

# Home life



**No fly-tipping**  
page 5

**Housing Advice  
Day success**  
page 11

**Kambala RA  
win big**  
page 13



**Wandsworth leading the  
way on Broadband** See page 5

# Do it online

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

## Apply for housing and transfers

[wandsworth.gov.uk/hcs/housingoptions](http://wandsworth.gov.uk/hcs/housingoptions)

## Report a repair to a council property

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

## Report a waste problem

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

## Report graffiti

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

## Pay your council tax

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

## Pay your rent

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

## Other payments

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

## Talk to us online

### weekly e-newsletter

[wandsworth.gov.uk/e-news](http://wandsworth.gov.uk/e-news)



[facebook.com/wandsworth.council](https://www.facebook.com/wandsworth.council)



[twitter.com/wandbc](https://twitter.com/wandbc)

## Report It app



### Wandsworth Report It

makes it easier for anyone to report problems like flytipping, graffiti and other environmental issues. Search for the Wandsworth Report It app on the Apple, Android or Windows app store.

## My Account

Create an account and you will only have to sign in once to access the main council services.

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

## Housing contacts

### Housing Customer Centre

90 Putney Bridge Road,  
London  
SW18 1HR

### Western Area Housing Office

38 Holybourne Avenue,  
Roehampton  
London  
SW15 4JE

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](mailto:hms@richmondandwandsworth.gov.uk)

### 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)

**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.)  
[Smith and Byford Ltd](http://SmithandByfordLtd.com) 0800 028 0824

### 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



## Welcome to the winter issue of Homelife.

I am delighted to announce that Wandsworth has been named as the first council within London to offer 50 per cent of its council owned properties access to full-fibre broadband. We continue to lead the way with broadband speeds, enabling our residents to enjoy all the benefits fast online access can bring (see page 5).

In September we held a Housing Advice Day for tenants and homeless people interested in learning more about their housing options. With 14 experienced officers on hand we were able to talk to over 100 households, making the event a great success. Find out more about the council's mobility schemes helping you to buy a home on page 11.

As Christmas fast approaches we must make sure we are prepared for the cold weather the season brings. The NHS has provided some useful advice on how to stay warm this winter which can be found on page 16.

I hope you enjoy this issue of Homelife. If you have any suggestions please contact me by email on [hms@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)

Finally, I'd like to take this opportunity to wish you all a very Merry Christmas and a Happy New Year.

**Cllr Kim Caddy**  
Cabinet Member for Housing



Cllr Kim Caddy cuts the ribbon to officially open the new development alongside Optivo CEO, Paul Hackett

# New affordable homes for Wandsworth

Wandsworth Council, along with partner housing association Optivo, is delivering nine new homes for vulnerable adults in the borough.

The council has worked with Optivo to build the affordable rent homes, which have been designed to enable local people to live more independently and bring them closer to their support networks in the borough.

Every home in the modern building, based in Wandsworth and close to the town centre, has been built with the needs of the occupants in mind. Each flat has a balcony/terrace area, while two of the ground floor flats are adapted to be fully wheelchair accessible. There is also a communal kitchen lounge and new cycle store and staff flat.

Wandsworth cabinet member for adult social care and health, Cllr Paul Ellis said: "It's been our commitment to provide better accommodation for some of the most vulnerable members of our community, particularly those with physical and learning difficulties. And these new homes are a testament to that commitment."

Optivo has a 125-year lease and will manage the building and deliver landlord services, while Wandsworth Council will be responsible for

nominating residents to the housing scheme.

Paul Hackett, Chief Executive of Optivo, said: "We're really proud to have delivered these much-needed homes to the borough of Wandsworth. This is a great example of partnership working to meet housing need. Now the scheme is completed we look forward to seeing the first residents move in."

This scheme is one of many supported by the council, in collaboration with housing associations, to help households with learning or physical disabilities.

Cllr Kim Caddy, Wandsworth's cabinet member for housing added: "These new homes are going to provide vital accommodation, which support the needs of vulnerable people. We'd like to thank local residents for accommodating the scheme that will help and benefit other local residents in Wandsworth."

An event to unveil the new homes took place with Optivo Chief Executive, Paul Hackett and both Cllr Kim Caddy and Cllr Paul Ellis in attendance.

# A new deal for social housing

## In August 2018, the Government released its Social Housing Green Paper: A new deal for social housing.

The Government recently consulted on its Social Housing Green Paper to consider how best to re-balance the relationship between residents and landlords to ensure issues are resolved swiftly and residents' voices are heard.

The Social Housing Green Paper proposes changes to ensure social homes managed by housing associations and local authorities provide an essential, safe and well managed service for both tenants and leaseholders.

There is a focus on strengthening the role of the regulator, Homes England. This is a body set up to ensure social housing providers meet a set of agreed service standards called the regulatory framework.

The Government also reports that residents all around the country have voiced their concerns over the stigma attached by some to social housing and want to tackle this misperception through promoting positive initiatives.

It is also positive to see that the Government is considering how planning guidance can be strengthened to encourage healthy, safe and active communities in the social sector and that new affordable homes are designed to the same high-standards as other tenures. The council are

currently supporting this initiative by funding its own development and environmental improvement programmes.

The council welcomes the Government's consultation and the importance placed on resident engagement and empowerment. The council plans to set up a Residents Working Group in the new year to review resident participation structures.

We look forward to engaging with the Government following the outcome of these proposals. The full contents of the Social Housing Green Paper can be found at: [www.gov.uk/government/news/social-housing-green-paper-a-new-deal-for-social-housing](http://www.gov.uk/government/news/social-housing-green-paper-a-new-deal-for-social-housing)

# Council cleaning contracts to be retendered

The current contracts for the housing cleaning services for council managed properties are coming to an end on 31 March 2020 and the project to re-let these contracts began earlier this year.

The council is committed to providing the best cleaning service possible for its tenants and has taken on board feedback from residents which suggested the current service had led to inconsistent standards of cleaning.

In order to agree a strategy for the new cleaning contracts, a Cleaning Focus Group was put together earlier this year. The Focus Group was made up of two residents from each of the four areas across the borough (Southern, Eastern, Central, Western). The Focus Group met twice over the summer and were a great

assistance in helping to identify problems with the current service and potential solutions.

This enabled the following cleaning contract procurement strategy to be developed:

- Reduce the number of current contracts from four to two to achieve contract management efficiencies
- No one contractor will be awarded both contracts to ensure flexibility in service provision



- Create long term partnerships through eight-year contracts, encouraging service providers to invest more in the service
- Procure the contracts under the competitive price procedure, with a quality assessment factored in

The council will continue to work with the Focus Group over the coming months in relation to tender assessments, with a view to keeping the group together to monitor progress of the new contracts when they are in place.



Margot James, Minister for Digital and the Creative Industries, inspects a fibre optic cable

## Wandsworth leading the way on Broadband

Wandsworth Council has been named as the first local authority in London to offer 50 per cent of its council owned properties access to full-fibre broadband, cementing its place as one of the fastest boroughs in the capital for broadband speeds.

Community Fibre, the borough's largest internet provider for social housing, has praised Wandsworth Council for setting an example that other landlords should follow in facilitating a full fibre optic roll out. Community Fibre also confirmed that Wandsworth residents can now experience Gigabit speeds 33 times faster than the national average.

Earlier this year, Chancellor Philip Hammond set a target for 15 million homes and businesses to have full-fibre broadband by 2025 and the council celebrated its 50 per cent milestone with a roundtable discussion at Dimson Lodge in Battersea.

This was attended by Margot James, Minister for Digital and the Creative Industries, Cllr Kim Caddy, Wandsworth's cabinet member for housing, and Jeremy Chelot, CEO of Community Fibre.

Dimson Lodge is a council owned clubroom for local sheltered housing residents and it has been equipped with free Gigabit connectivity by Community Fibre.

Cllr Caddy said: "I am very proud that Wandsworth is leading the way in helping to make sure council tenants have access to fast, reliable broadband. Our partnership with Community Fibre has been a resounding success and together we have worked very hard to allow our tenants to make the most of fast online access and all the benefits it brings.

"I know just how important this is for our residents and it is all part of our vision to help people get on in life by giving them access to the same opportunities, regardless of background, age or where you live."

## Council helps student clear rent arrears

The council's financial inclusion team have been on hand helping distressed tenants with their financial woes.

Read Ms X's story below:

Ms X is a single parent and university student with two children. When Ms X applied for housing benefit she found that her student loan would be considered as income, therefore reducing the benefits she could receive. This left her with over £1,000 in rent arrears. A distressed Ms X was on the verge of being referred to court when she was put in touch with the council's financial inclusion team.

Hassan Aden, one of our financial inclusion officers, took on the case. After thorough research, Hassan found that Ms X was entitled to 'Special Support Element', which meant that part of her loan would not count as income, and she could claim back some of her housing benefit. Hassan advised Ms X how to secure the necessary documentation and the financial inclusion team presented this to housing benefits on her behalf.

Thanks to the work of Hassan and the team, Ms X received a backdated payment of nearly £2,000 to her rent account and her rent arrears were cleared.

Ms X said: "Hassan, thanks for your expert advice and for helping me finally sort out this issue."

If you need some support with your finances and would like to talk to one of our advisors, you can contact the team on 020 8871 8780 or financialinclusion@richmondandwandsworth.gov.uk

## Fly-tipping

The council wants to prosecute fly tippers. If you have any information that could help us to identify those responsible, please contact the Housing Management Service:

Call: 020 8871 6864

Email: [hms@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)

Any information can be given anonymously with the strictest confidentiality.

**No fly tipping!**  
It is a crime and will not be tolerated

Fly tipping is when refuse is dumped illegally. We are receiving increasing reports of this crime on your housing estates.

- Dumped rubbish is unsightly, unsafe and can attract pests such as mice, rats and foxes.
- Fly tipping is a criminal offence. Those found responsible could receive fines of up to £50,000 and/or 12 months in prison.
- Any council resident found responsible is at risk of legal proceedings that may result in the loss of their home.

The council is determined to crack down on those who deface your community in this way.

The council provides a bulk refuse service. If you wish to deposit large items or excessive waste you can book a collection on 020 8871 8558 or [www.wandsworth.gov.uk/wasteservices](http://www.wandsworth.gov.uk/wasteservices). There is a maximum charge of £18.00 for this service.

The council wants to prosecute fly tippers. If you have any information that could help us to identify those responsible, please contact the:

**Southern area housing team: 020 8871 7288**  
Email: [hms@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)

And we can guarantee your information will be held in strictest confidence.

Wandsworth

# Home Ownership Team

Improving purchase options for council tenants

## New shared ownership developments in the borough - apply now

Shared ownership is a part-buy, part-rent scheme that gives first time buyers who live or work in Wandsworth the opportunity to buy a home in manageable stages.



### Wandsworth Exchange, SW18 - L & Q

Wandsworth Exchange is comprised of a mix of 21 brand new one and two-bed shared ownership apartments situated very close to a popular shopping centre with no shortage of restaurants. There are also very good transport links, with the site being located within walking distance of Wandsworth Town rail station and with London Waterloo and the embankment only 15 minutes away by train.

For further information, you can contact the sales team on 0300 456 9997 or check the website [lqpricedin.co.uk/properties/wandsworth](http://lqpricedin.co.uk/properties/wandsworth)

So far 139 successful applicants have completed on purchasing a shared ownership property within the borough.

To find out more about new shared ownership homes sign up for our weekly e-newsletter at [wandsworth.gov.uk/e-news](http://wandsworth.gov.uk/e-news)



### Battersea Reach, SW18 - Peabody

A new scheme consisting of 24 one-bed and 16 two-bed has recently launched. This latest phase of the popular development in the heart of Wandsworth boasts a location close to the Thames with excellent transport links into central London.

For further information you can call 020 7021 4842, email [enquiries@peabodysales.co.uk](mailto:enquiries@peabodysales.co.uk) or visit [www.peabodysales.co.uk](http://www.peabodysales.co.uk)

### Carlton House, SW15 - Fabrica

A handsome contemporary residence in a prime spot on Upper Richmond Road. Designed by award winning architects Assael, the development is a short walk from the River Thames and only 200m from East Putney station. Carlton House offers elegant interiors for a combination of 15 one and two-bed apartments that offer a contemporary take on traditional British style. There will be a residents' roof garden and exclusive lounge, alongside a 12-hour concierge.

For further information, you can contact the sales team on 020 3504 7358 or check the website [www.fabrica.co.uk](http://www.fabrica.co.uk)

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

020 8871 6161  
housesales@wandsworth.gov.uk  
wandsworth.gov.uk/homeownership



# Helping you get on the housing ladder

## House Purchase Grant

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

The amount of grant a tenant can qualify for will depend on the number of bedrooms within their current home, the total length of tenancy and the outcome of a means tested financial appraisal.

To be considered for this scheme tenants must be secure, have a minimum of two years tenancy and have a clear rent account.

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

Bed Size:	Grant amount up to:
studio – one bed	£60,000
two bed – six bed	£80,000

Note: Grant levels for those tenants with two years will be at a reduced rate.

**This year's scheme has proven to be exceptionally popular and the grant funding was fully allocated within the first month. We have had 30 completions to date.**

If you are interested in this scheme and wish to be placed on the waiting list for notification of when the new funding is available, please contact the Home Ownership Team. New funding totalling £2.5 million will be available from April 2019 and allocation will be on a first come first serve basis.

Note: There is a review taking place of the scheme for 2019. Any future amendments to the scheme will be displayed on our webpage as soon as the review has been approved formally.

## Right to Buy

Right to Buy remains a popular option for tenants wishing to purchase the home in which they live. Tenants must have at least three years tenancy to apply under Right to Buy and can receive a discount of up to £108,000 off the market value of the property.

**We have had 22 completions so far.**

To read our helpful Right to Buy information booklet and to find out more about the home purchase process visit: [www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership).

## 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 Right to Buy (but are unable to afford to purchase their council home) to buy a share of their property outright.

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
- 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.

**Four tenants have already taken advantage of this scheme and completed on their RTPB purchase.**

# Home Ownership Team

Improving purchase options for council tenants



The council's Home Ownership Team were on hand throughout the day

## Wandsworth Affordable Housing Open Day

**The Home Ownership Team recently hosted their annual affordable housing event in the Wandsworth Civic Suite.**

Attendance was up on last year with more than 1,000 visitors enquiring about their home ownership options in the borough.

Independent financial advisers, legal experts and housing providers were all on hand to advise on topics such as mortgages, the buying process and the availability of brand new shared ownership homes emerging in Wandsworth.

One lucky visitor to the event was the beneficiary of a prize draw when their details were taken from a box of exit surveys filled in by visitors at the Open Day last October. They claimed a £100 Argos voucher.



Peabody housing association provided advice on their schemes



# How to prevent condensation

**Every winter millions of homes in the UK suffer from condensation, often leading to persistent mould growth. This can cause great anxiety to householders and is a common cause of complaint.**

Condensation happens when warm damp air comes into contact with a cold surface, producing water droplets. You will notice it when you see your breath on a cold day or when the mirror mists over when you have a bath.

Condensation can occur in any home. However, residents can take practical steps to prevent it occurring.

Read our top tips:

## Do

- Ensure good ventilation throughout the property – open windows slightly and make use of an extractor fan.
- Close kitchen and bathroom doors when cooking or showering to prevent steam escaping.
- Put lids on pans when cooking.
- Open a window if you hang your washing up to dry inside.

- Keep your home heated – constant low heating is better than extreme temperature increases and decreases. A minimum air temperature of 10 degrees day and night is recommended.
- Vacuum – this helps to remove mould spores and dust.
- Wipe away any condensation that may build up.

## Don't

- Remove internal doors.
- Block up air vents or turn off extractor fans.
- Use unvented tumble dryers.
- Dry washing on radiators.
- Leave any visible mould to build up - wash with a mild bleach solution or mould remover.



Mould will build up when you don't adequately protect your house against condensation

# FIRE SAFETY: front doors

**Fire control and resident safety within blocks relies on any fire being contained either within a flat or within a communal area such as a landing or corridor.**

A fire resistant door will help prevent a fire spreading into or out of your property, allowing sufficient time for the Fire Services to attend and tackle the fire. All our tenanted properties are fitted with front doors that offer a minimum of 30 minutes fire resistance. The door will also have been fitted with a self-closing device and in the event you have to leave your home in an emergency the door will automatically close behind you, containing any smoke or fire within your property.

## **Leaseholders, are your front doors fire compliant?**

Most leaseholders are responsible for their own front doors and the regulations that apply to the lease requires the door to offer the same 30 minutes fire resistance and to be fitted with a door closer. This is particularly important if your front entrance door opens onto an enclosed lobby or corridor that forms the means of escape from your building. Your front entrance door, along with all others in the block, prevents fire spread and protects the means of escape in the event of a fire and must be in good repair with a working door closer.



**Council officers will be undertaking inspections of front entrance doors to all high rise blocks and those others with enclosed corridors and lobbies but if you are unsure as to whether you should change your front entrance door please contact [hms@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)**

## Want to design and live in your own home?



**Do you want to design your own home to suit your tastes and your requirements?**

**Then the council's Resident Self Build team wants to hear from you!**

Wandsworth Council have identified a site near Southfields tube station and Wimbledon Common which has been set aside specifically for a series of two-bedroom Resident Self Build houses.

This is your chance to work with us to design and create your own home.



## **Interested?**

Contact the Home Ownership Team:  
020 8871 6161  
[housesales@wandsworth.gov.uk](mailto:housesales@wandsworth.gov.uk)





# Housing Advice Day success

A Housing Advice Day was held at our Customer Centre on 90 Putney Bridge Road. The event was for Wandsworth tenants and homeless people interested in finding out more about their housing options.

For over three hours attendees had the chance to talk to 14 of our experienced officers about the council's mobility schemes, such as our downsizing and seaside and country schemes. We also had a special guest from Homefinder on hand to tell people about their scheme, which finds permanent homes for homeless households and social housing applicants.

The Advice Day proved very popular, with a total of 126 households in attendance. During the event, a vacant property within the borough was identified for a downsizing client and the offer was made the following Monday. A few days later a further property was identified and offered to another downsizer who had attended the event.

Kevin Otchere, Allocations Officer said: "The mobility event was a great success, we met loads of tenants interested in downsizing with some clients wanting to move to a smaller home so they would pay lower rent, gas and electricity bills. Some clients were interested in a smaller property so their children could also be given a property of their own, allowing family members to begin their independent living."

We look forward to seeing you all at next year's event.



Are you an under-occupying council or housing association tenant?



The **Moves and Mobility Scheme** could help you

**We could offer you:**

- Priority for a move to an area of your choice
- First choice of homes on new developments
- Help with removals and household goods
- Cash incentives of between £2,000 and £5,000
- Practical help throughout the move
- A spare bedroom if you vacate a property with two or more spare bedrooms
- Rehouse adult children separately if you vacate a large family-sized property

Speak to us today or phone **(020) 8871 7666**

Eligibility, terms and conditions apply.

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



# Community news



Potted plants await their new home



The flowers are planted in to the ground



Wimbledon Park's finished flower garden

## Flowers bloom on Wimbledon Park Estate

Cecilia Barrett, Housing Manager at Wimbledon Park Co-operative said: "With the help of Urban Canopy, the community of Wimbledon Park Estate were able to get together on the not so sunny August bank holiday to create a beautiful flower garden on the estate. Donning welly boots, the children had a great time learning about the different plants and how to create a display that will be enjoyed for many more years. It was a great activity to involve all ages and bring some colour onto the estate."

## Fairfield Drive's summer soiree

Louise Treherne and Anna Fitzgerald, joint Chairs of Fairfield Drive Residents' Association said: "Our summer social BBQ was a great opportunity for the residents of Fairfield Drive to get together. The sun was shining, and we had many residents drop by throughout the day. We had those who have lived in Fairfield Drive for many years attend, through to a family who had recently moved in. It was a great way for residents to get to know each other."



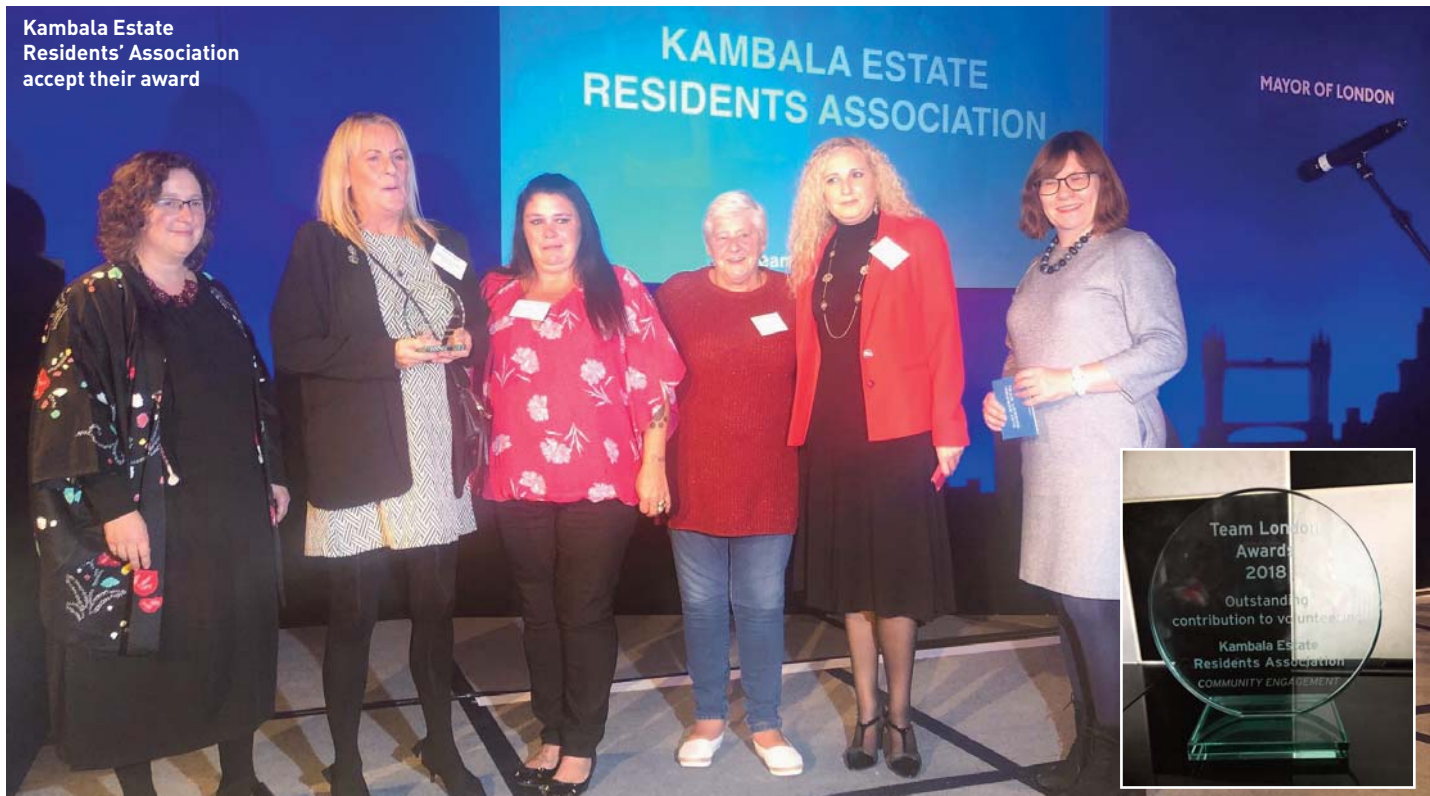
## Azaleas return to Bisley

Transformation of estate garden sparked by rediscovery of an old auction notice.

The 1893 auction notice that describes the grounds in great detail as being 'luxuriantly adorned with Rhododendrons and Azaleas' featured in a book on the history of the West Hill ward written by a local Councillor Malcolm Grimston. The book contains an article about Argyle House, the site where Esher Gardens and Bisley House now stand.

When Patsy Gamwell, the residents' association treasurer, discovered this she became interested in restoring some colourful shrubs in the grounds. With the support of the council's Horticultural Manager, Ian Harrison, and funding from the council, the residents' association ordered shrubs from local nurseries and set about planting.

Patsy Gamwell said: "My hope is that the azaleas we purchased will actually like the ground and spread some colour around our lovely estate for time to come."



# Kambala Residents' Association win big at Mayor of London Awards

The Mayor's Team London Awards are an annual celebration of volunteering excellence within the 32 boroughs of the capital. This time around we had Wandsworth representation in the mix.

The Kambala Residents' Association was nominated by the council's Resident Participation Officer, Sandra Evangelista,

for the Community Engagement category. Over the past few years the Residents' Association have worked tirelessly with various groups to improve life for their local community. Their projects have included play therapy clubs, community lunches and children's cookery classes.

The ceremony took place at City Hall. Kambala were up against some fantastic projects, including one run by the Metropolitan Police. However, to the council's delight they were victorious in their category.

Chair of the Kambala Residents' Association, Donna Barham, said: "The event was amazing and it was quite overwhelming to have won such a great award. We feel very humbled and proud to have received the award, and happy that finally our achievements have been recognised. It was stiff competition, however, the judges said it was a pleasure to have voted for such a worthy team."

A big congratulations to Donna and the Kambala team. Keep up the good work!

## 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



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



**Sarah Stevens**  
western team  
(020) 8871 5505  
sstevens  
@wandsworth.gov.uk



## GoodGym help spruce up the Kambala

Using funds from the council's Community Champion scheme, the Kambala community have been working with GoodGym in Wandsworth to help make their estate more attractive.

GoodGym volunteer on the estate every Monday evening and bring between 20-30 volunteers to help the community with their tasks. Their first challenge was to plant all the flower beds with tulips and daffodils ready for Spring.

They will also be helping clear gardens which belong to the elderly and disabled residents, jet washing pavements and clearing bin cupboards.

Anastasia Hancock, Employer Partnership Manager at GoodGym said: "GoodGym aims to strengthen communities and reduce isolation, so we were really happy to help out with the amazing work that is being carried out at the Kambala Cares project. As part of our run every Monday the group visits local community projects to volunteer our time and energy with any manual tasks. We recently dug over the raised beds in the Kambala estate and helped plant bulbs for Spring. We are always delighted to help in any way we can with projects that improve the lives of people in Wandsworth.

"I would also just like to say that Donna Barham, Chair for Kambala Estate Residents' Association, is an amazing member of the community who has done incredible things for her neighbours and the estate."

To find out more about GoodGym, you can visit their website at [goodgym.org/areas/Wandsworth](http://goodgym.org/areas/Wandsworth)



## All-female Zumba at Pennethorne

Residents have been getting down, whilst getting fit, in Zumba classes organised by the Pennethorne House Residents' Association.

The classes are led by Zumba teacher, Chelsea Andrews, who explains that Zumba is "A total workout, combining all elements of fitness – cardio, muscle conditioning, balance and flexibility, boosted energy and a serious dose of awesome each time you leave class."

For £2 female York Road and Winstanley residents can join Chelsea for a 60-minute session grooving to the sounds of moombahton, pop, reggae and latin rhythms. Classes are held at 200 Pennethorne House on Tuesdays at 09.30 and Wednesdays at 16.00 and 17.30. All ages and dance-levels are welcome.

Chelsea says: "Bring a towel, some water and let's party!"

## Report crime

If you see anyone suspicious please call the local police, Crimestoppers (anonymously) on 0800 555 111

# Earn Money From Your Property

- Various lettings schemes available
- No management fees or commission
- Free professional letting
- Free management service
- Cash incentives available\*

\* depending on scheme

We are looking for properties to let in Wandsworth borough and surrounding areas.

We offer a:

**LET ONLY SCHEME**

**RENT GUARANTEED SCHEME**

**FULLY MANAGED SCHEME**

For further information on these schemes and other letting opportunities, call us on (020) 8871 7333 or email [landlordlettings@wandsworth.gov.uk](mailto:landlordlettings@wandsworth.gov.uk)

Refer a landlord and receive **£200!**

Our dedicated team of experienced officers are here to support you in finding a tenant for your property. We offer a range of schemes:

## LET ONLY SCHEME

- Maximum of six weeks rent in advance
- One off incentive payment
- Post tenancy sustainment service
- Free inventory and photo schedule \*\*
- Direct payments of HB
- Free 12 month assured shorthold tenancy agreement
- Multiple viewings offered

\*\* distance permitting

## RENT GUARANTEED SCHEME

- Guaranteed rent
- Free inventory and photo schedule
- Tenancy sustainment service
- Agreement between 24-36 months
- Guaranteed vacant possession
- Incentive payment

## FULLY MANAGED SCHEME

- Guaranteed rent
- Full management
- Minor repairs (after first six months)
- Regular property inspections
- Dedicated property management officer
- Free inventory and photo schedule
- Three and a half year lease agreement
- Properties can be both in the borough and neighboring areas

Terms and conditions apply

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[www.wandsworth.gov.uk/privatehousing](http://www.wandsworth.gov.uk/privatehousing)





The cooking team meet their very appreciative diners

## WoW's young refugees cook for Haven Lodge

Founder of Women of Wandsworth [WoW], Senia Dedic said: "In light of our outstanding work in mentoring UK youth in intergenerational work, Women of Wandsworth have been asked to participate in a social action project as part of a pilot programme working with young refugees.

"This pilot is being delivered by The Challenge in partnership with Starbucks, and the Tooting-based organisation CARAS through the HeadStart Programme. HeadStart is a programme that encourages young people to volunteer in their local community and then rewards them for doing so with access to skills development workshops and a guaranteed job interview.

"The pilot programme aims to equip the young refugees with employability skills and encourages them to participate in a social action project in order to give back and feel closer to their community, and to engage with people who are different from themselves. Together with WoW Mums, the young refugees put together an afternoon of lunch and games for the elderly at the Haven Lodge sheltered scheme in Battersea. They cooked, served, and enjoyed a three-course meal together, and afterwards participated in fun activities including bingo and a quiz."

The Challenge is the UK's leading charity for building a more integrated society. The Challenge work on a local level to bring together people from all ages, ethnicities and walks of life, connecting communities and building trust.

To find out more about The Challenge, you can visit their website at [www.the-challenge.org](http://www.the-challenge.org)



## Keep warm this Christmas

Temperatures are set to drop this winter and we are preparing for one of the coldest Christmas' on record.

Be prepared for the season by following NHS England's advice on keeping well in the cold.

- Find out if you can get the flu jab for free on the NHS (You are eligible for the flu vaccine this year if you are aged 65+ on March 31, 2019)
- Wear several layers of clothes rather than one chunky layer – clothes made from cotton, wool or fleecy fibres help to maintain body heat
- Use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- Have at least one hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly
- Try not to sit still for more than an hour or so indoors – get up and stretch your legs
- Stay active – even moderate exercise can help keep you warm
- Wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip, too. If you have a heart or respiratory problem, stay indoors during very cold weather.





Residents enjoy their meal in the clubroom

## Althorpe Mews BBQ

One of the residents of Althorpe Mews Sheltered Housing, Janet Montgomery, is a Community Champion.

This summer she decided it would be a nice idea to organise a communal barbecue for the wider community. Janet wanted to promote community cohesion by bringing local residents into the sheltered housing clubroom to engage in an activity for everyone.

Janet was awarded £250 from the council, as a Community Champion, to organise the event for free and enable people to attend without the need to charge, thereby removing cost as a barrier.

The event was a great success. It was still the hot summer and everyone had a lovely relaxing time, meeting and chatting with their neighbours.

Sheltered Housing Officer for Althorpe Mews, Geoffrey Cox said: "I am always keen to encourage residents to think beyond the confines of the sheltered housing scheme. Sheltered housing does not mean removal from the community, rather enabling people to continue to live within it, where without the support it offers they may need to move into care or away from the area they are familiar with. This barbecue helped develop community relations in the local area and I hope it can be repeated in future years."



George sands down one of his creations on the clubroom patio

## Do It Yourself on the Ashburton

One of our sheltered residents, George, makes great use of the Boyd Court clubroom every week and has designed and created lovely pieces of garden furniture from scratch. He made them over the summer utilising the patio space in the clubroom.

George is a great example of how to keep active and creative whilst living in sheltered housing.

## Fitness at Dimson Lodge

Residents of Dimson Lodge tested their movement and fitness with the help of a fitness trainer from Chelsea Football Club [CFC].

The event was organised by the Supported Housing Services Community Development Team and the Sheltered Housing Officer for Althorpe Mews, Geoffrey Cox.

The afternoon consisted of a lovely buffet lunch, followed by a selection of quizzes. After this, several of the attendees did some fun exercises with Damian Shannon, Senior Health & Wellbeing Officer at the CFC Foundation.

The session was part of CFC's 'Activate Seniors Programme', which aims to develop and enhance the experiences of older people, focusing on key areas such as reducing social isolation and loneliness, improving health and wellbeing and bridging the generation gap through inter-generational schemes.



Dimson Lodge play ball with Chelsea FC

**ROTARY**  
Christmas Day



**Christmas Day Lunch and Tea Party for the elderly people in the Borough of Wandsworth**

HELD EVERY YEAR IN THE CHRISTMAS EVENTS MARQUEE IN BATTERSEA PARK.  
TRANSPORT PROVIDED FOR EVERY ELDERLY GUEST.

**If you are over 65 or you know of an elderly person who would like to come on Christmas Day please call: 020 7223 8005 and we will send you an Application Form**



**Rotary**  
Battersea Park  
Event organised by Rotary for our local elderly since 1962

Registered Charity No. 1079583

**DONATIONS ARE VERY WELCOME**  
(the event is funded by donations from local residents and businesses)  
It's easy to give. Please go to JUST GIVING at [www.justgiving.com](http://www.justgiving.com) OR TEXT: RCBP11 to 70070  
IF YOU WISH TO HELP MAKE THIS A SPECIAL DAY FOR OUR GUESTS...  
Please go to our website for info and to register as a volunteer: [www.rotarychristmasday.org.uk](http://www.rotarychristmasday.org.uk)



**Are you interested in applying for sheltered housing?**

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

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



AD.917 (5.15)




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AD.1083 (1.14)



# Digital programme a success

## Community Fibre's Digital Champions Programme is growing and needs more Wandsworth residents to get involved.

Community Fibre's commitment to digital inclusion saw it launch a Digital Champions Programme within Wandsworth, in conjunction with Digital Unite. Digitally confident Wandsworth residents have signed up to enhance their skills through a curated online course, gained professional accreditations and most importantly, are now sharing their skills with other residents.

Launched only six months ago, the positive impact of the programme is evident across the borough and the demand for help is higher than ever.

Boston Murray, Digital Champion said: "The information on the digital champions course provided me with the education to immediately help people. This has changed the day to day lives of people that would normally struggle using the internet. I'm very proud to work with Community Fibre on this project and thank them for helping local people."

The programme is growing, and Community Fibre urges all residents keen on learning and improving their digital skills to email [hello@communityfibre.co.uk](mailto:hello@communityfibre.co.uk) to find out more.

The internet provider has recently reached 15,000 properties owned by the council, making Wandsworth the biggest full fibre borough in London, with the fastest internet connection in the UK.

[www.communityfibre.co.uk](http://www.communityfibre.co.uk)



# Why do I need contents insurance?

The structure of your property including fixtures and fittings is protected by the council's block insurance so in the event that it suffers damage (from a fire, for example) the insurance would cover the cost of repair.

However, it does not cover damage to your personal possessions and belongings and it is important that you carry your own contents insurance.

Serious fires are rare, but we regularly come across situations where water gets into a property from above causing damage to residents' property/ possessions and where no third party is to blame. A burst waste pipe on a washing machine or a blocked stack leading to waste flooding back into the property are just two examples where you may experience damage and loss but will not be able to hold anyone else legally liable.

A contents Insurance policy also gives you cover for alternative accommodation if your property is uninhabitable following the operation of an insured peril, e.g. a fire. It also provides Public Liability cover, e.g. if a visitor to your property trips over loose wiring and suffers serious injury because of your negligence, or if a leak from your property damages the property below, this would also be covered if you had been negligent.

## Don't Lose Your Vote!

### Recent movers should register to vote

If you have recently moved home, you are less likely to be registered to vote. You are not automatically registered at your new address, even if you pay council tax.

### Why you should register

You need to register to be able to vote. If you are not registered, you will not have the chance to have a say on who represents you.

Registering to vote can also help you apply for credit. Credit reference agencies use the electoral register to confirm where someone lives in order to prevent fraud.

Register to vote at [gov.uk/register-to-vote](http://gov.uk/register-to-vote) and visit [wandsworth.gov.uk/vote](http://wandsworth.gov.uk/vote) for further information.

## Report It App

You can now report issues directly to the housing department through the council's app!

This is a quick and easy way to tell us about any issues with cleaning, gardening and maintenance on your estate.

### Report it in just three easy steps:

- 1 Choose your location
- 2 Take a photo
- 3 Choose the council housing estates category

Once you've submitted your report, it will go straight to our dedicated estate services team to be dealt with.

Search for Wandsworth Report It on the Apple, Android or Windows app store

Find out more at [www.wandsworth.gov.uk/reportitapp](http://www.wandsworth.gov.uk/reportitapp)



## Large print version

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