

Home life



**Extra care
housing unveiled**

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Record breaking broadband speeds

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WIN £5,000

when you Recycle Right

IN THE
Golden Ticket
Recycling Prize Draw



To enter the **£5,000 Golden Ticket** prize draw, just fill out a Golden Ticket and pop it in your clear recycling sack or bank along with the clean and dry items listed opposite.

You can submit a Golden Ticket each time you fill a clear sack or use your recycling bank. But remember, only tickets found with the correct recycling items at the recycling plant will be entered into a draw. So the more you recycle the correct materials, the more chance you have of winning. Winners will also be invited to nominate local community groups* to receive a share of a £2,500 community reward.

A book of golden tickets will have been delivered through your door in September and you can collect more from your local library or leisure centre, the Town Hall or Housing and Community Services reception in Putney Bridge Road.

The first draw will take place on 30th October 2015 with three further draws taking place up until March 2016.

Good Luck!

*To be eligible local community groups must meet the competition criteria including a clear commitment to encouraging recycling. Each £2,500 community reward can be shared between up to five groups.

Terms and conditions apply.



For more details visit
wrwa.gov.uk/GoldenTicket





Welcome to the autumn issue of Homelife

This edition features the Housing Annual Report, which tells you how well we've been delivering your housing services in a number of key areas such as allocations, repairs and improving the quality of your homes as well as involving you in decisions regarding the management of your homes. You can find a summary on page 8 and a full report is available online.

The council has launched the Golden Ticket recycling prize draw (see opposite), where you could win up to £5,000 for recycling. Just pop a completed ticket in your recycling clear bag or orange bank each time you recycle for a chance to win.

The affordable housing open day is due to take place on 22 October, where you can find out about all the different schemes and support the council can provide to help you buy a home. We have a long and successful history of helping residents become homeowners – whether through Right to Buy, shared ownership or grant initiatives. Make sure you've marked the date in your diary (page 17 for more details).

You've made the most of the summer this year, with lots of great events taking place in your neighbourhoods and sheltered schemes, see community and sheltered news for a round up.

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 extra care housing unveiled

A cutting-edge extra care housing scheme was officially opened in Tooting last month.



Ensham House scheme, which provides 45 specially designed apartments, is a contemporary housing development offering extra support to help frail older people remain independent.

The multi-million pound scheme was developed by Viridian Housing Group, in partnership with the council who contributed £1 million to assist with construction costs. Each apartment is fully self-contained with round the clock support, bespoke care and fantastic communal facilities such as a communal lounge and an attractive courtyard-style garden.

Cllr Paul Ellis, the cabinet member for housing and Mr Nick Apetraoie, Chief Executive of Viridian Housing, visited the scheme for a tour and met the new residents at the official opening. Cllr Ellis said, "Ensham House offers both support and superb facilities and is an important addition to housing for older people in the borough.

"The care offered will ensure older people in our communities have the most suitable housing and support possible for their needs and will provide for an improved quality of life on their terms with bespoke packages of care provided by the council.

"I'm delighted that our partnership with Viridian is now providing housing-for-life for a further 45 people in the borough. They are great quality homes, which have been built to a high spec and their cutting-edge design will encourage an independent lifestyle."

The new scheme provides specialist care housing for people who want to retain their independence in their own home but need support to do so. To find out more please contact the access team 020 8871 7707.

New reception opens

The new housing and community services reception has officially opened its doors to the public.

In August, the housing and community service department moved to a modern centre at 90 Putney Bridge Road. Its new reception means a better service for customers.

The modern and easy access reception offers a range of services for visitors, including a streamlined appointments system to reduce waiting times and a payment kiosk. The new online self-service area also gives customers the opportunity to pay, report and apply for services and find out information for themselves, with staff on hand to get visitors the help they need.

The cabinet member for housing, Cllr Paul Ellis officially opened the new reception centre, "The new state-of-the-art reception centre will reduce waiting times for visitors, give them the opportunity to use online self-services and



(l-r) Deputy director Kevin Power, cabinet members Cllr Jonathan Cook, Cllr Paul Ellis, director of housing and community services Brian Reilly and assistant director Dave Worth

improve the way the council serves them.

"The money saved by introducing new, streamlined ways of providing services and moving to a new site can be used for other vital services for residents and will help to keep council tax low."

Address for visitors:

90 Putney Bridge Road, Wandsworth SW18 1HA.

Email: housingoptions@wandsworth.gov.uk

Dog micro chipping made law

Residents in council properties have been required to microchip their dogs since 2009, but in April next year it will become law.

From 6 April 2016 it will be compulsory for all dogs in the UK, that are over the age of eight weeks, to have a microchip and be registered on an approved database.

Failure to comply with this will result in an order to have the dog microchipped within 21 days, and prosecution if this order is not adhered to with a maximum fine of £500. Around 5,000 tenants and leaseholders have already registered their dogs with the housing and community

services department and are already fully compliant with the new law. There still may be some who have not registered their dogs and could be in breach of their tenancy or lease agreement and are urged to do so as soon as possible.

But, after 6 April 2016 any tenant or leaseholder who has not had their dog microchipped and registered with the council, may have action taken against them for breach of their tenancy or lease conditions and may also face prosecution under this new law.

For a limited period, the council is offering free microchipping to its tenants and leaseholders (by appointment). So, beat the end of the year rush and contact the animal welfare service on 020 8871 7606 or email dogcontrol@wandsworth.gov.uk

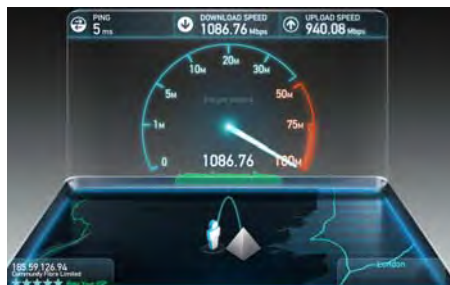




Broadband speeds recorded at Thessaly House

Battersea estates set for record breaking broadband speeds

A fibre optic network being installed on a council estate in north Battersea has clocked download speeds of 1086 megabits per second*.



The Gigafast™ fibre optic network, which is around 47 times faster than the UK average of 22.8Mbit/s** will be available to council residents at Thessaly House on Savona estate. It will be gradually installed across Wandsworth Council's housing offering well over 20,000 homes access to the same broadband speeds.

The scheme is set to be a major breakthrough for London's broadband market. Wandsworth will be the first major landlord to retrofit its council housing on this scale and with a fibre optic network capable of delivering such high speeds.

Cllr Paul Ellis, cabinet member for housing said, "The speeds we're seeing are absolutely incredible. Our estate residents are on course for some of the fastest home broadband speeds in the entire country. We're on the brink of a tremendous achievement that could set a blueprint for other social and private landlords to follow."

The network is being delivered by Community Fibre Ltd as part of a unique partnership deal with Wandsworth Council. Its network should enable an incredibly fast and stable connection so local families can watch multiple high definition video streams while backing up photos and videos simultaneously with no drop in performance.

It will cost £30 a month to subscribe and there will be no 'line rental' charge as with some other broadband providers and there will be no limit on downloads. Residents not choosing the paid service will be able to connect up to a limited group of internet sites including Wandsworth Council.

*Megabits per second (Mbps) ** source - Ofcom figure

Housing into work brings success

The council's Housing into Work scheme helps young people out of work into training or employment and into housing.

CASE STUDY: Miss Adams*, 27, from Battersea

"Housing into Work is a great scheme. I was contacted by the housing into work project by telephone about a year ago. The timing couldn't have been better as after my last job ended, I had found myself unemployed.

"I'd already applied for housing, but it looked unlikely that I'd be offered a home for sometime had it not been for the housing into work scheme.

"I was offered a place on the council scheme and given help and support. Through the support I found a job temping based in the city, which has now become permanent.

"I am settling into my property very well and really appreciate the security of a permanent job and having a home of my own.

"I would definitely recommend the scheme! As a young adult the challenge of finding both secure employment and accommodation can be extremely difficult, the scheme offers a fantastic opportunity, guidance and support in approaching these challenges."

If you are interested in applying, please email: wandsworthworkmatch@wandsworth.gov.uk (and put Housing into work in the subject line). For help with employment and training contact Work Match 020 8871 5191.

*name supplied.

Put a stop to flytipping

The council is urging residents to report and stop flytipping to help prevent higher costs.

Flytipping is a real problem on some estates and both residents and businesses may be responsible for dumping waste such as, beds, sofas, kitchen units and commercial waste 'on the corner' for someone else to sort out. But there's a real cost involved for you.

The costs for illegally dumped waste on estates and blocks are charged back to you through increases in rents and service charges. Each year, it costs £1/2m to keep your estates and blocks clear of flytipped waste.

You can help avoid these costs increasing further by reporting flytipping in your area and making sure you dispose of your waste right. The council's bulky removal service is just £16.50 for up to four items or you can take waste to the public site at Smugglers Way in Wandsworth.

Residents bear the cost for the removal of illegally dumped commercial waste, like household building material, rubble



and garden waste. To reduce these costs please be vigilant and report anything you see. If possible and safe to do so, make a note of the vehicle's details, such as the registration number or company name.

The council takes legal enforcement action and those responsible could be fined up to £50,000 and/or sentenced up to 12 months in prison. Residents may also be in breach of their tenancy or lease agreement and could face eviction proceedings.

Flytipping is illegal on council estates. There are no designated waste pick up areas. Please use the council's bulky waste removal service.

Book a collection online www.wandsworth.gov.uk/waste or 020 8871 8558

Report it 020 8871 8546.

Tenant in financial trouble avoids losing her home

A tenant who faced eviction has successfully moved into a new flat thanks to the council's joint working.

The financial inclusion and housing mobility teams have joined forces to help tenants with money difficulties who may be at risk of losing their home.

Christine, of Battersea, was in serious financial difficulties when the court referred her to the council's financial inclusion team for help.

Christine explains how the support she received has changed her life around, "I'd got into rent arrears, my claims for housing benefit had been suspended and my employment and support allowance had been stopped. I was going through eviction proceedings when I was referred to the council for help.

"The financial inclusion team stepped in to give me advice and assistance. First, an officer visited me at home. She helped me sort out my income and housing benefit claims, then she helped me put in place a financial plan. My officer advised me to apply for the discretionary housing payment

and Watersure plus, which helps with utilities.

"She also advised about reducing my outgoings generally. I was living in a two bedroom property and had been affected by the new size criteria. By downsizing to a one bedroom home I could reduce my outgoings. Once we agreed moving was a good plan, she worked closely with the housing mobility team, who set to work finding a smaller home for me. Within a few weeks a lovely, new one-bedroom housing association apartment became available.

"I received lots of support to move from the mobility team, who made the whole process so much easier. I also received an incentive payment through the council's room to move scheme, which means that my rent arrears were cleared and I had money left over for myself.

"I can now start afresh. I feel very relieved that the two teams stepped in when they did to prevent me from getting into more debt and becoming homeless. They were brilliant and I can't thank them enough."

If you have money difficulties or would like to downsize to a smaller home please contact:

Financial inclusion team: 020 8871 8780

Housing moves and mobility team: 020 8871 8880

New recruits boost regeneration support for residents

Four new team members have been recruited to support residents of Winstanley, York Road and Alton estates throughout the council's ambitious regeneration programmes.

Antonia, Louise, Rahul and Melissa are available to answer residents' questions and to help them take advantage of the council's rehousing commitments. This includes offering all directly affected council tenants and homeowners a new home within the development so they don't have to leave the area.

The new recruits come after the council approved regeneration masterplans for the Alton area in Roehampton, and Winstanley and York Road estates in Battersea. The proposals will see the most outdated homes on these estates replaced and hundreds of additional properties built, including more social rent and low cost housing. Major improvements will also be made to community facilities, services and public realm.

In the coming months the regeneration teams plan to open on-site project offices where residents will be able to find out more about the developments. Rahul will be delivering this at Pennethorne Square for Winstanley and York Road estates.



New project assistant Melissa Loftman is available to assist residents of Alton estate. She said, "I'm delighted to join the team and look forward to helping local people with any questions about the regeneration process. I also want to hear from people who have ideas about future activities and events they feel could benefit the community."

New project worker Antonia De Lima is focused on assisting residents in the blocks to be demolished on Winstanley estate, she said, "We're now speaking to directly affected tenants and homeowners to go through their options and help them make the best choice for their circumstances. It's important we understand each household's needs."

New project assistant Louise Hanning is focused on supporting residents of those blocks to be demolished on York Road estate, she said, "Our role is to make sure residents have the information, advice and support they need. We're also here to listen and to make sure local concerns and ideas are acted upon."

Alton area-residents can reach Melissa on 020 8871 6207 or roehampton@wandsworth.gov.uk.

You can sign up for e-newsletters about the project at www.wandsworth.gov.uk/roehampton or follow @altonareamasterplan on Twitter.

Winstanley and York Road residents can reach Antonia and Louise on 020 8871 6802 or winstanleyorkroad@wandsworth.gov.uk.

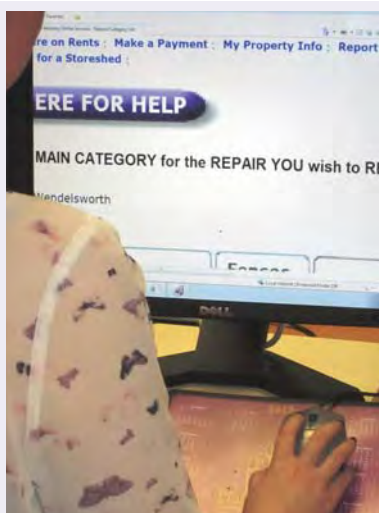
You can sign up for e-newsletters about the project at www.wandsworth.gov.uk/winstanleyorkroad or follow @WinstanleyYork on Twitter.

>> WANDSWORTH CONNECTED >>

Simply register and apply, report or book a whole range of services online. Report repairs, pay bills and much more from the comfort on your own pc, laptop, tablet or mobile.

You can also access computers in a local library or in council reception points.

It's simpler than you think. Get connected.



Free neutering

The council has brought back its successful free dog neutering service for a limited period.

For more information or to book an appointment call 020 8871 8247

or email: ctoner@wandsworth.gov.uk

HOUSING Annual Report

2014-2015



Welcome to the Annual Report which sets out how well the housing service has performed over the last year.

Our commitment is to provide good quality housing and community services to our residents that meet the agreed service standards and provide value for money. I believe this year we have again achieved

this goal and continue to learn from resident feedback to improve services.

From our emergency to housing management services we have maintained a high level of customer care. Your satisfaction with these services is reflected in the satisfaction surveys we have undertaken. Our rent service has continued to perform well against a backdrop of welfare reform expanding its financial inclusion service to provide extra help and money advice.

High demand for housing in the borough has led to the council assisting more households by providing temporary accommodation. We have managed this increase in demand and sought to reduce use of bed and breakfast where possible.

We launched the new Wandsworth Housing Strategy with a commitment to increase housing supply by a minimum of 18,000 new homes over the next 10 years. These homes will meet local demand for housing both to buy and rent including looking to significantly increase low cost rent and shared ownership housing.

We have also looked to improve our services and reviewed our Anti-Social Behaviour (ASB) policies so we can take full advantage of the streamlined powers as set out in the new ASB, Crime and Policing Act 2014. We have also committed to continue our Housing Community Champions and Resident Reward schemes given the importance we place on recognising residents who contribute to making their estates and homes better places to live. This report has been produced in partnership with the resident's focus group. I'd like to thank them for their assistance.

Brian Reilly
Director of Housing and
Community Services

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

- Tenancy
- Neighbourhood and community
- Home
- Value for money
- Tenant involvement

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

Annual report

A traffic light system is used to assess how well we have performed.



- standard met



- some work to do to meet the quality standard



- a lot of work to do to meet the quality standard

Priorities for 2014-2015 were:

- **Improve** the way anti-social behaviour cases are processed
- Review **resident satisfaction** results and identify any actions required to address inconsistent lower levels of satisfaction with areas of service delivery.
- Review the **Resident Repair and Reward Plan**.
- Review the **Housing into Work** project and consider how the scheme can be expanded.
- Review the **Housing Strategy**.
- Deal with the **increased demand** of households presenting as homeless.
- Identify new **Housing Community Champions**.

A full copy of our annual report (known as the Annual Quality Performance Review) is available at:
www.wandsworth.gov.uk/housingaqpr

Tenancy

We will

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

Allocations



Provide information on how we allocate properties and how to apply for housing.

Make sure we are making the best use of the housing available to meet a range of housing needs.

How have we met the standard?

- We housed **906** (1,117) households as fewer council homes become vacant for reletting than the previous year.
- We reduced the amount of time it takes to relet an empty property from 22.04 days to **21.21** days.
- We moved **53** (113) under occupying households to smaller more suitable accommodation.
- Despite higher demand, we managed to keep the number of households in temporary accommodation to **1,057**, which is below the forecast of 1,120.
- Kept the average number of weeks a household stays in bed and breakfast to **15** weeks (11), despite increased demand.

Rents



To provide an efficient, effective and responsive rent collection service.

Review rents and service charges each year and provide information on how we calculate them.

How have we met the standard?

- There has been a decrease in the total arrears at year end from £3.71m to **£3.48m**. This equates to 2.76% of the total rent collected against a target of 3.3%. This is a significant achievement given welfare reforms.
- Reduced the number of tenants with more than seven weeks of arrears from 6.04% to **5.49%**.
- After the successful launch of the council's 'self-serve' system last year, the number of callers using the service has increased by an additional **14,208**.
- The financial inclusion team was expanded last year, meaning even more tenants can access money advice and get the support and advice they need to pay their rent and other bills.

Tenure



Provide either introductory, flexible fixed term or secure tenancies.

Give new residents a copy of their tenancy or lease agreements and explain the content.

Check our homes are occupied legally and take action where they are not.

How have we met the standard?

- All tenants received a written tenancy agreement which was explained to them.
- **2,405** occupancy checks were carried out and staff will receive training to ensure these checks are carried out effectively in 2015/2016.
- **76** illegally occupied properties were recovered by the council.
- **171** (217) tenants were helped by the tenancy support team during 2014/2015. This team works with tenants who are in danger of losing their tenancies.

Neighbourhood and community

We will

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

Local area co-operation



Tackling anti-social behaviour and crime



Work with residents to improve local facilities and the environment.

Work with other agencies and residents to protect them from risk and prevent harm to children, young people and vulnerable adults.

Work to achieve wider borough objectives including improving employment opportunities and prospects.

How have we met the standard?

- The council's Housing Into Work scheme for young people helped seven people into work with three tenancies allocated. The pilot scheme was expanded in 2014/15 to include those out of work or training up to the age of 30 years.
- The Family Recovery Project is working with **33** (48) families in the borough with complex needs to improve their future prospects. They have successfully completed work with **113** families to date.
- Our safeguarding procedures were fully reviewed to comply with changes in legislation, including the Care Act 2014.
- Development of a new online Safeguarding Refresher Training package for staff commenced.

Work with other services and the police to prevent and tackle anti-social behaviour (ASB).

Take action against offenders and tell residents about outcomes.

How have we met the standard?

- We served **50** (49) Notices Seeking Possession for ASB and five evictions for ASB.
- Dealt with **372** (653) new cases of ASB.
- The new Anti-social Behaviour Crime and Policing Act 2014 provides streamlined and improved powers to tackle ASB. The council made changes to bring in these new powers.
- Staff in the area teams received legal training to implement the new powers.
- The housing service continues to support the Kicks diversionary project through the provision of pitches at Ashburton and Henry Prince estates and also contributed £20,000 towards running costs.
- Continued to attend regular meetings with local Safer Neighbourhood Teams.

Neighbourhood management



Ensure estates are maintained to a good standard and improved where possible.

Respond to emergencies in target times.

Work with other services and the police to keep your communities and estates clean and safe.

How have we met the standard?

- **44,617** (41,090) emergency calls were handled.
- Improved on the percentage of emergency calls to Wandsworth Emergency Control (WEC) responded to within 30 minutes from 66.9% to **77.4%**. The definition of an emergency requiring a response within 30 minutes was also refined last year.*

- Removed **18,797msq** of graffiti at a cost of £100,700.
- 98% of graffiti was removed within target time.
- Awarded **£276,488** from the small improvement budget for residents' associations' community projects, such as work to communal gardens, improved security and lighting.
- Plans to regenerate three estates in Wandsworth; Alton (Roehampton), Winstanley and York Road (Latchmere) are now going forward. Residents continue to be closely involved in the development of plans in both areas.
- Residents of Carey, Patmore and Savona estates will be asked their views on their homes, estates and neighbourhoods as part of the Nine Elms Improvement Area.
- A weekly waste collection service was provided with performance targets met.



* In 2013-14 the figure included all out of hours calls to WEC. In 2014-15, it was refined to include only emergency calls such as lift trappings, fire related incidents and lock outs.

Home

We will

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

Quality of accommodation



Repairs and maintenance



Meet the decent homes standard and undertake a programme of decent homes plus works.

Provide an efficient and cost effective repairs service, which gets the job done right the first time.

Carry out health and safety checks.

How have we met the standard?

- Continued to meet the decent homes standard and invested **£24.5m** (£22.2m) to maintain the council's housing stock.
- Started **53**(33) major works projects including roof renewals, window renewals and external decoration schemes.
- Continued to exceed our target for the number of repairs post-inspected to ensure our properties are maintained to a good standard.
- Undertook **£1.1 million** of environmental works to entrances and external communal areas.

How have we met the standard?

- **£25.12m** (£27.01m) spent on repairs.
- **92.4%** (95.7%) of repairs were completed within target time.
- Achieved a slight increase in satisfaction levels on completed repairs from 92.1% to **92.4%**
- Plans are underway to introduce a new online post inspection system, to collect satisfaction levels from a greater number of residents and achieve more effective contractor monitoring.
- **23** residents rewards were paid to tenants leaving their homes in good condition at the end of their tenancy.
- Carried out annual gas servicing in **99.93%** (99.95%) of tenanted properties that have gas appliances.
- **7,048** health and safety inspections were carried out in council owned blocks.
- In line with one of our priorities on Fire Risk Assessment, we began procurement of specialist agencies.



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

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

Value for money

We will

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

Value for money



Consult residents on major works projects and inform them of smaller works, which do not require statutory consultation.

Aim to achieve value for money by tendering services where, for instance, contracts have come to an end.

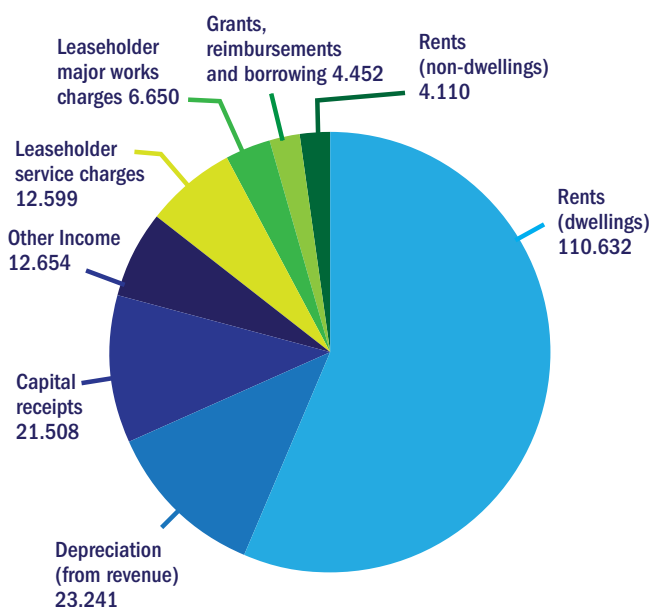
Each year look at our thirty year business plan to check it remains financially viable.

How have we met the standard?

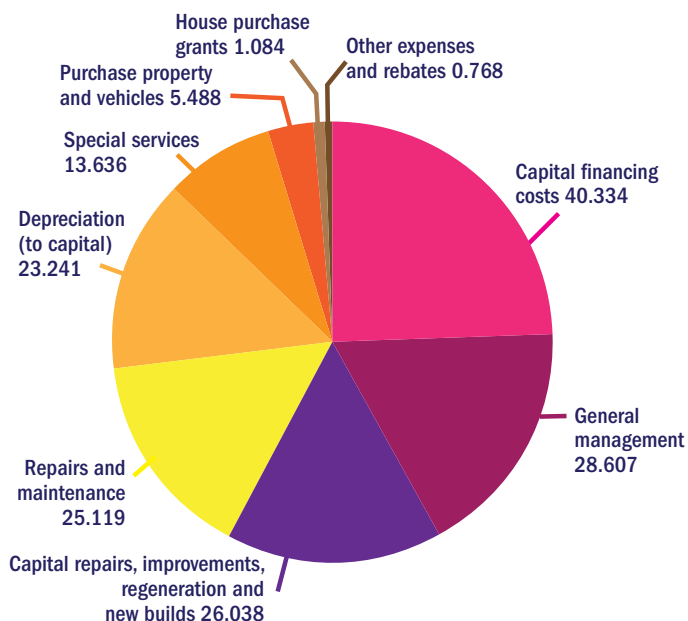
- Continued to effectively manage the Housing Revenue Account (HRA), demonstrated by a current reserve level of **£266m** (£234.5m) and have in place a financially viable business plan for the next thirty years including provision to maintain and improve our stock as we are required to do.
- In respect of consulting on major works and external redecoration works, we served:
 - 1,235* Notices of Intention and
 - 1,559* Section 20 Notices on leaseholders.
- The average weekly management cost reduced to **£17.45** (£18.73) as a result of efficiencies achieved.
- Re-tendered **9** (14) contracts resulting in savings for the HRA.
- The average weekly maintenance cost reduced to **£29.66** (£32.12).
- Average weekly rent was **£124.55** (£123.55).

* These are a statutory requirement to consult leaseholders on schemes of major works costing more than £250 per leaseholder.

Housing Revenue Account Income 2014-15 £000's



Housing Revenue Account Spend 2014-15 £000's



Tenant involvement

We will

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

Customer service, choice and complaints



Give residents good quality, up to date information.

Make sure residents know how to complain.

Learn from comments and complaints.

How have we met the standard?

Due to restructuring of two departments into the new Housing and Community Services Department, direct comparisons are difficult to report in this area of the service. Our commitment is to deal with complaints in a thorough manner, which sometimes means our target times will not always be met.

- Dealt with **711** complaints (both housing service and contractor).
- **76.4%** of complaints were responded to within the target time of 10 working days.
- **85.79%** of complaints were successfully dealt with at stage one of the complaints procedure.
- A mystery shopping exercise, using a range of council residents, was completed and the results were used to review our services.
- Four independent surveys were carried out. These were;
 - estates and neighbourhood services
 - the repairs survey
 - housing management STAR (Survey of Tenants and Residents) lite and
 - resident management organisation STAR lite
- Overall satisfaction with services increased to **69%** (65%) for all council residents with good ratings for customer care reported.



We welcomed our newest Housing Community Champions



Carey Gardens residents celebrated the success of their communal garden arts project

Involvement



Encourage resident involvement.

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

How have we met the standard?

- **43** (58) estate inspections were carried out with residents and councillors.
- Supported **62** accredited residents' associations in the borough to ensure residents can make their views known.
- We now have **13** housing community champions, **seven** of which were welcomed in 2014/15. These are resident volunteers who we support and recognise for the community work they do.
- Allocated **£6,930** from the Community Fund to carry out projects identified by the Housing Community Champions.
- Wimbledon Park estate Co-op signed a new management agreement with the support of the council. They are also the first resident managed organisation in the borough to be awarded a national governance kitemark.



Understanding more and responding to diverse needs



Treat residents with fairness and respect.

Make sure services meet a range of needs and are easily accessible to all residents.

How have we met the standard?

- The housing service standards provide clear and concise information to residents about our commitment to equal opportunities and service delivery. These were updated last year.
- Met the demand for disabled adaptations for council and private residents, delivering **152** adaptations to enable people to remain independent in their home.
- **21** (18) people requiring adapted housing were allocated accessible homes.
- Increased the number of 'Stay Put Stay Safe' (SPSS*) applicants assisted during the year from 34 to **70** this year.
- The council is part of 'Homefinder UK' which enables social housing tenants to move around the country through mutual exchanges (www.homefinder.org).
- To promote wider involvement of your community we held a Residents' Working Group to review residents' associations constitutions and guidelines for accreditation.
- The Housing Strategy was launched in 2014/15. It sets out how we will support the delivery of more low cost housing including extra care housing and other forms of supported housing.
- **2,376** (2,341) residents use WATCH Lifeline service which helps older residents and those with disabilities to remain independent, an increase on last year.

Priorities for 2015-2016

- **Take forward** the council's plans to build **more homes**.
- **Establish** the Wandsworth **Moves** and **Mobility Team**.
- **Improve** Wandsworth's homes and blocks to **decent homes plus standard**.
- Review and **refresh fire risk assessments** on purpose built blocks.
- Review the **resident repair and reward plan**

- **Further develop** regeneration plans for **Winstanley/York Road** and **Alton** estates.
- Provide **high speed broadband** provision in council-owned residential properties.
- **Improve** the **online housing systems** including repairs and registering a **housing application** and how we communicate with you.
- Produce an **ASB Policy statement**.

* SPSS - is for people affected by domestic violence and victims of hate crime so they can stay safe.

New homes news

Home Ownership Team

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



Homes for sale



Westfield House, Thames Valley Housing – SW18

Available shortly - 33 modern apartments. Ideally located close to the bustling heart of Wandsworth.

Call: 020 8607 0550

Email: sales@tvha.co.uk



Butler Court, Thames Valley Housing – SW11

11 modern one-bedroom apartments in a vibrant area of Battersea – available from December.

Call: 020 8607 0550

Email: sales@tvha.co.uk



Putney Plaza, Octavia – SW15

34 contemporary one, two and family-sized apartment have now launched at Putney Plaza. This contemporary development boasts a location close to the River Thames, the town centre and with excellent transport links.

Call: 020 8354 5500

Email: sales@octavia.org.uk

Even bigger grants announced to help you buy and move

The council has announced increased grants and more flexibility under wide ranging changes to its house purchase scheme.

The improvements, which came into effect on 1 August 2015, will help tenants hoping to buy their dream home more than ever.

Firstly, grants have increased to between £40,000 and £80,000 and are available to eligible applicants with at least three year's council tenancy. The grant awarded depends on the size of your current council property and how long you've lived there. Tenants with two year's tenancy may also be eligible but will receive a reduced grant.

Secondly, the house purchase grant scheme is now more flexible. The changes mean you can use your grant to buy a home in the UK and in and outside the EU*.

The grant can also be used towards buying a shared ownership property or extending a family members home you plan to move into when vacating your council home.

If you are interested in applying for a grant contact the homeownership team.

*subject to eligibility, terms and conditions.

New Right to Buy mobility grant introduced

A new Right to Buy Mobility Grant scheme has been introduced to give tenants even more buying opportunities.

A new type of grant, of up to £30,000, is available to tenants who qualify for the Right to Buy (RTB) but are unable to purchase their current council property.

Where a tenant cannot buy the home they currently live in, they now have the option of applying for the new RTB mobility grant. Once awarded, it must be used towards buying a home on the open market within the UK. It can also be used to boost the house purchase grant (HPG) which offers funding of up to £80,000.

This new scheme is funded by the government. To find out more about your eligibility for the Right to Buy Mobility Grant scheme please contact the homeownership team.

*subject to eligibility, terms and conditions



Council self-builds move a step closer

Ground levelling is now complete on three sites in Battersea, making way for the council's innovative self-build housing project.

Over summer, the council has prepared land on unused sites at Battersea's Patmore and Savona estates, where 57 low cost rent homes are to be built.

The new housing, which border the Nine Elms regeneration area, will consist of contemporary apartments and family houses that are in particular demand. They will be offered to residents for social rent at well below market rents.

Cllr Paul Ellis, who visited the site where a row of houses are to be developed said, "This is the start of a very exciting self-build programme which will see more than 300 homes built by the council over the next five years. Top priority for the first 57 properties will go to council tenants living in the local area who want to downsize or those living in overcrowded homes."

Open the door

Affordable housing open day
22 October 2015, 2-8pm

Open the door to your first home!

The Civic Suite, Town Hall
 Wandsworth High Street SW18 2PU
 For more information call (020) 8871 6016

paragon
community housing co-operative

Affinity Sutton

OCTAVIA
LIVING

Northgill Housing

PEABODY

THAMES VALLEY HOUSING

L&O



Community clubroom makeover

The council has approved funding for improvements to Tooting Grove Clubroom.

The clubroom has been awarded a £4,000 small improvement grant for renovations works from the council's small improvements budget. Areas of improvement have been identified as floor resurfacing and levelling works as well as the replacement of old doors with new double glazed doors.

Once the works are complete the high quality look of the hall will reflect the importance of the space to the local community. The improvements will begin in due course.

Robert Harris, chairperson of the clubroom's management group said: "This well loved estate amenity is an important asset to the local residents. But is beginning to show some wear and tear, the committee has redecorated it over the years. However, the doors and floors face the most use on a daily basis and need some remedial works. We're looking forward to the revamp."

Family funday

St. Alban's Church community hosts summer fete.

Families from the Furzedown area had a great time, with activities, music, a barbeque and a bouncy castle. During the day, many children took part in an art competition – congratulations to the winners.

Marc Richeux, the host and vicar said, "We look forward the event every summer. It's always a great success thanks to our many volunteers. This year, over 100 children and their families visited throughout the afternoon. And we were thankful for the great weather!"

Eid celebration

Eid was celebrated in style with a community lunch for everyone in the area.

The Putney branch of the Ahmadiyya Muslim Community invited residents to join them to celebrate Eid, which marks the end of the holy month of Ramadhan.

The celebration, on Cortis Road, gave guests the chance to celebrate with their neighbours and to try a range of traditional, home cooked Asian food.

The local president of Ahmadiyya, Asad Malik said: "Holding events like these are a great way to establish a successful multicultural society."

Festival fever

There was fun for the whole family at Battersea and Roehampton festivals this summer.

The council partnered with Big Local SW11 and Regenerate to deliver summer festivals in Battersea and Roehampton. Both festivals were a great success and the vibrant atmosphere brought residents together. A big thank you to all the volunteers who helped make both events a success.

Mystery shopping

We would like to thank our mystery shoppers for taking part in this year's programme.

Thank you for the commitment you made to attend both the training session and the subsequent exercises. We hope you enjoyed the experience and look forward to working with you on future resident involvement opportunities in Wandsworth.





Summer street party

Residents of Wendelsworth estate, in Wandsworth, hosted a street party for neighbours and friends to make the most of the summer weather.

The party was a great success. Guests enjoyed face painting and games as well as food and drink brought by all to share. There was live music from a local DJ and a jazz singer who lives on the estate.

Martin Cobby, co-chair of Wendelsworth residents' association said, "Approximately 100 people dropped in during the afternoon, many bringing homemade cakes, savoury dishes and snacks. They enjoyed chatting with neighbours old and new.

"The idea came from three local residents, Veronica, Maria and Georgina and the event was a team effort with the residents' association.

"The highlight of the afternoon was the arrival of a fire engine from the fire station on West Hill. A resident's son, Leslie, is a fireman and arranged a visit to the estate. Children and adults alike really enjoyed sitting in the cab and being shown how everything works.

"Overall the party was a great success and we're looking forward to a bigger and better event next year!"

Guests enjoying live jazz music.
Photo: Stephanie Schingensiepen



News: Nine Elms and the surrounding area

Bridge design exhibition

www.londonfestivalofarchitecture.org

QUEST

A unique programme to support local young people from Queenstown ward into work. QUEST helps people aged 16 to 24 take advantage of new job opportunities across Nine Elms. The team offers one-to-one support, help with applications, interview techniques and work experience. To find out more contact QUEST

Email: Quest@wandsworth.gov.uk
Call / text / WhatsApp: 0776 898 7491



Tube on its way!

Work has started on the Northern Line Extension which will bring the tube to Battersea for the very first time. Stations are being built on the power station site and another just off Wandsworth Road.

nle@tfl.gov.uk or 0343 222 2424.

WorkMatch success

All the trainees who completed Wandsworth Council's six-week construction course in dry-lining have been offered jobs with Astins on the Battersea Power Station site.

If you want to get started in the construction industry contact WorkMatch.

Email: wandsworthworkmatch@wandsworth.gov.uk

or call 020 8871 5191

If you would like to know more about development in the area contact 020 8871 7366 or cdavies2@wandsworth.gov.uk

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



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



Jo Baxter
central team
(020) 8871 8694
jbaxter@wandsworth.gov.uk



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



RMO Chairman
Derek Lane hosts
the opening



Lolanda (centre)
celebrates with
her family

Sheltered scheme celebrates their new garden

James Searles Lodge, in Battersea, threw a garden party to mark the opening of their newly refurbished garden this summer.

The communal garden has undergone a complete makeover. The renovations include landscaping, new fencing and planting. Residents can also now benefit from a pleasant seating area and garden furniture. And for those who enjoy a spot of gardening - their new potting shed will make sure that the garden stays colourful throughout the year.

The garden party also coincided with the 90th birthdays of several residents who had a day to remember. Many happy returns.

The generation game

Teenagers and sheltered residents have made new friends as part of a national scheme.

Local 15 to 17 year-olds visited residents in our sheltered communities as part of their National Citizens Service (NCS). One of the NCS team challenges, as they are known, is for the teenagers to forge closer ties with members of their community that they do not normally spend time with.

Initially, the young people went along to Yew Tree Lodge to chat with residents about their lives and experiences. Since then, they've taken part in group activities, such as table games and quizzes.

Jennifer Daley, the senior sheltered housing officer said, "We were happy to be approached by the young people because the national scheme teaches them vital life-skills which they can use in adulthood. But it has also helped bring people together in the community in a fun way.



Great fun was had by all

"Both older and younger people have benefitted greatly from the visits. They've broken down barriers and stereotypes of what it's like to be young or old in London. It turns out they have a lot in common and have had a great time playing cards, dominoes and having tea. We've had brilliant afternoons and hope to have more in the future."



We've moved to new premises

Supported housing services has moved to a new administrative base.

It's very unlikely you'll notice any real difference. The central control centre which manages WATCH and Telecare emergency calls has not moved and those applying for sheltered housing will continue to visit the housing and community services' reception in Wandsworth (see page 4).

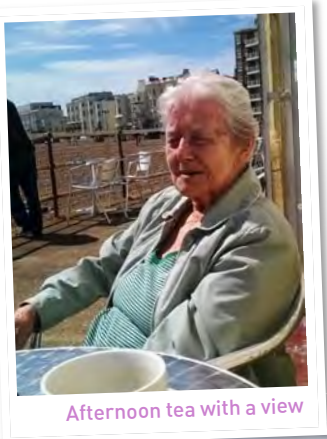
Contact: supportedhousing@wandsworth.gov.uk

020 8871 8198

Visit: 2 West Drive, London SW16 1RP
Reception: 9am - 4.30pm
(Monday to Friday)

Summer fun

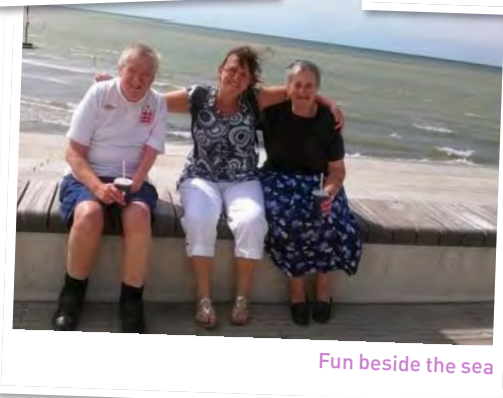
Residents from sheltered schemes across the borough made the most of the good weather and went on day trips to the seaside, countryside and see the famous sights of London.



Afternoon tea with a view



Aphrodite Hadjou, Mary Njotea, Grace Addo and Angela Williams in Hastings



Fun beside the sea



Residents of Althorpe Mews enjoy a trip to the Thames Barrier



Irene proud of civil service career

Sheltered resident, Irene, shares her proudest moment when she received an Imperial Service Medal.

Irene Martin, was awarded an 'Imperial Service Medal' for long service and dedication to the Civil Service. "I joined in 1962, initially based in Earlsfield, as an administrator. I went on to be an observation officer for the armed forces, during my time at the civil service. I enjoyed my work immensely and worked in a lovely team. It was such a surprise and honour to be nominated by my boss when I retired.

"The ceremony took place at Horse Guards in Whitehall. I was presented with my medal by the Brigadier. It was a very special and proud occasion. It's particularly memorable because it was the day of the great storm. Unfortunately, hurricane winds swept across the country causing damage and disruption to services, which stopped my family from travelling to the ceremony and sharing the day. Despite this, I have very fond memories of the day and my time at the civil service. I really treasure my medal."

Trips are organised for residents and older people living in the community by sheltered housing officers throughout the year. If you are interested in going along, please contact supported housing services 020 8871 8198

**Email: supportedhousing@wandsworth.gov.uk
www.wandsworth.gov.uk/shelteredtrips**

£500 rewards available

Tenants who leave their homes in good condition when they move out may receive up to £500.

The reward is based on the standard of your property when you move out. So if it's clean and tidy and you've maintained a good tenancy you may be in with a chance of getting hundreds of pounds. That'll come in handy when you're moving into a new place. Ask about the end of tenancy reward scheme when you tell us you're moving.

* subject to terms and conditions.



Budgeting made easy

Never be short again with better budgeting through your local credit union.

Wandsworth Plus credit union can help you stay financially stress free by helping you set up a Budget Plus Account and offering competitive interest on your savings. It offers a budget account that's been designed to suit people moving onto universal credit or on lower incomes. Its budget account will help you pay for your most important expenses, such as rent first and plan ahead.

You can have your benefits or wage paid directly into a budget account. Your money is then divided into your specified 'pots of money' to pay for all those important bills. What you have left is your disposable income to spend as you want.

How you divide your money up is up to you. Officers will go through your regular bills and work out with you how often they need to be paid or you can use a handy online budget planner. You can also set aside a pot for savings - for a special event or just a big buy like furniture.

Money that has been set aside for agreed bills cannot be withdrawn. So, you can remain stress free knowing that vital bills will be paid on time.

Your left over money can be transferred to your everyday debit card account or you can transfer some of it into a savings account. There is a small monthly fee. If you want to find out more about opening a new budget account contact: 020 7471 2620 or www.wandsworthpluscu.co.uk



What's on guide

Autumn in Wandsworth



Exhibition: What do I need to do to make it okay?

August 27 - 1 November
(Wednesday-Sunday and Bank Holidays 11am-5pm)

An investigation into damage and repair, disease and medicine, and the healing and restoration of landscapes, bodies, minds and objects through stitch and other media. Free.

Pump House Gallery Battersea Park SW11. Call 8871 7572.

www.pumphousegallery.org.uk



Fireworks

Saturday November 8 7.30pm bonfire, 8pm fireworks

Spectacular display set to music.

For tickets and more information visit

www.wandsworth.gov.uk/fireworks

>> 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 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

Talk to us online

seven
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 storshed
www.wandsworth.gov.uk/housing

Council website
www.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.

New homes offered at big discounts

A smart new housing development in Battersea offers attractive affordable homes for residents on lower incomes.

Peabody development at Elmwood Court, on Battersea Park Road has created 22 new homes for both rent and shared ownership. Ten of the flats have been bought by local families at a discount, making them affordable to people on lower to middle incomes.

The deal struck between Peabody and the council also means that 12 of the new properties have been offered to families on our waiting lists at rents well below market levels. For



Peabody CEO David Lavarack, Cllr Paul Ellis and Mr Al Sule mark the completion of Elmwood Court.

example, larger three-bedroom flats have been offered to families at 60 per cent discount on current market rents.

The cabinet member for housing, Cllr Paul Ellis said: "This is great news. These very attractive new homes in Battersea are being offered to local families at just a fraction of market rents in the area. Peabody's shared ownership properties offer middle income earners a great chance to get their feet on the property ladder."

To find out more contact the homeownership team (page 16).

A family celebrates their affordable home in Tooting

A family with two children with special needs have described their new affordable rent home in Tooting as 'life changing'.

The Rose family moved into the specially designed accessible home in June, which was built by Wandle housing association on the site of their former offices.

The site has been transformed into 15 homes for affordable rent, including the Rose family's new wheelchair accessible home, which is one of two on the ground floor level.

Mr and Mrs Rose celebrated moving into their new home by inviting Wandle Chief Executive, Tracey Lees and Wandsworth Council cabinet member for housing, Cllr Paul Ellis to meet their family and to see first hand the difference the property is making to their lives.



Mrs Rose said, "Our new Wandle home is truly life changing for my boys and for us as a family. It works with us, not against us, making life so much easier. For families like ours, your living environment has a huge impact on quality of life. I believe this build should be used as an outstanding example for the development of similar wheelchair adapted homes."

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