

Home life



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Do it online

There are a range of housing services and information available on our website wandsworth.gov.uk/housing

Apply for housing and transfers

wandsworth.gov.uk/hcs/housingoptions

Report a repair to a council property

wandsworth.gov.uk/repairs

Report a waste problem

wandsworth.gov.uk/waste

Report graffiti

wandsworth.gov.uk/graffiti

Pay your council tax

wandsworth.gov.uk/paycounciltax

Pay your rent

wandsworth.gov.uk/rents

Other payments

wandsworth.gov.uk/payments

Talk to us online

weekly e-newsletter

wandsworth.gov.uk/e-news



facebook.com/wandsworth.council



twitter.com/wandbc

Report It app



Wandsworth Report It

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

My Account

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

wandsworth.gov.uk/myaccount

Housing contacts

Housing Customer Centre

90 Putney Bridge Road,
London
SW18 1HR

Western Area Housing Office

Parish Hall
Alton Road
London
SW15 4LG

Housing hotline: 020 8871 6161

Housing Area Teams

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

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

Wandsworth Emergency Control (housing emergencies, out of hours)

020 8871 7490

Home Ownership

housesales@wandsworth.gov.uk

Downsizing options

allocationteam@wandsworth.gov.uk

Landlords looking for tenants

privatelandlords@wandsworth.gov.uk

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

Battersea, Clapham and Central Wandsworth (or throughout the borough if your heating is supplied by a central communal boiler)
[Smith and Byford Ltd](http://SmithandByfordLtd.com) 0800 028 0824

Putney, Roehampton and Tooting

T.Brown Group Ltd 0800 977 8472

To find out your gas contractor 020 8871 7040

Other council contacts

Adult social services

020 8871 7707

Births, Deaths, Marriages and Voting

020 8871 6120

Child social services

020 8871 6622

Environmental services (including pest control, private housing)

020 8871 6127

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

020 8871 8081

To make a telephone payment
0800 021 7763

Parking and Streets

020 8871 8871

Rubbish, Recycling and Litter

020 8871 8558



Welcome to the Summer edition of Homelife.

Residents have been working closely with the council to spruce up their estates by adding green spaces, such as flowerbeds and greenhouses.

These exciting new additions not only provide a tranquil area for residents to visit, but also the opportunity to learn how to grow fruits, vegetables and flowers. See what's been happening on your estate on pages 10 – 14.

June/July the department will be switching to a new IT system which will improve access to online services. Find out more on page 8

The council has invested £2.37 million in building high standard temporary accommodation. This will provide 51 self contained homes, which means we can ensure more families remain in good-quality temporary housing whilst they wait for permanent accommodation in the borough. See more on page 17.

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

CLlr Kim Caddy
Cabinet Member for Housing



Sudbury House cladding removed down to the 18th floor

The new look Sudbury House emerges from the scaffolding

Readers have hopefully noticed the new external appearance of Sudbury House emerging over recent months as the scaffolding has been removed on a floor by floor basis.

At the time of writing the new cladding has progressed from the roof level down to the 18th floor, with each floor completed externally at a two to three weekly cycle and scaffolding dismantled over a weekend to allow works to continue the following week.

The external cladding to the 17th Floor is due to be completed by the end of May. The remaining cladding, limited to the east and west elevations, has been currently removed down to the 15th floor with works to replace the external walls and install new windows proceeding ahead of the installation of the new cladding. The contract, which will also include works to replace the main entrance, is due to be completed in May 2020.

The works are being undertaken whilst residents remain in occupation, protected by temporary screens. Existing windows are being replaced, the concrete structure and blockwork

walls repaired, and new external insulation walls installed.

One resident said, "I would just like to say, I was one of the first flats to have my windows installed and it did take a few months for the works to be complete. It was dusty and intrusive and noisy from time to time but throughout it all there was communication with the major works team if I had any issues or wanted an update of progress. And I must admit it has all been worth it in the end, as I now have better windows that keep out the noise and I feel safer now all the cladding has been replaced".

Part of the scaffolding is supported by steel beams and columns installed via a bridge over Southside shopping centre. This operation can be viewed at <https://vimeo.com/257677453>

The necessary works are the council's response to the tragic Grenfell disaster in June 2017.



Development work at Stag House is well underway following a ground-breaking event with Wates Residential and officers from the council in January 2019

The scheme will provide 21 new homes on the Putney Vale estate as part of the council's commitment to deliver new housing for Wandsworth people. The Stag House site will be redeveloped to provide 10 self-contained homes for those with physical and learning disabilities, in addition to a staff flat for the on-site care and support provider.

The remaining 11 homes will be made available for residents who wish to downsize which will free up their homes for other households in need of social rent housing. These homes will be allocated via a Local Lettings Plan.

The foundations have now completed and the frame of the new block is going up.

Council rehouses young mum into brand new home

Serenna Miller, 32, former York Gardens resident moves into new home on Rowditch Lane.

A young mum of three from Battersea is delighted to be moving into a 3-bedroom house with her three children in the coming weeks. Shereena Miller is one of six families who will be moving into a brand new home in Rowditch Lane that have been identified for the rehousing of residents, from the first phase of the Winstanley and York Road Regeneration Scheme.

Shereena Miller, 32, told us: "I had been living in a block of flats on the York Road Estate for the last seven years with my three children. Our flat was old and difficult to maintain. This new home has really given us an opportunity to start afresh. There is a lot of space for the kids to play, I have my own little garden and a driveway to park my car. It is perfect for us."

These new homes form part of our 1,000 homes programme



Cllr Kim Caddy, gives Shereena the keys to her new home

– a council led housing development project, where we are building new homes right across the borough providing greater housing choice for the people of Wandsworth.

Councillor Caddy said: 'Helping residents meet their housing aspirations is at the heart of our new Housing and Homelessness Strategy and we look forward to welcoming more residents into their new homes over the coming months.'

Home Ownership Team

Improving purchase options for council tenants



Council help to own your home

HOUSE PURCHASE GRANT

The council's highly popular Cash Incentive Scheme enables eligible council tenants to use the grant to vacate their council properties and move into their dream homes.

How the grant can be used:

- 1** to buy a home anywhere in the UK or abroad (subject to maximum purchase price within area price limits)
- 2** towards adding accommodation (for example, an extension or loft conversion) to a family member's existing property **within the UK**
- 3** to use the grant towards buying a shared ownership property **within the UK** (to qualify for this option your household income must be within the GLA income qualification criteria)

HPG completions in 2018-19:

Open market sales within UK	Shared ownership sales within UK	Adaptations in UK	Abroad sales
34	0	2	4

Eligibility:

If you are a council tenant with more than two years tenancy, you may be entitled to a grant by vacating your council property and purchasing your own home on the open market. Please note, you need to have a clear rent account (no arrears).

Current grant levels: for tenants who have at least 3 years tenancy

0-1 beds	2-3 beds	4+ beds
Up to £50,000	Up to £70,000	Up to £80,000

2019-20 scheme

The number of tenants interested in this voluntary scheme is increasing year on year and due to an unprecedented demand, we have again successfully allocated all of the funding for 2019-20. As the demand is still high the Home Ownership Team have set up a waiting list for tenants who are interested in registering their interest in the Grant Scheme should any additional funding become available.

Note: Grant levels are determined upon the outcome of a means tested financial appraisal so are not guaranteed as the grant is considered as gap funding towards the purchase. We are constantly looking to change our rates and update the scheme so please check our website at www.wandsworth.gov.uk/homeownership

Home Ownership Team

Improving purchase options for council tenants



Right to Buy

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

Eligibility:

If you are a tenant and wish to purchase the home in which you live you can do this by submitting a Right to Buy application form (RTB1). You will have the Right to Buy if you have been a secure tenant for more than three years and if your home is your only or principal home and is self-contained. You may be able to exercise the Right to Buy jointly with members of your family who have lived with you for the past 12 months, or with someone who is a joint tenant with you.

Right to Buy completions in 2018-19

There were **40** Right To Buy completions which was higher than anticipated.

Discount Increase CPI (Consumer Price Index)

As of 6th April 2019, Wandsworth tenants applying for the Right to Buy were able to benefit from an increase to the maximum discount increase in line with the percentage change in the CPI. The maximum discount amount is now £110,500.

Please note that the discount increase only applies to those applications received on or after the 6 April and will not apply to applications received before that date.

Right to Part Buy

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

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

To be eligible for the scheme you must:

- be a secure tenant
- have at least three years tenancy
- not have received Housing Benefit 12 months prior to the application and
- pass an affordability test

Right to Part Buy completions in 2018-19

There were **six** Right to Part Buy completions.

For more information about any of the above schemes please contact a member of the Home Ownership Team via:
Email: housesales@wandsworth.gov.uk or
Web: www.wandsworth.gov.uk/homeownership
Telephone: 020 8871 6161

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

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



Shared ownership

Shared ownership is a part-buy, part-rent scheme that gives first time buyers who live or work in Wandsworth the opportunity to own a share in a new build or resale property.

Shared ownership completions in 2018-19

There were **211** completions.

Current shared ownership developments



Peabody – Battersea Reach, SW18

This is a mix of 21 brand new studios, one and two bed shared ownership apartments situated very close to the backdrop of the River Thames. The site also boasts excellent transport links into central London.

For further information, you can contact the sales team on 020 7021 4842 or check the website <https://www.peabodysales.co.uk/developments/battersea-reach-shared-ownership/>

Clarion Housing – Prince of Wales Drive, SW11

37 modern homes, a combination of one, two and three beds, will be available shortly in a highly-sought after location within walking distance of Battersea Park and featuring new, beautifully landscaped public gardens. Please contact Clarion Housing on Shared.Ownership@myclarionhousing.com or call 0300 100 0303

Shared ownership resale properties

Resale shared ownership homes are previously sold homes where the shared owner is moving on.

Resale completions in 2018-19

There were **35** completions.

Applicants wishing to apply for shared ownership properties need to register with Wandsworth's Home Ownership Team, and will typically be notified by email, letter or text message once a Housing Provider is ready to market a resale so long as they meet the minimum income and savings requirements for that specific property.

NOTE:

Wandsworth council tenants with over two years tenancy can use the House Purchase Grant towards buying a shared ownership property. To find out more please contact a member of the Home Ownership Team on 020 8871 6161 or email them at: housesales@wandsworth.gov.uk

Council helps student clear rent arrears

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

Read Ms X's story below:

Ms X is a single parent and university student with two children. When Ms X applied for housing benefit she found that her student loan would be considered as income, therefore reducing the benefits she could receive.

This left her with over £1,000 in rent arrears. A distressed Ms X was on the verge of being referred to court when she was put in touch with the council's Financial Inclusion Team.

Hassan Aden, one of our financial inclusion officers, took on the case. After thorough research, Hassan found that Ms X was entitled to 'Special Support Element', which meant that part of her loan would not count as income, and she could claim back



some of her housing benefit. Hassan advised Ms X how to secure the necessary documentation and the Financial Inclusion Team presented this to housing benefits on her behalf.

Thanks to the work of Hassan and the team, Ms X received a backdated payment of nearly £2,000 to her rent account and her rent arrears were cleared. Ms X said: "Hassan, thanks for your expert advice and helping me finally sort out this issue."

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



New Northgate Housing Management and Repairs IT system July 2019

For the first time in almost 20 years the council's Housing and Regeneration Department is installing a completely new Housing IT system called NPS Housing, hosted by Northgate Public Services (NPS).

The Housing and Regeneration Department will go live with the new system on Monday 15 July. So, from early June you may notice some disruption to our usual service, but we hope to minimise any inconvenience.

The week of 15 of July will be a testing time for all staff in the Department as it is a significant change to their working practices. Please bear with us whilst staff get used to the new system. Your patience at this time is appreciated.

Keeping Children and Vulnerable Adults Safe

Picking up the phone to report a concern about a child or a vulnerable adult can be a difficult decision to make, but it is important that you report any worries you have that a child or adult is a victim of abuse or neglect.

You might not be sure of what you've seen or heard, or whether it is abuse or neglect, but reporting your concerns means that a professional can check out the situation.

Abuse and neglect can take many forms including emotional, financial, physical and sexual.

Some examples are: a young child being left at home alone; a vulnerable adult not being cared for properly or not being able to look after themselves; a child under the age of 18 being sexually exploited (this could be in exchange for alcohol, drugs or gifts); a vulnerable adult's money being controlled by someone else; a child witnessing domestic violence and abuse. **Concerns can be reported anonymously.**

Report concerns about a child/young person to the Initial Point of Contact (IPOC):

- 020 8871 6622 (weekday office hours 9am-5pm)
- 020 8871 6000 (after 6pm and weekends)

Email: ipoc@wandsworth.gov.uk

For further information please visit www.wscb.org.uk

Report concerns about an adult to the Access Team:

- 020 8871 7707 (weekday office hours 9am-5pm)
- 020 8871 6000 (after 6pm and weekends)

Email: accessteam@wandsworth.gov.uk

In an emergency, or if you believe a child is at immediate risk of harm call the police on 999.

Domestic Abuse Housing Alliance

As part of the council's commitment to tackling anti-social behaviour and supporting survivors of domestic abuse we are pleased to announce that we will be seeking DAHA accreditation which recognises best practice in dealing with domestic abuse.

The Domestic Abuse Housing Alliance (DAHA) is a partnership between three agencies; Standing Together Against Domestic Violence, Peabody and Gentoo, who all have a longstanding commitment to tackling domestic abuse. DAHA's mission is to improve the housing sector's response to domestic abuse through the introduction and adoption of an established set of standards and framework.

A steering group has been set up to ensure appropriate actions are taken to achieve the DAHA accreditation Chartermark, signalling that the Department has a robust and nationally accredited response to domestic abuse. It is anticipated that accreditation should be obtained by Spring 2020.

For free information, legal advice and support for people experiencing domestic abuse in Wandsworth you can contact the below services:

Wandsworth One Stop Shop – 07884 340 117 - Drop-in phone service offering confidential advice and legal support to people living with domestic abuse.

Opening times
Monday 10am – 12.30pm (excluding bank holidays). St Mark's, Battersea Rise, SW11 1EJ.

Wandsworth Safety Net – 020 7801 1777 - Independent and confidential advocacy service for all victims of domestic abuse.

For more information and advice on support visit our website: www.wandsworth.gov.uk/domesticviolence



The Roof Garden Soil Grant

The roof garden recently received a grant from Wandsworth Council's Community Champion Fund, which they used to buy soil to refresh the garden after the long winter months.

The Doddington Community roof garden provides a tranquil space for residents to grow fruits, vegetables and flowers. Springtime signifies the start of the gardening season, so this soil was used to replenish some of the beds that have become depleted over winter. The manager of the roof garden, Hilaire, stated that this year they are "growing beans, peas, garlic, broad beans, potatoes, onions, strawberries, a variety of fresh herbs, and lots more!"

All the produce that is grown at The roof garden is shared amongst the community, and residents are also taught how to cook healthy meals from home-grown produce at the Waste Not Want Not Project. Ultimately, The roof garden not only teaches residents how to grow produce, but also provides a wonderful place for people to socialise, meet friends and try a new hobby. The space fosters friendship, health and wellbeing – go along and find out for yourself!

Happy Streets Festival

Celebrate the colourful redesign of Thessaly Road rail underpass at a free festival in Nine Elms for the whole family.

Get up close to the new Happy Street bridge while enjoying live music, dance and craft workshops, guided walks and fun ways to boost your health and wellbeing.

**Saturday 13 July 2019,
12noon to 6pm**

Thessaly Road, St George's School playground, Yvonne Carr Centre and the ROSE Centre, Ascalon Street. SW8 4AN

www.nineelmslondon.com



From right to left, Kellie Walters (youth club organiser), Tianna, Eva, Councillor Caddy, Jayda and Maria Gillies

Art Competition for the children of Wentworth and Eliot

A competition was recently held for the children of Eliot and Wentworth Courts to design a poster that would encourage residents to dispose of their rubbish correctly and keep the blocks clean and tidy.

Two entries were picked as winners and their designs were used to create signage for the chute rooms in the blocks.

An award ceremony was held in April at the Penfold Centre during a session of the Arndale Youth Club with children from the local area. The proud winners were awarded £50 in vouchers and a copy of their sign presented by Cabinet Member for Housing, Kim Caddy.

Councillor Caddy said, "This event was a great opportunity to engage with local children on community issues while celebrating their creative talents". Councillor Caddy was also impressed with how well informed the winners were with environmental issues.

Maria Gillies, Wandsworth's Head of Housing Operations added: "Wandsworth Council recognises the huge impact the cleanliness of the communal areas of the blocks and estates has on the lives of local residents. We hope the posters created by the children will encourage residents to help ensure they do their bit to keep the blocks looking clean and tidy."

An additional cleaner was appointed to work in both blocks last November to assist with the removal of refuse bags from the bin chute rooms that residents had not placed in the bin chutes. While this has helped keep the blocks clean and tidy, changing resident habits to ensure the right size refuse bags are being used and placing them in the chutes has remained a challenge.

Kambala Spring has sprung

Kambala Chair of the Residents Association, Donna Barham, became tired of looking at gloomy tired plants in the flower bed and wanted to brighten up the estate with some colour.

She contacted Ana at Goodgym Wandsworth to see if they could help plant the flower beds with daffodils and tulips ready for Spring. Goodgym came full force with 30 volunteers and Donna raised the funds from the council's Community Champion fund.

Donna said, "We are so blooming pleased to see the outcome."





The Abyssinia Residents' Association Committee.

New greenhouse for Abyssinia Close

The greenhouse was provided by the Resident Participation Small Improvement Budget Grant, which gives grants to residents to make improvements to their estate or block which will benefit the community.

The greenhouse has been installed in the rear garden of Abyssinia Close and is used by members of the Residents' Association to grow fruit and flowers etc, and to further their knowledge of horticulture. It is an activity that everybody can enjoy and a means of socialising with other residents.

The initiative was supported by Foday Kamara, the Resident Participation Officer for the Southern area.

#MyWandsworth - keep your borough clean and tidy

Our street cleaners, road sweepers, rubbish collectors and enforcement officers work 24/7 to make sure our neighbourhoods are clean and litter free.

Although our enforcement teams crack down hard on people who fly-tip and litter, over the 2018/19 financial year we still expect to collect around 4,200 tons of bulk rubbish from the borough.

Littered streets and fly-tips are both an unattractive addition to the borough and bad for the environment. Furthermore, the costs needed to manage them are reflected in our service charge.

Please pick up your litter.



Wandsworth Arts Fringe



Wandsworth Council's flagship arts event, Wandsworth Arts Fringe, celebrated its tenth anniversary in style this May.

With over 150 events spread across all 20 Wandsworth wards, the 17-days festival saw over 20,000 residents come together to get creative and experience the wonderful world of the Fringe.

This eclectic, one-of-a-kind festival is a real gem, treasured by residents, artists, and arts organisations alike. If you would like to be involved in 2020 as WAF enters its second decade, subscribe on wandsworthartsfringe.com today!

We want to hear your views!

The council is reviewing how you can get involved in decisions about your housing.

As someone who lives in a council managed property, we'd like to hear your views on resident involvement.

As part of the council's commitment to involving and consulting with residents. It will also provide an opportunity to look at the way the council communicates with you and how we can better empower the voice of our residents. Each month, the panel will consider a different topic including satisfaction surveys, residents' associations and formal consultation meetings.

For updates, feedback and the opportunity to let us know what you think visit: wandsworth.gov.uk/getinvolvedhousing

Your resident participation team

There are a variety of ways to 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

Currently vacant
Eastern Team
(020) 8871 8638



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

Easter Bonnets at Grosse Way

The residents of Grosse Way, Hepplestone Close and Riplington Court got together for an Easter coffee morning including an Easter Bonnet competition.

The residents enjoyed getting together to make their bonnets the week before and prizes were awarded for the best three.



Easter coffee morning and bonnet competition



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call: 020 8871 8198
email: watch@wandsworth.gov.uk
www.wandsworth.gov.uk/watch



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Email: accessteam@wandsworth.gov.uk

www.wandsworth.gov.uk/telecare



AD.917 (5.15)

Women of Wandsworth [WoW]

Founder of WoW Mums, Senia Dedic said:

WoW Mums served a roast chicken lunch to elderly residents from Doris Emmerton Sheltered Housing accommodation to celebrate International Women's Day.



WoW Mums discuss their experiences in the work place

This was part of our Intergenerational Project to bridge the gap between generations, but also to reduce loneliness and isolation of the elderly.

We cook fortnightly for them and other local lodges and engage the local school children to write letters to the elderly as part of their KS1 handwriting practice.

At our lunch, it was interesting to hear the stories from the 1960s, 1970s and 1980s, when these ladies were in employment. We were shocked to hear that some of them didn't even have maternity leave in the 1960s, because they did not fulfil the criteria of working extensive time with the company.



The lunch was attended by men and women from Doris Emmerton



Nursery Close get fit

Chair-based exercise classes at Nursery Close

Wielding giant pompoms, residents of the sheltered scheme at Nursery Close got fit whilst having fun during a chair-based exercise class.

Sheltered Housing Officer for Nursery Close, Bernie Boyle said: "We were joined today by PSCO Perkins who wanted to speak to the residents and ended up being roped into the exercise!"

Computer classes at James Searles Lodge



Gaiya learns to use a computer

Tenants at James Searles Lodge Sheltered Housing Scheme are now online with their own computer in the communal clubroom. This was provided and installed by Community Fibre.

They were able to upgrade the computer with a webcam provided by their Residents Association enabling them to use Skype to communicate with family all over the world. The community development team also arranged for 1:1 coaching sessions with a trainer to boost their confidence and develop their skills.

The residents have enjoyed this opportunity to learn new skills which have included how to book holidays online, keep in contact with family and friends on Facebook, listen to music and watch films.

Gaiya Ventura (pictured) has said about this opportunity "I have never had the confidence to use a computer before and am excited to learn how to use it for the first time and to be able to Skype my family back home in the Philippines."

St Margaret's Court Art Group

St Margaret's Court is a small sheltered housing complex just off Dover House Road, in West Putney.

This Wandsworth Council-run sheltered scheme consists of 20 units which are designed to cater for the needs of older Wandsworth residents, who are eligible to be housed in this facility, from the age of 55.

Sheltered housing allows residents to maintain their independence in a friendly and secure community, whilst at the same time, receiving support from the Sheltered Housing Officer, when necessary; in addition to a 24 hour emergency alarm system.

An added bonus lies in the fact that St Margaret's Court is situated in a very pleasant, quiet, tree-covered area of Putney, and as our residents are able to come and go as they please, they are only hindered by their mobility.

The residents are entrepreneurial, and independent; and they arranged for a local art teacher to run a regular art class for them; and the teacher has very kindly done this on a voluntary basis, and has been a great inspiration to the group. The class has now been running for four years, and the work on view in this exhibition is a selection from the resulting work produced in that art class.

The youngest member of the Art Group is 81 years old, and the oldest is in her nineties; but believes that it is a lady's



prerogative to keep the details of her exact age to herself.

The work on view honours the skills we can acquire in our advancing years; as none of the exhibitors had received any art training in their youth. As a result, they attach great value to the progress they have made in completing each piece of work; and all the members of the group clearly believe that with art, as with everything, "It's never too late to excel."

We wish to thank Tony Roberts, Head of Supported Housing Services, serving Richmond and Wandsworth Councils, for his continued support, from the inception stages of the St Margaret's Court Art Group



Photographs taken by Symone Planner

Accommodation for those in need

New temporary accommodation scheme in Tooting.

The council recently let a newly refurbished, £2.3 million temporary accommodation scheme in Tooting.

This provides 51 self-contained flats for local families experiencing homelessness through no fault of their own and includes 3 and 4 bedroom flats.

Previously the buildings were used as sheltered housing and as a nursing home and converting them into high quality, temporary housing not only means that families have improved accommodation but also that the use of bed and breakfast is reduced as are costs to the council tax payer.

Kim Caddy, Cabinet Member for Housing said: 'This scheme really improves the lives of families that we have a legal duty to, saves money in the long run and demonstrates the commitment to providing local, high quality temporary accommodation wherever possible'.



More temporary accommodation for the borough

Update on The Resident Working Group

As your landlord, we are committed to helping you get involved with matters affecting your housing and we are working with a group of residents to ensure we do this effectively.

The Government's Social Housing Green Paper, released in 2018, emphasises the importance of ensuring the voice of social housing residents is heard.

Therefore, it is a good time to work with residents to make sure our participation structures provide the opportunities to participate at different levels and empower you to get involved.

So far, the Residents' Working Group, which is made up of tenants and leaseholders from across the Borough, have met three times to discuss

all aspects of participation. Discussions have included ensuring that the council's formal consultation bodies are fit for purpose and suggesting informal ways that residents can get involved.

The group have made good progress to ensure the participation structures meet the needs of our residents and seek to involve as many council residents as possible. Recommendations from the group will help inform a new council Resident Participation Strategy which will be published later in the year. We'd like

to say a huge thank you to the group whose input has been invaluable!

We would also like to hear your views.

Please visit wandsworth.gov.uk/getinvolved housing to find out more about the work of the Residents' Working Group and complete an online questionnaire.



Scams that target the elderly

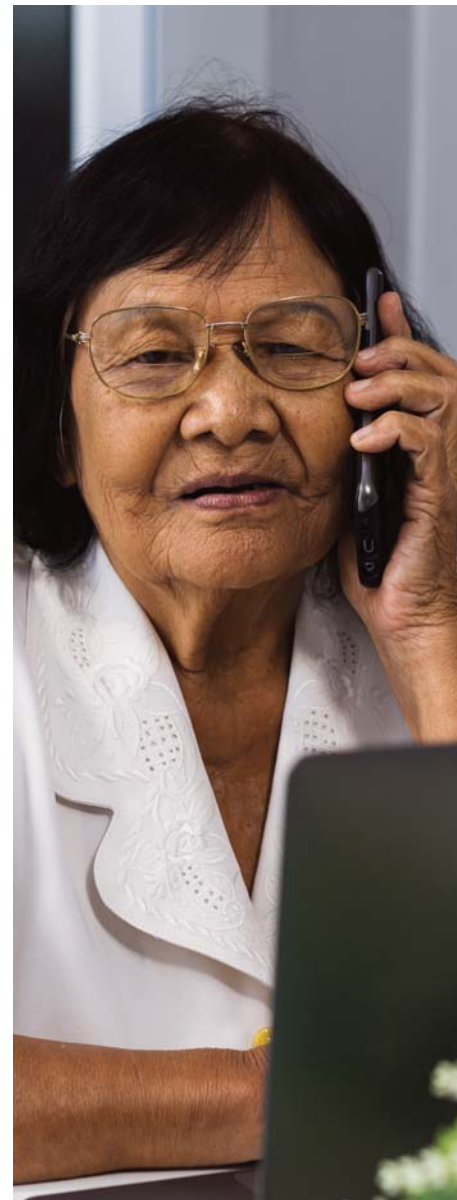
Advice from the Sheltered Housing Team

Why target the elderly

Elderly people have savings, time and trust - three reasons why scam artists will relentlessly prey on them. They are vulnerable and often alone in the house without a voice of reason or second opinion. They are grateful that the "nice man" has time to talk to them. It has also been found that women are twice more likely to fall for elderly financial abuse than men, possibly because many women of that generation were not used to making financial decisions. They are especially vulnerable after major stress in their life - particularly such as the loss of a spouse, change of housing or health problems.

What are the latest scams

There are two particular scams doing the rounds at the moment. One is where a vulnerable person is coerced into transferring money into a "safe" account. The other is Courier Fraud, where a courier - pretending to be from the police or the bank comes to the person's house to collect cash or bankcards. Often they say that your bank cards have been used fraudulently and you must give them to the police along with your pin. The fraudster is always slick, professional and the call has an urgent tone. They are fast, efficient and take the elderly person unawares. The Metropolitan Police estimated there had been more than 2,000 victims of this particular crime in the past two years in Greater London alone.



Post Examples

They offer prizes for competitions you never entered. They will entice you with business opportunities, pyramid selling, or even discount medications. Often the scam here is the premium rate number you have to call to get the prize or you have to give bank details in order to receive what you have been promised.

Post Advice

Take elderly relatives off as many lists as you can by contacting the Mailing Preference Service. This won't cover mail that is unaddressed or from overseas. Give them a specially labelled box - for all the post they want to ask you about. Including urgent competitions, or official looking demands or junk mail. If they put it in there - you can keep track of the mailing lists that they are on.

Any call or post that you want to check out - you can do through **Age UK Advice on 0800 169 65 65** or **Citizens Advice Consumer Service 03454 04 05 06**. Leave your parents, relatives, neighbours with these numbers - as often they don't want to admit to you that they have done something silly and they want to call a third party for advice.

Telephone Examples

Much of the bank account fraud reported happens over the telephone. Like the courier fraud, people fall for this because they believe the story of the bogus policeman or bank official on the phone can be verified by a follow-up call to their bank. However, when they dial the bank, the scammers don't hang up, so when the victim thinks they are speaking to a bank official, they are still speaking to the fraudster.

Telephone Advice

Make sure their number is unlisted by registering them with the Telephone Preference Service. (www.tpsonline.org.uk) It is a legal requirement for telemarketers not to call a TPS subscribed number after 28 days.

- **Do not give anyone your bank details – even if they say they are from the bank or police**
- **Do not give out your credit card details**
- **Say you have someone with you right now - take a name and number to call them back**



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



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

We could offer you:

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

For further information please ring the Allocations Team on **(020) 8871 5884** or email **allocationteam@wandsworth.gov.uk**








*Eligibility, terms and conditions apply.

www.wandsworth.gov.uk/housing



Recycle Right

Organising your waste saves time and energy! Follow this guide to get it right.

Material type	Yes please (include in your recycling sacks or banks) 	No thank you 
 <p>mixed glass</p>	All glass bottles and jar (please rinse).	Lids*, tops or corks, Pyrex/ovenware, mirrors or window glass.
 <p>food & drink cartons</p>	All food and drinks cartons (please rinse and squash). E.g. milk, juice, soup cartons and Tetra Pak cartons.	Plastic tops*, coffee cups and Pringle pots.
 <p>plastic bottles, pots, tubs, trays (without lids)</p>	All plastic bottles, pots, tubs and trays (please rinse). E.g. shampoo bottles, yoghurt pots and food trays. There is no need to refer to the codes printed on these items.	Lids or tops*, plastic film, wrapping, plastic carrier bags, polystyrene, styrofoam, toys, plant pots and other plastic items. Large supermarket facilities for recycling plastic carrier bags now accept clean plastic packaging films bearing the 'recycle with carrier bags at larger stores' logo.
 <p>mixed paper & card</p>	All clean and dry sheets of paper, card and cardboard. E.g. newspaper, magazines, white and coloured paper, catalogues and directories, leaflets, envelopes, softback books, cereal boxes and corrugated cardboard.	Wet paper, dirty paper, shredded paper or hardback books.
 <p>food & drink cans and aerosols</p>	All food tins and drinks cans (please rinse) and empty aerosols.	Foil or foil containers. Large biscuit/sweet tins: you can recycle them in the scrap metal bay at the Household Waste and Recycling Centre in Smugglers Way, Wandsworth.

Note: Recycling must not be put in black waste sacks.

Fly-tipping

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

Call: 020 8871 6864

Email: hms@richmondandwandsworth.gov.uk

Any information can be given anonymously with the strictest confidentiality.

Housing advice and options online

Simply fill out a form for a chance to find out instantly a range a housing options based on your current circumstances. www.wandsworth.gov.uk/housingoptions

Report crime

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

Beat the cheats

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

Large print version

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