle experts.

Working with your council to achieve Active Travel

www.peddlemywheels.com/try-before-you-bike



Langton House at Colson Way Estate installs two six-space bicycle hangars

The Chairperson of the recently established Langton House Residents' Association provided positive feedback on their recent bike hangar installation, stating, "I'm thoroughly enjoying the new bicycle hangar and it makes access much easier. Thank you for arranging the installation." Residents noted that the provision has significantly improved life for cyclists in the block, while also ensuring compliance with fire regulations, and reducing bicycle storage in common areas.



Cowick Road Christmas Party

Residents of the Sheltered Housing Scheme at Cowick Road had a delightful Christmas celebration on December 21!

They gathered for a festive meal and party, enjoying seasonal treats, drinks, desserts, mince pies, and the company of their neighbours.

Two weeks prior, they decorated a Christmas tree and the scheme's clubroom. The main event featured live music and entertainment by Paul Hazel from the Care Entertainment agency, who played classic and festive tunes that everyone enjoyed.

Christmas meals were delivered to the flats of residents unable to attend in person and thanks to generous donations, everyone received a festive present. Attendees expressed their joy and anticipation for future events, appreciating the opportunity to connect with the community and spend time with neighbours.

Robert Smyth, a resident of Cowick Road, shared, "We all had a wonderful time, meeting up with neighbours I hadn't seen for some time. The meal was well-cooked, and the entertainment, with the entertainer's fantastic personality, made it the best Christmas since moving here."

Tenancy support service success story

A resident was referred to our service falling behind on their rent, council tax and water rates. They also had their claim for Personal Independence Payment (PIP) turned down by the Department for Work and Pensions (DWP).

The service was able to help the resident by completing a PIP appeal claim, which strongly contested the decision with comprehensive information about her health conditions. As a result, the DWP reversed their decision without the need for a tribunal and gave the resident more money for her daily living and mobility needs, including backdated payments of £9,000.

This payment enabled the resident to settle a substantial portion of her arrears and establish sustainable payment plans to prevent a recurrence of the financial challenges she had faced.

Tenancy Support SERVICES



We provide support to Wandsworth Council tenants who may have a health condition or other issue that affects their ability to manage their tenancy

Call us: **020 8871 6617**

(Monday to Friday 9.30am - 1pm and 2pm - 4.30pm)

Email us: housingtenancysupport@richmondandwandsworth.gov.uk



www.wandsworth.gov.uk/tenancy-support-services

Wandsworth
Supported
Housing
Information
and advice



Designed and produced by Richmond and Wandsworth Design & Print, www.richmondandwandsworth.gov.uk (L2017-04-18-20)



Cadnam Point on the Alton East Estate

Wandsworth Council has been supporting resident participation for over 50 years and forming a Resident's Association (RA) in your building or neighbourhood brings numerous benefits, as evidenced by Cadnam Point RA on the Alton East Estate.

Established in 2009 by five neighbours, Cadnam Point RA has been continuously operating since its start. The current RA Chair, Mr. Charles Einloth, highlights the closer community experience as one of the greatest benefits. Social gatherings organised by the association, especially over the summer and festive seasons, have created strong neighbourly connections. These events provide opportunities for residents and their children to meet, play, and discuss concerns, contributing to a sense of security and community.

The RA accessed Wandsworth Council's Small Improvement Grant programme for various projects benefiting all residents. Examples include a garden patio, picnic table, community activity room (formerly communal laundry), notice boards, garden railings, motorbike anchors, bicycle storage, and a 'living' roof enclosure for recycling bins.

If you believe your community could benefit from a Resident's Association, please contact your area Resident Participation Officer at www.wandsworth.gov.uk/housing/resident-involvement-housing



Katherine Low Settlement 100th birthday

Celebrate Katherine Low Settlement's big birthday at a community street party on Orville Road on 18 May, with food and entertainment for young and old.

www.klsettlement.org.uk/kls100

Love is Al-Ton Around

This year, Valentine's Day fell in the middle of the half term school holidays so the Alton Regeneration Team and Roehampton Library, cosied up to host 'Love Is Al-Ton Around' - a celebration event for everyone.

Heartfelt cards were created for parents, grandparents and best friends, inspiring messages were written for the 'Love Wall' and heart-shaped biscuits were decorated with colourful icing (most were then eaten before the icing had time to dry!).

The event encouraged families to craft together and brought people to the library where they explored all the facilities the library has to offer.



Battersea Rotary Club-Christmas day event

We delivered a wonderful Christmas celebration for our elderly residents in Wandsworth who would otherwise have spent Christmas alone.

The success of the event was made possible through generous donations, spanning three days over Christmas Eve, Christmas Day, and Boxing Day.

On Christmas Day, volunteers warmly welcomed guests, while others assisted chef Davide in preparing a festive lunch for approximately 350 attendees. Following a three-course Christmas meal, an entertainer took centre stage, inviting everyone to the dance floor - an undisputed highlight of the event. Additionally, guests enjoyed a spirited game of bingo and received delightful goody bags as they departed.

The attendees expressed immense happiness with the event, with some sending messages and letters saying thanks for alleviating the potential loneliness they might have experienced on Christmas Day. The Rotary Club, in collaboration with Battersea Park's event, received heartfelt thanks. RCD Coordinator Senia Dedic expressed appreciation for the generous support, emphasising the joy brought to elderly residents and volunteers alike.





Alton Arts Hub Relaunch

The Alton Regeneration team were thrilled to welcome guests to the relaunch of the newly decorated Alton Arts Hub.

The former shop unit has been transformed with fresh coats of paint, inviting décor, new flooring and to quote “the nicest toilet on the estate”. The Hub now exudes a welcoming atmosphere for everyone in the community to enjoy.

To celebrate, it hosted an open afternoon where attendees learnt how to weave, upcycled empty bottles into decorative lamps and had their photos taken using thermal imaging. The photos will become part of a new collage that is being created by local resident, Symone Planner.

If you would like to find out more about hosting a community activity* in the Alton Arts Hub please contact jo.baxter@richmondandwandsworth.gov.uk

* The Alton Arts Hub is not available to host personal parties and events or for political or religious activities.



Free gym and swim scheme

More residents are now eligible for free off-peak gym and swimming sessions at council leisure and sports centres run by contractors, Places Leisure and Enable.

The current scheme, with Places Leisure, means residents receiving Universal Credit and asylum seekers can enjoy free off-peak adult gym and swim sessions (off peak is before 5.30pm on weekdays and all day at weekends).

Young people aged 16 and under who receive free school meals are able to swim for free and must be accompanied by a parent. They can also use the free junior gym, which is open to young people aged 11-15, and can make a free sports booking, such as squash courts, during off peak hours.

From January 1, the scheme has been extended to include 17–18-year-olds on free school meals and other residents claiming the following benefits:

- Jobseekers Allowance
- Housing Benefit
- Council Tax Support
- Disability Living Allowance
- Carer's Allowance
- Child and Working Tax Credit
- Income Support
- Pension Credit
- Eligible for, but not in receipt of, pension credit
- Employment Support Allowance

Find out more about the offer at: www.enablec.org/leisure



Jobs and training sessions with Work Match

Are you looking for a job in the local area?

There are hundreds of temporary and full-time jobs available in the construction industry on your doorstep – even if you haven't worked in construction before.

Wandsworth Council wants to get local people into local jobs, so our Construction Team works closely with developers across the Battersea area to get access to the latest jobs, apprenticeships and graduate opportunities.

Work Match are running monthly pop-up information sessions at two community centres in Battersea where you can have a free screening session for the kind of job or training course that would be right for you.

ROSE Community Clubroom, Ascalon Street, SW8 4DL

- Wednesday 20 March (10am-1pm)
- Wednesday 17 April (10am-1pm)
- Wednesday 15 May (10am-1pm)
- Wednesday 12 June (10am-1pm)

Cromwell House, Charlotte Despard Avenue, Battersea, SW11 5HW:

- Wednesday 20 March (2pm-4pm)
- Wednesday 17 April (2pm-4pm)
- Wednesday 15 May (2pm-4pm)
- Wednesday 12 June (2pm-4pm)

Book your free slot to chat with a jobs advisor, email: paolo.buceti@richmondandwandsworth.gov.uk

Mondays at the ROSE Meal and activity offer

Pop into the ROSE community clubroom any time on a Monday for free social activities, after-school club and a free meal – no need to book, just come along.

Open to all from 9am to 6.30pm with some activities if you want to take part:

- Arts and crafts club from 10am to 12noon
- Board games from 12 noon to 3pm
- After-school club from 3pm to 6.30pm

Plus! Hot drinks and snacks all day and free hot meal available to everyone from 5pm.
2 Ascalon Street, SW8 4AN

Free salsa classes

Put a spring in your step and meet new people at the Yvonne Carr centre, 2 Thessaly Road, SW8 4HT.

Free salsa classes run on Tuesdays, 7pm-8pm, until 19 March and start again for summer on Tuesday 30 April. Beginners and improvers welcome!

Book your free place on Eventbrite – just search for 'beginners salsa Yvonne Carr centre'.

PREVENTING CONDENSATION AND MOULD AT HOME



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

How to try to prevent condensation and mould

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

- Keep your home ventilated - the single most important step to prevent condensation is to ensure good ventilation, especially in kitchens and bathrooms.
- Vacuum regularly - vacuuming helps to remove mould spores and dust. Mould feeds on dust.

- Heat your home where possible - try to maintain a warm environment. The occurrence of damp and mould may be also exacerbated due to the current fuel and cost of living crisis as residents struggle to meet the high cost of heating their homes.



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

Expanding our Mould Removal Team

Since the establishment of the in-house mould removal team by the council in March 2023, we have successfully completed 364 mould removal washes. A significant number of mould removal requests were reported during the winter months, but we expect these to reduce over the summer.

To efficiently handle the high volume of requests and meet target times, additional staff will be starting soon to complete mould washes. This investment aims to improve responses

to damp and mould reports, benefitting residents by allowing the team to provide advice and remove mould more promptly in their homes.

Councillor Aydin Dikerdem, the Cabinet Member of Housing, has taken a particular interest in this initiative and shares a video of the team in action, which can be found at this link: www.youtube.com/watch?v=n7V2wdJWV6U

For direct contact with the mould removal team, please call 020 8871 8887 or email

mould.removal@richmondandwandsworth.gov.uk, Housing Online services are also available on the council's website at [wandsworth.gov.uk/housing](https://www.wandsworth.gov.uk/housing).



Improving Rubbish and Recycling Services

We are working hard to improve the rubbish and recycling services you receive. Our Cleaner Borough Plan – delivered through a 4-year waste contract – includes guaranteeing weekly rubbish collections, greener collection vehicles, new banks to recycle small electrical items and the introduction of food waste collections by the end of 2024.

In 2023 we knocked on all council-managed flats to get your views on rubbish and recycling services, as well as handing out information to help you recycle the right things, more often. Our plans, based on your feedback, include replacing old recycling bins on estates, adding new ones where needed, updating signage and communicating on how to recycle right.

Did you know – what you can and cannot recycle

We know which items are commonly put in with recycling by mistake, so we wanted to share this with you.



Polystyrene, nappies, wet wipes and tissues all go in with general household rubbish, not your recycling bin.

And **batteries should never go in with your rubbish or recycling**, as this can cause a fire. Everyday batteries, button batteries, lithium-ion batteries can be disposed of at your local library and leisure centre or the council's Customer Centre, Wandsworth High Street and the Wilditch Community Centre, along with many retailers across the borough.



ANY TYPE OF BATTERY



POLYSTYRENE



NAPPIES



WET WIPES AND TISSUES

Cost of Living support throughout 2024

Support for Wandsworth residents will continue throughout 2024 as the pressures from the cost of living remain for many people.

Various forms of assistance, including Community Spaces, Warm Packs, and financial support are accessible to eligible residents through the Cost-of-Living Hub www.wandsworth.gov.uk/cost-of-living-hub.

The hub provides valuable support and advice on effectively managing financial pressures, along with mental health support. Community Spaces also offer a listening ear for those in need of someone to talk to during this demanding period.

Make sure you are not missing out on any help you are entitled to by using our free online support calculator. This takes just ten minutes and can help you identify any entitlements you may not be claiming: <https://wandsworth.entitledto.co.uk/home/start>

Domestic abuse advice and support

at the

ONE • STOP • SHOP

Are you experiencing domestic abuse from a partner, ex-partner or a family member?

The Wandsworth One Stop Shop is a free drop-in service providing legal advice, information, and support to those experiencing domestic abuse.

No appointment necessary.

BATTERSEA ONE STOP SHOP

St. Mark's, Battersea Rise, SW11 1EJ
(entrance on Boutflower Road)

Open every Monday,
10am to 12pm
(excluding Bank Holidays)

ROEHAMPTON ONE STOP SHOP

Wandsworth Citizen's Advice,
Picasso Building, Mount Clare,
Minstead Gardens, SW15 4EE

Open every Wednesday,
10am to 12.30pm

For more information, contact Hestia's Independent Domestic Abuse Advisor (IDVA) on **020 3879 3544** (Monday to Friday, 9am to 5pm).



Wandsworth



St Mark's | Battersea



LIFE SERVICES PARTNER



Wandsworth Council

Cost of Living support

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



visit: wandsworth.gov.uk/hub

call: 0808 175 3339





Keep your vote

You now need to show photo ID when voting in person at a polling station.

If you don't have photo ID don't worry, you can apply now for a free Voter Authority Certificate for use at future elections.



More information on accepted photo IDs can be found at [wandsworth.gov.uk/voterID](https://www.wandsworth.gov.uk/voterID)

