

Homelife

Wandsworth Council's housing newsletter

Autumn 2026

Welcome to the
Autumn issue of
Homelife





Help us keep your building safe: front door checks

Your front door helps protect you and your neighbours if there is a fire. It is designed to slow the spread of smoke and flames and help keep escape routes clear. To help keep buildings safe, we must check the front doors of council tenants and leaseholders every year in blocks that are four storeys or higher.

We started our new annual inspection programme in April 2026 and have already checked more than 7,000 doors. Thank you to everyone who has helped us gain access. However, there are still some homes we have not been able to inspect.

It is important that you let us in when we arrange a check. Tenants and leaseholders are legally required to provide access to make sure their front door meets fire-safety standards. If we cannot gain access, we may have to take legal action.

In three recent cases, the council secured court orders requiring leaseholders to make their doors safe and pay the legal costs.

If we contact you to arrange an inspection, please help us gain access as soon as you can. The check only takes a few minutes and helps keep your home and building safe. If a council tenant's door needs work, we will arrange the repairs and ask the tenant to provide access. Leaseholders are responsible for arranging any work needed to make sure their door meets the required safety standards.

Welcome to the Autumn issue of Homelife

As we move into autumn, this edition brings you updates on how we are improving our existing homes and creating new ones.

We know that the basis for a good life is a safe, secure and high-quality home.

That's why we've created a new Housing Directorate dedicated to driving up standards, engaging more effectively with residents and tackling tough issues like homelessness.

In this issue you can read about the Housing Improvement and Transformation (HIT) Plan and the work of the new HIT Board, which brings together residents, councillors and senior officers to oversee improvements to our council homes.

As part of our determination to base our decisions on what we know our residents want and need, we have launched a major

consultation with all tenants to get your thoughts.

You can also read our Housing Annual Report for 2025-26, which explains how we performed across key housing standards, where services improved and the priorities we are taking forward.

Your views continue to play a vital role in helping us improve services, and we encourage you to get involved through the Participation Register, housing events and consultations.

I hope you enjoy reading this issue.

If you have suggestions for Homelife, please contact hms@wandsworth.gov.uk



Cllr Matthew Corner, Cabinet Member for Housing

We are proposing changes to our Council Tax Reduction Scheme.

The changes would come into effect from April 2027 in order to help more low-income households, ensure that

everyone makes a contribution towards the cost of local services and to make the scheme financially sustainable.

Have your say: [wandsworth.gov.uk/ctr-consultation](https://www.wandsworth.gov.uk/ctr-consultation)
The questionnaire will close on **Friday 13 November 2026.**



Blooming marvellous!

Congratulations to Joao Amaral for success in the council's Wandsworth in Bloom competition. Joao won the Council Leaseholder and Tenant category for Best Balcony or Container Garden.

The Council Leaseholder and Tenant category for Community Facility Garden was won by Carey Gardens.

The competition ran throughout the summer, with entries invited across seven categories celebrating gardens, growing spaces, community projects and business displays. Entries were judged by an expert panel, with shortlisted entrants invited to the awards ceremony in September.

Housing Improvement and Transformation Plan

Improving homes and housing services

We are making changes to provide safer homes, better services and clearer accountability to residents. Our Housing Improvement and Transformation Plan brings this work together and helps us track progress.

The plan was introduced following the Regulator of Social Housing's inspection in 2025 and sets out both immediate improvements and longer-term changes.

Progress so far

Electrical checks in homes and communal areas are nearing completion. We are also surveying every council home by the end of 2026/27, followed by surveys every five years to help plan repairs and investment.

A new Housing Compliance Team is now in place, with clearer oversight of health and safety. We have also strengthened how performance is monitored and reviewed our approach to resident engagement.

The Housing Improvement and Transformation Board brings residents, councillors and senior officers together to review progress and ensure residents' experiences help shape improvements.



Cllr Matthew Corner and independent Chair Ashley Hook at the first meeting of the Transformation Board

Looking ahead

The next phase will transform how the Housing service is organised and delivered, including a restructure of the department.

New priorities include improving anti-social behaviour processes, leaseholder services, professional standards, and how we use data and technology.

Have your say

A survey open to all tenants and leaseholders on council estates is asking residents what they think the priorities are and how they want to be communicated with.





Help shape how social housing is allocated

We are reviewing the Housing Allocation Scheme. This is the set of rules we use to decide who can join the housing register, how priority is assigned and how homes are offered.

We want to know what you think about proposed changes before we make any final decisions.

We're consulting on five of the proposed changes:

Keep housing register priority after moving into some private rented homes. This would stop a homeless household losing their place on the housing register if they move into private rented accommodation.

Changing the local residency rule from three continuous years living in the borough to five years out

of the last seven, with the applicant living in the borough when they apply.

Introduce choice-based lettings for some households. Instead of being matched to the first property that becomes available, in some instances people will be able to express an interest in their potential new home by bidding on it, as long as it meets their needs.

Offer some single homeless people one-bedroom homes. Currently they are only considered for studio flats, unless they have specific circumstances or a medical need for something larger.

Give **Band A** to all tenants if they downsize to a smaller home, regardless of the amount of bedrooms they release. This extends Band A priority to those releasing one bedroom – previously it was only for those releasing two or more.

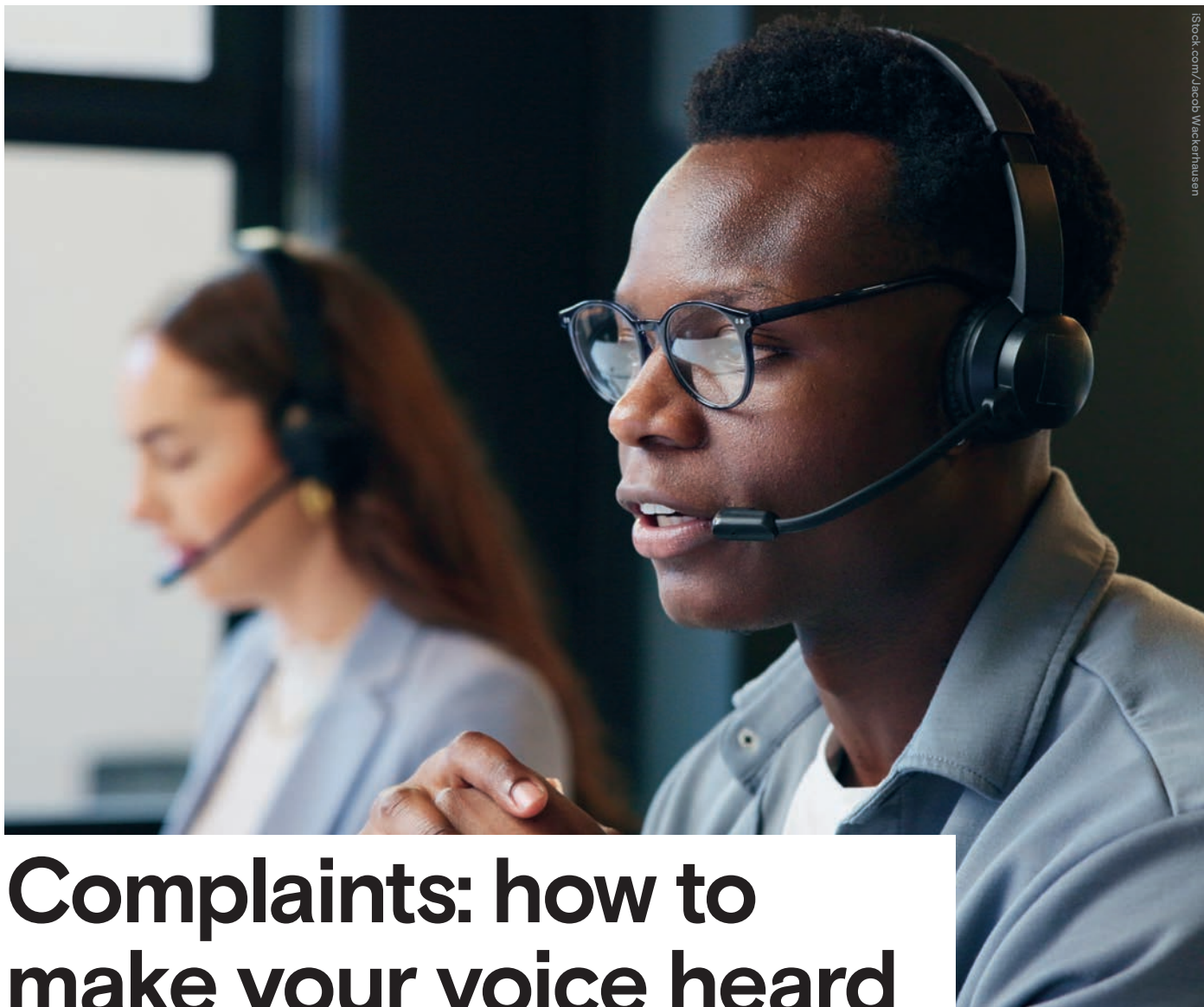
Have your say

You do not need to be on the housing register to respond. We particularly want to hear from housing-register applicants, homeless households, social housing tenants, care-experienced people, disabled residents, carers and anyone who may be affected.

Complete the survey at: <https://haveyoursay.citizenspace.com/wandsworthhrd/whasc-26/>

If you would like to request a paper version of the consultation, email consult@wandsworth.gov.uk





istock.com/Jacob Wackerhausen

Complaints: how to make your voice heard

We want to put things right when they go wrong.

If you are unhappy with the housing service, you can make a complaint. Complaints help us understand where things have gone wrong, put issues right and improve services for residents.

You can make a complaint online, by phone or in writing. Please include as much detail as possible, including what happened, when it happened and what you would like us to do to resolve the issue.

We will acknowledge your complaint, investigate what happened and explain our response. If you remain unhappy after our response, you can ask for your complaint to be reviewed at the next stage of the complaints process.



You can also contact the Housing Ombudsman for free, independent advice about social housing complaints.

Find out more at [wandsworth.gov.uk/complaints](https://www.wandsworth.gov.uk/complaints)

How complaints help us improve

Complaints show us what needs to change. We have improved how we check repairs, keep residents updated and support people who may need extra help.

We review complaints every month, including those involving co-operatives and resident management organisations. This helps us spot recurring problems and make sure action is taken.

We are also giving staff clearer guidance and training so residents receive quicker, clearer and more consistent responses.

Our aim is simple: to put things right and stop the same problems happening again.

If you have any comments or suggestions, please email hms@wandsworth.gov.uk You can also find out more about making a complaint on the council website.

Stock condition surveys: helping us plan better homes

We are continuing to survey council homes so we can better understand their condition and plan future investment. We have now completed over 8,000 property surveys and over 2,000 block surveys across the borough.

A stock condition survey is a visual inspection of key parts of your home and block. Inside your home, surveyors look at items such as kitchens, bathrooms, heating systems and fixtures. Outside, they look at areas such as roofs, windows and communal parts of buildings.

These surveys help us build an accurate picture of the homes we manage. The information will support future repair programmes, help us plan investment and make sure homes continue to meet the standards residents should expect.

Pennington Choices carries out the surveys on behalf of the council. Surveyors will carry ID and show it when they arrive. The inspection usually takes around 30 minutes and there is no need to move furniture or personal belongings.

Only tenanted homes need an internal survey. Leaseholders do not need an internal survey, although block surveys may still take place in communal areas.

If you receive a letter about your survey and the appointment is convenient, please allow the surveyor to complete the inspection. If the time is not suitable, you can arrange a different appointment.

Please remember that Pennington Choices is carrying out the surveys only. If you need to report a repair, please contact your area team in the usual way.





New homes in Garratt Lane

Wandsworth is building 113 new homes for council rent on Garratt Lane as part of the redevelopment of the Atheldene site, following the opening of a brand-new health centre there.

The council and Higgins Partnerships have broken ground at phase 2 of the scheme, which will deliver 113

council-rented one-, two-, and three-bedroom flats, providing 100 per cent affordable housing.

Earlier this year a new three-storey health centre opened to provide modern facilities for Brocklebank Group Practice, as well as community dental services provided by King's College Hospital, community health services provided by Central London Community Healthcare and podiatry services provided by Cora Health.

The Atheldene development is one of many council housing schemes currently underway or nearing completion, including homes in Arnal Crescent, Wandsworth, Aubyn and Toland Squares in Roehampton and the Alders Garages in Tooting.

Tenant ordered to pay £65,000 after unauthorised sublet

A former Wandsworth Council tenant has been ordered to pay nearly £65,000 after fraudulently subletting her social housing property while living elsewhere.

Priscilla Antah sublet her one-bedroom flat in Wandsworth after advertising on listings site Gumtree. An unsuspecting couple with a young child moved into the flat and paid £1,200 per month in rent, believing that Ms Antah owned the property.

The fraud came to light after Ms Antah stopped paying

rent and a council officer visited the property to serve a formal warning. The family who were subletting then revealed that the person they believed to be their landlord did not live at the property. By this time, the occupants confirmed that they had been residing at the property for three years, paying rent to Ms Antah and were unaware that it was a council property.

Ms Antah was ordered to pay £64,743.54 and surrender the property back to the council. The council can now let the property to someone on the housing waiting list.

Councillor Peter Graham, Wandsworth Council's Deputy Leader and Cabinet Member for Finance, said:

"We will prosecute anyone abusing that privilege and breaking the law. If you know about illegal subletting in Wandsworth, get in touch and let us take action."

Major progress at Alton as regeneration moves forward

Regeneration is underway in Roehampton as the long-empty blocks on the corner of Danebury Avenue and Roehampton Lane are cleared to make way for new homes and community spaces.

Work is progressing on the Alton estate, marking the first major step in delivering the improvements residents have told us they want to see.

Demolition of the derelict residential block is now well underway, while the disused garages, offices and former youth club have already been cleared.

The site is set to be transformed into new homes and community facilities. We're currently reviewing proposals to make sure the development meets the needs of the community, while also exploring opportunities to attract business investment that will bring new services to the area.

Residents will have the chance to share their views before designs are finalised. We're also working to appoint the right contractor to deliver the project. We'll continue to keep residents informed at every stage of this project.

Cllr Matthew Corner, Cabinet Member for Housing, said: **"Residents have been clear that they want to see investment in the Alton estate – including new homes, improved facilities and better public spaces. We're delivering on those priorities and helping the area reach its full potential."**

"The progress at Block A is an important milestone and shows our commitment to making regeneration happen."

"Alongside new high-quality homes, we're investing in



public spaces and community improvements to make the estate an even better place to live, now and for future generations."

The council is also investing in wider improvements across the Alton estate, including better lighting and new play spaces, helping to create a safer and more welcoming neighbourhood.

We'll continue to work with residents as future plans for the estate are developed, making sure local people remain at the heart of the regeneration programme.

Demolition of Pennethorne House paves the way for more than 125 new homes

The former estate block has been cleared to make way for much-needed new homes as regeneration continues across Winstanley and York Road estates.

Located west of Wye Street, the site will become a new residential development currently named Block 6 – providing more than 125 new homes and landscaped parkland for local people.

Councillor Matthew Corner, Cabinet Member for Housing, said: **"The demolition at Pennethorne House marks an important step forward for the Winstanley and York Road estates and our commitment to building new homes."**

"A decent, secure home should be available to everyone. The new homes on this site will help meet the local housing need while also providing opportunities for residents looking to buy their first home, families needing more space and people wanting to remain in the borough they call home."

"We are committed to supporting the regeneration of our estates, working constructively with developers and ensuring investment delivers lasting benefits for residents and local areas."

This new development is a part of the wider improvement of the Clapham Junction area and the regeneration of the Winstanley and York Road estates.

Residents will continue to be kept updated as plans for Block 6 move forward. We will also be speaking to residents about the wider masterplan this autumn, so please keep an eye out for our pop-up events.

Be the first to hear the latest updates on the Alton and Winstanley & York Road estates. Sign up to their e-newsletters

■ [Alton wandsworth.gov.uk/alton-enews](https://www.alton.wandsworth.gov.uk/alton-enews)

■ [Winstanley wandsworth.gov.uk/winstanley-enews](https://www.winstanley.wandsworth.gov.uk/winstanley-enews)

Cleaner air at home



Most of us think about air pollution as fumes from cars or factories. But the air inside our homes can also affect our health.

Common causes of poor indoor air quality include:

Cooking and gas appliances: these can release gases, including carbon monoxide and nitrogen dioxide.

Tiny particles: frying, sprays, dust, smoke and pet dander can release very small particles into the air. Some can get deep into the lungs.

Damp and mould: mould can grow where there is too much moisture. It can release spores and allergens into the air.

Chemicals and smells: some sprays, cleaning products, carpets, sofas and air fresheners can give off gases or vapours.

How poor air quality can affect health

Poor indoor air quality can irritate the lungs and airways. It can make breathing problems, including asthma and COPD, worse.

There is also evidence that very small particles in the air can affect heart health, including blood pressure. Researchers are also looking more closely at possible links with brain health and concentration.

Mould can also cause allergic reactions. This may include sneezing, red eyes, skin rashes or making existing breathing conditions worse.

Where to get more help

Visit wandsworth.gov.uk and search “air quality and health” For advice about damp and mould in a council-managed home visit the council website and search “reporting damp and mould”.

Simple steps that can help

Let fresh air in

Open windows when you can, even for a short time in winter. Keep trickle vents open and clear. If you live near a busy road, try opening windows when traffic is lighter, or use windows away from the road.

Reduce moisture

Use lids on pans, keep kitchen and bathroom doors closed when cooking or showering, and use ventilation where available. Dry clothes outside where possible, or in a well-ventilated room. Drying clothes on warm radiators can add moisture to the air and increase condensation.

Use extractor fans

Use extractor fans in kitchens and bathrooms if you have them. They help remove moisture and smells. Keep fans clean and report any faults if they stop working properly.

Cut down on indoor pollutants

Try to limit candles, incense, aerosols, sprays and strong-smelling products. If you use them, open a window afterwards. Avoid smoking or vaping indoors.

Keep on top of dust

Vacuum regularly, especially if you have pets. Washing bedding often can also help reduce dust mites.

Food's Not Rubbish



Use what you can, recycle the rest.
It's weekly, it's easy and thousands
of Londoners are doing it.

Join in and keep food out of the rubbish bin.

foodsnotrubbish.co.uk



Housing Annual Report

2025–2026

Welcome to the 2025–26 Housing Annual Report. This report sets out how Wandsworth’s housing services have performed over the past year and the work underway to deliver safer homes, better services and a stronger voice for residents.

Following the Regulator of Social Housing’s judgement in February 2025, we recognised that substantial and lasting improvement was needed. In January 2026, the Council agreed its Housing Improvement and Transformation Plan, known as the HIT Plan. This brings together our response to the Regulator’s findings and a wider programme to transform how housing services are managed and delivered.

The HIT Plan includes work to improve fire and electrical safety, stock condition information, repairs, damp and mould services, complaint handling and resident engagement. It also includes changes to our structure, governance, use of data and technology, so improvements are properly managed and sustained.

There has been progress during the year. Overdue repairs reduced, satisfaction with several important services improved, and significant work continued to address outstanding fire safety actions. We also completed an internal review of repairs and began implementing its recommendations.

A new Compliance Team is being established, and work is underway to strengthen our understanding of the condition of residents’ homes and plan future investment through our stock condition survey programme.

We have also strengthened the way progress is monitored and challenged. The Housing Improvement and Transformation Board brings together residents, Councillors and senior officers to oversee delivery of the HIT Plan. Residents are represented directly on the Board and will help us remain focused on the issues that matter most to the people who use our services.

We know there is still much more to do. Some improvements will take time to complete and there remain areas where our performance is not yet where residents should expect it to be. We will continue to be open about these challenges, act where progress is off track and use feedback from residents to shape better services.

Our aim is to know our homes and residents, keep people safe, listen and respond, and use reliable information to make better decisions. The HIT Plan provides the framework for achieving this, but success will ultimately be judged by the experience of residents and the quality of the services they receive.

Bob Granville
Interim Executive Director of Housing

How to read this report

The Annual Report explains how we performed in four key areas:

- **Safety and Quality**
- **Transparency, influence and accountability**
- **Neighbourhood and community**
- **Tenancy**

A traffic light system is used in the report to assess how well we have performed.



standard met



standard partially met, some work to do



work required to meet the standard

[wandsworth.gov.uk/housing](https://www.wandsworth.gov.uk/housing)

Tenant Satisfaction Measures (TSMs)

The Regulator of Social Housing uses the TSMs to compare landlord performance.

Management information measures	2024/2025	2025/2026	
Non-emergency repairs completed within target timescales	81%	88%	↑
Emergency repairs completed within target timescales	97%	95%	↓
Proportion of homes that do not meet the Decent Homes Standard	5%	10%	↓
Fire safety checks	100%	82%	↓
Gas safety checks	99%	99%	↑
Asbestos safety checks	100%	100%	—
Water safety checks	97%	97%	—
Lift safety checks	100%	100%	—
Stage 1 complaints responded to in target time	71%	76%	↑
Stage 2 complaints responded to in target time	79%	83%	↑
Stage 1 complaints (per 1,000 homes)	12.7	31.9	↑
Stage 2 complaints (per 1,000 homes)	6.1	12	↑
ASB cases opened (per 1,000 homes)	13.5	13.6	↑
ASB cases that involved hate incidents opened (per 1,000 homes)	0.1	0.2	↑
Overall service from the landlord	65%	68%	↑
Satisfaction with repairs	58%	61%	↑
Satisfaction with time taken to complete most recent repair	57%	57%	—
Satisfaction that the home is well maintained	61%	66%	↑
Satisfaction that the home is safe	70%	75%	↑
Landlord listens to tenant views and acts upon them	50%	61%	↑
Landlord keeps tenants informed	62%	70%	↑
Landlord treats tenants fairly and with respect	78%	77%	↓
Satisfaction with complaint handling	22%	21%	↓
Communal areas are clean and well maintained	58%	58%	—
Landlord makes a positive contribution to neighbourhoods	65%	72%	↑
Satisfaction with approach to ASB	62%	67%	↑

Safety and Quality



The safety of our residents and the quality of their homes is a top priority for the Department. This is measured by the decency of our homes, the health and safety of residents, the repair service, property accessibility and the sustainability of homes.

How we met the standard in 2025/2026

- 4,985 capital works were carried out to 4,433 homes
- Overdue repairs reduced from 2,834 to 1,516
- 120 vacant homes were available for letting at year-end
- 221 fire safety remedial actions remain outstanding, down from over 1,200 last year
- 94% of homes have received a smoke alarm
- 98.6% of homes have received a carbon monoxide alarm

Top priorities and actions:

Stock decency: Our accelerated stock condition survey programme completed 4,592 surveys by March 2026, covering 21.2% of tenanted homes and identifying 1,290 Category 1 or 2 hazards, of which 981 were closed. Around 10% of council homes were assessed as non-decent, although this may change as surveys continue.

Repairs: Overdue tenanted repairs fell from 2,834 to 1,516, while satisfaction rose to 60.7%. We are implementing the internal review recommendations to improve updates, contractor performance and repair times.

Damp and mould: New procedures introduced for Awaab's Law set clearer response times, improve recording and strengthen checks after work is completed. We are also improving how vulnerable households are identified and how cases are monitored through to resolution.

Building safety and compliance: Overdue fire risk actions fell from 1,284 to 221, while outstanding front-door inspections reduced from 5,185 to 1,557 and communal electrical remedial works fell from 205 to 28. A dedicated Compliance Team and independent health and safety review will strengthen future inspections, follow-up action and assurance for residents.

Tenancy



Social housing must be allocated fairly and transparently, with appropriate support available and flexibility for residents to move.

Top priorities and actions:

Homelessness and housing demand: At 31 March 2026, 8,126 households were on the housing register. Of these, 4,276 needed a one-bedroom home, 2,005 needed two bedrooms, 1,275 needed three bedrooms and 570 needed four or more bedrooms. This shows continued pressure on affordable housing, particularly smaller homes, while the overall register reduced from 9,543 the previous year following the annual re-registration process.

Tenancy moves: There were 764 council homes let during 2025/26, including 336 lettings to existing social tenants and 408 lettings to new social housing tenants. A further 20 homes were let through mutual exchanges, with 10 moves from within the borough and 10 from outside the borough.

Rent arrears: Current tenant rent arrears were £10.7 million and former tenant arrears were £4.1 million at the end of the year. Total cumulative arrears were 10.8% of the rent roll, while the rent collection rate was 99.1%. The council continued to manage the impact of Universal Credit migration and court delays on arrears recovery.

How we met the standard in 2025/2026

- **3,069** social housing applications received
- **764** social housing allocations made
- **8,126** households were on the housing register at year-end
- **1,961** new households placed into temporary accommodation
- Average re-let time: **32.27** days
- **20** mutual exchanges completed within or into council homes
- Current tenant rent arrears were **£10.7m** and former tenant arrears were £4.1m at year-end
- Rent collection rate was **99.1%**
- **1,738** tenancy audits
- **9** illegally sub-let homes recovered

Neighbourhood and community



We want communities to be safe, welcoming and active. Performance includes resident participation, partnership work, community investment, ASB and domestic abuse support.

How we met the standard in 2025/2026

- 39,768 square metres of graffiti removed at a cost of £302,917
- 130,826 calls made to the Joint Control Centre
- Over £220,000 awarded through the Small Improvement Budget
- 78% of ASB noise complaints responded to within target
- 14 ASB-related evictions
- 40 Domestic Abuse Champions in place
- All frontline staff completed domestic abuse refresher training
- 5% increase in tenant satisfaction with our approach to ASB, up to 67.2%

Top priorities and actions:

Estate cleaning: Cleanliness across the borough is a top priority. We have committed to working with residents on an updated cleaning contract that delivers for everyone living on our estates.

Domestic abuse: The service achieved Domestic Abuse Housing Alliance (DAHA) Bronze Accreditation in March 2026, and all frontline staff received DA training.

Partnership working: New CCTV has been targeting flytipping, with two men in Balham fined £1,000 for dumping rubbish illegally.

Community investment: During 2025/26 we invested in our neighbourhoods and community spaces. Improvements included new resident planting areas at Savona, Falcon and Ethelburga estates, the refurbishment and reopening of the Henry Prince Community Clubroom, and continued regeneration projects delivering new play spaces, community facilities and homes for local residents.

Transparency, influence and accountability



A strong housing service must be transparent, fair and responsive. This includes resident engagement, accessible information, performance reporting and learning from complaints.

Top priorities and actions:

Complaints: We completed 772 housing complaints in 2025/26, compared with 329 the previous year, an increase of 135%. This included 561 Stage 1 complaints and 211 Stage 2 complaints. Timeliness improved, with 87.7% of Stage 1 complaints and 86.7% of Stage 2 complaints answered within target.

Policies and strategies: Alongside achieving DAHA bronze accreditation, we co-produced a new Domestic Abuse policy with survivors. We also produced a Vulnerability Policy.

Transparency: We've been publishing more information to residents online, including the steps we're taking to improve the Housing service.

Resident engagement: An external review of resident engagement in Wandsworth has been completed. We are working through a series of actions including co-producing a new Resident Engagement Strategy with residents.

How we met the standard in 2025/2026

- 772 housing complaints completed, up from 329 in 2024/25 (+135%)
- 561 Stage 1 complaints completed
- 211 Stage 2 complaints completed
- 87.7% of Stage 1 complaints answered within target
- 86.7% of Stage 2 complaints answered within target
- Nearly 700 extra residents registered for engagement opportunities
- Over 100 residents attended the Residents' Conference
- 16 active Housing Community Champions
- New series of Housing Roadshows unveiled, with events across the borough and over 200 attendees so far

Our residents: equality, diversity and inclusion



51%

of tenants
are from Black, Asian
and minority ethnic
backgrounds

14%

of tenants
have a known
disability

68%

of tenants
are female

43%

of tenants
are aged
45 to 64

The council owns and manages over 33,000 homes of which 52% are tenanted and 48% are leasehold. Leaseholders are not required to provide their personal information, but tenant data is collected at sign up and updated regularly.

We have been working hard on delivering for vulnerable residents, with over 250 staff having received updated vulnerabilities training. Our new vulnerability policy sets out to identify residents who need additional support and tailor housing services to their individual needs and circumstances.

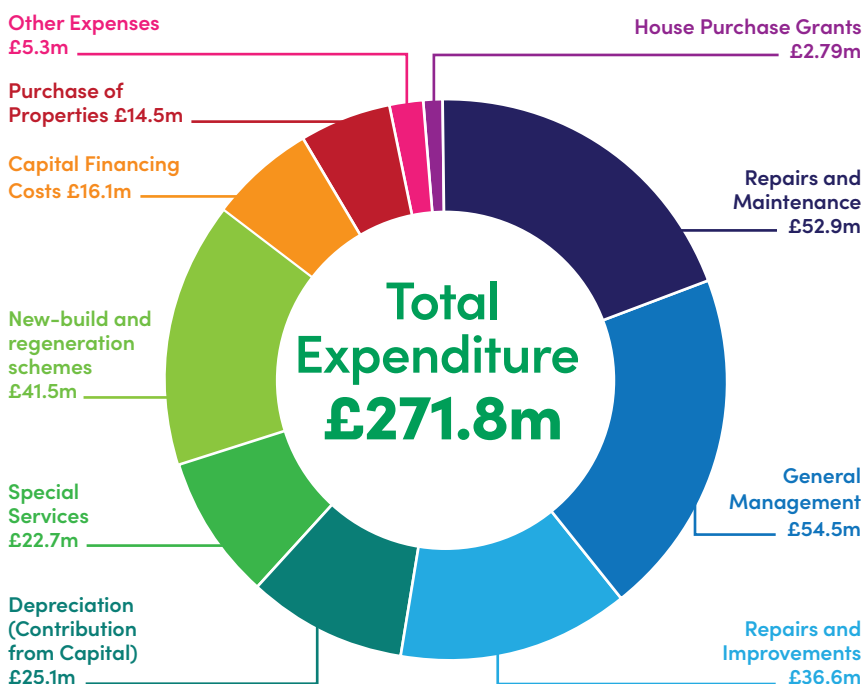
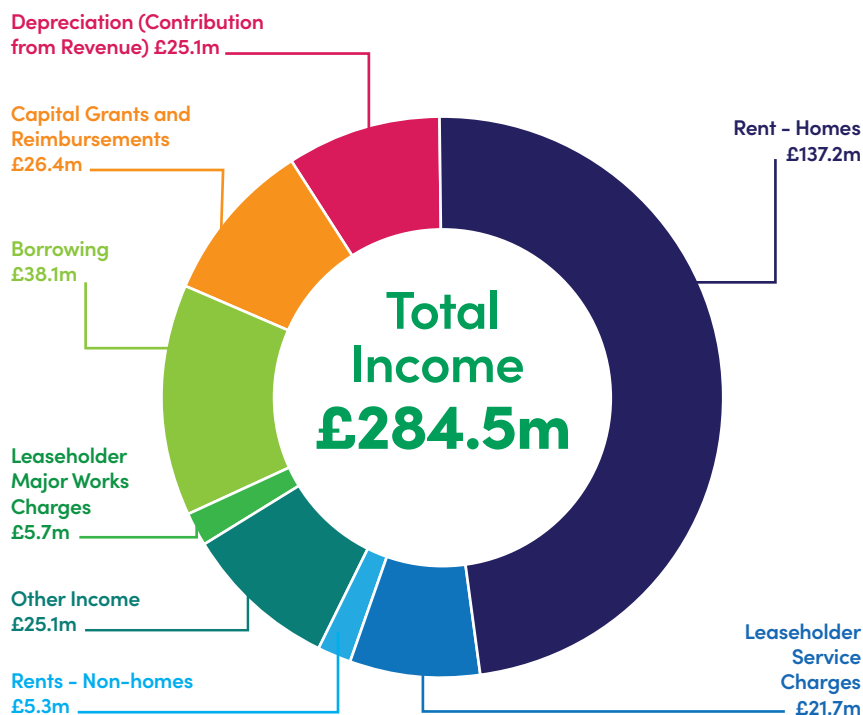
Housing Ombudsman

The Housing Ombudsman made decisions on 33 cases in 2025/26, compared with 25 the previous year. Wandsworth's reported maladministration rate fell from 85% in 2024/25 to 65% in 2025/26.

- 33 cases decided by the Housing Ombudsman, up from 25 in 2024/25
- 65% reported maladministration rate, down from 85% in 2024/25
- 111 orders issued
- 69% of cases related to complaint handling, repairs, damp and mould, and ASB
- Over £17,000 paid in compensation

How we are managing your money

The Housing Revenue Account contains the income and expenditure associated with managing council housing and providing housing services.



Our commitments for 2026/2027

Complete the accelerated stock condition survey programme by March 2027, with 80% of tenanted homes surveyed by December 2026.

Move to a rolling survey programme, checking 20% of homes each year after the accelerated programme finishes.

Develop a new five-year investment plan, using survey findings to identify the improvements our homes and blocks need.

Complete the catch-up programme of electrical safety checks in tenants' homes by December 2026.

Implement the independent health and safety review's recommendations by March 2027.

Reduce overdue routine and standard repairs to below 1%.

Develop a revised Resident Engagement Strategy in early 2027, following consultation with residents.

Make service charges clearer and develop fair, reasonable repayment plans for leaseholders.

Celebrating resident life in 2026



My Little Boarders skate session at Surrey Lane



Celebrating four years of community engagement in Roehampton

Flowers at Focus Hall



'Meet the Contractor' event on the Alton



Sustainable September at Boyd Court



Battersea Community Festival



Q&A at Residents' Conference



Battersea Community Festival

May half-term activities at Surrey Lane



Keep fire safe

As autumn sets in, the new London Fire Brigade Borough Commander for Wandsworth, Steven Howlett, shares autumn fire safety advice for Homelife readers.

He says: "My focus is firmly on public protection – reducing the risk from fire, safeguarding the most vulnerable, and addressing the issues that matter most to Wandsworth residents."

Fireworks and bonfires

- Only buy fireworks carrying a UKCA or CE mark and follow the instructions carefully.
- Keep fireworks in a closed box, use them one at a time and never return to one after it has been lit.
- Light fireworks at arm's length and direct rockets well away from people, homes, sheds, fences and trees.
- Never use petrol or paraffin to light a bonfire, and do not leave a bonfire unattended.
- Keep a bucket of water or hose nearby and make sure the fire is fully out before leaving.

Using heaters safely

- Make sure heaters are in good working order and check that they have not been recalled.
- Keep heaters at least one metre away from clothes, curtains, bedding and furniture.
- Never use a heater to dry clothes and do not leave one switched on while you are asleep or away from home.
- Council tenants must not use paraffin heaters in their homes.

Candles and darker evenings

- Place candles, tea lights and incense burners in stable, heat-resistant holders, away from curtains, furniture and clothing.
- Never leave a naked flame unattended or burning while you are asleep.
- Check decorative lights and other electrical items for damaged plugs, cables or scorch marks before use.

Do not overload sockets or extension leads.

- Make sure your smoke alarms are working, keep communal corridors and escape routes clear, and check the Fire Action Notice for your building so everyone in your household knows what to do.

E-bikes, e-scooters and rechargeable batteries

A recent fire at Winchfield House shows why this advice matters. A damaged or unsuitable lithium battery can start a serious fire, and smoke and flames can spread quickly inside a home.

Only buy e-bikes, e-scooters, batteries and chargers from reputable retailers. Avoid second-hand or modified batteries unless they have been professionally checked, and never try to repair or alter a battery yourself. If a battery has been damaged in a collision, have it checked before charging it again.

Use the charger supplied with the product, or a genuine replacement recommended by the manufacturer and bought from a reputable seller.

- Charge batteries on a hard, flat surface away from combustible materials, and never cover the charger or battery while it is in use.
- Never charge batteries while you are asleep or away from home, and unplug them once charging is complete.
- Do not charge or store e-bikes and e-scooters in corridors, hallways or anywhere that blocks an escape route.
- Stop using a battery if it becomes unusually hot, changes shape, leaks, smells unusual or makes a noise.
- If a battery starts smoking or catches fire, leave the property immediately, close the door if it is safe to do so and call 999. Do not try to tackle the fire yourself.



For more advice, visit london-fire.gov.uk or speak to your local housing team.

Scan the QR code or visit: london-fire.gov.uk/protect





Community News

New community play space at Falconbrook Primary School

Children and families went along to enjoy the new playground which comes as the school celebrates its 75th anniversary.

As part of the celebrations, the school invited former pupils, families and members of the community to share old photographs and memories of the school.



Improvements at Cowick Road

Residents at Cowick Road recently took part in two days of informal drop-in sessions about planned improvements to their homes. The sessions gave residents an opportunity to speak directly with council officers, ask questions and share their views on possible improvements, including internal wall insulation and solar panels.

Further meetings will be held over the coming months to keep residents updated on the project's progress.



Street party brings the Putney Heath community together

More than 350 people came together for the Ahmadiyya Muslim Community Putney Heath's annual street party at Ashburton Estate Park.

People of different religions, cultures and age groups were able to meet, enjoy activities and celebrate the diversity of the area. A barbecue, freshly prepared biryani and other refreshments helped create a relaxed and friendly atmosphere where people could sit, talk and get to know one another.



Minstead Gardens celebration

Residents enjoyed an afternoon of food, music and dancing at a summer party held in the communal clubroom at Minstead Gardens. The event attracted a full house from Minstead Gardens sheltered tenants, who were joined by other sheltered tenants from nearby schemes.

Guests enjoyed hot dogs, dancing and the opportunity to spend time with friends, neighbours and residents from other schemes.



Ethelburga litter pick

Residents and estate cleaning staff recently joined forces for a community litter pick at Ethelburga Tower. The day gave residents an opportunity to meet the cleaners working on their estate and learn more about the important work they do. Residents said they appreciated being able to speak with the cleaning team and show their support.

ONE STOP SHOP

Domestic Abuse Advice and Support

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

The Family Hub, 166 Roehampton Lane, Roehampton, SW15 4HR

Open every Wednesday 10am to 12.30pm

For more information, contact

Refuge Domestic Abuse Support Service on
020 3879 3544 (Monday to Friday, 9am to 5pm)

- **24/7 National Domestic Abuse Helpline**
Freephone 0808 2000 247
- **Metropolitan Police**
If you're in immediate danger call 999.
For non-emergencies, dial 101



If you or anyone you know needs support related to domestic abuse, scan the QR code for support service details

