

Home life



**Free money
advice**
page 8

**Keep warm
this winter**
page 11

**New Residents'
Associations**
page 16



**Affordable housing
open day success**

See page 3

New Team Members Wanted!



Benefits of Working at Cineworld:

- Fantastic Training Programme
- Competitive Rates of Pay
- Great Career Progression
- FREE Films
- HUGE Discounts

For further information and to apply phone
Peter Kamyra on 020 8871 5192 / 07786 173041
email pkamyra@wandsworth.gov.uk
or visit www.wandsworthworkmatch.org



Welcome to the winter edition of Homelife.

This issue is our Home Ownership special. Hundreds of visitors flocked to our Affordable Housing Open Day in October to find out how they can own their own home. Getting your first foot on the property ladder can be daunting and at times seem impossible. We are committed to building more homes for local residents and workers. Find out about a range of schemes on offer and which one is the best for you (page 4).

I am also delighted to announce that the council are turning unused land into new family homes for low cost rent. We want to ensure that council land is being used in the best possible way by building more homes. Find out more about this project, which is part of a plan for the council to build at least 300 new homes in the next five years (page 12).

Finally, read the story of local heroes Dennis and Betty. The sheltered housing residents stopped a thief who stole their purse. The brave couple, who are in their 80s, were awarded a police commendation for the role they played in the arrest of the criminal (page 20).

I hope you enjoy this issue of Homelife. If you have any suggestions please contact me by email (see below.)

Cllr Paul Ellis
Cabinet member for housing

email: homelife@wandsworth.gov.uk



New Shared Ownership homes coming to Battersea

50 new affordable homes are being built alongside the River Thames in the popular Battersea Reach development.

Wandsworth residents and workers will be given priority for the homes which will be available to purchase on a part-buy, part-rent basis next year. The properties are a mix of one-bed and two-bed flats.

Cllr Paul Ellis, Cabinet Member for Housing, said: "This area down the road from Wandsworth Bridge has been transformed in recent years into an exciting new part of the riverside. By enabling the development of this site and others like it across the borough, the council is helping to ensure the delivery of hundreds of new homes for low cost home ownership, prioritised for Wandsworth households."

Juber Ahmad, Sales and Marketing

Manager for Wandle Housing Association, said: "We look forward to working with Wandsworth's home ownership team to deliver these much needed affordable homes for first time buyers."

During 2015/16, 501 homes for shared ownership and low cost rent were built in Wandsworth, more than in the last five years. The construction of 1,740 more is expected within the next three to five years.

Interested in owning your own home though shared ownership in Wandsworth?

To put your name on the home ownership register visit wandsworth.gov.uk/sharedownership, (020) 8871 6016 or email housesales@wandsworth.gov.uk

To register your interest in Battersea Reach contact Wandle on 0300 2000 116 or email sales@wandle.com

Home Ownership Team

Improving purchase options for council tenants

Home Ownership Special

Wandsworth's Affordable Housing Open Day was a great success!

Hundreds of visitors came to our open day at the Civic Suite in October to find out how they can get on the property ladder.

The council's Home Ownership Team spoke to residents about schemes which can help them buy a home. Financial advisors and legal experts were also on hand to give expert advice and housing associations showcased brand new shared ownership developments.



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

020 8871 6016
Email: housesales@wandsworth.gov.uk
www.wandsworth.gov.uk/homeownership



We can help you get on the property ladder

The Home Ownership Team has a range of sales schemes which can help you buy a home.

What is the best option for you?

House Purchase Grant

A House Purchase Grant of up to £80,000 is available to help eligible Wandsworth council tenants buy in the private sector. This can be a significant deposit towards a new home.

Tenants will need to have a minimum of two years tenancy, a clear rent account and be willing to vacate their council property.

The grant can be used in several ways:

- Towards buying a home anywhere in the UK or abroad
- Towards buying a shared ownership home in the UK
- Towards extending a family member's home in the UK (for example, an extension, annex or loft conversion.)

The amount of grant you could receive depends on the number of bedrooms in your council property and the length of your tenancy. Three years tenancy could qualify you for the full grant, but tenants with only two years tenancy will receive a reduced grant amount. We will carry out a financial assessment to work out the exact amount of grant you could receive. For example, those living in a two bedroom property with over three years tenancy could receive the maximum grant of £80,000.

£3 million was budgeted to council tenants through the House Purchase Grant in 2016/2017. Funding will begin again in April 2017.

Contact the Home Ownership Team to register your interest now.



James, who has lived in his council house for 10 years, came to the affordable housing open day to find out about his options. He said:

“ I want to buy a home, but I don't want to buy my current council property. Having looked at property prices I thought I would never be able to afford the deposit on a home of my own. I spoke to the Home Ownership Team today who told me about the House Purchase Grant which I can use as a deposit for a property on the open market. I can't wait to start looking for properties. ”

Home Ownership Team

Improving purchase options for council tenants

Right to Buy

Right to Buy allows Wandsworth council tenants to buy their council property at a discount to the market price.

Complete our Right to Buy application form. We will then arrange for a property valuation and let you know how much you can buy your home for. The discount can count as a deposit when seeking a mortgage.



Shared Ownership

Shared Ownership helps those living or working in Wandsworth to buy an affordable percentage of a property.

Shared Ownership allows you to buy a percentage of a property and pay rent to top up the rest. This is an affordable way to get on the property ladder. Instead of needing a mortgage to buy all of a property, you only need a deposit and mortgage for an affordable amount (for example, you could buy 25% of a property worth £600,000 for £150,000.) You then pay an affordable rent amount to the Housing Association.

Anyone living or working in Wandsworth with a household income of up to £90,000 could be eligible.

Eligible council tenants can use the House Purchase Grant towards buying a Shared Ownership Property and will get priority on Shared Ownership developments in the borough.

Right to Part Buy – January Launch!

Right to Part Buy is an innovative new scheme to help Wandsworth council tenants buy their property.

From next year, eligible tenants who can't afford the full price of their council home will instead be able to purchase a share of it at a discounted price and pay a low rent on the rest.

There will be the chance to purchase additional shares when you can afford them, up to 100% of the property over time. This unique offer for council tenants is an affordable option for those looking to buy.

We also have more exciting Home Ownership initiatives on the way – watch this space! Sign up to our weekly e-newsletter at Wandsworth.gov.uk/e-news

Rose, who lives with her sister in a council property in Wandsworth, came to the affordable housing open day to find out more about Right to Buy:

“ I’ve been considering buying my council property for a while now. My sister lives with me, so we wanted to know if we could buy the property together. The Home Ownership officers were extremely helpful. They told me that as she has lived with me for over twelve months we could apply to buy together. I am going to go home now and complete the forms! I can’t wait till we can call our home our own. ”

Sam and Cat are privately renting in Balham but would like to own their own home. They came to learn about Shared Ownership. Sam said:

“ We’d heard about Shared Ownership, but didn’t know much about it. After speaking with the Home Ownership Team today we are clued up. It sounds like the perfect solution for us as we can’t afford to buy outright, but don’t want to move out of the London. ”

Cat said: We also spoke to several housing associations who have given us information about upcoming developments. We’re going to put our names on the council’s home ownership register straight away so we can then begin to contact housing associations about viewing properties. ”

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

020 8871 6016
Email: housesales@wandsworth.gov.uk
www.wandsworth.gov.uk/homeownership



Looking for a home?

Shared Ownership properties are available now!



Riverlight, SW11 – Viridian

One and two-bed apartments are available at this stunning riverside development right in the heart of Nine Elms. One-beds start at £146,150 for a 25% share and two-beds start at 213,798 for a 25% share.

Contact 0800 012 1442
or sales@viridian.org.uk



Riverside Quarter, SW18 – Viridian

36 properties are available at this development on the banks of the Thames in walking distance of both Putney and Wandsworth. 35 of these are two-beds.

Contact 0800 012 1442 or sales@viridian.org.uk



Battersea Reach, SW18 - Wandle

50 beautiful one and two-bed homes are being built at the next phase of the popular Battersea Reach development.

Contact 0300 2000 116 or sales@wandle.com

First steps to shared ownership:

- 1 Sign up to the council's home ownership register – visit www.wandsworth.gov.uk/homeownership to download an application form
Or contact housesales@wandsworth.gov.uk or 020 8871 6016 to request a form
- 2 Contact housing providers to register your interest in developments

House Purchase Grant and Shared Ownership

You can use the House Purchase Grant towards buying a Shared Ownership property and will receive a higher priority.

Money advice on your doorstep

The council's financial inclusion team visited the local housing office in Roehampton earlier this year to give expert advice to residents.

Mr Cook, a local pensioner, saw an article in the last issue of Homelife and came to see if the team could help him.

"Even though I am careful with my money, I was struggling to keep on top of my bills.

"The team told me that I'm eligible for Housing Benefit and Council Tax Reduction, neither of which I was receiving. They also told me that I may qualify for Attendance Allowance as I am over-65 and have mobility issues.

"The officer made phone calls on my behalf and helped me apply for these benefits. I'm hard of hearing which makes it difficult for me to speak to people on the phone. I can't thank the team enough for the time and care they took to help me.

My council tax account is now over £1000 in credit and my rent account is £700 in credit. I no longer worry about how I am going to pay the next bill."

Helen Meehan, Financial Inclusion Team Manager said: "It is vital that we reach people like Mr Cook. He was extremely worried about his finances, but now he is receiving all the benefits he is eligible for he can manage his monthly outgoings and is even managing to save a little.

Are you struggling to keep on top of your finances? Contact the team: 020 8871 8780. Or come and see us at the next money advice drop session (see right).

FREE Money advice

DROP IN

Do you have money worries?

Tired of being short of money?
Always waiting for payday or your next benefit payment?

Come to one of our drop in days.

19 December 2016, 30 January, 27 February, 27 March 2017
from 10am til 4pm. No appointment needed.

Western Area Housing Office at 38 Holybourne Avenue, SW15 4JE



Debt advice
Free guidance on making your money go further
Free advice about your benefits
Free advice about Housing Benefit and Council Tax
Rent arrears advice

To find out more about the Pop Up Event, call **020 8871 8987**
Don't bury your head in the sand, **get advice...**



£4000 fine for noisy parties

A Roehampton woman who disturbed her neighbours with a weekend of late night noise has been taken to court and fined more than £4,000.

The woman from Frensham Drive threw a weekend-long party in March. Council noise patrollers were contacted about the disturbance at 2.40am on the Saturday morning. Despite an officer visiting and asking for the noise to be kept down, continued shouting, screaming and loud music were heard throughout the night.

The next day at 3.55am, the early hours of Sunday morning, fresh complaints were received about a second night of disturbance.

The 25-year-old was prosecuted for causing unreasonable noise nuisance to her neighbours. The Magistrates Court ordered her to pay a total of £4,176 in fines and legal costs for the offences.

Housing spokesman Cllr Paul Ellis said: "This is a hefty fine imposed by the court which obviously felt that the woman's complete and utter disregard for her neighbours warranted such a heavy penalty.

"This case should act as a warning to anyone who thinks they can cause such problems. If you choose to behave in a wholly selfish and unreasonable manner and inflict this kind of late night disturbance on those living around you then the courts have signalled that this kind of tough sentence may await you."

How to report noise nuisance from a council property:

We can deal with persistent and unreasonable noise such as barking dogs, DIY, loud music and TVs.

To report noise that is happening now – contact the council's 24 hour emergency response team on 020 8871 7490 (OUT OF HOURS) or contact your area team (weekdays, 9am-5pm).

To discuss ongoing noise nuisance – contact your area team.

For more information visit www.wandsworth.gov.uk/noise

Get Christmas wrapped up!

Are you ready for Christmas?

From presents to food, the costs can add up quickly.

Read our top tips to manage your money and have a stress-free Christmas.

* Budget - Work out what you can afford to spend and manage your family's expectations. Use a budget planner online at www.moneyadvice.service.org.uk/en/tools/budget-planner

* Remember regular payments – it's easy to forget about everyday bills over the festive period. Pay your rent, council tax, gas and electric bills before spending on Christmas. There may be serious consequences of non-payment for the upcoming year. Keep an essential bills diary and stick to it.

* Write a list (and check it twice) – work out who you need to buy for and how much you will spend on each person. Avoid last minute purchases.

Do you need to get presents for everyone? Speak to family or friends about buying presents for children only or agree a spending limit of £5-10. Others may also be grateful of this plan.

* Don't buy too much food - write a list of what you need and for how many people. Wasting food is a waste of money.

* Bargain hunt - keep an eye out for discounts and sales, but do not buy things just because they are '50% off'. Shop around and visit cheaper supermarkets for bargains.

* Send emails instead of posting greetings cards (you'll help the environment too!)

* Reduce your non-essential spending during the lead up to Christmas, for example eating out and going to the cinema – there's always plenty of films on TV over the Christmas holidays so have a film night at home instead.

* Check you receive all the benefits you're entitled to. Every year families are going without money that they are entitled to and struggling needlessly. Visit www.entitledto.co.uk

* Don't panic – do not take out credit or loans. Short of cash? Sell what you no longer need on marketplace websites.

Get free debt advice:

Step Change: www.stepchange.org or 0800 138 1111

Citizens Advice www.citizensadvice.org.uk or 03444 111 444

National Debtline www.nationaldebtline.org or 0808 808 4000.

* Plan ahead for next year - start saving early to spread the cost. If you start saving £25 per month (£5.77 per week) from January you will have £300 by December.

Use a savings calculator at www.moneyadvice.service.org.uk/en/tools/savings-calculator

Set up a Budget Account with Credit Union to help you save. It allows you to save for specific items (such as Christmas.) www.wandsworthpluscu.co.uk

Christmas is one day a year, but don't ruin the whole of next year paying for it.



Tenancy Support could help you

In October, the Tenancy Support Team held drop-in sessions for vulnerable council tenants.

Tenancy Support can help vulnerable Wandsworth Council tenants or those having difficulties managing their tenancy. For example, tenants with a disability or ongoing medical condition, older tenants and those younger than 20 years old.

The team work with clients to help them regain independence and fully manage their home.

Dave, Tenancy Support Officer said: "By providing drop-in sessions we can make our services accessible to more. Whether it is assistance completing a form or more complex benefit assistance, there are a range of ways Tenancy Support can help. For example, Michael came to see us as he risked eviction due to increasing rent arrears. He has struggled with mental health issues since experiencing a traumatic accident and finds it difficult to cope with everyday matters.

"Michael was not receiving the correct benefits. His daughter had recently moved back in with him and he needed to have his benefits reassessed.

"I liaised with Housing Benefit Team and ensured that Michael would receive the correct payments. I also helped him to apply for a payment of £200 from a charity to purchase furniture, and helped him claim the child tax credit he was entitled to. Michael has since been able to reduce his rent



arrears and lives independently with his daughter."

Michael said: "This service has been life changing. With help from the Tenancy Support Service and my Estate Manager my home has been transformed. I am now aware of what benefits I am entitled to and receiving them. I have paid off my rent arrears and have bought new furniture for my daughter's bedroom. I can't thank the team enough."

Contact 020 8871 6617 to find out how we can help you.

Swap and Move

Wandsworth council tenants can get FREE membership with popular mutual exchange site.

We are working in partnership with Swap and Move, a mutual exchange website for council and housing association tenants looking to move home.

Do you want to downsize, find a larger home, move closer to family or move for a new job? A mutual exchange could be a quick and simple way of getting the home you need.

Mutual exchanges are when existing tenants living anywhere in the UK swap properties with each other. Perhaps you'd like a smaller home to save costs, while a larger family may be looking for more space. One simple move can give both families their ideal home.

Once you've found a suitable exchange, it's easy to swap – both households just need written consent from their landlord (your council or housing association).

Swap and Move helps council and housing association tenants to exchange their homes. The service matches you with other home

swapandmove.co.uk
helping tenants swap homes

swappers locally or nationally depending on your needs.

From March 2017, if you are signed up to our old service provider, Homewapper, you will need to pay a subscription fee of £12 for 3 months, £16 for 6 months and £24 for 12 months. Alternatively, we recommend you register for Swap and Move as soon as possible as it is free for all Wandsworth Council tenants.

Amanda, is a council tenant who recently signed up to Swap and Move. She said: "The website is great. It's really easy to sign up and matches you with homes which meet your needs. There's an app too, which makes it easy to browse on my phone."

To find someone to swap homes with, you can register for free with Swap and Move (www.swapandmove.co.uk) or house exchange (www.houseexchange.org.uk).

Free internet access is available in the housing office reception at 90 Putney Bridge Road and local libraries.

If you find a suitable exchange or would like further details, please contact 020 8871 5884 or allocationteam@wandsworth.gov.uk

Getting ready for winter

It is important to make sure you are ready for the winter months.

The cold weather in December to March can pose a greater risk to you. We are working with Age UK Wandsworth, Leonard Cheshire Disability, Wandsworth Older People's Forum and WRAP to help keep you safe and warm.

If you are worried about keeping warm this winter contact WRAP for advice and support.

WRAP can help to put you in touch with a wide range of services which provide advice and support on benefits, heating costs, energy efficiency, falls prevention, befriending services and much more.



Freephone number:
0800 118 23 27

Text: 07928 394 482

Email:
enquires@thinkingworks.co.uk



Tips on keeping warm

- Book a WRAP Winter Warmth assessment including FREE energy saving measures such as electricity monitors and radiator reflector panels (those who are on a low income, have a long term condition or disability, or are aged 65+ are eligible)
- Get your flu vaccine – available from your GP and some pharmacies www.nhs.uk/flu
- Plan ahead - make sure you have a supply of your prescription medication in case of bad weather
- Always complete your whole course of prescription medicines
- If you feel unwell, get immediate advice and help from a pharmacist, before it gets too serious. Visit www.nhs.uk/staywell for more information
- Have hot meals and drinks - stock up on tinned, dried and frozen foods so you can make a hot healthy meal even if you can't get out of the house in bad weather
- Wear layers – a few thin layers of clothing will keep you warmer than one thick layer and tuck curtains behind the radiators to keep heat in the room
- Keep moving if you can as this will help you keep warm. If walking is a problem try moving your arms or legs whilst sitting or wiggling your toes and fingers.

The council clears roads and pavements in snowy and icy weather, but you can also grit your payment yourself. Find out how at www.wandsworth.gov.uk/snow

To request for your street to be gritted or if your street should have been gritted and it has not call **020 8871 8871**

Garages make way for new family council homes

New council homes are being built in West Hill as part of a long-running programme to make the best use of council land

We are building two semi-detached council houses on the site of six garages and nine storage sheds on Limpsfield Avenue.

The affordable two-storey family homes which each have three bedrooms will be for low cost rent. They will also have energy efficient boilers and solar panels to reduce the cost of energy bills.

Demolition work is under way and the new homes are expected to be completed by the middle of next year.

Across the borough, the council have built more than 250 homes on unused council land. At the end of the year, we will start building another 57 homes in Battersea as part of plans to build at least 300 within the next three to five years.

Cllr Paul Ellis, Cabinet Member for Housing, said: "For more than a decade now whilst others have been talking about the



need for new affordable homes, we in Wandsworth have been getting on with building them, whether for home ownership or, as in this particular case, for rent.

"This development is another example of our long-standing commitment to building new homes through making more efficient use of land on the borough's housing estates."

There was a total of 501 affordable homes built in Wandsworth in last year. We forecast that 1,740 affordable homes will be completed over the next three to five years.



Savona estate gets brand new playground

The new and improved playground at Seldon House is officially open.

The playground, which was in desperate need of refurbishment, has been given a complete make over. The old equipment has been replaced with brand new facilities, including a new roundabout, swings and scramble net.

HAVE YOU RESPONDED TO YOUR HOUSEHOLD VOTER FORM?

All households in the borough have received a Household Enquiry Form asking for confirmation of who is eligible to vote.

You can respond **online** or by **phone** or **text**.

Council staff have been visiting homes to chase up these forms. **Respond now** to avoid a fine!

Anyone not registered should visit gov.uk/register-to-vote

Registering can improve your credit score!

YOUR VOTE MATTERS

DON'T LOSE IT



AD.1174 (10.16)

Faulty appliances: warning from Fire Brigade

The London Fire Brigade has issued a warning to anyone with a Whirlpool tumble dryer.

Whirlpool has recalled faulty machines across the UK after identifying a safety defect. The machines affected come under the brand names Indesit, Hotpoint, Creda and Proline.

The London Fire Brigade is telling people to stop using any appliance that is subject to product recall or safety notice until it has been checked and repaired or replaced.

London Fire Commissioner Ron Dobson said: "If my kitchen had one of the recalled goods in it, I would unplug it straight away until it has been checked and repaired. We attend nearly one fire a day involving white goods. While there is a fire risk people should not use their appliance until it has been checked and repaired. If your appliance is subject to a safety or recall notice or you think there is something wrong with it our advice is simple. Unplug it immediately and contact the manufacturer or a qualified repair technician."

To find out if your tumble dryer is subject to a product recall or safety notice visit: www.london-fire.gov.uk/total-recalls/what-you-can-do-to-stay-safe.asp

Beat the cheats

You can report fraud and benefit cheats on
Freephone 0800 783 2263
Email: swlfp@wandsworth.gov.uk
Or the council's hotline
020 8871 8383

Report crime

If you see anyone suspicious please call the local police, Crimestoppers (anonymously) 0800 555 111
Or WEC 020 8871 7490 (out of hours)



Landlords

Looking for trouble-free letting?

- Guaranteed rent for the duration of the lease
- Rent paid direct to your bank account
- No management fees or commission
- Free professional management service
- Property leased for 3½ years

We are looking for properties in the borough of Wandsworth and surrounding areas.

For further information on this scheme and other letting opportunities, call us on (020) 8871 7333 or email privatelandlords@wandsworth.gov.uk





Online services make it easier to report problems

Residents found it easy to report and track a repair online!

Earlier this year we asked residents about their experience reporting repairs and anti-social behaviour to the council.

We conducted two satisfaction surveys – one with tenants who had recently raised a repair and the other with residents who had recently reported an incident of anti-social behaviour.

When asked as part of the repairs survey, overall satisfaction with the council was high. With **73%** of respondents happy with the services provided by the council as a landlord and **72%** satisfied with the way the local area is run. Some more of the key findings from the two surveys were:

Repairs

- **72%** of those surveyed are satisfied with the repairs service overall.
- The highest levels of satisfaction are with the attitude of workers (89%), keeping dirt and mess to a minimum (85%), the ease of reporting a repair (84%) and helpfulness of staff (83%).
- Satisfaction with the overall condition of the block has risen from 65% to **70%** in just two years.

- **86%** of those who had used the online services for reporting and tracking repairs said it was easy to use.

Report repairs online quickly and easily:

wandsworth.gov.uk/repairs

Thank you to everyone who took part in a survey, your feedback is vital to helping us shape and improve our services.

If you would like more information on Housing Link or to see the full BMG reports, please visit our website:

www.wandsworth.gov.uk

Anti-Social Behaviour

- **69%** of those who reported anti-social behaviour say they were told what course of action would be taken in response to their complaint during their initial contact with the council.
- Litter and noise nuisance remain the most commonly cited problems.
- Three quarters of respondents would report anti-social behaviour to the council in the future if necessary.
- The main areas which you said we could focus on to improve our work to tackle anti-social behaviour are speed of resolving complaints and outcomes of the action taken.

Find out how to report ASB: **wandsworth.gov.uk/reportasb**



Millions of people eligible for free help during a power cut

As the dark nights draw in, it is important to know that help is available during a power cut.

UK Power Networks, who deliver electricity to your home, run a Priority Services Register for those who may need extra assistance during a power cut.

The register is designed for those who are elderly, rely on power for medical needs, have a disability or carer, have young children or live with an elderly relative.

Director of Customer Services Matt Rudling said: "I'm sure every one of us knows somebody who could benefit from being on the register, whether it be a friend, relative or neighbour. While power cuts are rare these days – the networks are 99.99% reliable - there's no harm in being prepared.

"Most people know to keep a torch handy, to keep an old-fashioned corded phone which will still work without power, and that most modern fridges and freezers can stay cold for up to eight hours. But for those who need extra help or have concerns, being on the register is another way you can get prepared and save any unnecessary worry.

"Our team is geared up to help as many people as possible. Being on the register doesn't mean we can get your power back on quicker, but it does mean we know about your situation and will be able to get you additional help and support including updates about how we're getting on with fixing the problem."

If you're on the register you can access extra help services including:

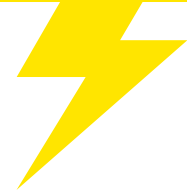
- A 24 hour priority phone number
- A dedicated team who will contact you to keep you updated during a power cut
- Tailored support such as home visits and hot meals
- Letting your friends or family know there's been a power cut at your home
- In certain scenarios we may also offer a free hotel overnight and transport to the hotel

Apply to join the register today:

Visit: www.ukpowernetworks.co.uk/priority

Call: 0800 169 9970 or email: psr@ukpowernetworks.co.uk.

POWER CUT? CALL 105



New telephone number launched to report power cuts

You can now dial 105 to report a problem

When the power goes out, it can leave people feeling unsure about what to do. So a new phone number has been launched. Dialling 105 will now connect you to your local electricity network operator.

The electricity in your area is covered by UK Power Networks who own and maintain electricity cables and lines across London, the South East and East of England to make sure your lights stay on. Dialling 105 will get you straight through to UK Power Networks.

105 is available to all electricity customers in England, Scotland and Wales. It doesn't matter who you choose to buy electricity from - anyone can call 105.

You can also call 105 if you spot damage to electricity power lines and substations that could put them, or someone else, in danger. If there's a serious immediate risk, the emergency services should be called too.

Visit www.powercut105.com to find out more about 105 or www.ukpowernetworks.co.uk.

Welcome to our new Residents' Associations!

More residents are getting involved in their local community by forming Residents' Associations (RAs)

RAs can be a group of residents from an estate, block, neighbourhood or sheltered scheme who have come together work with us to resolve local issues, make decisions and influence housing services. Forming an RA is a great way of building a stronger sense of community and accessing grants for neighbourhood projects.

Tilford Gardens/Limpsfield Avenue

Yvette, chair of the new RA said: "The idea for the association came about when I saw some of our residents planting flowers and herbs. The appreciation and pride they have in our estate was a joy to see. Voluntary work around the estate has made us more social and created a greater sense of community spirit. Along with the other committee members, I am excited to bring together more residents and come up with ideas to improve our estate."



52-138 Castlecombe Drive

Katie, chair of the new RA said: "There were several reasons for setting up the RA. I felt this would help us get to know our neighbours and bring a community feel to our block, whilst at the same time allowing us to work more effectively with the council to bring about positive changes to our block."

"So far we have worked with the council to move our recycling bins from the front entrance to the behind closed doors at the side of the block. We plan to build planter at the front entrance to improve the look of the block and hopefully prevent fly tipping there. We look forward to future projects, for example we also hope to access funds for a bike storage area."

Inkster House and Penge House

A warm welcome to Inkster House RA and Penge House RA who are also newly accredited. We look forward to working with you in the future.

Doddington West and Battersea High Street

Congratulations to Doddington West RA and Battersea High Street RA who have both become reaccredited with new committee members.

Want to join your local RA or form a new one? Speak to your local Resident Participation Officer today.

Your resident participation team

There are a variety of ways to get involved in deciding how your home is managed and other housing matters. You can attend your local residents' association meetings, or come along to council events. Get involved in your community and decisions about your housing.



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



Bernard Brennan
western team
(020) 8871 5505
bbrennan
@wandsworth.gov.uk



Gardening school

Pupils and teachers from St Thomas's Battersea have joined together with the residents of Lindsay Court to form a Community Gardening Club.

One Saturday back in November 2015, many happy volunteers including residents, pupils, teachers and parents came to clear the garden. Since then the school has worked with residents to clear and remove rubbish, sweep fallen leaves and mow the grass. With guidance from the school gardener, the children and staff have enthusiastically cleared beds, replenished the soil with compost and planted flowers and vegetables.

The club meets once a week at Lindsay Court Garden. One resident has kindly set up a sprinkler and tidied the shed, kitting it out with useful furniture and tools.

The garden boasts a spectacular display of flowers including some amazing

sunflowers. Another bed has been planted with vegetables and herbs including a successful harvest of courgettes and tomatoes.

Angela from St Thomas's said: "Each week, the children are keen to get gardening. They wait eagerly by the door with gardening gloves on ready to get busy, whatever the weather. Our numbers have grown as word of the gardening club has spread. We are looking forward to more happy meetings of the Gardening Club this academic year."

The project has far reaching benefits. The children have not only learned about plants and gardening but have also been working co-operatively with each other and the residents. The children have enjoyed chatting the older residents who come down to the garden to enjoy flowers and the buzz of activity. Residents are enjoying the beauty and the pleasures of a cared for garden. It's a great success. The children and adults have worked together to achieved such a lovely garden space.

Rokeby House gets 13K makeover

The council are carrying out refurbishments after the local residents' association came up with great ideas for their block.

A previously empty and unused space will be turned into a meeting room for the RA and the entrance to the block has been given a renovation.

Rokeby House RA was in need of somewhere to meet and carry out RA business. They noticed that there was an unused drying room in their block and thought this could be put to better use as their meeting room.

The unused space will be converted into a meeting room for the RA to use. The works will include new doors, windows and floor. New lighting and heating will also be fitted and the room will be fully redecorated.

Also the tired looking 'crazy paving' at the front of the block has been removed and levelled. The entrance is being given a full makeover and has been planted with shrubs and bushes.

Jane, from Rokeby House RA said: "The front of Rokeby House looks brilliant. We're looking forward to meeting with the council's horticultural officers and working out what other plants can be planted."

Orchard garden coming to Wandsworth

Wendelsworth estate residents and keen gardeners have announced plans for their new orchard garden. They held an open day to talk to local residents the plans.

Martin Cobby, of Wendelsworth resident's association and Housing Community Champion said:

"We're delighted with the positive response to our plans. There were plenty of suggestions of what to grow including less well-known fruit such as damsons and mulberries, plus some exotics not normally associated with the British climate: kiwi fruit and gojiberries. In the coming weeks we'll meet experts from The Orchard Project who are supplying the bulk of our fruit trees and training us how to look after them.

Thanks to Wandle Valley Forum for arranging Heritage Lottery funding for the open day. It was a great opportunity to talk about some of the environmental issues associated with growing fruit and veg, including how to use water wisely and the importance of the River Wandle to our local environment.



The orchard wouldn't have got off the ground without the support of the council's Housing Department and its Community Champion fund."

New and improved community space

Pennethorne House clubroom is open for business after receiving council funding for refurbishments.

The clubroom which is based in the entrance to Pennethorne House in Latchmere has been redecorated, refloored and had a new bathroom fitted. The council and Pennethorne Committee have worked together to make the lovely new clubroom become a reality. The room provides an excellent space for local residents and is available to hire for events, classes and much more. If you live in the area, keep an eye out in the clubroom to find out more about what is

happening in your community.

Andrew, from Pennethorne RA said: "The room is a space for people to come together and is a base for finding out community information. The council has many good initiatives and schemes which we want to promote to isolated residents. Hopefully we can spread the word within the community via the clubroom."

If you'd like to book the clubroom please contact 07577194580 or pennethorne.house.ra@gmail.com



GoodGym

GoodGym is a group of runners who get fit by doing physical tasks that benefit the community.

It's often hard to find time to keep fit and help your community on top of everyday life. GoodGym combine the two!

Wandsworth GoodGym joined Wendelsworth resident's association earlier in the year for their first ever gardening task. 23 runners ran two miles from Battersea to the lovely Wendelsworth community gardens.

Over the next 45 minutes they dug a new bed ready for planting, sawed branches, stacked wood and shifted bags across the garden. After a couple of sprints around the newly dug beds, the runners said bye to Wendelsworth. They returned the following week to continue the good work.

GoodGym said: "Martin from Wendelsworth Community Garden was brilliant and tireless. He had prepared us the most organised set of tasks yet and we thoroughly enjoyed getting stuck in. By the time we returned to Battersea we were muddy, sweaty, happy. We can't wait to see how the garden changes over the next few months."

Martin said: "To mark their involvement, we asked the runners to choose a fruit tree - they chose a sweet cherry tree - to go alongside the plum tree planted by last year's Mayor of Wandsworth and the apple tree chosen by young volunteers who visited last summer."

To find out more, or to sign up visit: www.goodgym.org



US Ambassador Barzun and leader of the council, Cllr Govindia

Community blossoms

Wandsworth Council, US Embassy and local residents came together to spruce up their local area and improve local facilities.

Wandsworth Council organised a community day in September to help create greener areas around Queenstown ward. Working in partnership with the US Embassy, who are moving to the area early 2017, council staff, local residents and contractors joined together to plant up the local area with an array of colourful flowers and plants. US Ambassador Barzun joined in on the day's activities as he helped to transform a concrete space at the Rose Community Centre into a green oasis where local residents will enjoy for years to come. Volunteers also cleared over 3 tons of bulky waste and rubbish from the local area in just one day! Around 60 volunteers took part in the community day.

Ambassador Barzun said: "I believe great progress comes from small, meaningful, caring acts repeated many times. So this fifteenth day of service as called for by President Obama is the perfect way to honour and remember the more than 3,000 people, including 67 British citizens, whom we lost."

Leader of Wandsworth Council Cllr Ravi Govindia said: "It was good to see

the Ambassador leading a team of people from the embassy along with the local community and local contractors working together as part of this year's Day of Service. The event is a fitting way to remember the victims of the 9/11 attacks and the legacy of today's hard work will be enjoyed by local people for a long time to come".

This event has helped to establish the Rose Community Centre as a local hub where residents can enjoy the new garden facilities. Glenn Burnell, Community Engagement Co-ordinator who helped to organise the event said: " Residents now have a lovely green space to enjoy and with our new gardening club going from strength to strength, supported by our neighbour New Covent Garden Market Authority. Many local residents are now actively getting involved in the gardening club and helping to make their local environment greener. I would like to say a special thanks to Willerby Landscapes for the kind donation of hundreds of plants and flowers which helped to transform our new garden and other nearby communal green spaces. Also thank you to all the volunteers and contractors, including Flo - Northern Line Extension, Sir Robert McAlpine, Vinci St Modwen and Battersea Power Station, who helped make the day a success by either volunteering their time or providing resources."



Christmas in Nine Elms

Thursday 15 December
Rose Community Centre

A free festive fun day for all the community to enjoy

10am - 12.30pm

Floral Angels Workshop (book your place - contact Glenn 07703 400153)

Create your own Christmas floral decoration with help from professional florists. Help make some for the local community too. This is a free workshop and all materials/flowers are provided. Come along and make a special decoration to take centre stage in your home, in perfect time for Christmas.

4pm - 6.30pm - Santa's Grotto

Santa will be setting up home at the Rose. Bring the little ones to meet Santa and get their free gift. Our fabulous grotto will be a sight to behold, so bring your camera - don't miss it!

6.30pm - 8.00pm

Battersea Power Station Community Choir Concert at the Rose

Come and enjoy some festive cheer with your neighbours, enjoy delicious food and mulled wine, whilst listening to the fantastic community choir who will be performing at the Rose

8.00pm - Raffle Draw

Every adult attending this celebration will receive a free prize draw ticket which will be drawn at 8pm sharp, for a chance to win special Christmas prize... Good luck!

Local heroes awarded for bravery

Two sheltered residents from Putney have been awarded a commendation from the police for preventing crime.

Dennis who is 80 years old and Betty who is 87 were praised for stopping a pick pocket last year. They were out for coffee when a thief targeted them.

Betty was bringing their coffee over when two women approached Dennis. One distracted Dennis by asking him for directions, while the other stole Betty's purse from her bag and ran out of the shop. Dennis immediately noticed and ran after the pick pocket. Unfortunately whilst running, he fell and grazed his head. Betty was able to point out the culprit to passers-by who stopped her before she got away. They managed to keep hold of the pick pocket until police arrived.

Dennis spoke to us about the ordeal. He said: "I was angry that I'd allowed it to happen. I didn't think it could happen to us." Remember it's easy to be caught out by distraction theft. Stay vigilant and in an emergency contact 999.

Thanks to Dennis and Betty the thief was arrested and

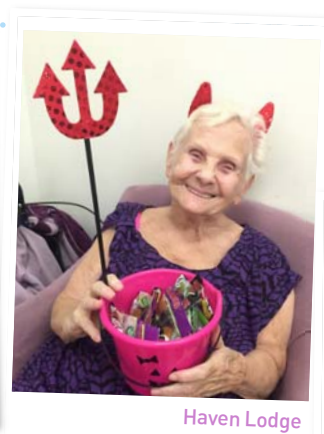


sentenced to six months in prison, a fine and court fees.

Dennis and Betty who have been married for 56 years, were presented with their award at a ceremony earlier in the year. They met the Borough Commander Chief Superintendent for Hounslow Raj Kohli who thanked them for their bravery.



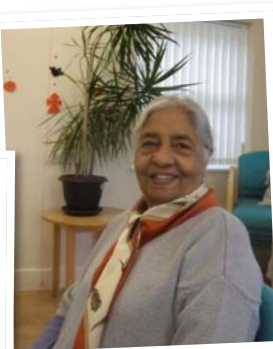
Haven Lodge



Haven Lodge



Cowick Road



Cowick Road

Trick or Treat?

Sheltered schemes around the borough hosted spooky Halloween parties

Haven Lodge

Three generations came together to celebrate Halloween at Haven Lodge Sheltered Scheme.

The Halloween party thrown by Women of Wandsworth (WoW) was a great success. Adults and children alike loved the spooky themed party games and three course feast cooked by WoW mums. Senia, from WOW said: "After the meal, we tried apple bobbing but it was too hard for our children who had

wobbly teeth and equally challenging for guests with dentures! The children and older residents bonded over this. Everyone had a fun evening which ended with trick or treating in our neighbourhood."

Cowick Road

Residents of Cowick Road came together for a tea party this Halloween. They decorated the clubroom and baked Halloween themed treats.



Silver surfers get fastest internet in London

Older residents in Battersea got the chance to try out exceptional 'Gigafast' broadband at an event in November.

Wandsworth Council have been working with Community Fibre Ltd to install the super-fast broadband across Battersea. So far this has been installed across the Savona, Patmore, Carey Gardens, Doddington, Rollo and Surrey Lane estates.

The council and Community Fibre Ltd are working to make sure that residents of all ages have the opportunity to enjoy the state of the art internet which is coming to their area.

Community Fibre Ltd has installed a brand new computer into the Carey Gardens Sheltered Scheme so that residents can benefit from the remarkable internet speeds even if they don't have a computer of their own.

The event at Carey Gardens Clubroom was a great success. Residents enjoyed the chance to try out the new communal computer and get some tips about browsing on their computers and tablets. Many residents also signed up to a series of free classes for internet beginners. The classes will cover the basics of browsing the net and keeping in contact with friends and family.

The Gigafast service costs £40 a month or other packages are available for residents who do not need a full speed service. You do not need to pay line rental fees and downloads are unlimited.

Tim Stranack, Business Development Director at Community Fibre, said: "We are thrilled to see that our partnership with Wandsworth is seeing more and more homes able to access our Gigafast service, and hope that this number continues to grow. This investment is providing residents with the opportunity to access state-of-the-art download speeds, and bringing the future of broadband right to people's front doors."

To sign up for Gigafast broadband in your home simply apply online at www.communityfibre.co.uk



Harvest Festival

In the true spirit of Harvest Festival, residents of the Lennox sheltered scheme came together to make donation boxes for those in need.

Lennox Sheltered Resident Association and the council organised the event to mark Harvest Festival. It was a chance for residents to come together as a community, meet new friends and help a good cause.

Debbie, sheltered housing officer, said: "We had a great attendance with sheltered and other local residents donating items. Guests chatted over tea and cakes while packing the boxes and we held a raffle afterwards with all funds going to charity."

The boxes were donated to St Mary Magdalen Church, Regenerate RISE and SPEAR homelessness to independence to distribute to the vulnerable in their communities. All three organisations sent their heartfelt thanks to everyone who donated and helped make the boxes.



Horsing around

Althorpe Mews took a day trip to see the horse racing at Kempton Park.

FREE dog chipping and neutering

Council tenants and leaseholders can get their dogs micro chipped and neutered for FREE for a limited period.

All dogs aged six weeks or over must be micro chipped by law. Those who fail to have their dog micro chipped can be prosecuted with a maximum fine of £500.

Book an appointment today!

Contact 020 8871 7606

or email dogcontrol@wandsworth.gov.uk



The RSPCA are looking for volunteers!

Volunteers make a huge contribution to the work the RSPCA do to prevent cruelty, promote kindness to animals.

There are many ways you can help them make a difference, no matter how much time you have available. With such a wide range of volunteering roles available across our network of branches and animal and wildlife centres, there is bound to be a suitable opportunity near you.

For more information visit rspca.org.uk/getinvolved

Keep children and vulnerable people safe

Call 020 8871 6622 if you're worried about a child

Call 020 8871 7707 if you're concerned about an adult

Sign up online with 'My Account'

The council's online 'My Account' gives you access to a range of services using one simple account.

Register with us to pay bills, report an issue, apply for services or to manage your council tax. Over the coming months even more new services will be added to the 'My Account' web service, including parking and housing benefits.

What's on guide

Winter in Wandsworth



Artists, musicians and performers: We need you!

Wandsworth Arts Fringe returns in 2017. Now is the time to register your interest in taking part in this amazing annual arts extravaganza!

We are calling on all artists to be part of next May's borough-wide festival.

The Fringe celebrates all art forms, including street performances, workshops, exhibitions, music, dance and everything in between. This is an excellent opportunity to perform, try something new, make new contacts and reach new audiences.

For more information visit

wandsworthfringe.com,

call (020) 8871 8711

or email arts@wandsworth.gov.uk

[@wandsworthfringe](https://twitter.com/wandsworthfringe) #WAFChat

Active Wandsworth Awards 2016 - Nominate Now!

The Active Wandsworth Awards recognises the commitment and achievement of people involved in sport and physical activity in Wandsworth.

The awards are an opportunity to reward talented local sports performers, coaches, volunteers, teams and clubs for their exceptional achievements in 2016. The awards which are being held on Friday 10 February 2017 will be hosted by Sky Sports News presenter David Garrido with special guests including Wandsworth Olympians and Paralympians. We look forward to remembering a fantastic year!

Want to see a team, organisation or individual recognised for their hard work and success? Nominate now! Nominations open until 8 January.

www.enablelc.org/leisure/active-wandsworth-awards

>> WANDSWORTH CONNECTED >>

Talk to us online



weekly e-newsletter
www.wandsworth.gov.uk/enews



www.twitter.com/wandbc



www.facebook.com/wandsworth.council



@winstanleyork

Doing it online

Find out your housing options www.wandsworth.gov.uk/hcs/housingoptions

Pay rent, view statements, request and track a repair. Report a communal repair (leaseholders)
www.wandsworth.gov.uk/housingonline

Pay your council tax www.wandsworth.gov.uk/counciltax

Council website www.wandsworth.gov.uk

Housing and community services customer service centre

90 Putney Bridge Road
London SW18 1HR

Western area housing office

Holybourne Avenue, Roehampton SW15

Housing area teams:

Central area team(020) 8871 5333
Eastern area team(020) 8871 7439
Southern area team(020) 8871 7482
Western area team(020) 8871 5530

If you do not know your area team contact
(020) 8871 8327 or 6864.
email: hms@wandsworth.gov.uk

Homelife (write to the address above)
or email: homelife@wandsworth.gov.uk

Benefits service(020) 8871 8080
benefits@wandsworth.gov.uk

Garages (to rent)(020) 8871 6870
hms@wandsworth.gov.uk

Graffiti removal(020) 8871 7049
graffiti@wandsworth.gov.uk

Applying for housing/transfers

Housing options
and advice(020) 8871 6840
housingadvice@wandsworth.gov.uk

Illegal subletting(020) 8871 6556

Leasholder
service charges(020) 8871 6299

Rent collection(020) 8871 8987
rents@wandsworth.gov.uk

WATCH emergencies . . .(020) 8871 7741

WEC (council emergencies, noise)
.(020) 8871 7490
hms@wandsworth.gov.uk

Home Ownership Team
.(020) 8871 6016
housesales@wandsworth.gov.uk

Telephone payments 0845 835 0129
view online (charges may vary depending
on your service provider)

Please note: American Express and
Diners cards are not accepted. You will
need your council reference for the
individual service and your payment
details ready.

- Option 1 Council tax
- Option 2 Parking penalty charge notice
- Option 3 Council rents, garages, store
shed or heating and hot water
charges
- Option 4 Income collection, service
charges, major works
- Option 5 Housing benefit overpayments
- Option 6 Business rates

Gas contractors:

Battersea Clapham and Central Wandsworth areas

Smith and Byford Ltd 0800 028 0824

Breakdown, leaks and servicing of individual
heating/hot water systems.

Or throughout the borough where your domestic
heating is supplied by a central communal boiler-house.

Putney, Roehampton and Tooting areas

T.Brown Group Ltd 0800 977 8472

Breakdown, leaks and servicing of heating/hot water of
individual systems.

To find out your gas contractor contact: 020 8871 7040

Cleaning contractors:

Putney and Battersea areas

Lewis and Graves
Phone: 020 8877 1917
Freephone: 0800 111 4613

Roehampton and Tooting areas

ISS Facility Services Ltd
Phone: 020 8788 4703

Gardening

Ian Harrison:
Horticultural Services
Phone: 020 8871 7900
email: iharrison@wandsworth.gov.uk

Some blocks and estates are managed by Resident Management Organisations (RMOs), which means that a resident group provides services to the estate or block. Residents who live in these properties are advised to contact their RMO office in the first instance.

Recycle now!

Do you live in a block with orange lidded recycling bins? If so, we need you!

Recycling isn't just good for the environment; it also saves money which could be better spent on council services. Every tonne recycled saves the council £120.

Many households who use communal orange lidded recycling bins are not recycling as much as they could!

The average household who uses this type of bin produced 660kg of waste last year, but only 12% of this was recycled!



Recycle correctly

20% of recycling in orange lidded bins last year was contaminated and therefore could not be recycled



DO make sure you know what can and can't be put in these bins.
DO rinse food containers and cans before recycling. Otherwise they cannot be recycled.



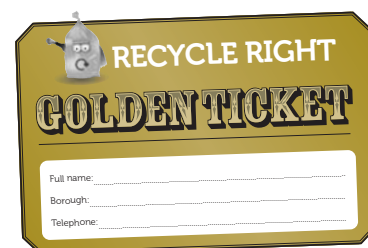
DON'T include plastic film or carrier bags (these can both be recycled at large supermarkets)
DON'T include old clothes (these can be recycled and donated at clothes banks)

Putting the wrong things in your orange-lidded recycling bin can prevent the whole bin from being recycled.

Recycle and you could win £500!

Complete a golden ticket when you recycle and you will be entered into a prize draw to win £500 for yourself and £2,500 for a local community group.

Find out more about the Golden Ticket prize draw at wrwa.gov.uk/goldenticket



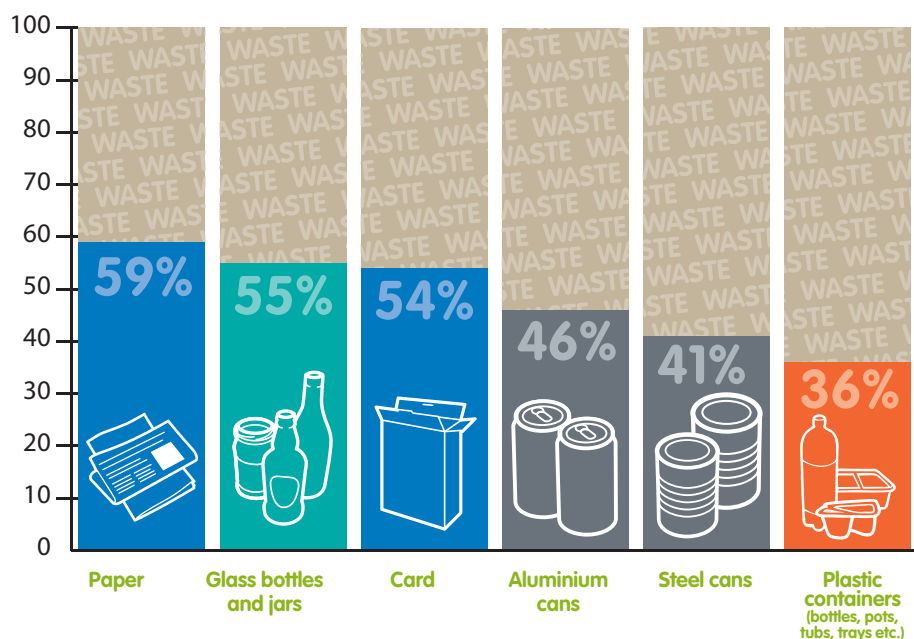
Order re-usable orange recycling bags

You can order a re-usable orange bag to help you collect and carry your recycling to the bank.

Visit wandsworth.gov.uk/recycling or contact 020 8871 8558

What can we recycle more of?

The graph below shows how Wandsworth residents are recycling at the moment and how much more we can improve on this.



Large print version

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