


# Homelife

Issue 99  
December 2023



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# Useful contacts

There is a range of housing services and information available on our website [wandsworth.gov.uk/housing](http://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](mailto: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 7490

### Home Ownership

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

### Downsizing options

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

### Landlords looking for tenants

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

**Details of how to make a complaint are on our website at** [www.wandsworth.gov.uk/complaints](http://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](mailto: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](mailto: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](mailto:info@housing-ombudsman.org.uk)  
Telephone: 0300 111 3000  
[www.housing-ombudsman.org.uk](http://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

# Housing Service Standards

Following a public consultation on the Housing Service Standards, we have used the feedback to make changes and to align with the recently published proposed consumer standards from the Regulator of Social Housing.

The majority (71%) of respondents agreed or strongly agreed with our proposed standards. From the comments received, you have told us that it is important to ensure the commitments set out in the Housing Service Standards are followed through and met. To enable this, we will put a plan in place so staff at all levels are familiar with these standards when carrying out their daily activities. You have told us that the Annual Report is one of the preferred options for you to keep track of how we are doing against our service standards, and we will be reporting this in our Homelife newsletter and on the council's website.

**To view our new Housing Service Standards, visit:** [wandsworth.gov.uk/housing](http://wandsworth.gov.uk/housing)

# Welcome to the winter edition of Homelife

## In the spirit of the season, we extend warm wishes for a Merry Christmas and a happy New Year to all residents and their families.

As we enjoy festive celebrations or simply some time off with loved ones, let's also be mindful of those facing hardships during this challenging cost-of-living crisis. For those in need, our Council's Cost of Living Hub and local Community Spaces offer support and a welcoming environment - refer to page 9 for more information. Also, see pages 9 for details about the council's new ULEZ cash support scheme as part of the scrappage scheme for non-compliant vehicles.

As we aim to keep our homes warm and comfortable during the winter, it's essential to address potential issues like mould build-up, exacerbated by reduced ventilation when windows and doors remain closed. Residents are encouraged to take precautions, and details on reporting and resolving mould problems with our in-house damp and mould teams can be found on pages 20-21.

October marked a month of exciting engagement activities, and officers had the pleasure of attending the 2022 Residents' Conference alongside Residents' Associations, Resident Management Organisations, and Housing Community Champions. The conference provided residents with an opportunity to contribute to the newly proposed informal participation structures, part of the draft Resident Participation and Consultation Strategy now out for public consultation—refer to page 5.

Finally, we celebrated the winners of the gardening competition at an event in the Mayor's Parlour. Residents enjoyed an informal breakfast and had the chance to meet the Mayor, who personally presented each winner with their well-deserved prizes. For details, turn to page 10. Our thanks to all competition entries for contributing to the vibrancy of our communities.

We trust you'll find this issue of Homelife enjoyable. Should you have any suggestions, please feel free to contact us via email at [hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)

## More homes for social rent

The council has set out how it plans to alter housing policy to create more genuinely affordable homes and cut waiting lists.

Wandsworth Council has launched a Partial Review of the Local Plan - a legal document that sets out our long-term planning policy – that looks to developers to deliver more secure and affordable homes for local people especially more social housing.

To find out more about the local plan and convey your views, visit [wandsworth.gov.uk/localplan](http://wandsworth.gov.uk/localplan)



# Resident Satisfaction Survey

Starting in 2024, social housing providers have to report on Tenant Satisfaction Measures known as TSMs.

To meet this requirement, we undertook our annual perceptions survey among council tenants and leaseholders. This survey aimed to gather feedback on the TSMs and provide insights into how residents' feel about the housing services offered.

## Overall Perceptions

- Overall, 64% of both tenants and leaseholders' express **satisfaction with the housing services provided** with satisfaction amongst leaseholders increasing by 19%.

Among both groups, the key drivers of satisfaction are a well-maintained home, the housing provider making a positive contribution to the neighbourhood and then listening to views and acting upon them.

- 67% of tenants and 69% of leaseholders are satisfied with the **positive contribution of housing services to their neighbourhoods**.
- 53% of tenants and 47% of leaseholders are satisfied with the **overall repairs they have received**, while 35% of tenants and 42% of leaseholders are dissatisfied. We are aware of issues with time taken to complete repairs and are working hard to resolve this.
- **Contact and communication** are a key part of providing housing services and 59% of tenants and 52% of leaseholders said they were satisfied that housing services were easy to deal with when contacting them. Efforts to improve staff training and to identify areas of improvement are being undertaken.
- 76% of tenants and 75% of leaseholders are **satisfied their home is safe**.

## £1,000 ULEZ scrappage boost for residents

Residents on lower incomes can claim a £1,000 ULEZ grant from Wandsworth Council to help them give up higher polluting vehicles now that the whole borough is inside London's Ultra Low Emission Zone.

If you answer yes to all of these, you could be eligible for the £1,000 grant:

- I live in Wandsworth and own (or have owned) a non-ULEZ compliant vehicle
- I am eligible for qualifying benefits, or am registered as a carer
- I can prove the vehicle has been sold or disposed of since January 2023

You can claim the cash if you are planning to sell, replace or dispose of your car, van or motorcycle which doesn't meet ULEZ emissions standards. Plus, you can backdate your claim if you have already replaced, sold or disposed of a non-compliant vehicle which you owned on 30 January 2023. Find out more on the council website and check your eligibility. **Or email [ulez@wandsworth.gov.uk](mailto:ulez@wandsworth.gov.uk)**





# Wandsworth Resident Conference



## Review of the Resident Participation and Consultation Strategy

For the second consecutive year, the Housing Department hosted the Residents' Conference in October open to residents involved via the formal and informal resident participation structures. Attendees included members of Residents' Associations, Housing Community Champions, resident management organisations and officers from the Department.

A significant portion of the conference involved residents having the opportunity to engage in a consultation exercise regarding the council's review of informal participation structures. Several new informal participation pathways were proposed and presented to residents during the conference. Subsequently, residents actively participated in group discussions, offering their perspectives on the proposals through a feedback form and providing written personal comments and recommendations.

The outcome of the consultation exercise favoured the new proposals. As a result, the draft of the Resident Participation and Consultation Strategy is now open for public consultation. You can share your feedback. **Scan the QR code above or visit: [wandsworth.gov.uk/the-council/have-your-say/consultations](https://www.wandsworth.gov.uk/the-council/have-your-say/consultations)**



## Community groups and engagement

Community groups from across the borough hosted stalls, providing residents with the opportunity to engage in conversations about their work supporting the local community. The event served as a platform for residents to connect with both their peers and community groups, fostering the exchange of ideas and best practices.

For the second consecutive year, the feedback received has been overwhelmingly positive, with attendees expressing high levels of engagement and finding significant value in the conference as a resource for supporting their residents and communities. We want to thank all those who attended, and we eagerly anticipate seeing you again next year. If you have suggestions for training topics you'd like to see covered in the upcoming Residents Conference, please contact your Resident Participation Officer or **email us at [hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)**

Details of all the training provided during the Residents Conference, along with information about the community groups, will soon be accessible on the council's Resident Involvement web page at **[wandsworth.gov.uk/housing](https://www.wandsworth.gov.uk/housing)**

## Building Safety Consultation Discussion

Resident Engagement in Building Safety: In response to the Building Safety Act (2022), all social housing landlords are mandated to formulate an engagement strategy outlining how they interact with residents regarding building safety in high-rise blocks. The conference provided examples of landlords' responsibilities, the prescribed methods for engaging residents, and the corresponding responsibilities of residents.



# FIRE SAFETY UPDATE

Electric heaters can be a great way to keep warm – especially if you only want to warm up one room. However, they should be used with care. Figures show that over the past five years, more than 800 fires were caused by electric heaters. Tragically, a third of electrical fires that resulted in a fatality involved heaters and more fires seem to occur when the weather becomes colder.

**Below is some guidance on keeping warm safely and other fire safety tips for this winter.**

## Heating your home

- Always unplug portable heaters before going out or going to bed.
- When using a portable gas heater, follow the manufacturer's operating instructions properly.
- Keep heaters clean and away from your curtains and furniture.
- Do not sit or stand too close to a heater.
- Do not use a heater to dry clothes or any materials.
- Never leave a portable heater on when young children or animals are alone.
- Never use flammable adhesives, cleaning fluids or aerosol sprays near a heater.
- If you live in a flat or maisonette, you are not allowed to keep or use liquid petroleum gas, unless it is in disposable containers, such as aerosols which comply with the current British Standards.



## Keeping warm – electric blankets

- Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off.
- Unplug electric blankets before you get into bed, unless they have a thermostat control for safe all-night use.
- Store electric blankets flat, rolled up or loosely folded to prevent damage to the internal wiring.
- Test electric blankets every 3 years. You can contact Age UK (if you are over 60) or your local fire brigade to carry out these tests for you.
- Where possible, try to avoid buying second-hand blankets and check regularly for signs of wear and tear.

## Lighting and candles

- Keep a battery-operated light or torch handy to use in the event of a power cut or failure.
- Keep a mobile phone handy to make an emergency call in the event of a power cut.
- If you need to use candles or matches, always take special care to put them out completely before leaving the room or going to bed.
- Consider using electric lights and LED lights in place of candles.
- Make sure candles are secured in a proper holder and are kept away from flammable materials, like curtains.

## Christmas trees and decorations

- Only use non-combustible or flame-resistant tree decorations.
- Do not leave fairy lights on when you go out or go to sleep.
- Do not let the bulbs on Christmas lights touch any flammable materials, like paper.

**And finally, make sure you have a working smoke alarm!  
Contact your Area Housing Team without delay if you don't have one.**



## A message from Grant Bishop Borough Commander for Wandsworth

“ From heating and electrical items, through to candles and decorations, there are a lot of safety messages to keep in mind throughout the winter season.

Fortunately, London Fire Brigade has an online Home Fire Safety Checker that will help you identify possible risks in your home, and deliver you tailored advice. Protect what you love, using the checker. Below. ”



**PROTECT  
WHAT YOU  
LOVE**

**WITH A SIMPLE  
ONLINE CHECK**

**LFB**

LONDON FIRE BRIGADE

**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](https://london-fire.gov.uk/protect)



# Tackling the Climate Emergency



## Winter Warm Packs

As part of the council's ongoing Cost of Living support package to help residents, we are offering a free warm homes pack for eligible residents to help reduce energy costs and maintain a good standard of heat in their homes.

The contents of these packs will save the average household around £200 a year. They include radiator foil to keep heat inside (enough to cover 4-6 radiators), draught proofing tape to reduce heat lost through windows and doors, and 6 warm white bayonet energy-efficient light bulbs, to reduce energy consumption. Information about other schemes available to support residents is also included within these packs, outlining available home visits and advice from our partners at SW Leap, who are experts in helping local people cut their energy costs.



These packs are being funded by the council, and eligible residents will have received a letter with more details about how and where to collect their pack, including from libraries, Citizens Advice Bureau and Wandsworth Council's Town Hall reception. If you have any further questions or would like to check your eligibility please contact **TogetherOnClimateChange@Wandsworth.gov.uk** Or for more information on what further support is available, please contact **hms@wandsworth.gov.uk**



# Cost of Living

Wandsworth Council are committed to supporting local residents through the Cost of Living Crisis and this includes help and advice for getting winter-ready.

We are opening a network of Community Spaces, some run by the council and others by community groups, including libraries, children's centres and community centres. You can go along to any of these warm and welcoming spaces to enjoy a hot drink, keep warm and chat with your neighbours.

Some locations also have free snacks, free hot meals and activities. Community spaces can also help you find other advice and support on offer in the borough. Find your nearest Community Spaces on our website:

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

Free specialist advice is available on how to cut your energy bills, this could include a free home visit, free energy-saving items such as insulations, radiator reflector panels and LED lightbulbs, and in some cases you may be eligible for larger grants. You can find out more at: [wandsworth.gov.uk/hub](http://wandsworth.gov.uk/hub)

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: [wandsworth.entitledto.co.uk](http://wandsworth.entitledto.co.uk)

Wandsworth Council have funded Citizens Advice Wandsworth to provide free, independent and confidential advice for local residents. You can contact them for support with benefits, housing, debt, money, employment and many other issues: [cawandsworth.org](http://cawandsworth.org)



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](http://wandsworth.gov.uk/hub)

call: 0808 175 3339





# Congratulating Gardening Competition Winners



**This year we launched our first Wandsworth Gardening Competition for those living on our housing estates.**

The response was great, with numerous participants showcasing their gardening skills across three categories. Throughout September, our officers and councillors visited and evaluated the shortlisted entries. After a thorough analysis of scores, we extended invitations to all the deserving winners to join us for breakfast and a prize presentation in the Mayor's Parlour.

We take immense pleasure in congratulating the outstanding individuals who emerged triumphant. This event has been a resounding success, and we are excited to declare that the gardening competition will be a recurring feature on our calendar. As we look ahead, let's keep nurturing our green thumbs, continue planting, and actively participate in fostering a shared appreciation for the benefits that green activities bring to our health and social well-being. Your dedication to this cause contributes significantly to the vibrancy and beauty of our community- let's keep growing together!







**Best Private Garden**

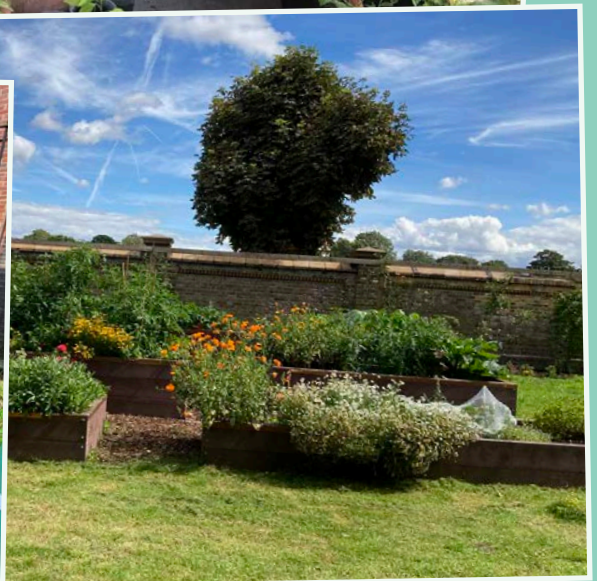
1st place - Ian and Susan Donoghue

**Best Balcony Garden**

1st place - Paula Horrocks  
 2nd place - Katie Standley  
 3rd place - Oya Malgir

**Best Community Garden**

1st place - Etheburga  
 Community Garden  
 2nd place - Kirton Lodge  
 3rd place - Fitzhugh Grove





# Introducing new clubroom manager Rima Williams



Before joining Wandsworth Council, I held a position at the South West London and St George's Mental Health NHS Trust, overseeing their peer support project as a part of the community transformation programme.

I have dedicated over thirteen years to working in the field of mental health, where I managed lived experience projects in both the voluntary sector and the NHS.

An important aspect of the Community Clubroom Manager role is that, despite its focus on space management, it offers an opportunity to connect with local residents surrounding the clubrooms. This was one of the factors that drew me to this newly established position, as it holds great potential for collaboration and development.

Our primary goal is to work closely with the residents, ensuring that the activities organised within our clubrooms

not only generate revenue but also cater to the genuine needs of the community. We aspire to create safe, cohesive spaces that contribute to the overall health and well-being of all those who utilise them. To achieve this, I am committed to giving my best effort and welcome your support. We will provide opportunities for residents to get involved, and I encourage anyone interested to contact me via email on [hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)

## Wandsworth Brighter Living Fair

This year, Brighter Living Festival of Events partnered with Enable and Places Leisure to provide free fitness activities including aqua sessions throughout October.

The festival of events for adults looking for care and support services in Wandsworth aims to promote active ageing and healthy, independent lifestyles. Some of the events also coincided with International Older People's Day and Silver Sunday to celebrate active lifestyles and being connected within your local community.





# SHELTERED HOUSING NEWS

supportedhousingservices@richmondandwandsworth.gov.uk • 020 8871 8369 • wandsworth.gov.uk/shelteredhousing

## Carey Gardens Co-op Coach Trip

Carey Gardens successfully secured funding through the Community Champion Grant and organised an exciting coach trip to Southend-on-Sea in August.

The event saw a good turnout, with a diverse group of participants, including residents from the sheltered housing scheme and families. "Although we couldn't capture any photos of our time on the beach due to the rainy weather that day, everyone swiftly ventured out to explore the attractions and activities that Southend-on-Sea had to offer. We extend our thanks in making this trip a resounding success and an enjoyable experience for all".



## Coffee morning for McMillan nurses

Record breaking result at Grosse Way, Hepplestone Close and Riplington Court, Coffee Morning for Macmillan Nurses

Everyone contributed very generously at our Coffee Morning for Macmillan Nurses, held on 12th October. We raised £600 – breaking our record of last year's £400.

Thank you to all supporters and attendees for a thoroughly enjoyable morning, delicious cakes and lots of fun.





## Wandsworth Council launches first mobile youth centre

Wandsworth Council recently introduced a mobile youth bus designed to ensure that young people have convenient access to education, mental health services, and sexual health resources right in their neighbourhoods.

This innovative service, the first of its kind in the borough, was inaugurated in Roehampton within the Alton Estate Regeneration project. The bus will operate on a flexible six-day route, going to various locations throughout Wandsworth, including Battersea and Tooting, in response to the needs of young people.

This marks a momentous occasion for young people in our borough, granting them access to a purpose-built facility equipped with amenities such as a music studio, interactive whiteboard, and gaming consoles.

In collaboration with partners, including youth organisations and the voluntary sector, the bus will engage with young individuals, providing them with the means to access mental health support, career guidance, sexual health information, advice on citizen matters, and a range of other services.



## Table tennis club at Aubyn Community Clubroom

Residents were thrilled to become part of the fantastic Roehampton Table Tennis Club, which offers activities three evenings a week and on Saturdays at the Aubyn Square Club Room.

We are a community-based table tennis club located right in the heart of Aubyn Square and our aim is to demonstrate that staying fit can be an enjoyable experience. Over the past few months, we've been organising local tournaments and during our recent event we were honoured to host a visit from our local councillors.





# Lonely this Christmas

Christmas can see loneliness and social isolation heightened, especially amongst older people or those who are isolated through unpaid caring responsibilities.

We all feel lonely from time to time and with the festive season largely focused on social gatherings, it can make it a particularly difficult time for many people who may find themselves alone.

In Wandsworth there are many services that support residents who feel isolated through offering activities that promote good physical and mental health. There are lots of ways that you can get involved with your local community, make new friends or find the right type of support for you. Why not start by visiting the council webpages [www.wandsworth.gov.uk/health-and-social-care/public-health/older-people/](http://www.wandsworth.gov.uk/health-and-social-care/public-health/older-people/) or looking into support from those listed below.

**Wandsworth Carers' Centre** is the local lead organisation supporting unpaid carers in their caring role. They offer information, advice, advocacy, peer support, training and more. TEL: 020 8877 1200

**Mushkil Aasaan** offer free confidential advice, information and support, primarily to residents from Black, Asian and Minority Ethnic communities. TEL: 020 8672 6581

**Regenerate-RISE** offer a range of activities that support older people to maintain their independence. This includes support for people with early and moderate dementia at their base in Putney. TEL: 020 8780 9330

**Age Well Battersea** (Katherine Low Settlement TEL: 020 7223 2845) and **Age Well Roehampton** (Hestia TEL: 020 8767 8426) enable older residents to maintain their independence and socialise through a range of local activities.



**Wandsworth Asian Woman's Association** provide a drop-in service in Wandsworth Town for older Asian women who want to meet up with others. They offer a lunch club, activities and classes such as crafts and exercise. TEL: 020 8875 9465

**Wandsworth Older Peoples Forum** hold monthly open meetings on topics of interest to older people and send a quarterly newsletter to members. [www.wopf.org.uk](http://www.wopf.org.uk)

**The Furzedown Project**, is an activity centre in SW16 offering activities and a home visiting scheme. Their aim is to reduce social isolation among older people and help improve health, wellbeing and independence. TEL: 020 8677 4283

**Hestia Age Activity Centre** in Tooting offers various activities for older people designed to increase wellbeing and reduce isolation. TEL: 020 8767 8426

**Age UK Wandsworth** offer a wide range of services for people aged 60+ including a befriending service, Be-a-Friend.

Age UK Wandsworth are looking for local people to volunteer their time and provide companionship to an older person within the borough. If you are over 18 and can spare a couple of hours to Be-a-Friend, they would love to hear from you.

**Email:** [volunteering@ageukwandsworth.org.uk](mailto:volunteering@ageukwandsworth.org.uk)

**Visit:** [ageuk.org.uk/wandsworth](http://ageuk.org.uk/wandsworth) **Call:** 020 8877 8940 .



## Mondays at the Rose

### Meal and activity offer

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

Open to all from 9am to 7pm.

- Art club from 10am to 12noon
- Board games from 12noon to 3pm
- After school club from 3pm to 7pm
- Plus! Free hot meal available to everyone from 4pm – eat in or take away.

ROSE Community Clubroom, Ascalon St, SW8 4DL



# Community Garden Planters

The Hershams Close Residents Association recently added two low-level planters near the entrance of one of their residential blocks, along with a tall planter at the block's far end.

The dedicated members of the Residents Association have been tending to these planters and the results are delightful. In another part of the community, the Stoughton Close, Greatham Walk & Ryefield Path Residents Association is showing great care for their planter, with Pam Lucas, the current chair of the RA, overseeing its maintenance. This gesture is also a touching tribute to the late Robin Bishop, the former chair of the association, who is remembered by the community.



## Hill Lodge Fundraising

The residents and sheltered housing officer enjoyed the fundraising day that started with breakfast, brunch, lunch, a quiz, cake sale, and raffle - which catered for resident's preferences throughout the day.

Residents that don't usually attend activities made contributions amounting to £414,26 and joined in on the day. Well done to Hill Lodge residents! The scheme has signed up for 2024.





# 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**

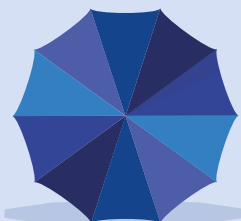
(Monday to Friday 9.30am - 1pm and 2pm - 4.30pm)

Email us: **housingtenancysupport@richmondandwandsworth.gov.uk**



[www.wandsworth.gov.uk/tenancy-support-services](http://www.wandsworth.gov.uk/tenancy-support-services)

Wandsworth  
Supported  
Housing  
Information  
and advice







## Community Kitchen on the Alton Estate

Chantelle's Community Kitchen (CCK) is a new initiative that launched at the beginning of August to provide free, nutritious, homemade meals for residents to either take away or eat in.

We caught up with Chantelle Bent who, alongside Jo Baxter from the Alton Regeneration team, is responsible for launching Chantelle's Community Kitchen.

**Before we start, we must congratulate you on setting up this amazing enterprise and compliment you on the name.**

The name was Jo's idea. She didn't feel 'Roehampton Community Kitchen', which was my original name, sounded very warm or welcoming. I must admit, I was initially a bit reluctant to put myself in the spotlight, but the name has grown on me!

**Why did you want to set up CCK?**

I could see a need for it as everyone is feeling the ramifications of the cost-of-living rise, regardless of their age or employment status. I was aware that we have a high level of food poverty in Roehampton, but little support was available locally without meeting criteria to get some help.

**How many meals do you provide for the community each week?**

We provide, on average, 200 cooked meals per week, as well as groceries for the community to take away to make healthy meals at home.

**How long does it take to make all the meals?**

We start on Mondays at 9am, when 3 volunteers and I receive our delivery. We are then in the kitchen preparing and cooking until the early afternoon. A team of volunteers and I then return on Tuesday morning at 9am to finish cooking and packaging the meals, ready for when we open at 11am.

**Where does your volunteer team come from?**

All the volunteers are members of our local community who generously give their time to support the community kitchen. We all come from different backgrounds, have different religious beliefs, and age ranges, but food brings us all together.

**What's on the menu on an average week and what are the favourites?**

Each week we have a choice of four meals with at least two suitable for vegans. Some of our guests' favourite dishes are chickpea curry, tuna & sweetcorn pasta, vegan and chicken wraps and coleslaw. The last time we made wraps, they were literally taken as soon as we could wrap them!

**Where does the support to run CCK come from?**

The Alton Regeneration Team provided the premises and equipment to enable us to set up.

Funding awards have come from the Roehampton Community Week fund and the Asda Foundation. The local Asda store continues to support us with produce when they can, and Sacred Heart Primary School in Roehampton made a substantial donation of food when we first started. Dons Local Action Group has supported us from the start and the Roehampton Club has been generous providing equipment, supplies and invaluable advice. I would like to take this opportunity to thank everyone who has supported CCK. All donations have been, and continue to be, gratefully received.

**What's been the most rewarding aspect for you?**

Seeing people benefit from our service, hearing people's stories, and knowing that we have helped them to support themselves and their families.

**If someone wants to volunteer, how do they go about it?**

They can either pop into the kitchen on a Tuesday and speak to me or one of the volunteers, or email me at [chantellecommunitykitchen@gmail.com](mailto:chantellecommunitykitchen@gmail.com)

Follow us on twitter @CCK\_Roehampton

**The kitchen is open every Tuesday from 11am – 1pm at Portswood Space in Roehampton (4 Portswood Place SW15 4ED).**





# Jobs and training sessions with Work Match

Are you looking for a job in Battersea?

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 with developers across Battersea and Nine Elms to get access to the latest jobs, apprenticeships and graduate opportunities.

Work Match are running monthly pop-up information sessions at the ROSE community clubroom and at the Cromwell Hub on Doddington & Rollo where you can have a free screening session for the kinds of jobs or training courses that would be right for you.

**ROSE Community Clubroom,**  
**Wednesday, 10 January 2024 10am - 1pm**  
Ascalon Street, off Thessaly Road, SW8 4DL. Bus route P5



## Wandsworth Work Match - Let's get ready for 2024

With the New Year just around the corner, now is a great time to plan for the future. Wandsworth Work Match celebrated its 10 year anniversary this year and we have now helped over 2300 residents into work.

Work Match provides free employment and training support for Wandsworth residents, we also work with businesses across the borough to bring you exciting new local job opportunities. If you would like to register or learn more about the service,

visit [wandsworthworkmatch.org](https://www.wandsworthworkmatch.org) or call 0208 871 5191



## Resident employment and training questionnaire

At Wandsworth Work Match we are always looking to improve our service so we can best support Wandsworth residents into meaningful employment in the borough.

We have developed a survey to help us learn about the needs of our community including training and development, employment trends and the importance of working locally.

By completing this short survey, you will help us better understand the needs of our community and adapt the service ready for another great year ahead.

Have your say  
scan the QR code or visit  
[haveyoursay.citizenspace.com/wandsworthced/7ef80508](https://haveyoursay.citizenspace.com/wandsworthced/7ef80508)





# PREVENTING CONDENSATION AND MOULD AT HOME

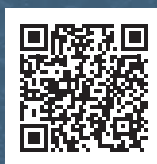


Condensation often leads to persistent mould growth and can cause worry for households. Condensation can occur in any home, and certain steps can help in reducing the amount of condensation in your home.

## 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)



# Damp and Mould

**Wandsworth Council manages about 33,000 homes and spends nearly £70m each year to repair, maintain, and improve these properties.**

Like other social landlords, the council regularly deals with reports of damp and mould and after reviewing our approach to these reports, we found that our processes were generally suitable. However, we relied on contractors to clean mould and address the underlying causes and we have since decided to change our approach to remove the mould and reduce the associated risks.

To achieve this, we formed a small in-house mould removal team of trained staff. This team, which operates within Estate Services, was established

in March 2023 and so far, they have responded to 264 individual reports of mould. Residents can report mould directly to the team using a dedicated email address and hotline. The team can quickly remove the hazardous mould and provide residents with advice on preventing future occurrences. Afterwards, an Estate Manager will visit to assess the underlying cause of dampness and arrange any necessary work, such as improving ventilation.

To report mould within your property, you can contact the mould removal team directly at **020 8871 8887**,

**mould.removal@richmondandwandsworth.gov.uk**

or via Housing Online on the council's website **wandsworth.gov.uk/housing**.





# London Borough of Culture

## Still time to help shape our London Borough of Culture plans

Wandsworth has entered its bid to be named London Borough of Culture 2025 and we're still gathering ideas to help shape our potential cultural programme for 2025 – so we'd love to hear about the hidden gems in your neighbourhood via our online survey. Plus, sign up for our London Borough of Culture email newsletter for the latest news on our bid.

[Wandsworth.gov.uk/culture](http://Wandsworth.gov.uk/culture)  
Let's do this together!

# Are there things you need?

Do you have things you don't want?

Freegle matches people up to help them give and get things FOR FREE, locally - it's like online dating for stuff!

Freegle is free to join, free to use and everything on it is free. It makes people happy and saves waste – it's good for people and the planet.

Need a new festive outfit or an extra bed for visitors over the holidays? Take a look at Freegle -you might find just what you need.

Received a gift you don't want or need? Planning to have a January clear-out? Head to Freegle! It's a simple way to give the things you no longer need away to local people. Just list your item and if someone local wants it, they will get in touch and pick it up.



Freegle is easy and we even have an easy-to-use app so that you can get freegling straight away.

Go to [freegle.in/Wandsworth](http://freegle.in/Wandsworth) or search for Freegle wherever you get your apps.

See advert opposite.

Former boxer Frank Bruno, who grew up in Wandsworth, said: "Wandsworth has a special place in my heart - I'll definitely back Wandsworth to be London Borough of Culture in 2025."



SCAN ME



# Freegle

Visit: [freegle.in/wandsworth](https://freegle.in/wandsworth)

The online sharing community that helps you find the things you need, for free!



(This isn't actually Rose but it's a real freegler!)

"I have a fixed income and can't afford to buy new. I am a great recycling advocate and give away as much as I ask for. There is nothing as good as finding just what you need from someone who has loved an item and generously gives it to another person. I look forward to freegling."

Rose, Wandsworth Freegle

✓ Save money

✓ Waste less

✓ Help others

✓ Protect the environment

Wandsworth - Putney - Balham - Clapham Junction - Battersea - Tooting





# 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)

