

Home life



**Right to Buy
increases**
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Housing champions appointed

See pages 3 and 8



Grant scheme

The council's House Purchase Grant scheme has proved to be very popular with up to £60,000 available.

The scheme is an alternative to the Right to Buy scheme for tenants who want to buy on the open market rather than the council property they currently live in.

The grant can be used in a variety of different ways to buy a private sector house anywhere in the United Kingdom or Europe, towards a shared ownership home or to extend the home of a family member so you can move in with them.

Six months ago, grant levels and area purchase price maximums were increased to reflect prices in London and the south east.

Grants are based on the size of home you are moving from as shown:

Current council property bedroom size	Grant level (up to)
Studio/1	£35,000
2 - 6	£60,000

Maximum purchase prices within the area boundaries

Areas	Price up to
Outside M25	£200,000
Within M25	£300,000
Within Wandsworth	£350,000

You need to be a council tenant and have lived in your property for more than two years. The level of grant will depend on the number of bedrooms in your current home and the length of your tenancy. But it could be up to £60,000 which is a sizeable deposit towards your new home.

The HPG budget for 2015 is expected to be an unprecedented £2.5 million to help even more tenants achieve ownership aspirations.

To find out more about the house purchase grant scheme contact the home ownership team, see above.

Thinking of buying through shared ownership?

Shared Ownership is a part buy, part rent scheme aimed at helping residents become homeowners.

Applicants buy a share of a new home and rent the rest. This means you only need to get a mortgage for the share you can afford to buy.

You can buy shares starting at 25 per cent of the full market value of the home. On the share of the home you don't own, you pay rent initially capped at a maximum of 3 per cent of the market value.

To make it even easier to buy a home, the council's house purchase grant (available to eligible council tenants) can be used towards buying a shared ownership property and you will gain a high priority when registering for this scheme.

To find out more about the shared ownership scheme contact the home ownership team or see the website www.wandsworth.gov.uk/homeownership

For sale: shared ownership developments



XVII - Tooting SW17, (Thames Valley Housing)

28 one and two-bedroom apartments located in Tooting within easy reach of the local town centre, restaurants, bars and Tooting Broadway station. Contact Thames Valley Housing Association: 020 8607 0550, email: sales@tvha.co.uk, www.tvha.co.uk



The Schoolyard, SW18 (London and Quadrant)

20 one and two-bedroom apartments at a popular development in the heart of Wandsworth, in close proximity to transport links and the River Thames. Contact L&Q: 0844 406 9288, email: sales@theschoolyardsw18.com, www.theschoolyardsw18.com

Roehampton Lane, SW15 (One Housing Group)

Eight contemporary apartments, including one three-bedroom property will be available shortly for sale.

Located in Roehampton Village Conservation area within walking distance of Richmond Park.

Contact 020 8502 5758, email: info@site-sales.co.uk, www.onehousinggroup.co.uk

Balham Place, SW12 (Paragon)

12 modern properties in a popular area of London with excellent transport links. The bright interiors are equipped with top of the range fixtures and fittings.

Contact Paragon: 01932 235801, email: sales@paragonchg.co.uk, www.paragonchg.co.uk



Welcome to the spring issue of Homelife

The council has launched its new Housing Strategy, which details our plans to meet the demand for housing in the borough. It is our commitment to significantly increase the supply of housing to help meet a broader range of local housing needs.

The strategy, known as the 'Wandsworth Housing Offer', seeks to increase all housing types; social housing, affordable housing such as low cost homeownership and private housing. The initiatives and policies in the strategy aim to be far-reaching by seeking to supply up to 18,000 homes over the next ten years and encourage greater mobility (see pages 4-5).

I'm also delighted to announce the appointment of six new housing community champions. They are resident volunteers who have been appointed in recognition of their work in the community (see opposite and community news).

I hope you enjoy this issue of Homelife, if you have any suggestions please contact me through Homelife.

Cllr Paul Ellis
Cabinet member for housing

email: homelife@wandsworth.gov.uk

Right to Buy discount increases

The council has announced an increase in the Right to Buy maximum discount from April this year.

Those applying to buy their home through the council's Right to Buy scheme will benefit from the boost in the maximum discount, which has increased to £103,900.

The 1.2% increase will apply to applications by tenants on or after 6 April 2015. If you have already applied and want to take up the increased discount, you will need to withdraw your current application and submit a new one.

The maximum cash discount available to eligible tenants is increased in line with the Consumer Prices Index (CPI) on an annual basis and takes effect on 6 April each year.

New housing community champions announced

Last month, six new housing community champions were appointed under an initiative launched in 2014, joining the six residents previously appointed.



The community champions scheme was established to support and recognise the involvement and work of individual residents in their communities and to encourage and promote wider resident participation, particularly in blocks and estates which are not represented by a residents' association.

The newly appointed HCCs, who are all volunteers, were invited to a special mayoral reception to mark the occasion. The Mayor of Wandsworth, Cllr Thom said, "I'm pleased to welcome our latest housing champions. Each have been nominated and appointed as a result of their involvement in a range of activities in their community.

"Volunteers are often the unsung local heroes. So, I am delighted that we have the opportunity to recognise the important contribution these six people have made in our communities.

"This is a wonderful initiative that acknowledges and supports their commitment and dedication and will help them continue and build on the good work and services that have provided in their local areas."

The council has set aside some funding to support individual community projects and initiatives and all community champions are able to make a bid for monies to support their activities.

For more information see centre pages.

New far-reaching Housing Strategy

The council has introduced its new Housing Strategy, known as the Wandsworth Housing Offer, which sets out its plans for meeting the housing challenges in the future.

The "Wandsworth Housing Offer" is a commitment to going further than ever before to increase the amount of housing and to meet a broader range of needs in the borough. It aims to help people in many different situations, those already living here and those moving here.

The strategy includes decisive action and creative solutions to greatly boost the supply of housing across the borough. A mix of social housing, affordable housing - such as shared ownership and homes for private rent and private sale must all be built in much greater numbers to help to close the gap between the amount of housing we have and the number of people wanting housing in the borough at affordable levels.

A 60 per cent increase in the borough's home building target is at the heart of the housing strategy. The council's overall target is 18,000 new homes over the next 10 years, up from the previous target of 11,000.

It will see the council begin to exercise new freedoms over how it manages its resources, accelerate its own home-building programme (known as the Self-Build Programme) and take forward major regeneration plans for three council estates (Alton, Winstanley and York Road). Additionally, the Wandsworth Decent Homes Plus initiative will include a multi-million pound investment programme to improve existing homes, common parts and their immediate environments.

The council aims to use its own and other public sector assets more creatively to meet the demand for new homes and significantly increase mobility between different housing types so better use is made of the homes we already have as well as those being developed.

Building hidden homes

More hidden homes unveiled

Six homes at Nightingale Lane are the latest properties to be delivered for local people under the council's hidden homes scheme.

These homes continue the department's initiative which aims to create and convert homes on estates from underused areas. Nightingale Lane is no exception, with five homes being built as roof top extensions and a further one-bedroom apartment being converted from a former store on the ground floor level.

To date the council has created almost 300 new homes for local people through its hidden homes scheme.



Boosting affordable housing

Nine Elms to create 18,000 homes

Nine Elms on the South Bank is one of Europe's biggest regeneration programmes. More than 18,000 new homes will be built and enough business space to support up to 25,000 jobs. Wandsworth Council is helping unemployed local residents secure these valuable opportunities through its dedicated Work Match recruitment service.

Supplying supported housing

Independent living

The council has unveiled a new development of five self-contained apartments in Balham that will help vulnerable people lead more independent lives.

The properties have been delivered in partnership with Home Group to provide homes for people with low level mental health issues, as such providing further high quality supported housing locally.

Cllr Ellis, cabinet member for housing said, "I'm delighted to officially open these homes, which have been completely refurbished from an outdated building to offer contemporary supported living accommodation for residents who need care and support whilst living independently.

"This development clearly reflects the council's breadth of housing provision in the borough and partnership working at its best."

The refurbishment was supported by the council who worked with Home Group and St Georges NHS Mental Health Trust to develop the site at a cost of more than £500,000.

Boosting affordable housing

New homes and school get the go ahead

The council has approved plans for 290 new homes in Nine Elms and the redevelopment of St Mary's Primary School.

A fifth of the new homes at the Battersea Park East development will be reserved for Wandsworth residents to rent or buy at a reduced price. In addition to the new homes, the developer will cover the costs of rebuilding St Mary's Primary school and £7.8m will go towards improving local transport infrastructure and community services.



Building with partners

Four new homes unveiled

Last month, four family-sized houses were officially opened in Tooting.

The new four-bedroom houses are a vital addition to the stock of larger-sized homes for social rent in the borough.

The development was possible due to a unique agreement between the council and Wandle Housing Association to deliver houses on former council land.

This creative approach has resulted in two overcrowded and two homeless families being housed in lower cost homes.

Building large homes

Building larger homes

The council creates a newly extended five-bedroom home.

As part of the council's commitment to meeting the growing demand for large-family-sized homes in the borough, a three-bedroom house has been extensively refurbished and extended and has now been let to an overcrowded tenant from the transfer queue.



Cllrs Ellis and Jane Cooper

The cabinet member for housing, Cllr Ellis said, "Wandsworth Council is always looking for innovative solutions to meet the growing demand for housing. Extending existing council property to provide extra large family homes is just one of the ways we aim to further meet demands on housing and increase mobility in the borough."

Council self-builds

Self-builds at Savona

The council is set to boost the supply of affordable housing by building up to 57 new low cost homes for rent.

The council proposes to design and build the new homes, a mix of properties suitable for single people through to families at three sites on the border of the Nine Elms regeneration area, in Battersea.

All 57 homes would be offered for rent to local people on lower income who have links to the borough.

All three developments are part of the council's 'Self-build Programme'.



Boosting affordable housing

New homes, shops and library for Wandsworth Town

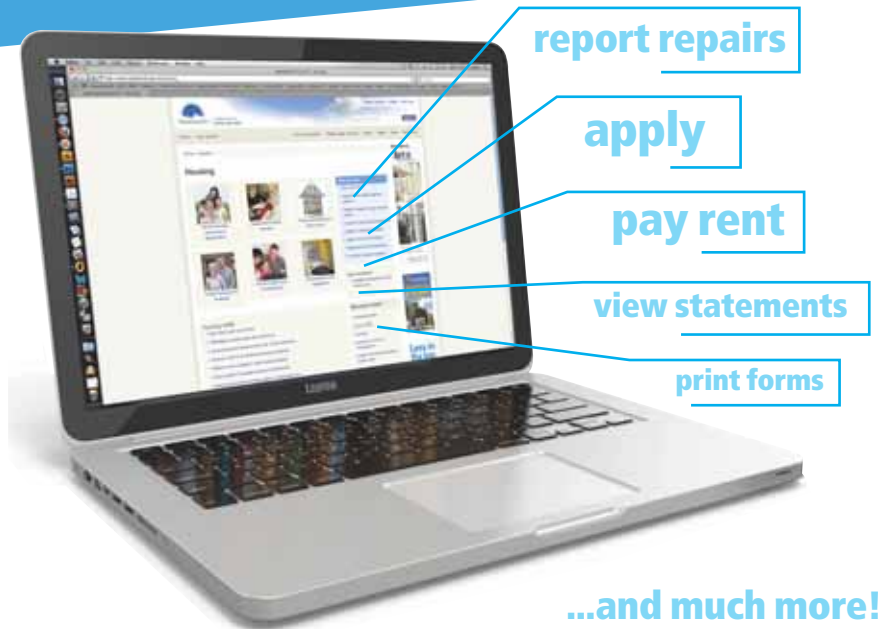
Plans have been approved for 200 new homes and a library in the heart of the Wandsworth Town regeneration area.

The new development area would provide new high street shops, commercial units, residential housing and a new state-of-the-art town centre library and public square.

A quarter of the new homes would be reserved for qualifying local residents to rent or buy at a reduced price.

Do it online

You can use your laptop, tablet, mobile or computer.
You decide what's convenient for you.



Coming soon

Residents will be able to find out the range of housing options online with the new housing options form.

www.wandsworth.gov.uk/housing



QUEST project

A new employment project, in Battersea, aims to reduce the amount of time that young people are unemployed.

The Queenstown employment support team (QUEST) pilot project opened three months ago to increase the number of young people from the Queenstown ward area into work, particularly jobs arising from the Nine Elms developments.

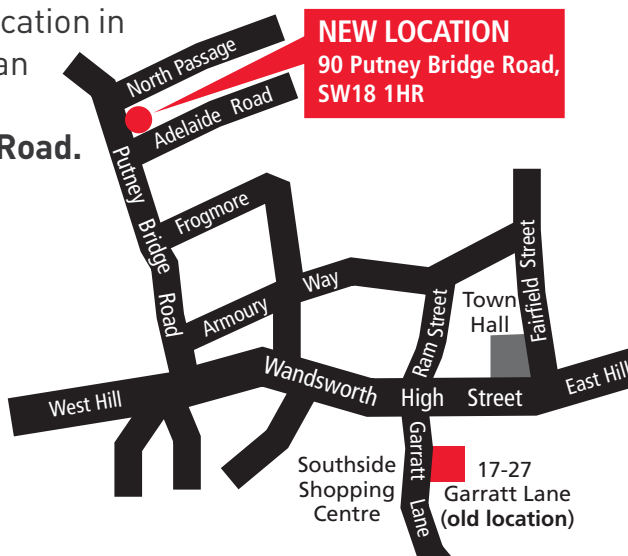
QUEST helps 18-24 year olds become ready for employment and move into work or training and gives follow-up support to help them stay on track.

The project includes intensive support and training on a one-to-one and small group basis to improve job search techniques, personal presentation and develop work based skills. Candidates may also be referred to suitable local training projects.

To join contact QUEST, call, text, WhatsApp. **07768 987491** or visit: www.wandsworth.gov.uk/jobzone

The department is moving!

The housing and community services department will be moving to a new location in spring 2015. You can find us at **90 Putney Bridge Road.**



Annual rent increase

Rents for council properties will increase by an average of £2.90 per week from the beginning of April 2015, this equates to 2.2%.

You can pay rent:

- Online
- Standing order
- Direct debit
- Swipe card
- By telephone
- By post

For further information see Wandsworth.gov.uk/rents

Universal credit comes to Wandsworth

Universal Credit is a single benefit that is due to replace six existing benefits with a single monthly payment.

Universal Credit is aimed at making work pay and will be paid monthly directly to claimants like a wage. The cap on benefits seeks to ensure that claimants do not take more in benefits than the average working salary.

The Department for Work and Pensions (DWP) has announced that there will be an expansion of the roll-out of universal credit, following the initial launch in the north-west of England.

New claimants

Universal Credit will roll-out to new claims from single people, who would otherwise have been eligible for Jobseekers Allowance, including those with existing housing benefit and Working Tax Credit claims.

Wandsworth roll out

The roll out will be undertaken in stages. It has been confirmed that Wandsworth Job Centre Plus will be included in the first stage, with a start date due to be between **February and April 2015**.

Once stage one is complete universal credit will be available at one in three job centres across the UK with more job centres to roll-out in subsequent stages until national expansion is complete in spring 2016.

Universal credit will eventually replace:

- Income-based jobseeker's allowance
- Income-related employment and support allowance
- Income support
- Working tax credit
- Child tax credit
- Housing benefit

More information on universal credit can be found at: www.gov.uk/universal-credit

Getting money advice

What is financial inclusion?

Financial inclusion ensures tenants have access to the appropriate financial services, products and advice, as well as having the skills, knowledge and confidence to deal with money effectively.

How can the team help you to make the most of your money?

The financial inclusion team works closely with tenants who are experiencing difficulty paying their rent. Paying your rent is a priority to keep a roof over you and your family's head, regardless of any other debt you may have.

The team give practical advice and information, including:

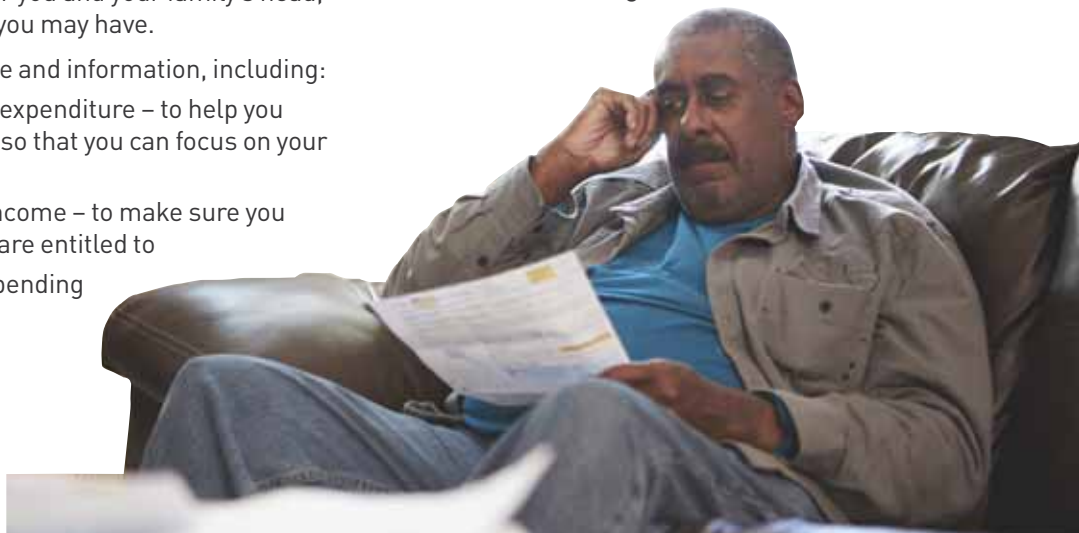
- reviewing your income and expenditure – to help you minimise your expenditure so that you can focus on your priority bills
- helping to maximise your income – to make sure you receive all the benefits you are entitled to
- highlighting areas of overspending (e.g. credit card, mobile phone tariffs)
- debt advice

Who I should contact

If you are struggling to pay your rent, you should contact your rent collection officer who may refer you to the financial inclusion team, where you will be offered a one-to-one appointment.

You can find your rent collection officer's direct telephone number on rent statements and letters or contact **020 8871 8987**.

For further information go to www.wandsworth.gov.uk/rents



Community news



Introducing the new housing community champions



Western

Reverend Keith Rowbottom

Rev Rowbottom is a long-standing resident and volunteer in the community. He gives his time to numerous community led activities on the estate.

He also volunteers at the local over 60's café, is a member of the Roehampton partnership and forum which are two resident-led focus groups and he is the former chairperson of the Grayswood Point residents' association.



Central

Dolores Lemina-Vidal

Pat and Dolores live in one the council's sheltered schemes in Battersea. Pat and Dolores have been active members of Doris Emerton Court, tending to the community garden as volunteers, growing vegetables from their own funds and sharing them with neighbours. They hope to improve the scheme as champions through a variety of projects. (Pat Lock not shown)



Southern

Robert Harris

Robert is the chairperson of the Tooting Grove clubroom and is the former chairperson of the Tooting Grove residents' association. He takes an interest in the estate and projects on the blocks on Tooting Grove estate. He's a keen photographer and works locally at St Georges Hospital. He's looking forward to identifying initiatives that will benefit his local community.



Eastern

Joanna Gondek

Joanna from Battersea High St, is a volunteer with the Big LocalSW11 – a local group that covers the area north of Clapham Junction. She also works on a local community project which promotes 'planting our streets' as well as working with local artists and running a design competition aimed at creating community seating which 'tells a story' about Battersea.



Hadas Hagos

Hadas lives on Rollo estate, in Battersea. She is involved in various local community groups and events including WOW Mums (Woman of Wandsworth voluntary group) where she provides sessions. WOW Mums and London Citizens were instrumental in setting up 'Spacemax', an independent organisation run by Ms Hagos in Battersea. Hadas is also an active fundraiser for the estate's social activities, volunteers at Doddington and Rollo community roof garden and is a member both the Friends of Battersea Square and Battersea Community Forum.

Please contact your resident participation officers if you have any ideas for improvement projects to your neighbourhood.



Blooming art

Carey gardens committee members

Residents of Carey Gardens and a local art group have transformed their communal garden through a local arts project.

'Creative roots' is a joint project where residents from Battersea estates were invited to brighten up the green space by designing and planting bulbs in areas across the estate.

Carey gardens joined with local artists and neighbouring Patmore and Savona estates to create a feeling of unity with each other.

Carey Gardens manager, Laura Noakes said, "Everyone got together for a bulb planting day and each estate chose a colour palette of bulbs, which reflects their identity as a community.

"The day was a great success with many people joining-in to make our gardens more personal to themselves and their community. We're looking forward to a colourful spring."

ESTATE IMPROVEMENTS - GET INVOLVED

Alton area regeneration

The Alton Area Regeneration programme has progressed following the approval.

The team are currently developing a Supplementary Planning Document (SPD). The SPD will formalise the Masterplan proposals as planning policy. This will look to make the planning element of development clearer for residents.

A seven week SPD consultation will commence in April 2015 and an exhibition will be displayed in Roehampton library.

Local tenants and leaseholders directly affected by the regeneration proposals have been involved in meetings throughout January 2015 and will continue to be consulted once a developer partner is appointed.

For further information about the regeneration programme please visit www.wandsworth.gov.uk/roehampton or call the team on 020 8871 6207.'

News: Nine Elms and the surrounding area

The Northern Line extension has been approved by the Secretary of State. Work is beginning with the contractors starting on site now. There will be regular drop-in sessions to consult with the local community.

Quest employment project a new employment service has been launched to help young people into work and training (see page 4 for more details).

Local pupils visit the Battersea Power Station

Primary school children throughout Battersea visited the iconic power station.



Floating Hippo

Pupils from St George's primary school went to see the floating hippo on the River Thames and took part in a poetry workshop.

To give comments, suggestions or find out more about what's happening in and around the Nine Elms development area see:

www.wandsworth.gov.uk

Contact 020 8872 8638 or email: cdavies2@wandsworth.gov.uk



A new vision for a community garden

Building work is underway on a community garden in Wandsworth.

With the support of the council, residents of Wendelsworth estate are working to improve environmental sustainability in the area.

The garden improvements aim to encourage residents to grow fruit and vegetables organically, create a haven for wildlife and become an environmentally-friendly area for residents and visitors to enjoy.

Leading this improvement project is estate resident and keen gardener, Martin Cobby, who said, "The original community garden was set up with council funding four years ago. Since then, it has gone from strength to strength. Last year, Capital Growth (who advise on and encourage the creation of community gardens in the capital) recommended improving wildlife to help support our organic gardening.

"The new garden design will improve our carbon footprint and encourage sustainability. For example, we will compost green waste rather than having it collected by lorries. We'll use dead trees on the estate to make seating areas and introduce wildflower lawns to encourage biodiversity.

"I'm really happy to be working with one of the council's horticulture expert, Ian Harrison. It's been a joint effort to get to this stage, which has been fully supported by our residents' association."



Accreditation time

Residents' groups are being reminded to seek accreditation to ensure they receive funding and membership.

Annual accreditation and membership

Accreditation is a formal process for residents' associations (RAs) to be formally recognised by the council. At this time of year RA members will be knocking on doors to introduce themselves and to ask residents to sign up as members of the local residents' group.

Each year, the council requests that each RAs completes accreditation paperwork to confirm they are still active.

Size matters

The minimum number of resident members required is 20 per cent of the local area it represents (such as an estate). However, more members mean your group will receive a bigger grant from the council. But it also means your RA will be more representative of the community.

Signing up

Please look out for members of your local RA coming round collecting signatures and show your support by signing up. It doesn't cost anything and you don't have to commit to anything to become a member. Although getting involved in your community is a great way to meet your neighbours and make improvements to your estate.

To be accredited a RA must:

- democratically elect a committee to include chairperson, secretary and treasurer roles
- adopt the council's model constitution and code of conduct
- be open to all residents and have at least 20% membership of the residents in the represented area
- hold an Annual General Meeting
- provide annual accounts

Accredited RAs are a recognised 'voice' and as such are invited to take part in the council's formal resident involvement structure. This includes, such things as consultation on policy decisions and concerns specific to their estate. RAs receive an annual grant to help towards running costs and social activities.

They also receive training to assist with running the RA. They can put forward ideas for estate improvements and apply for grant funding from the small improvement budget.

For more information about accreditation or forming a residents' association contact your resident participation officer (see page 11).



SNAP IT! exhibition

In January youngsters displayed their photography skills in a community exhibition.

A group of children aged 8-12, from Putney Vale, have been taking part in monthly photography classes. This January, they had the chance to showcase their work at a special exhibition in Putney. The wonderful display of art was on show throughout the day at Newlands Community Hall.

The initiative was designed and run by local residents and funded by the council's Big Society, which aims to encourage community projects. Many thanks to the children and practitioners.

Volunteers wanted!

Putney Vale plan to run further photography sessions this year and would like to recruit more volunteers. If you are interested please contact your resident participation officer.

Winstanley and York Road regeneration

In November the council approved that the procurement process for a development partner.

The partner will help to deliver the regenerated area. All residents had the chance to discuss any concerns at open sessions and have recently received either rehousing information booklets, which outlines what residents can expect as they move to their new home.



In addition, maintenance work continues in earnest on the estates. For example, streetwork is almost complete on uneven paving in Pennethorne Square in consultation with the residents' association.



For further information:
www.wandsworth.gov.uk/winstanleyyorkroad or 020 8871 6802.

Your resident participation team

There are a variety of ways for you 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



A right royal visit

A group of residents from Roehampton recently visited Buckingham Palace.

It was a very special day where residents from three sheltered schemes visited the Royal Mews, Queen's Gallery

and the State Rooms. Rachel McCarthy, the sheltered housing officer for Roehampton area said, "We had a great time at the palace. It lived up to all our expectations. This is one of many trips we organise with our residents each month, which include theatre trips, visiting the Houses of Parliament and River Thames boat trips. But our trip to Buckingham Palace stands out as a particularly special occasion as it was holding a 'royal childhood' exhibition that included objects from the Royal Collection."



(l-r) Hortenzia Ennever, Sheila Younge, Ann Skipper, Ivy Weeitch, Olive Wallace, Jean Bradshaw, Janet Robson

Eat well

A group of tenants from Battersea took part in a project to encourage cooking good meals for the colder months.

The Eat, Warm, Cooking sessions took place every week and emphasised the importance of eating well as temperatures drop. The meals included the vital nutrients needed during the winter to stave off illnesses and keep people active and well-nourished.

Elaine Curley, development officer, said, "It's been a resounding success. Over a four week period residents took part in preparing simple, healthy meals aimed at ensuring they have a balanced diet as well as a chance to meet socially, which is crucial to reducing isolation of older people and improving overall well-being."

If you'd like to hold cooking sessions in your scheme please contact the development team: **020 8871 8198**.



Priority register

The service is for people who may require extra assistance during a power cut.

What is the priority service?

During a power cut it can be difficult, but it is especially worrying for people who rely on electricity for medical equipment or who are older and have special needs. The priority service is a register that ensures those who are most vulnerable receive additional help and support. It doesn't mean that the power will be restored any sooner. But assistance will be given, such as;

- regular updates (text or phone) during a power cut
- if required, visits from the Red Cross to help
- other assistance by the emergency services
- a priority phone number that you can call 24 hours a day
- a welcome pack with useful advice about preparing for a power cut

Who can apply

- People who are dependent on medical equipment (e.g. oxygen, nebuliser, dialysis apnoea, chair and stair lifts or hoists)
- People who are chronically ill
- People with a disability (mobility problems, blind, hearing and speech impairment or difficulties)
- Elderly/older customers

How to register or find out more

The service is run by UK Power Networks, who are responsible for power lines and cables in London.

You can register at:
prs@ukpowernets.co.uk
www.ukpowernetworks.co.uk

For more local information contact:
Debbie Western, Wandsworth
emergency planning 020 8871 5747

ARE YOU REGISTERED TO VOTE AT THE GENERAL ELECTION?

The general election is on Thursday 7 May.

Only eligible residents who are on the electoral register will be able to vote at this election.

If you have moved in the last few months or don't believe you are registered yet, you will need to visit www.gov.uk/register-to-vote to add your details to the register. 16 and 17 year olds should also visit this website to register, to ensure they can vote as soon as they turn 18.

Wandsworth Electoral Services is writing to every household in February to confirm the names registered at each address. If this information is incorrect you should take action straight away to correct it, as information can take several weeks to change.

WHY SHOULD I REGISTER?

To vote: You need to register in order to be able to vote. If you aren't registered to vote, you won't have the chance to have a say on who represents you.

To apply for credit: Credit reference agencies use the register to confirm where someone lives when they apply for credit in order to prevent fraud.

For more information about voting

- visit www.wandsworth.gov.uk/vote
- email electoral@wandsworth.gov.uk
- phone 020 8871 6023.

If you need to update your details
It's simpler, clearer and faster online
www.gov.uk/register-to-vote



RENT ARREARS - know the facts

Tenants are being encouraged to speak with their rent collection officer or seek advice if they are in financial difficulty.

Our officers and advisors will help you:

- check if you can claim housing benefit
- assist with a personal budget to work out what you can do to pay towards your arrears
- agree a payment plan to reduce any arrears that you may have
- if you are in receipt of certain benefits we may be able to apply for direct deductions from your benefits.

These are important steps you must take to avoid legal action.

Contact 020 8871 8987

Email: rent@wandsworth.gov.uk

Visit the website: www.wandsworth.gov.uk/rents



Open day success

A survey reveals the affordable housing open day was a huge success.

Each year the council holds an open day to help local buyers find out more about affordable housing and financial assistance schemes. It also showcases the hundreds of affordable homes being created locally and brings together house purchase professionals such as solicitors, mortgage brokers and financial advisers.

This year was no exception with almost a thousand people attending the Open Day. Prize draw winner George Howard, of Battersea stated, "It was good to learn more about shared ownership and what developments are coming up."

Cllr Ellis, the cabinet member for housing said, "Wandsworth's affordable housing open day continues to draw residents from far and wide. Those already living here or looking to move here for work attend to find out about the thousands of homes being built locally and how the council can help them follow their dreams of becoming a home owner through the various house purchase initiatives we offer.

"It's no surprise that Wandsworth remains a popular borough to live and work in. Year on year we see would-be home owners coming in their droves to the open day."

To find out more about house purchase assistance schemes see: www.wandsworth.gov.uk/homeownership

Safeguarding: residents are encouraged to report abuse

Worried about a child or adult?

Where there is danger, first ensure the safety of the child or adult at risk. Call the emergency services if immediate help is necessary on 999.

If you are being abused or you are worried that a child, young person or vulnerable adult is at risk or being abused or neglected you should report it.

What is abuse and neglect?

There are many forms of abuse including emotional, financial, physical, sexual and neglect.

Abuse may include things like intimidating, hitting or threatening another person, withholding money or care, calling names and making the other person feel useless or worthless as well as inappropriate physical or sexual contact.

Neglect is when a parent or carer fails

to meet the needs of a child or vulnerable adult they are responsible for. This might include being unfed, left at home alone and not being cared for properly.

Report abuse or neglect?

Concerns about a child:
020 8871 6622
mash@wandsworth.gov.uk

Concerns about an adult:
020 8871 7707
safeguardingadults@wandsworth.gov.uk

Outside of normal office hours (after 5pm weekdays or on weekends)
020 8871 6000.

If you are a child or young person and need someone to talk to or need help call Childline free on 0800 1111

Don't ignore abuse. You could save a life. Report it now!

Extra help to spread recycling message

A campaign targeting more than 12,000 homes has offered advice on what can and can't go into recycling bags.

In a push to improve recycling some borough residents have received leaflets about how to correctly dispose of glass and paper and other waste. Areas have been selected because they have a lower recycling rate than others.

Paper and cardboard can be recycled in the clear bags for mixed recycling supplied by the council to low-rise households, and in the orange-lidded bins at high-rise properties, but they must be dry and not shredded. The leaflets go into detail about how to recycle these materials and how they are made into new products.

Every time a resident throws away something that can be recycled or puts something in a recycling bag that shouldn't be there – it costs council tax payers' money. Glass and paper are two of the main recyclable materials, so this will go a long way to ensuring we are all doing our bit.

The council, in partnership with LWaRB, aims to transform the management of waste in London by helping to reduce the quantity produced and by increasing the amount that is re-used or recycled.

Find out more about recycling at www.wandsworth.gov.uk/recycling.

Get the gremlins out of your recycling - no shredded paper please



What's on guide

Spring in Wandsworth

Exhibition: The First Humans

22 January – 29 March

Looking at contemporary art with a prehistoric feel. Artists include Andy Harper, whose installation has an ancient, tribal quality and Ben Rivers, whose film tells how humans and fire were created among others.

Pump House Gallery, Battersea Park SW11. Contact 020 8871 7572. www.pumphousegallery.org.uk

Holiday fun at Battersea Sports Centre

30 March – 10 April 10am-3pm

Sports, games and prizes for youngsters aged 5-13 years. Activities include dodgeball, rounders, table tennis, volleyball and indoor athletics. £12 a day or £48 a week.

Battersea Sports Centre, Hope Street SW11. Contact 020 8871 8529 or email bsc@wandsworth.gov.uk

Putney School of Art (Taster courses)

Monday 13 – Thursday 16 April

Taster courses are useful if you are unsure about committing to a course without knowing quite enough about its content. Each taster is linked to a particular course, which runs at the same time the following week. Cost £10.

Monday: 1.30 – 3.30pm Intro to Watercolour; 6.45-8.45pm Digital Design (Adobe); 6.45-8.45pm Oil Painting Introductory.

Tuesday: 6.45-8.45pm Intro to Drawing

Thursday: 10am – 12pm Photoshop Level 1; 6.45-8.45pm - Digital Photography Level 1

Putney School of Art and Design, Oxford Road SW15.

Contact 8788 9145.

www.wandsworth.gov.uk/psad

>> WANDSWORTH CONNECTED >>

Doing it online



Housing news and housing downloads
www.wandsworth.gov.uk/housingnews

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

Housing and community services

17-27 Garratt Lane
London SW18 4AE

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

Benefit cheats line0800 328 6340

Council tax(020) 8871 8081
Council tax payments . .0845 0835 0129
counciltax@wandsworth.gov.uk

Dog control(020) 8871 7606
dogcontrol@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

Applications(020) 8871 6812
housingapplications@wandsworth.gov.uk

Homelessness advice . .(020) 8871 6840
housingadvice@wandsworth.gov.uk

Illegal subletting(020) 8871 6556

Leaseholders payments .(020) 8871 6426

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

Rent payments0845 835 0129
Email us on: rents@wandsworth.gov.uk
(quote account number, name & address)

Service Charges(020) 8871 6299
(Income collection) (press option 2)

Telecare and WATCH Lifeline
(home alarm services) . .(020) 8871 8198
wardenservices@wandsworth.gov.uk

WATCH emergencies . . .(020) 8871 7741
WEC (council emergencies, noise)
.(020) 8871 7490
hms@wandsworth.gov.uk

Repairs request online or call your
area team.

Housing DVD view online
www.wandsworth.gov.uk/housingdvd

Talk to us online



weekly e-newsletter
www.wandsworth.gov.uk/24seven



www.twitter.com/wandbc



www.facebook.com/wandsworth.council



www.youtube.com/WandsworthBC



@winstanleyork

Request an application form

Request graffiti removal

Apply for a garage or storeroom

www.wandsworth.gov.uk/housing

Council website

www.wandsworth.gov.uk

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:

Housing cleaning services
Wandsworth Office,
Unit 6 Glenville Mews, Kimber
Avenue, London, SW18 4NJ

Phone: 020 8877 1917
Freephone 0800 111 4613
email: james.abbott@lewis-graves.co.uk

email: laura.elsey@lewis-graves.co.uk

Garden contractor:

Customer Liaison:
Madi Gaggia
Ground Control Ltd,
The Stables,
London Road,
Billericay,
Essex, CM12 9HS

Phone: 01277 844044
email: madi.gaggia@ground-control.co.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.



Surrey Lane unveils new astroturf pitch

Children and teenagers on Battersea's Surrey Lane estate are able to show off their footballing skills on a brand new £30,000 floodlit astroturf pitch.

The estate's previous tarmac covered ball games area near Macey House was recently upgraded so that young people have a better and safer surface to play on. The introduction of floodlighting means they can use the new sports facility after the school day has ended.

From 24 February, staff in the council's youth service will be offering football coaching sessions every Tuesday to young people in the area.

Wandsworth's cabinet member for housing, Cllr Paul Ellis said "Young people on the estate are making really good use of this astroturf pitch and it's offering them a great place to have fun with their friends, keep fit and let off steam after school.

"The new playing surface is a vast improvement on the previous tarmac covered pitch and the floodlights mean it can be used all year round.

"As the weather improves we will be arranging coaching sessions and more structured activities and help them improve their game."

Stop smoking while you shop

Wandsworth smokers wanting to quit can get help at supermarket pop-up clinics.

There's still time to attend a stop smoking drop-in clinic located in Asda supermarkets in Clapham Junction and Roehampton.

The clinics will offer stop smoking information and support services. Anyone can just pop in while they shop and talk to the team.

- Asda Roehampton, every Saturday until March 7 (12-5pm)
- Asda Clapham Junction, every Sunday until March 8 (12-4pm)

For more information, help and support contact Wandsworth Stop Smoking team: (0800) 389 7921

www.stopsmokingwandsworth.co.uk



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