

Home *Life*

Wandsworth Council's housing newsletter wandsworth.gov.uk/housingnews



Wandsworth celebrates the Addison Act centenary pages 5 & 9

■ ANNUAL REPORT ISSUE - SEE PAGES 11-19

- Resident Participation Strategy consultation page 3
- Makeover for community halls in Battersea and Putney Vale page 10
- Another great turnout at the Roehampton Festival page 22

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

Western Area Housing Office

Roehampton Parish Hall
Alton Road
London
SW15 4LG

Housing hotline: 020 8871 6161

Housing Area Teams

Central: 020 8871 5333
Eastern: 020 8871 7439
Southern: 020 8871 7288
Western: 020 8871 5530

If you do not know your area team email: hms@richmondandwandsworth.gov.uk

Wandsworth Emergency Control

(housing emergencies, out of hours) 020 8871 7490

Home Ownership

housesales@wandsworth.gov.uk

Downsizing options

allocationteam
@wandsworth.gov.uk

Landlords looking for tenants

privatelandlords
@wandsworth.gov.uk

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

Battersea, Clapham and Central Wandsworth (or

throughout the borough if your heating is supplied by a central communal boiler.)

P.H. Jones
0800 023 4069/0333 004 233

Putney, Roehampton and Tooting

T.Brown Group Ltd
0800 977 8472

To find out your gas contractor
020 8871 7040

Other council contacts

Adult social services

020 8871 7707

Births, Deaths, Marriages and Voting

020 8871 6120

Child social services

020 8871 6622

Environmental services (including pest control, private housing)

020 8871 6127

Finance (including council tax, benefits, rent, service charges)

020 8871 8081

To make a telephone payment
0800 021 7763

Parking and Streets

020 8871 8871

Rubbish, recycling and litter

020 8871 8558



Catch the WATCH bus at your estate



The Wandsworth Alarm Telephone Care Helpline (WATCH) is a 24-hour emergency response alarm service available to older people or those with disabilities or specific medical needs.

On Monday 30 September, the WATCH promotional bus will be stopping by at the following Wandsworth Council estates at specific timeslots throughout the day:

- Ashburton Estate (Putney), 10-11.30am

- Winstanley/Doddington East Estate (Battersea), 12-1.30pm
- Bevill Allen Close Estate (Tooting), 2-3.30pm
- Henry Prince Estate (Wandsworth), 4-5.30pm

Residents are invited to visit the bus whilst it is parked on their estate. Wandsworth Supported Housing Officers will be on hand to answer your questions and offer advice about the WATCH and Telecare services, Sheltered Housing and Tenancy Support.

For any event queries, please contact
020 8871 8198.



Welcome to the autumn issue of Homelife



This edition includes the annual report which tells you how we performed in 2018/19. The report assesses how well we delivered your housing services focusing on key performance areas, such as making the best use of available housing stock, providing value for money and good quality repairs, and ensuring our estates are maintained to a good standard. See pages 11-19.

In July, as a council we celebrated 100 years since the passing of the Addison Act, a major milestone in the development of council housing across the country. A century on, the council remains committed to delivering affordable housing for Wandsworth residents, including a programme of delivering over 1,000 homes on council land over the next five to seven years. Read more on page 5.

The council also continues to offer our residents the chance to become homeowners in their own right, and the annual Wandsworth Affordable Housing Open Day will be held on 17 October in the Civic Suite. Attendees will have the opportunity to chat with our Home Ownership Team and financial and legal professionals who can provide specialist advice on buying a new home. Admission is free, so don't miss the chance to find out the different options available to help you take your first steps on to the property ladder (see page 7 for more information).

I hope you enjoy this edition of Homelife. If you have any comments or suggestions, please contact me by email on hms@richmondandwandsworth.gov.uk

Cllr Kim Caddy
Cabinet Member for Housing

Residents help develop council's Resident Participation Strategy

Earlier in the year a Residents' Working Group was set up to help the council review its resident participation arrangements.

The group, made up of tenants and leaseholders from each Area Housing Panel, met five times over the course of March to August to discuss all matters relating to resident participation, from formal meetings to satisfaction surveys. The council would like to take this opportunity to thank the RWG for their commitment and work throughout the process.

Discussions from the working group as well as responses to an online questionnaire that was open to all residents has helped inform the draft Strategy which sets out the different ways you can get involved with decisions about your housing and how the council will encourage and help residents to get involved.

The draft Strategy focus on four key themes and sets out priorities for the council in each of these areas:

- Formal Structures - including Residents' Associations, the Area Housing Panel and Borough Residents' Forum
- Informal Participation - including focus groups and online consultation
- Engaging the Wider Community - including community projects and resident satisfaction surveys
- Consultation Arrangements - including consulting on regeneration schemes.

The draft Strategy is open for a six week public consultation from 24 September. Please let us know your thoughts at wandsworth.gov.uk/getinvolvedhousing

Updates on the actions set out in the Strategy as well as opportunities to get involved will be published in future editions of Homelife.

Do you know about our Housing Community Champions Scheme?

The Housing Community Champions Scheme recognises the valuable work of residents in their neighbourhood and helps support their community work. Housing Community Champions can come in many forms, whether it's a community gardener, a keen organiser of community events or somebody who volunteers their time to help older people on their estate. Housing Community Champions also have access to the Community Fund, which provides funding for projects and events for the benefit of their community.

If you know a community champion in your area, contact your Resident Participation Officer (RPO) to nominate them for their work. RPO contact details can be found on page 21.

Ongoing commitment to fire safety

The Government recently consulted on 'Building a Safer Future' which outlines proposed changes to law to improve safety and minimise the risk of fire in high rise buildings.

The Grenfell Tower fire tragedy highlighted the need to make major changes and improvements to the building safety system, including stronger accountability for those involved in the development and management of high rise buildings.

The proposals aim to help shape changes in the law and make sure high-rise residential buildings are safe to live in and residents are able to have their voices heard.

This council is committed to ensuring our buildings are safe and our residents feel confident with the building safety measures in place and therefore strongly support the direction of the proposals being made.

Fire safety in all our properties continues to be a priority for the council, and ongoing steps are being taken to improve fire and other hazard-related safety in our buildings. These include:

- Carrying out fire safety reassurance visits in all homes in blocks of 10 storeys or more.
- Replacing the external cladding at Sudbury House and Castlemaine. Works are due to be completed at both by Spring 2020.
- Undertaking an ongoing review to ensure that all leaseholder and tenant front doors are 30-minute fire resistant and have door closers.



- Progressing plans to install sprinkler systems to all Hostel and Sheltered accommodation.
- Establishing a new Housing Compliance Team. The team will oversee the council's actions in response to Government directives and guidance on fire safety, and will monitor general health and safety and building compliance work for our housing stock.

Stay mindful of gas-safety in your home

In July, a Wandsworth tenant sadly died following an explosion believed to have been caused by a gas hob being inadvertently left on in their property overnight.

Council tenants and leaseholders are reminded to take care of gas appliances in their properties by routinely checking that they are in good working order.

For tenants with a council-installed gas-fired heating or hot-water system, we must carry out a gas safety inspection every year. Tenants are required to let our contractors into their property, so they can carry out inspections.

Leaseholders are responsible for their heating and hot water appliances. Leaseholder gas appliances should be serviced every year by a Gas Safe registered contractor.

For tenants subletting from a council leaseholder, the landlord must arrange for a Gas Safe registered contractor to test the gas appliances every year. The landlord must also provide the tenants(s) with a copy of the up-to-date certificate.

You can check if a contractor is Gas Safe registered by visiting: www.gassaferegister.co.uk

Stay gas-safe

- Take extra care when using old gas appliances as many will not be fitted with a cutoff that isolates the gas supply if not ignited.
- Consider upgrading your old gas appliance(s) or purchase a natural

gas alarm which will alert you if the gas has been left on. Natural gas alarms can be purchased at most hardware stores.

- Be aware of the warning signs that a gas appliance is faulty – lazy yellow flames, excessive condensation and black marks/stains.

If you smell gas or suspect a leak

turn off the gas at the mains supply immediately and contact the Gas Emergency National Grid 0800 111 999.

Call from a landline where possible or using a mobile away from the leak.

Do not continue to use your mobile once this has been reported.

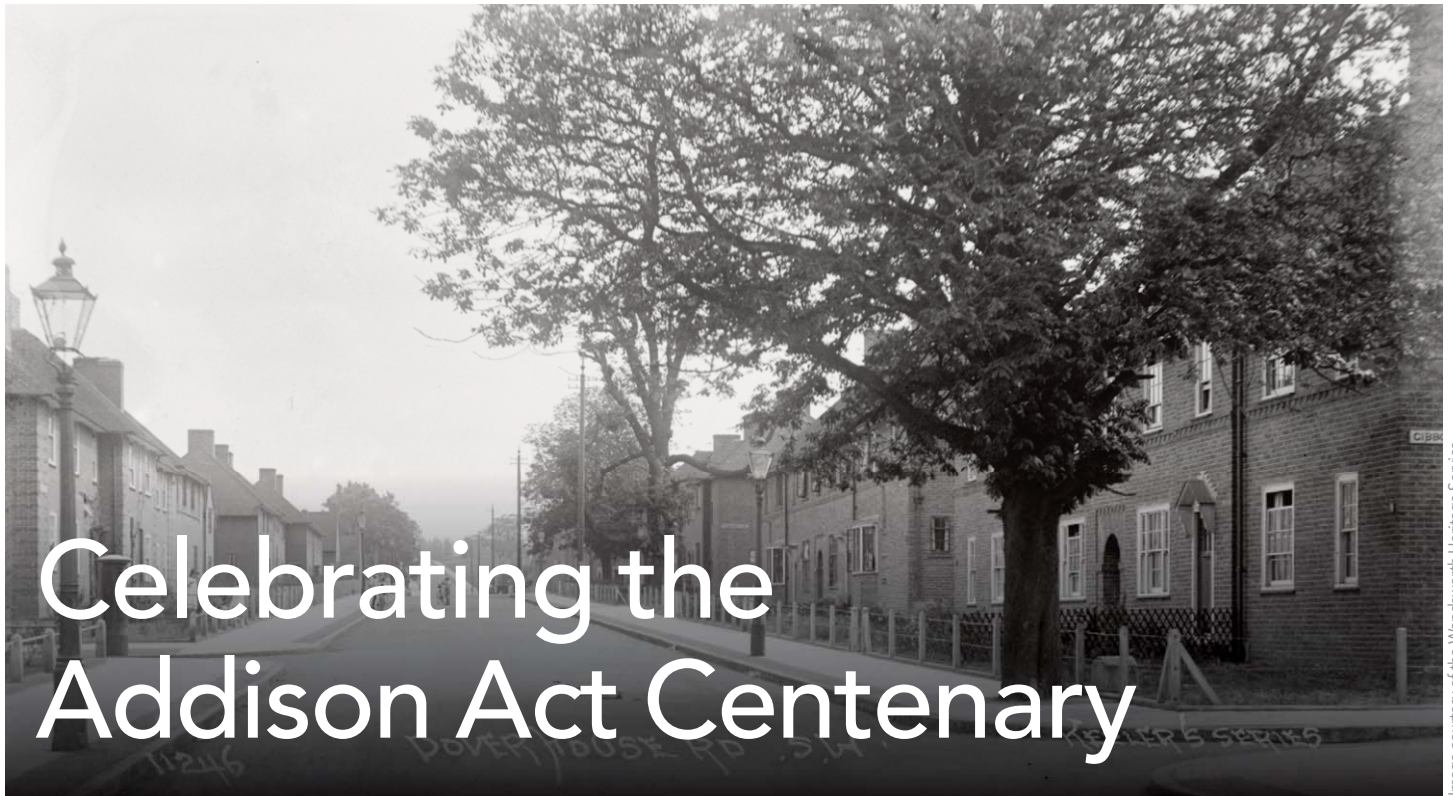


Image courtesy of the Wandsworth Heritage Service

July marked the 100th anniversary of the passing of the Housing Act in 1919, most commonly known as the Addison Act.

Named after its author, Dr Christopher Addison, the Act paved the way for council house building on a large scale and established the idea of housing as a public service. The end of the First World War in 1918 created a huge demand for housing for the working-class in towns and cities throughout Britain and the Act committed government subsidies to help councils build thousands of homes.

One of the largest estates to be built in Wandsworth following the passing of the Act was the Dover House Road Estate in West Putney, completed in 1927. Built after pre-Addison Act estates such as Latchmere (Battersea) and Totterdown Fields (Tooting), completed in 1903 and 1911 respectively, the Dover House Road estate consisted of 246 properties, over half of which were three-bedroom homes, built to meet the needs of working families. The estate was designed with a wealth of green space around the housing, including three areas of allotment plots in the heart of the estate. Dover House Road has retained its original character and is now protected as part of a conservation area much like Latchmere and Totterdown Fields.

To mark the centenary of the Act receiving Royal Assent in July, Councillor Kim Caddy, Cabinet Member for Housing attended a parliamentary tea party on Tuesday 2 July.

She said: "It was great to attend the celebration of the Addison Act, representing the Association of Retained Council Housing (ARCH) of which I am Chair. I was delighted to see so many people there, supporting the ambition to build a new generation of council housing.



The Dover House Road estate following construction in 1927 and in the present day

I am also really proud that Wandsworth is playing its part with our 1,000 homes programme and our two major regeneration projects."

The anniversary of the Act was an opportunity to look at what the council is doing to ensure it stays committed to delivering housing for Wandsworth people.

To meet the diverse housing demands of the Borough the Council has stepped up to the challenge of doing more to improve housing options and conditions for Wandsworth residents. It is investing over £150m to deliver more than 1,000 homes on council land, of which 60% will include innovative low-cost home ownership and rent options.

The council is currently in year three of the programme, with 14 homes completed and 174 under construction of which 64 will be completed this year.

Home Ownership Team

Improving purchase options for council tenants



Helping you to buy a home

House Purchase Grant Scheme

This ever-popular scheme gives eligible council tenants a grant to use towards buying a home of their own on the open market within the United Kingdom or abroad, or to use towards purchasing a share of a shared ownership property (part rent / part buy) within the UK. The grant can also be used to adapt a family member's home within the UK to create a self-contained extension to enable tenants to move in.

The amount of grant a tenant could qualify for will depend on:

- The number of bedrooms within their current home
- Total length of tenancy
- The outcome of a means tested financial appraisal, as the grant is considered as gap funding and tenants must be in need of the grant towards the purchase as well as be able to demonstrate that they can afford any mortgage repayments.

To be considered for this scheme, secure tenants will need to have a minimum of two years tenancy, have a clear rent account and be willing to vacate their council property.

Please note there have been some changes to the 2019/20 scheme as follows:

The table below shows the maximum amount of grant a qualifying tenant could receive, as long as they have had at least three years of public sector tenancy.

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

Bed Size	(2019-20) Grant amount up to:
Studio / one	£50,000
two - three	£70,000
four - six	£80,000*

*From October 2019, the maximum grant amount for four beds or more will be increasing to a maximum of £100,000. This is subject to passing a financial appraisal.

If you are interested in the scheme and wish to be placed on our waiting list, please contact the Home Ownership Team.

Right to Buy

The Right to Buy Scheme allows secure council tenants, who have over three years of public sector tenancy, the opportunity to purchase their council property.

As of 6 April 2019, the maximum discount available on Right to Buy was increased in line with the CPI (Consumer Price Index) from £108,000 to £110,500 within London. The funds raised through increased RTB sales will continue to be used to finance new affordable housing options for other local people.

The council has a helpful Right to Buy information booklet for tenants who are interested in owning their council home. To read an online copy and to find out more about the process visit www.wandsworth.gov.uk/homeownership. Tenants who would like more information should contact the Home Ownership Team who will be able to guide them through the Right to Buy process.

Right to Part Buy

Right to Part Buy is a voluntary sales scheme launched by Wandsworth's Home Ownership Team in January 2017.

This unique scheme enables eligible council tenants who qualify for the Right to Buy (but are unable to afford to purchase their council home outright) to buy a share of their property at a discount and pay a low rent on the remaining share.

To be eligible for the scheme you must:

- be a secure tenant
- have at least three years tenancy

- not have received Housing Benefit 12 months prior to the application
- must pass an affordability test

Tenants will be able to purchase a minimum initial share of 25% or 50% and in the future can buy additional shares and possibly own their home outright.

Our latest completion under Right to Part Buy took place in April this year and enabled a Roehampton-based couple to purchase a share of their two-bed flat under the scheme.



Wandsworth Affordable Housing Open Day

The Home Ownership Team hosts its annual Affordable Housing Open Day on Thursday 17 October 2019.

At least one thousand people with an interest in getting on the property ladder within the borough are expected to attend the event.

At the Open Day, you will have the opportunity to speak to a member of the Home Ownership Team, who will be accompanied by several major housing providers with current developments in the Borough. There will also be financial and legal professionals on hand to answer enquiries relating to buying a new home. Admission is completely free so make a note in your diary to come along and find out more about the home ownership opportunities available to you.

**Thursday 17 October 2019,
2pm to 8pm
Civic Suite,
Wandsworth High Street,
London SW18 2PU**

New shared ownership developments

PA Housing – Osiers Place (Phase II), SW18

19 new shared ownership units are now available in Wandsworth. Situated in close proximity to the River Thames, with excellent transport links to Central London, these homes also offer private balconies, terraces and winter gardens. Please contact PA Housing on info@pahousing.co.uk or call 0300 123 2221.

Clarion Housing – Prince of Wales Drive, SW11

37 modern units, a combination of one, two and three beds, will be available shortly in a highly-sought after location within walking distance of Battersea Park and featuring new, beautifully landscaped public gardens. Please contact Clarion Housing at Shared.Ownership@myclarionhousing.com or call 020 7338 5638.



To find out more about new shared ownership homes please contact the Home Ownership Team using the details at the top of the page.



Construction milestone for new affordable homes

Construction work for 46 new affordable homes at Winstanley and York Road Estate officially 'topped out' in July.

To celebrate the milestone, Leader of Wandsworth Council Cllr Ravi Govindia, Ward Cllr Tony Belton and Director of Housing Brian Reilly joined development partners at the site to oversee progress.

Built by Winstanley and York Road Regeneration, a joint venture between Taylor Wimpey Central London and Wandsworth Council, the new apartment buildings will provide new council homes for existing estate residents.

The council has directly invested £13.5m to bring forward the new homes, which will be ready to occupy next year. As part of their construction, the team is consulting with estate residents over details of fit out and materials in the flats.

The affordable homes will be offered in a range of tenures, including Social Rent, Shared Ownership, Shared Equity and Affordable Rent.

Councillor Govindia said: "Winstanley and York Road are two of Wandsworth's major housing estates and our vision is to regenerate both of these estates.

Taking care of existing residents and ensuring that they are appropriately housed is really important to us, which is why this block specifically provides new homes for estate residents needing to move."

"However, this is more than just new homes, this will be a transformational project – there will be untold opportunities for people to train, improve their life chances, education and skills. We want to build new homes and an exciting future for all who live in them."

Lee Bishop, Managing Director of Taylor Wimpey, added: "Importantly, the regeneration of Winstanley and York Road Estate will provide all existing council tenants and resident leaseholders with fantastic, high quality new homes on the same site. This new apartment building will provide the first of many affordable homes across the estate."

A masterplan planning application for the regeneration of the estate was submitted by Winstanley & York Road Regeneration earlier this year, with a

decision expected this autumn.

Key benefits within the application include:

- The provision of up to 2,550 new homes, 35% of which are to be affordable.
- A mix of tenures including Social Rent, Shared Ownership, Shared Equity, Affordable Rent, Private Rent and open market sale.
- The re-provision of all council rent and resident leaseholder homes to be demolished, ensuring that no existing secure tenant or resident leaseholder will be required to permanently relocate from their community.
- Major new community infrastructure, including a state-of-the-art leisure and community centre, a library, a children's centre and nursery.
- The creation of a new public park totalling 2.49 hectares.

A new council employment and skills centre has already been delivered as part of the regeneration.

For more information visit winstanleyyorkroad.co.uk



Housing Minister Esther McVey meets residents at Edward Foster Court

Housing minister visits Battersea council homes

The Housing Minister Esther McVey met local residents during a visit to a new Wandsworth Council home building scheme that's providing 57 new council homes for local people to rent.

The minister joined Wandsworth Council Cabinet Member for Housing, Cllr Kim Caddy, and Deputy Leader Cllr Jonathan Cook in July to see Edward Foster Court in the Nine Elms area of Battersea. Corporal Edward Foster was a Wandsworth Council employed dustman from Tooting who was awarded the Victoria Cross after his heroic efforts in World War One.

The visit marked the 100th anniversary of the Addison Act which introduced council housing with support from central Government for the first time.

Minister of State for Housing Rt Hon Esther McVey said: "It was a privilege to meet the residents of the Savona estate today, on the 100th birthday of Britain's council housing.

"I want the people who move into Edward Foster Court to be as proud of their new homes as we are of the First World War hero after whom it is named."

Cllr Kim Caddy said: "I was delighted to welcome the new Housing Minister to Wandsworth on the exact centenary of the Addison Act."

"Here in Wandsworth we have approved a wide-ranging package of measures, including buying and building new homes so we can ensure that people in genuine need receive help and support and can be offered permanent homes close to the areas they grew up in."

"We are also committed to surpassing the London Plan targets set by the London Mayor including increasing the supply of affordable homes - with 3,000 built over the past decade and a further 2,000 more due to be completed within the next three years."

Bessborough Road development visual



Construction begins on Bessborough Road

Construction has started on the first 10 homes which will be delivered to assist the regeneration of the Alton estate in Roehampton.

Located on Bessborough Road, the development will provide 10 new affordable homes for tenants and leaseholders already living on the Alton estate. The development contains five maisonettes and five flats, each with access to either a private garden or private balcony. The dwellings will also be fully adaptable to meet the mobility needs of residents, and one maisonette has been designed specifically for wheelchair use. The development will offer bike storage, a play area and landscape improvements at the front of the property and to Petersfield Rise.

Wandsworth Council's development partner, Redrow Homes, were on site at the end of July to clear the area and to erect hoarding. The hoarding features paintings by pupils from Heathmere Primary School on the theme of 'My favourite thing about Roehampton'. Pupil's paintings depicted the local busses, deer of Richmond Park, and dinosaurs.

More information can be found at altonestateregen.co.uk



Volunteers paint community halls

Wates Residential is currently working in partnership with the council to deliver 92 new affordable homes in the borough across two development sites at Shuttleworth Road and Stag House.

As part of its presence in Wandsworth, Wates Residential has pledged to invest in the local community and increase opportunities for local residents.

On 16 June, staff swapped their day jobs to spend time volunteering to support local residents in Wandsworth as part of the company's Community and Conservation Week (June 17-21). The volunteers spent more than 90 hours preparing and repainting the main hall at Newlands Hall community centre for the benefit of local residents. The hall is close to the Stag House site currently being developed to provide 21 new homes, including 10 for those with physical and learning disabilities, by Spring 2020.

The hall is managed by the Putney Vale Residents' Association (PVRA) and is at the heart of the local community. Cllr Jane Cooper, Deputy Mayor of Wandsworth and Shirley Price, chair of the PVRA, were in attendance, and Shirley presented the team with a certificate thanking them for their efforts in repainting the hall. Cllr Kim

Caddy, the council's Cabinet Member for Housing also attended to lend a hand on the final day of the project.

Shirley Price, Chair of PVRA, said: "Newlands Hall is a well-used community facility enjoyed by the residents of Putney Vale and beyond. We are very grateful for the enthusiastic support of Wates Residential volunteers in redecorating our hall."

In July, a group of volunteers from Wates Residential's construction team at the Shuttleworth Road site in Battersea also got together to paint the communal areas at the Katherine Low Settlement building, a local charity that provides valuable services and space for the local community to benefit from.

Paul Nicholls, Managing Director for Wates Residential, said: "We are incredibly proud to be working with the local Wandsworth community and are passionate about supporting projects that bring the community and our team members together."

Recycling trial

Many residents are keen to recycle more, with recycling rates for those using communal wheeled bins improving 20% since 2013/14.

However, efforts can be wasted as communal recycling banks can be contaminated by unrecyclable items or food left on packaging.

Therefore, to make it easier for residents in blocks of flats to recycle effectively, the council has announced the start of a new trial. In September, residents at a pilot council block currently using orange-lidded communal recycling banks will be provided with single-use clear recycling sacks, as supplied to low-rise households across the borough. These will be used to collect clean recyclables, with the bags then deposited in brand new orange recycling banks outside the block for collection.

Officers from both the Housing and Waste Management teams will be working closely with residents to help increase recycling, including providing additional recycling banks where needed. The council is committed to making recycling simple and convenient for you.



Keep Recycling Right

- For health and safety reasons, aerosol cans are no longer acceptable for inclusion in mixed recycling sacks or banks
- Plastic bottles should be squashed with the lids replaced afterwards to help keep them squashed and enable the lids to be recycled too
- Other lids/tops/caps should be removed from containers. Metal lids/tops/caps should be placed loose in mixed recycling. All other lids/tops/caps should be disposed of with general refuse.

Housing Annual Report

www.wandsworth.gov.uk/housing

2018-2019



Welcome to the Housing Annual Report 2018-2019 which sets out how well the council's Housing and Regeneration Department has performed over the last year.

We have continued to work hard to meet our service standards and provide you with value for money.

This report is an opportunity for you to see how we've done over the year and assess our performance.

Following the government's publication of the Social Housing Green Paper we started working with a group of residents to review the council's participation structures. This includes how we report performance, how we consult with residents and how you can get involved with the work of the department. The Residents' Working Group has provided invaluable input to ensure our structures provide a range of participation opportunities.

In 2018-2019 the department refreshed and consulted on its Housing and Homelessness Strategy and Anti-Social Behaviour (ASB) Policy. These key documents set out the department's approach to matters that affect your housing including how we tackle ASB and our housing priorities for the next five years, setting ourselves clear goals to deliver change and improvement.

We have invested £26.9m in council housing, £6m more than in the previous year ensuring all council properties continue to meet the Decent Homes

Standard. We have also successfully rolled out broadband to more than 21,000 homes, with a target to connect 30,000 by the end of 2019.

A group of residents have helped us design a new contract for the cleaning of communal areas in your blocks and estates. Residents provided insight into what a new cleaning contract should look like so that we can ensure a high standard of service. We have also continued to take significant steps to ensure our buildings comply with the highest fire safety standards completing over 2,000 fire safety inspections in council properties of 10 storeys or more and progressing the re-cladding of Castlemaine and Sudbury House.

Our council led development programme is on track to deliver over 1,000 new homes over the next five to seven years, of which 475 homes are either completed, under construction, with planning or due to obtain planning consent this year.

This Annual Report was produced in partnership with a residents' focus group. I'd like to thank all the residents who have participated throughout the year and we hope to see many more of you getting involved in the future.

To find out more about how you can get involved with matters affecting your housing or join your residents' association, visit www.wandsworth.gov.uk/getinvolvedhousing.

Brian Reilly
Director of Housing and Regeneration

Priorities for 2018-2019 were:

Progress the **replacement of cladding** at Sudbury House and Castlemaine.

Continue to carry out **individual fire safety inspections** to properties in blocks of 10 storeys and over.

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

Review and refresh the Wandsworth Housing and Homelessness Strategy.

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

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

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

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

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

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

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

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

Develop a **new CCTV and emergency control facility** and begin implementation.

Implement a **new housing IT system** including customer portal.

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

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

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

- standard met
- standard partially met, some work to do
- work required to meet the standard

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

**Where available figures for the previous year 2017-18 are shown in brackets.

Tenancy

We will

- Make the best use of the available housing stock
- Be clear with residents about how properties are allocated
- Provide support to residents to enable them to maintain their tenancy

Allocations

- Provide information on how we allocate properties and how to apply for housing.
- Make sure we are making the best use of the housing available to meet a range of housing needs.

How have we met the standard?

- Reviewed and updated the Wandsworth Housing Strategy and incorporated the Homelessness Strategy objectives available on the councils website.
- **Housed 886 (905)** households in 2018/19. This is lower than the forecast target of **1,000**.
- **3,145 (2,639) online housing applications completed** this year, which equates to **95%** of all applications received (**92%**).
- It took an average of **25.1 days to relet a property**, this is an improvement on last year (**27.2**). Performance is closely monitored to continue to improve turnaround times.
- Completed a targeted under occupation survey of five plus bedroom council homes to identify households who could be assisted to downsize. As a result of the survey **47 occupancy checks** have been carried out, of which **five households** are being assisted to downsize. Of the remaining **42 households**, 19 have been identified as under-occupying and are in contact with the council.
- **Moved 53 (50)** under occupying households to smaller more suitable accommodation in the borough.
- The number of households in **temporary accommodation rose to 2,076 (1,884)** which was slightly higher than the forecast of **1,934**.
- **6% (9%) of households** in temporary accommodation are in Bed and Breakfast. This is better than the council forecast of **10%**.
- The council led **development programme** is on track to deliver **over 1,000 new homes** in the next five to seven years. Priority for these homes will be given to local people who live or work in the borough. **14** new homes were completed in 2018/19, a further **174** homes are under construction, of which **64** are due to be completed in 2019/20. **46** have secured planning consent, and a further **241** have had planning applications submitted or are due to have planning applications submitted in 2019/20. **475 new homes** are therefore either already completed, under construction, with planning or due to obtain planning consent this year.

Rents

- To provide an efficient, effective and responsive rent collection service.
- Review rents and service charges each year and provide information on how we calculate them.

How have we met the standard?

- At the end of the year, **total rent arrears** were **£3.56m (£3.12m)**. This equates to **2.84% (2.48%)** of the total rent collected.
- **5.33%** of tenants have more than seven weeks **arrears (4.33%)**.
- For those tenants who need assistance, the Financial Inclusion Team provide **free benefit advice, debt management intervention and help with budgeting**. They **assisted 661 (712)** tenants to reduce their rent arrears and maintain their tenancies during 2018/19. The team also run a monthly drop in advice surgery in Roehampton and **helped around 100 residents** during the year.

Tenure

- Provide either introductory, flexible fixed term or secure tenancies.
- Give new residents a copy of their tenancy or lease agreements and explain the content.
- Check our homes are occupied legally and take action where they are not.

How have we met the standard?

- Reviewed and updated the council's Tenancy Strategy and Policy in consultation with residents to provide longer tenancies for new social housing tenants.
- All tenants received a **written tenancy agreement** which is explained to them.
- **2,498 (2,699)** occupancy checks were carried out.
- **228 (206) tenants** were helped by the tenancy support team during 2018/19, the team work with and support tenants who are in danger of losing their tenancies.

Home

We will

- Provide value for money, timely and a good quality repairs and maintenance service for residents, and at all times ensure that necessary health and safety checks are undertaken
- Maintain all homes to the Decent Homes Standard* as a minimum
- Undertake a programme of Decent Homes Plus** work to improve blocks and estates
- Monitor and report our performance for emergency, urgent and routine repairs and take action where contractors do not meet standards set

Quality of accommodation



- Meet the Decent Homes Standard and undertake a programme of Decent Homes Plus works.

How have we met the standard?

- Continued to meet the **Decent Homes Standard** and **invested £26.9m (£20.9m)** to maintain the council's housing stock.
- We undertook further **environmental improvements** to our estates at a cost of **£650,000 (£216,000)**. This included improved lighting, pathways, additional parking and new outdoor fitness equipment on estates.
- **Started 43 (46) major works** projects including roof renewals, window renewals and external decoration schemes.
- Continued to post-inspect a set number of individual **property repairs** to ensure our properties are **maintained to a good standard**. The number of repairs inspected is dependent each year on the scale and cost of repair works.

*The Decent Homes Standard is set by the Government and outlines specific criteria that social housing must meet to be considered decent. For more information www.gov.uk (search Decent Homes)

**Decent Homes Plus standard is Wandsworth Council's own higher standard based on Government guidelines.



Re-cladding of Sudbury House, Wandsworth

Repairs and maintenance



- Provide an efficient and cost effective repairs service, which gets the job done right the first time.
- Carry out health and safety checks.

How have we met the standard?

- **£23.9m (£22.3m)** spent on planned and responsive repairs.
- **88.1% (91.6%)** of repairs were completed within target time.¹ Additional monitoring of repairs performance has been put in place and the re-tendering of contracts is expected to improve performance over the coming year.
- **90% (94%)** tenant satisfaction with completed repairs.
- **99% of emergency repairs** are being responded to within target timescales.
- Carried out annual **gas servicing in 99.9% (99.8%) of tenanted properties** that have gas appliances.
- Established a working group with residents to review the cleaning specification and contract in advance of re-tendering the service.
- **Carried out scheduled quarterly health and safety checks** to all of our blocks and estates, these are supported by regular checks completed by Estate Services Officers when attending to daily duties.
- Carried out **2,258 (1,970) fire safety inspections** to council properties of 10 storeys or more in 2018/19. We check that doors are fire compliant, smoke alarms are fitted, and other safety measures are in place, as well as inspecting communal areas of blocks and reviewing fire risk assessments (FRA).
- **External cladding at Sudbury House** has been replaced from the 14th-24th floors (at the time of writing) works are due to be completed in May 2020. At **Castlemaine cladding has been replaced** from the 15th-20th floors and works are due to be completed in April 2020.
- As an additional safety measure, the council is progressing plans to **install sprinkler systems** to all Sheltered and Hostel accommodation.

¹ repairs are awarded a priority (emergency, urgent and non-urgent) target timescales are dependent on the priority.

Neighbourhood and community

We will

- Work with partners* to prevent and tackle anti-social behaviour
- Work with residents to improve local facilities and the environment
- Respond to emergencies in a timely manner and work to keep our estates clean and safe



Local area co-operation

- Work with residents to improve local facilities and the environment.
- Work with other agencies and residents to protect them from risk and prevent harm to children, young people and vulnerable adults.
- Work to achieve wider borough objectives including improving employment opportunities and prospects.

How have we met the standard?

- On the 31 March 2019, the **Family Recovery Project** was working with **34 (27)** families in the borough with complex needs to improve their future prospects. For example, they helped families out of rent arrears and **into secure accommodation**. Over the course of 2018/19, they supported **50 (61)** families.
- The department continue to support the **Childrens Services Initial Point of Contact (IPOC)** to ensure effective joint working to **improve safety of children** in the borough.
- **Our safeguarding procedures** continue to be **reviewed annually** and we carry out an annual audit of working arrangements to **ensure staff understand** their safeguarding responsibilities.
- **All Housing and Regeneration staff** undertake safeguarding training when they join the council and every three years thereafter. **79 staff undertook training in 2018/19.**
- The department worked in partnership with the **Chelsea Football Club Kicks** project to deliver football sessions for young people on estates across the Borough. There were **388 (295) Kicks sessions** throughout the year with an average of **16 (19) participants** per session.
- The Regeneration team worked with **Work Match** to provide local training and **employment opportunities.**

* e.g. Police, Social Services, Local Stakeholders



Chelsea Kicks Project



Tackling anti-social behaviour and crime

- Work with other services and the police to prevent and tackle anti-social behaviour (ASB).
- Take action against offenders and tell residents about outcomes.

How have we met the standard?

- The council aims to prevent ASB and in 2018/19 we served **24 (49)** Notices of Seeking Possession for ASB and carried out **7 (11)** evictions for ASB.
- **Evicted 2 (0) households** using the absolute ground for possession as a consequence of committing serious offences.
- **Offered shorter tenancies** to those with a history of anti-social behaviour (ASB) in order to monitor their behaviour.
- **Publicised action taken against serious offenders** in Homelife and through press releases.
- Consulted with residents to review the ASB policy statement.
- Department has started to work towards Domestic Abuse Housing Alliance (DAHA) Accreditation.
- The area housing teams **closed 198 (234) cases** of ASB last year which is **60%** of all cases opened during the rolling year.
- **94% (92%)** of noise complaints were responded to **within the 5 day target.**
- Continued to attend regular meetings with local Police's neighbourhood safety teams and took action in areas of concern where required.



Community event at Doddington and Rollo Estate

Neighbourhood management



- **Ensure estates are maintained to a good standard and improved where possible.**
- **Respond to emergencies in target times.**
- **Work with other services and the police to keep your communities and estates clean and safe.**

How have we met the standard?

- On average Wandsworth Emergency Control (WEC) receive **over 3000 telephone calls per week. During the year 37,244 (39,869)** of these required further action.
- **99% (99%)** of emergency calls* to WEC were **responded to within 30 minutes.**
- Commissioned a **new CCTV and emergency control facility** to go live in summer 2020.
- **Allocated £293,672 (£300,000)** to the small improvement budget for residents' associations (RAs) to fund community projects. This year these have included:
 - Supplying and fitting a six space lockable bicycle hanger
 - Creating an outside clothes drying area
 - Undertaking garden improvements, including new benches and signage.

- Removed **23,411msq (19,561msq)** of graffiti at a cost of **£160,144 (£129,543).**
- **98.1% (96.4%)** of graffiti was removed within target time.
- Identified and explored opportunities for future improvements and new homes through consultation with residents.
- The **installation of high-speed broadband** has advanced. More than three quarters of council properties in Wandsworth now have full fibre-optic broadband available to them. This equates to **21,400 properties** with a target to connect **30,000** by the end of 2019.
- The **regeneration schemes** on the Alton Estate (Roehampton) and the Winstanley and York Road Estates (Latchmere) continue to progress. The Winstanley and York Road Joint Venture submitted a planning application for over 2,500 new homes in January 2019, with the first 46 new replacement council homes due to be delivered in September 2020. Redrow Homes submitted an application for over 1,100 new homes in June 2019, with the first new replacement council homes to be delivered in 2021. All secure council tenants who live on these estates will be offered a home in the redevelopment on a secure tenancy, and for the same rent as their current property for a new home of the same size.
- The animal welfare team responded to **524 (506) dog related incidents** in the year, **27 (7) prosecutions** with **100% success rate, 197 verbal warnings** issued to dog owners who broke by-laws, and **six community protection notices issued.**

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



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

98% of graffiti was removed within target time at a cost of **£160,144**

installation of **high-speed** broadband in **21,400** properties

99% of emergency calls to **WEC** were responded to within **30 minutes**

Resident involvement

We will

- Involve residents in decision-making processes that affect them
- Support the development of accredited residents' associations
- Provide residents with a variety of methods to tell us what they think of the services
- Learn from complaints and make use of them to improve services

Involvement

- Encourage resident involvement.
- Inform residents about services and give them the opportunity to check and challenge how well the housing service is doing.

How have we met the standard?

- 17 unannounced estate inspections were carried out with residents and councillors as part of a pilot scheme which has been running since November 2017.
- Supported 54 (56) accredited Resident Associations in the borough, representing over 1,000 properties.
- There are 21 (17) housing community champions. These are resident volunteers who have been recognised for the community work they do on their estates. We support them to continue their work and provide funding. This year, projects have included community gardens, a competition to design new signage and a community mural.
- Social inclusion schemes have been delivered across the borough, including the Community Development Older People's Choir – 'An A-Choired Taste' which has gone from strength to strength, performing at the 60+ Café and the Lantern Festival in Roehampton.
- Launched Get Active Roehampton community day providing residents with the opportunity to see the latest proposals for the Alton Estate regeneration, the day included live music, sports activities and interactive games.
- Set-up a resident working group to consult on and review council participation structures and approaches. This is to ensure we are providing residents with the opportunity to participate at different levels of their choice. For more information on getting involved visit www.wandsworth.gov.uk/getinvolvedhousing
- Overall satisfaction with services has decreased. Tenant satisfaction is 68% (76%) and 52% (60%) for leaseholders. As a response to this the council is undertaking a survey to explore reasons for this in further detail. The council has also set up a resident working group of both leaseholders and tenants to improve how we interact and communicate with residents.

Customer service, choice and complaints

- Give residents good quality, up to date information.
- Make sure residents know how to complain.
- Learn from comments and complaints.

How have we met the standard?

- Dealt with 309 (265) complaints (about housing service and contractors).
- 54% (64%) of complaints were responded to within the target time of 10 working days.
- 65% (69%) of complaints were successfully dealt with at stage one of the complaints procedure.





Understanding more and responding to diverse needs

- **Treat residents with fairness and respect.**
- **Make sure services meet a range of needs and are easily accessible to all residents.**



Community Development Choir, 'An-A Choired Taste'

How have we met the standard?

- Met the demand for disabled adaptations for council and private residents, delivering **351 (187)** adaptations to enable people to remain independent in their home. During the year, we implemented a Discretionary Disabled Facilities Grant Policy which allows the council to provide adaptations for a greater number of residents.
- **16 (22)** people requiring adapted housing were allocated accessible homes.
- **2,419 (2,389)** residents use the **WATCH Lifeline service** which helps older residents and those with disabilities to remain independent in their homes. **226 (220)** new users signed up to the service in 2018/19.
- There were **209 Telecare Users** at the end of 2018/19, an increase on last year (**192**). Telecare provides a range of sophisticated sensors and alarms to help residents remain independent.
- The number of '**Stay Put Stay Safe**' (SPSS) applicants assisted during the year was **57 (39)** which reflects the rise in SPSS referrals to **75 (66)**.
- The council work in partnership with **House Exchange**, a website which helps council residents across the UK find someone to swap homes with. Tenants can register for free with House Exchange*, 620 Wandsworth tenants have already registered.
- Progressed plans with housing associations to **build 95 more extra care homes** in the borough for frail and elderly people. Planning permissions have been obtained for all **95** homes, with **41** having started on site in January 2019, with the remaining **54** due to start on site late summer 2019.
- Worked in partnership with Chelsea Football Club to extend the **Chelsea Kicks programme** to older residents living in sheltered accommodation. Regular fitness sessions are held at the Lennox Sheltered Scheme and we are working to roll this out to other schemes.
- **Reviewed and updated** housing webpages on the council's website.
- Equalities data is analysed and published on the council's website to ensure services are **accessible to all residents**. The council also completes Equality Impact Need Assessment's (EINAs) for all policy statements to ensure we are serving all members of the community fairly. For equalities data, visit www.wandsworth.gov.uk/housing/about-the-housing-department/housing-and-equalities



Orchard planting, Ashburton Estate



Un-veiling of the new mural at Carey Gardens

*www.houseexchange.org.uk

Value for money

We will

- Provide frontline services in the most cost effective manner
- Take action to prevent fraudulent use of council owned and managed properties
- Monitor the use of services to ensure they are fully utilised and they are providing value for money



Value for money

- Consult residents on major works projects and inform them of smaller works, which do not require statutory consultation.
- Aim to achieve value for money by tendering services where, for example, contracts have come to an end.
- Each year look at our 30 year business plan to check it remains financially viable.



How have we met the standard?

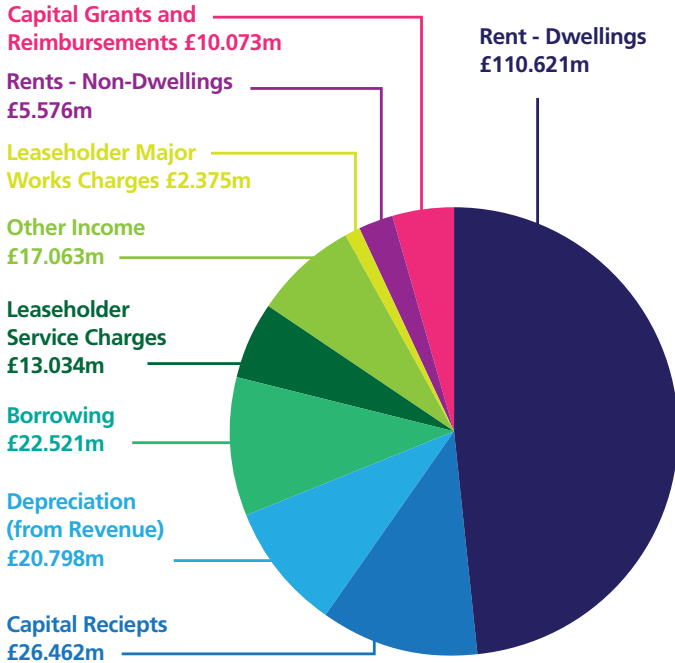
- Continued to effectively manage the **Housing Revenue Account** (HRA), demonstrated by an increased reserve level of **£343m** up from **£333m** at the end of 2017/18. The 30 year business plan remains viable with balances available to deal with risks and emergencies.
- The council consulted on all major works and external redecoration schemes, we served:
 - **1,784 (2,011)** Notices of Intention*; and
 - **2,417 (1,566)** Section 20 Notices* on leaseholders.
- In addition to notices for major works the council consulted on the renewal of long-term service agreements** for lift maintenance and cleaning:
 - **19,000** Notices of Intention, and
 - **6,400** Section 20 Notices on leaseholders.
- The average weekly management cost during the year was **£18.94 (£18.90)**.
- The average weekly maintenance cost reduced to **£27.67 (£30.74)**.
- Average weekly rent was **£126.17** compared to **£127.20** last year.
- **51 (31) illegally occupied council properties** were recovered by the council in partnership with the South West London Fraud Partnership.



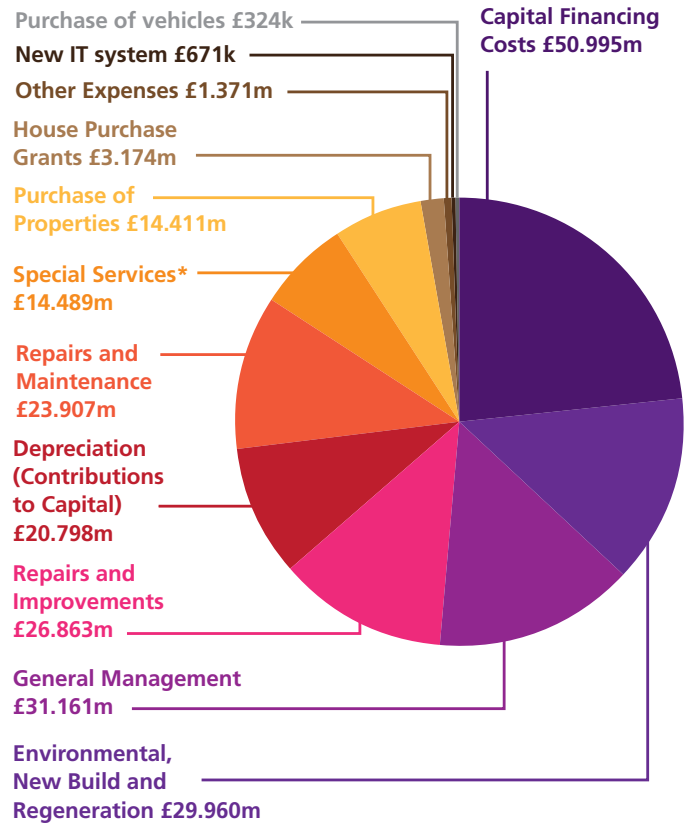
* These are a statutory requirement to consult leaseholders on schemes of major works costing more than £250 per leaseholder.
** Long term service agreements are anything over 12 months.



Housing revenue account 2018/19 Income total £228.523m



Housing revenue account 2018/19 Expenditure total £218.124m



Priorities for 2019-2020

Progress the replacement of cladding at Sudbury House and Castlemaine and the programme to retro-fit sprinklers in sheltered and hostel accommodation.

Continue to carry out individual fire safety inspections to properties in blocks of 10 storeys and over.

Carry out communal electrical testing and inspections, prioritising blocks of 10 storeys and over.

Create a Compliance Team to ensure a renewed focus on fire safety and issues of housing compliance and health and safety.

Continue to progress plans to deliver 1,000 new homes over the next five to seven years through the council's development programme.

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

Work with Adult Social Services to review the demand for supported housing to provide homes for those needing it.

Continue to invest in the Environmental Estate Improvement Programme and target areas where improvements are needed most.

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

Further roll out high speed broadband in council-owned residential properties taking the total number of properties to 30,000.

Progress the development of the new CCTV and emergency control facility to be fully functioning by Summer 2020.

Continue work to implement a new housing IT system including customer portal this year.

Respond to findings in the Social Housing Green Paper by reviewing resident participation structures and developing a Resident Participation and Consultation Strategy to empower residents to get involved.

Gain the Domestic Abuse Housing Alliance accreditation which recognises best practice in dealing with domestic abuse.

Work with partner agencies and utilise government funding effectively to assist entrenched rough sleepers and minimise rough sleeping in the borough.

community news



Castlecombe Drive Resident Association Annual BBQ

The resident association (RA) for Castlecombe Drive on the William Willison Estate in West Hill held another successful annual BBQ in their community garden on Friday 26 July. Despite some light showers, the RA saw their best turnout yet, with over 35 residents from the block enjoying the food and the festivities.

Katie, the Chair of the RA said: "the BBQ went really well! We were more prepared this year for rain as we put up a tarpaulin – no soggy bread rolls!"

Robin Bishop

The Roehampton community has been saddened by the death in August of Robin Bishop. A campaigning resident who most recently co-chaired the Residents' Working Group which oversaw a review of participation structures in Wandsworth, the council would like to extend its thanks and appreciation for his tireless hard work and commitment.

Having chaired the Stoughton Close, Greatham Walk and Ryefield Path Residents' Association for the past four years, Robin had recently been elected joint vice-chair of the Borough Residents' Forum. Amongst his other activities, he chaired the Roehampton Forum management committee and edited Roehampton Voice.

Robin was deeply committed to the Alton estate and with his unwavering commitment to improving people's lives, his contribution will be much missed. The council extends its deepest condolences to his wife, Farida.



L-R: 2-88 Keevil Drive RA:
Jo (Chair), Kevin and Joanna

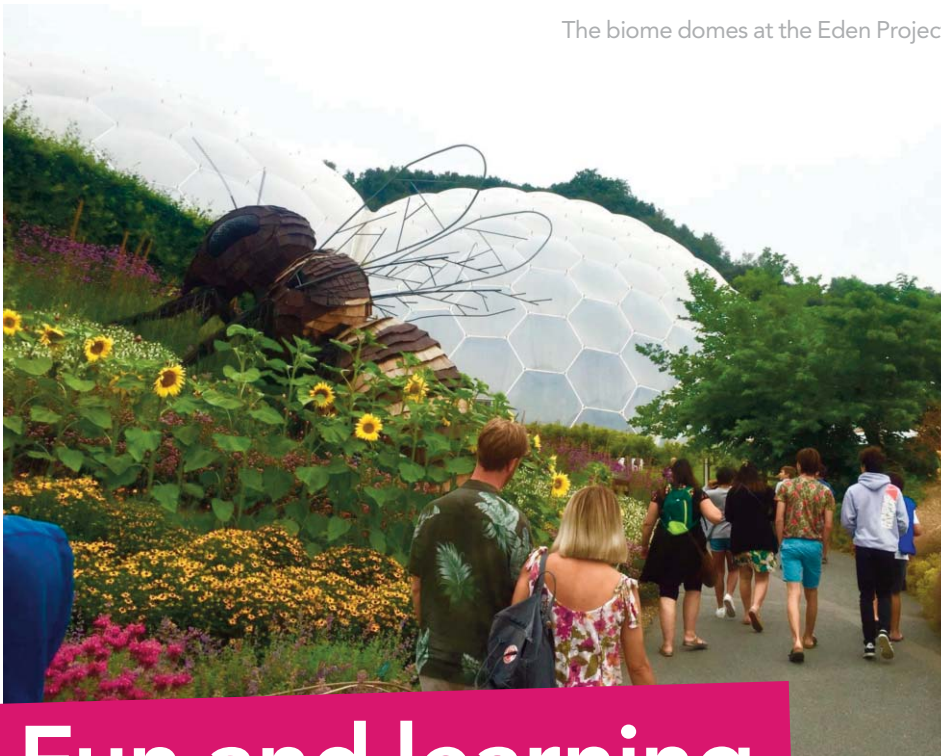
New RAs on the Block

Over the summer, a new RA was formed for 2-88 Keevil Drive, located within the William Willison estate in West Hill.

Jo the new RA chair said "I wanted to set up an RA to try and improve things in our block and make it more of a community. The council officers I have dealt with have been fantastic, from helping to get things started and coming to meet us (RA) with our new estate manager. Very quickly we had a cleaning schedule put up and mirrors put in our lifts. I am really looking forward to seeing some of the things happen from our wish list."

If residents want to get in touch with the 2-88 Keevil Drive RA they should email keevildrivera@outlook.com.

More good news also came from Wandsworth Common, where the Fitzhugh Grove RA became a newly-accredited RA and representatives from the estate attended their first Southern Area Housing Panel on 3 July 2019.



Fun and learning in Cornwall

In July, families from Battersea enjoyed a memorable trip to Cornwall, organised by Women of Wandsworth (WoW). Minibus transport for the trip was provided by Wandsworth Community Transport. The trip gave local families the chance to enjoy the famous Cornish seaside and coastal landscape, whilst learning about Cornwall's proud maritime and industrial heritage. The group visited the biome domes at the Eden Project, Charlestown (a World Heritage site due to the role it played in the copper trade in the 19th century), and enjoyed the town of St Austell as well as the seaside resort of Newquay. The group was also fortunate to see seals in Newquay harbour!

Chair and founder of WoW, Senia Dedić said: "Our aim was to give inner city families the chance to enjoy the seaside and learn about Cornwall's rich history. The seaside activities like kayaking and swimming were also very beneficial to those who suffer from asthma, eczema or other conditions exacerbated by urban pollution."



A day at the seaside

Every year, residents of Carey Gardens Estate are invited to attend an annual coach trip to the seaside. The trip is organised by Carey Gardens Co-operative, to enable families and elderly residents to enjoy a day out together during the summer. This year, the trip was organised by local Housing Community Champion, Tina Penfold through the Community Fund.

The Carey Gardens Co-op Manager stated: "The trip generates a lot of interest each year and allows residents to enjoy a day out with neighbours, promoting community cohesion. It also enables some residents who may otherwise not have the opportunity to visit the seaside such as the elderly or families with children."

Those residents who visited Brighton in July 2019 enjoyed a great day at the seaside with mostly decent weather. Residents mentioned how great it was to see neighbours from different backgrounds and ages having such fun together.

Your resident participation team

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

Speak to your resident participation officer.



Foday Kamara
Southern Team
(020) 8871 8639
fkamara
@wandsworth.gov.uk



Jo Baxter
Central Team
(020) 8871 8694
jbaxter
@wandsworth.gov.uk



Lee Bushell
Eastern Team
(020) 8871 8638
lbushell
@wandsworth.gov.uk



Sarah Stevens
Western Team
(020) 8871 5505
sstevens
@wandsworth.gov.uk

Apply for community improvements to your estate

Wandsworth's Small Improvement Budget (SIB) gives grants to residents to make improvements to their estate or block which will benefit the local community.

To qualify for funding, projects or schemes must be for the benefit of the majority of residents. Priority is given to applications supported by residents' associations, co-ops or RMOs which form part of the formal structure. Examples of previous successful projects have included:

- Community gardens/ landscaping
- Railings and other security features
- Bike stores and racks
- Tables and benches (for clubrooms and gardens).

Over the summer, recent improvements funded by the SIB have included (supporting RA in brackets):

- On the Alton estate in Roehampton, the installation of a new path connecting pavements on Bordon Walk and Holybourne Avenue, and the conversion of cobblestone paving on Holybourne Avenue into a grass area (Hersham Close RA).
- Enhancements to the gardens of Seldon House and Thessaly House on the Savona estate in Battersea (Savona RA).
- The adaptation of a disused clothes drying area on the Larch Close estate in Balham to accommodate four recycling bins. The new bin location will encourage increased recycling and reduce the levels of fly-tipping and dumping (Larch Close RA).



Before and after: the Bordon Walk/Holybourne Avenue path, the gardens at Savona



Roehampton Festival 2019

Residents from across the borough flocked to Downshire Field to enjoy the stalls, music, activities and the sunny weather.

Over 1,000 residents attended the festival on Saturday 7 September, which featured music, dancing, fair rides, street food, sports and a city farm. Community organisations and voluntary groups also took the opportunity to publicise a range of local services including cookery classes, fitness sessions, healthy living and employment opportunities.

The festival also featured the return of the Kings and Queens banquet. Older residents were treated to a three-course meal and a variety show while they were served by volunteers from the Hillsong Church. The banquet has been provided for more than ten years by Regenerate RISE, a local charity which provides support to elderly people who feel isolated.

Residents were able to find out about the regeneration proposals for the Alton estate and to ask representatives from the council and from Redrow questions about the new homes, phasing programme and opportunities for employment during construction.

We would like to thank Regenerate, Regenerate RISE, Hillsong Church, Enable, Roehampton University, the Roehampton Club and Redrow Homes for their generous support.

To apply for SIB funding, ask your local RA to submit an application through your local Estate Manager or Resident Participation Officer.



Photo: Luke O'Donovan

Community design for Battersea railway bridge

Residents in Nine Elms celebrated the transformation of the Thessaly Road railway bridge at the Happy Streets community festival in July which drew 1,800 people.

Artist Yinka Ilori was commissioned by Wandsworth Council during London Festival of Architecture to redesign the bridge after residents on the Savona, Patmore and Carey Gardens estates asked for improvements to the underpass.

Next to St George's C of E Primary School, the bridge design is part of a package of work to improve the public realm around Thessaly Road, with other proposals including bringing in a controlled parking zone and better access for pedestrians and cyclists.

Thessaly Road is a main route between Wandsworth Road and Battersea Park Road and will link the two new Northern Line stations when they open in 2021.

The happiness-themed festival saw hundreds of people try free activities and workshops, and watch live outdoor performances and music.

Cllr Ravi Govindia, Leader of Wandsworth Council said: "I am delighted that this Nine Elms rail bridge has been so successfully transformed into a colourful gateway – together with Yinka Ilori we listened to community concerns and worked closely with local residents and St George's school to ensure we delivered a design that they would be happy living next to."

See more pictures and videos at nineelmslondon.com

Above: Illuminated: Thessaly Road underpass
Below: Celebration: Lorraine Roberts leads Gnomus (Puppets with Guts) in the Happy Dance at St George's school



sheltered housing news



Darts at Doris Emmerton

Women of Wandsworth (WoW) Mums organised a darts competition in Doris Emmerton sheltered housing scheme in July to boost levels of physical activity amongst three generations. Following lunch, the first round of darts began, and the winners went through to the finals.

Congratulations to Byron who emerged as the overall winner of the competition, and to all the participants who took part, some of whom were playing darts for the very first time.

Founder of WoW Mums, Senia Dedić said: "It was great to see both older and younger generations enjoying the games - playing darts enhances agility as well as mental health for all involved. It was a level playing field, as it wasn't just strength that was required, but also about the skill to aim for the right number on the board."



Fire Brigade visit Doris Emmerton Court

It is vital that residents are aware of fire safety and therefore on Thursday 25 July, officers Monique and Alfie from the Hammersmith branch of the London Fire Brigade (LFB) attended a coffee morning at Doris Emmerton Court sheltered housing scheme. Residents were shown a short information video focusing on fire safety, after which the residents completed a quiz about what was covered.

The residents who attended were very pleased with the visit and they have learned some very useful information on how to keep safe in the event of a fire. Jeanette, a resident, said: "The fire brigade visit was a change for the coffee morning. We learnt all the safety measures, what we should do if there is a fire and at night-time switching off all electrical appliances and mobile phones from charging before going to bed. It was interesting, informative and I found it very enjoyable. The officers very kindly answered all our questions."



Activities at Glenthorpe Sheltered Housing

Glenthorpe is a sheltered housing complex situated at the end of the peaceful Putney Park Avenue in West Putney.

On Tuesdays and Thursdays, the residents enjoy a mixture of activities which provide a great opportunity for them to get to know each other better. On alternate Tuesdays a sing-along is held in the communal lounge where residents sing a mixture of different music, from old to new, as well as songs from various musicals.

The residents make requests each week and share their different taste in music, musical instruments are provided such as tambourines, castanets, maracas and sleigh bells which adds to the fun.

The team at Glenthorpe have recently introduced an arts and crafts session which started off with working with paper mache. The arts and crafts sessions have proved to be very popular and the Glenthorpe team have reported that it's been great to hear the ideas they come up with and seeing their work unfold.

The Sheltered Housing officers at Glenthorpe (Julie Jones and Ebony Brown) encourage the residents to join in the fun and they are always willing to lead the activities themselves if they are not on site.

Residents have been very positive about the weekly activities, with one resident commenting that "it feels good to meet others and is very enjoyable" and another saying that the activities "make my life brighter."



Keeping fit with the Chelsea FC Foundation

Keeping fit!

On a bi-weekly basis, the Chelsea FC Foundation come down to the Lennox sheltered housing scheme between 2.30pm and 3.30pm to help its residents keep fit!

With exercises designed to improve balance, co-ordination and core strength, these classes help to maximise residents' mobility and everyday fitness.

Trainer Ellie explained how a key aim of these classes involves reducing isolation by encouraging participants to socialise whilst exercising. For more information, please contact the Lennox sheltered housing scheme office on 020 8876 6794.

Coffee Morning at Yew Tree Lodge

The residents at Yew Tree Lodge in Furzedown held a Macmillan Coffee Morning in August, where a delightful menu was served to attendees to raise support for the cancer support charity.

The organiser, Mr Guy Gozmao, supported by Mr Louie McManus (both active residents at Yew Tree Lodge), added an original twist to the event by serving up a full English breakfast in the place of the usual spread of cakes and biscuits, at a cost of £3.00.

It was a very successful event and the total amount raised was £238 (and still counting!)



Clamping down on fly-tipping

Fly tipping can take many forms. From vehicles appearing in the middle of the night to empty its contents on an estate, to residents leaving bags of waste by the communal waste bin. While one may appear more serious than the other, it's all fly-tipping and illegal.

What are the consequences for our residents when fly tipping occurs?

- Encourages vermin to the area
- Makes blocks and estates look dirty and unkempt
- Creates a fire safety hazard
- Encourages more fly-tipping to the area
- Fly-tipping collection costs are recharged to tenants and leaseholders across the borough and so everyone pays.

And what are we doing to address fly-tipping issues?

- We have fitted mobile cameras in locations prone to fly-tipping to catch those committing the offence
- We carefully check the fly-tip for evidence of those responsible

- We monitor the estates on a regular basis.

In addition, in an ongoing effort to clamp down on fly-tipping in the borough, Wandsworth is calling on residents to think twice about who they hand their bulky waste over to after a vehicle was recently seen illegally dumping rubbish on an estate.

The case is typical of the many recently reported incidents investigated by the council which can lead to a fixed penalty notices and prosecution.

Recent cases have prompted Wandsworth Council to send out a clear warning on the seriousness of fly-tipping, and how residents who pass on their waste to unregistered waste carriers with no questions asked are operating illegally and may be liable for fines too.

How can you help us tackle fly-tipping?

- Always check that those offering to carry out removal work are registered waste carriers listed with the Environment Agency
- Obtain a Waste Transfer Note for the waste being removed
- If you encounter an on-street fly-tip, you can report it for clearance by emailing flytipwitness@richmondandwandsworth.gov.uk
- To report cases of fly-tipping on housing estates, contact Estate Services HESSeniors@richmondandwandsworth.gov.uk or via the Report It app.

If you have any information that could assist the council in identifying those responsible for fly-tipping, call **020 8871 6864** or email hms@richmondandwandsworth.gov.uk. Any information can be given anonymously.



Calling local entrepreneurs!

Wandsworth Council is running an all-day finance event, in a bid to help inform local businesses about the various streams of finance currently available to them.

Access to Finance Wandsworth, takes place at Battersea Arts Centre on Thursday 26 September. The event runs as part of the council's new online portal, Wandsworth Enterprise Hub which acts as a showcase for business support programmes and events across the borough.

Access to Finance Wandsworth, which is aimed at start-ups as well as those looking for finance to scale up their existing business, will feature: a founders and funders networking breakfast, a panel discussion on crowdfunding and alternative finance for small and medium-sized enterprises (SMEs); 1-1 meet the funders sessions and workshops on crowdfunding and Bid-writing. Confirmed participants include: Crowdcube, NatWest, Virgin Start up, the Metro Bank, Frederick's Foundation, the British Business Bank, UK Business Angels Association, Funding Circle and the Big Issue Invest.

For further information and to book visit wandsworthenterprisehub.com

Do you pay towards your home support?

The easiest way to pay is through direct debit – it's quick, easy and there is a guarantee that protects you if anything goes wrong with your payment.

It's free to set up, there's only one form to fill in and it will mean no more worrying about missing any payments – it will all be done automatically.

To find out more call the Wandsworth Financial Assessments Team on (020) 8871 6218 or email financeat@richmondandwandsworth.gov.uk and a member of the team will help you and answer any questions you may have.

Apply for a community grant!

Do you know of a local community project that needs funding?

The Wandsworth Grant Fund (WGF) provides small grants of between £500 and £10,000 for local initiatives led by community and voluntary sector organisations. The WGF has funded an exciting range of projects such as an Urban Arts Project for Providence House, the construction of an outdoor play area for children and their families at Shaftesbury Park Primary School and making a difference to residents of Abyssinia Sheltered Housing through the provision of equipment to learn how to access new technology through 'Tea and Tech' sessions and enjoying communal film nights. Last year we helped over forty projects across Wandsworth and we want to continue supporting local people to make a difference to where they live.

The deadline for applying in the current round is 25 November 2019. The priorities for the WGF are wide-ranging but we are particularly looking to encourage applications which:

- Help residents to volunteer and get involved in their community.
- Provide capital improvements (e.g. sports equipment for a community led youth team and small renovation works in community buildings).
- Improve the environment and creating better places for people to live and work.
- Support children and young people, helping them to live full and active lives.
- Support the most vulnerable in our community.

If you would like more information please email bruce.murdoch@richmondandwandsworth.gov.uk or visit wandsworth.gov.uk/wgf

Mobility Schemes

help you find your perfect home

For more information on any of these schemes, you can contact the council's allocations team on 020 8871 6840 or email: allocationteam@wandsworth.gov.uk

Room to Move

This scheme is designed to help under-occupying tenants move to a smaller home.

We have a range of incentives* to help you do this, for example we may:

- Offer an extra bedroom if you vacate a property with two or more spare bedrooms
- Offer practical help to assist you throughout your move
- Offer cash incentives of between £2,000 and £5,000 depending on the size of your home
- Give you first choice of new homes on specified developments in the borough.

*terms and conditions apply

Mutual Exchanges

This scheme helps existing council and housing association tenants living in the UK move to another home by swapping their properties with each other.

You can swap homes provided:

- Both households agree to move
- You have each received written consent from your landlord before you move

To find someone to swap homes with, you can register for free at houseexchange.org.uk. If you find a swap or would like further details, email allocationteam@wandsworth.gov.uk

Homefinder UK scheme

This scheme can help you move from one part of the UK to another. You can register to apply if you are:

- An existing Wandsworth Council tenant, or
- Living in temporary accommodation (where the council has accepted a homeless duty)

To apply, complete an online registration form at homefinderuk.org.

Wandsworth Council tenants can use Homefinder UK for free.

Moving to the private rented sector

If you are a council tenant or living in temporary accommodation, and interested in moving to the private rented sector, we may be able to help you. This is a good option to consider if you want to move quickly. Please contact housingapplications@wandsworth.gov.uk

Housingmoves Pan-London mobility

This scheme is run by the Greater London Authority (GLA) to help council and housing association tenants to move outside their existing borough to a different part of London.

For more information on this scheme, you should visit london.gov.uk/what-we-do/housing-and-land/renting/housing-moves

Help us prevent tenancy fraud

People who commit tenancy fraud are taking resources away from Wandsworth residents and jeopardising the public services we all rely on. Housing Fraud costs UK taxpayers over £900 million every year.

Over the last three years, Wandsworth, with the help of referrals from the public, has successfully recovered 130 properties. To ensure that this success continues Wandsworth, working with other local councils, has set up a dedicated shared fraud investigation service, the South West London Fraud Partnership (SWLFP).

What is housing fraud?

Subletting: A tenant moves out of their council or housing association home and rents it out to others.

False Housing Application: A person lies on their housing application to get housed or jump the queue.

Succession Fraud: A person lies to take over the tenancy from a relative who has died.

Right to Buy Fraud: A tenant applies to buy their council or housing association home when they are not living there or otherwise not eligible.

If you suspect someone is defrauding the system, let us know. Your help could make a real difference.

Contact us today on 020 8871 8383 or email us at SWLFP@richmondandwandsworth.gov.uk. Your report will be treated in the strictest confidence.

Large print version

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