

# Home *Life*

Wandsworth Council's housing newsletter [wandsworth.gov.uk/housingnews](http://wandsworth.gov.uk/housingnews)



## Celebrating community action during lockdown pages 4-8

### ■ ANNUAL REPORT ISSUE - SEE PAGES 19-27

- Introducing the Council's new Smart Growth Strategy page 3
- Building safety update page 13
- Tackling the climate emergency page 14-15

# Useful contacts

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

## Housing contacts

### Housing Customer Centre

90 Putney Bridge Road  
London  
SW18 1HR

### Western Area Housing Office

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

### Wandsworth Emergency Control

(housing emergencies, out of hours) 020 8871 7490

### Home Ownership

[housesales@wandsworth.gov.uk](mailto:housesales@wandsworth.gov.uk)

### Downsizing options

allocationteam  
[@wandsworth.gov.uk](mailto:@wandsworth.gov.uk)

### Landlords looking for tenants

privatelandlords  
[@wandsworth.gov.uk](mailto:@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.)  
P.H. Jones  
0800 023 4069/0333 004 233

### 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

## Report It App

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

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

Report it in just three easy steps:

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

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

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

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



## Welcome to the autumn issue of Homelife

I hope this finds you and your family well. The last six months have been a uniquely challenging time for all of us and I have



been so impressed by the strong community spirit I've witnessed across the borough. This issue of Homelife celebrates some of the fantastic work by local charities, voluntary and community groups and individuals to keep their communities safe and well.

Despite the immense challenges of the COVID-19 pandemic and lockdown, the council continued its work around the Wandsworth Environmental and Sustainability Strategy which sets out how we will achieve our commitment of becoming carbon neutral and the greenest inner-London borough by 2030. I'm pleased that this edition of Homelife includes a new regular feature on tackling the climate emergency. Go to pages 14-15 for more information on some of the things the council is doing.

Building safety remains a priority for the department and on page 13 there is an update on actions we're taking including our role on the Early Adopters Scheme, trialling some of the recommendations arising from the Hackitt review.

I hope you enjoy this issue of Homelife.

If you have any suggestions please contact me by email on [hms@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)

**Cllr Kim Caddy**  
Cabinet Member for Housing



# Wandsworth Council launches Smart Growth recovery plan

Wandsworth Council is responding to the Coronavirus pandemic by launching an ambitious recovery plan – the Smart Growth Strategy - designed to ensure that the borough gives the best possible opportunities and advantages to its residents and businesses.



Council Leader, Cllr Ravi Govindia, said: "The last few months have seen us all having to deal with huge changes in our lives and I know many have experienced terrible grief and loss. My heart goes out to everyone who has been touched by this awful virus.

"I am proud of the way this council has already responded to help the most vulnerable across our borough as well as supporting businesses and others who have needed assistance. As we now start to gradually see the lockdown restrictions eased, the really hard work for this council begins.

"Smart Growth is all about ambition and delivering on that ambition in a fair way. We will look to use technology and new innovative ways of working to enable us to work smarter, use our data more effectively and deliver even better services to residents and businesses.

"It's about ensuring that our children have the best start in life, building more homes for local people and making our town centres vibrant and culturally rich and the best place to start and run a business."

The plan also builds on Wandsworth's pledge to be carbon neutral and the greenest inner-London borough by 2030, accelerating this work and creating an environment which plays its part in tackling climate change.

Cllr Govindia added: "One thing the last few months has demonstrated is the sense of community and pride people have across Wandsworth.

"Our Smart Growth plan is all about supporting those impacted the most by COVID-19 by being forward thinking, creative and ambitious, and putting in place measures that give real opportunities to all those who live and work in our borough to achieve their potential and make them proud to call Wandsworth home."

# COMMUNITY KINDNESS:

## Wandsworth voluntary community sector leads the way



Wandsworth Age UK and Wandsworth Community Transport load food parcels for delivery.

Food parcels ready for delivery

**Wandsworth's Voluntary Community Sector (VCS) has shown its adaptability and gift for collaboration amid the COVID-19 pandemic.**

Demand for services spiralled as we were all affected by lockdown, including vulnerable members of our communities who were unable to access services in traditional

ways. Yet despite these obstacles, the VCS has continued to do immeasurable work to support those who need them most.

Within days of the imposed restrictions, Wandsworth Council established links with a wide range of organisations, statutory services and the VCS to identify issues and tackle the crisis. Firstly, in response to the immediate emergency food needs and practical support in which many had found themselves

newly vulnerable. Then the VCS also took on the challenge of residents' mental health, the impact of social isolation and financial hardship.

In the first 13 weeks of the pandemic, Regenerate-Rise mobilised over 200 volunteers to support 336 older people with 2,599 lunches, 2,065 food supply drops, 140 activity kits and 2,148 phone calls.

With online supermarket services overwhelmed, an emergency shopper service was set up by Wandsworth Council and Generate to cater for the needs of people recommended to isolate and give them some comfort and company while confined to their homes. It also offers a positive outcome for volunteers themselves: "I'm grateful for the opportunity to volunteer with Wandsworth and Generate, to make a contribution to our community during this epidemic" said one.



It's nice to get out of the house and to help other people who can't get out at the moment. I look forward to doing it again next time!

Carl Richards, hot meal delivery service volunteer.



Age UK Wandsworth, supported by Wandsworth Community Transport, launched an emergency food parcel service in response to the number of older people contacting them struggling to access food. Over 3,500 food parcels were delivered. They also launched Active Chats – telephone befriending with gentle seated exercises, developed in response to the social isolation and reduced physical activity experienced by some older

people. There is also a version of this service available for the older LGBTQ+ community. For more information on services from Age UK Wandsworth please visit [www.ageuk.org.uk/wandsworth](http://www.ageuk.org.uk/wandsworth) or call 020 8877 8940.

The crisis has highlighted the importance of services working together and having direct links with local residents. During the initial lockdown period Citizens Advice

Wandsworth's team of staff and volunteers helped 2301 people with 6663 issues. One compliment received after helping a homelessness organisation provide support to someone claiming Universal Credit read: "Thanks for your support and for this priceless information for me to use in future cases. People like you and your colleague show how many talented and caring people are out there helping the most vulnerable, doing their jobs with their hearts and minds". For more information on Citizens Advice Wandsworth visit

[www.cawandsworth.org](http://www.cawandsworth.org) or call the national advice line: 0300 330 1169.

The Wandsworth VCS response came out of long lasting, well established and trusted relationships in communities, supported by the Wandsworth Care Alliance's Voluntary Sector Coordination Service, established to strengthen the voices of local people, communities and VCS. For more information visit

[www.wandsworthcarealliance.org.uk](http://www.wandsworthcarealliance.org.uk)

The response in Wandsworth has been highly effective because it focused on need and was agile and flexible. Organisations shared intelligence and best practice openly, ensuring the council's Community Hub was well informed and enabling good connections.

Thank you to each and every one of you.



Age UK Active chats

For more stories of fantastic community help and support during this unprecedented time see the Community News pages and Sheltered News pages.

# community news



## Mayor recognises the Kambala Cares project

The Mayor of Wandsworth, Councillor Jane Cooper, met with the Kambala Estate Residents Association at the Katherine Low Settlement in Battersea in June. Maintaining social distancing, the Mayor greeted the Kambala team and congratulated them on their efforts to provide meals, food packages and essential items to vulnerable residents during the COVID-19 pandemic.

The Kambala Cares COVID-19 Outreach Project is the latest development from the RA and provided meals three times a week for vulnerable and elderly residents of the estate and local area during lockdown. All meals were cooked and distributed safely from the kitchen at the Katherine Low Settlement.

The team were joined by Xavier Wiggins, co-founder of Dons Local Action Group in association with AFC Wimbledon. The group supported the RA with food donations collected by volunteers at local supermarkets and distribution hubs.

Donna Barham, RA Chair, says: "We were delighted to welcome the Mayor to Kambala and to show her all we have achieved. I am so proud of how the community has come together to support each other in this turbulent time and we are working hard to deliver bespoke packages to meet every resident's needs. A huge thank you to the Mayor, Dons Local Action Group and all our volunteers for their ongoing support."



## Support for Wimbledon Park residents

During lockdown Wimbledon Park Co-op partnered with City Harvest to support residents through biweekly deliveries of fresh fruits, vegetables, milk bread, meat/fish and ready meals to the co-op office. The aim was to coordinate the volunteer effort, reducing the need for residents to hand over money to volunteers for shopping and stop scams. An added benefit was that residents offered to help each other so that those who were unwell or shielding could stay at home while their neighbours picked up the weekly deliveries for them. The office was able to keep in touch with many residents who would otherwise have had no contact with anyone and ensure the welfare of vulnerable residents.

## Your resident participation team

There are a variety of ways to get involved in your community and decisions about your housing.

Speak to your resident participation officer.



**Foday Kamara**  
Southern Team  
(020) 8871 8639  
fkamara  
@wandsworth.gov.uk



**Jo Baxter**  
Central Team  
(020) 8871 8694  
jbaxter  
@wandsworth.gov.uk



**Lee Bushell**  
Eastern Team  
(020) 8871 8638  
lbushell  
@wandsworth.gov.uk



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



# Community garden makeovers on the Ashburton South

Putney Community Gardeners have been very busy during lockdown and have managed to increase their membership with residents on the Ashburton South Estate getting involved.

Together, they erected their beautiful mosaic, made with the help of local children before lockdown. Funded through the council's community champion fund, the mosaic has been placed on Ashburton South Orchard at the corner of Carslake Road and Tildesley Road.

As so many residents have shown a willingness to plant and grow food the group have identified a few other areas on the estate and residents look forward to seeing how they will flourish over the coming weeks.



## Roehampton community boxes

Local groups including Regenerate, Rackets Cubed and Heathmere School teamed up to support families and children across Roehampton during lockdown.

The groups put together Roehampton Community Boxes containing essential food as well as fun activities and new children's books. The project began in April by delivering around 60 boxes a week to young families and at its peak delivered to over 300 households every week.

The project was made possible through the mammoth effort of local residents, community groups and schools, including (but not limited to): Little Village HQ, Hestia, Roehampton ROCKS, Growhampton, Dons Local Action Group, Fair share UK, Learn to Love to Read, Roehampton University, Doodles & Scribbles and the Wandsworth Citizens Advice Bureau.

Local residents supported the project by donating via JustGiving and by delivering food to designated local collection points. The project has also been supported by the Council's COVID-19 Response Grant Fund and by a donation from Redrow Homes.

To find out more please follow: [@regenerateuk](https://www.instagram.com/regenerateuk) on social media or search 'The Roehampton Community Box' on [justgiving.com](https://www.justgiving.com)



# Community Garden at Convent

Before lockdown Convent co-op were awarded a grant from Our Space Awards to create a community wild garden in an area of land that had previously been an overgrown dumping ground. Their Resident Participation Officer, Jo Baxter, alerted the co-op to this funding and helped with the bid.

The aim of the project is to transform this overgrown and abandoned area so that it is a resource for local people, principally Convent residents and particularly children. Work has begun to turn this area into a rich wildlife habitat and at the same time lay the foundations for potential future food growing. This has involved clearing the area of rubbish and most of the brambles (leaving some at the back), planting a native hedge and removing chain link fence, painting the garage, and installing a gutter and rainwater butt. Upcoming works may include creating a mini pond, bug hotels and planting more trees.

The British wildlife charity Froglife attended earlier in the year to teach the residents how they can introduce amphibians into the area.



Senia Dedic, founder and Chair of Women of Wandsworth delivering free food parcels to local residents



**Women of Wandsworth help local residents**

Women of Wandsworth have once again demonstrated incredible community spirit during the pandemic, delivering weekly free food parcels to elderly residents.

Working with volunteers from Battersea Angles, parcels were delivered throughout the local community including to residents of Haven Lodge, John Kirk and Doris Emmerton sheltered housing schemes, Christ Church school and Falcon Estate.



# Housing services during COVID-19

Essential services have been maintained throughout the Coronavirus pandemic. As we have all stayed at home – with many staff working from home for the first time – the department has kept in contact with residents online and over the phone and has maintained important landlord services such as essential repairs and maintenance.

Our Emergency Response Officers have continued to provide their essential service to some of our most vulnerable residents and sheltered housing officers have been in regular contact with their tenants, providing practical and emotional help and support. We also contacted over 3,000 general needs tenants aged over 70 to check they were coping and provided assistance such as food parcels and referrals to a shopping scheme as needed.

More than 130 rough sleepers were accommodated during the pandemic and the council is working to prevent any from returning to the streets.

As lockdown restrictions are eased by the Government, face-to-face services across the council are gradually re-opening albeit with extra precautions in place. Housing receptions re-opened on an appointment-only basis on 6 July. Keep up-to-date with any changes to services at [www.wandsworth.gov.uk/housing](http://www.wandsworth.gov.uk/housing)

## DOMESTIC ABUSE AND COVID-19

### Information for those who are experiencing domestic abuse

- Are you in self-isolation and not feeling safe in your home?
- Are you feeling frightened of your partner or a family member?
- Are you concerned that someone you know is experiencing abuse?

### National and local services are still here for you

#### ■ Safety Net IDVA Service

Monday – Friday 9am-5pm  
**020 7801 1777**

#### ■ National Domestic Violence Helpline 24/7 **0808 2000 247**

#### ■ Metropolitan Police

If in immediate danger, always call **999**.

For non-emergencies, dial **101**.

#### ■ Crime Stoppers 100% anonymous line **0800 555 111**

## The impact of lockdown - and restrictions easing - on dogs

During the COVID-19 pandemic many people have been self-isolating. We have been at home 24/7, which is not our usual pattern of behaviour.



Our pets may have found this a little unusual and confusing, and most will have adapted to their new daily routines well. Dogs may well have

enjoyed the constant company and attention that they have been receiving whilst we have been at home, even though they are missing other elements of their daily life.

We are pleased to report that most dog owners in the borough have coped well with this and have taken the extra opportunities that they have had to bond with their dogs. But, as restrictions begin to be lifted and people return to work, education, and other daily activities, dogs may be left on their own which may be confusing to them. Some dogs will adapt to this well, some may even be pleased of a little 'down time'. But for many dogs, they may fear abandonment or

neglect, even though that is not the case, and they live in a good loving environment. Some dogs may vocalise this stress, some may become destructive in the home. We often refer to this type behaviour as 'separation anxiety'. This may be causing a nuisance to your neighbours.

There are a few simple things that can be done to reduce this, and if you would like more information and a fact sheet to help you then please contact the Animal Welfare Service on 020 8871 7606 or [animalwelfare@richmondandwandsworth.gov.uk](mailto:animalwelfare@richmondandwandsworth.gov.uk)

# sheltered housing news



## An A-Chaired Taste choir record their greatest hits

Before lockdown Roehampton's An A-Chaired Taste over-60s choir were in the studio recording a selection of their greatest hits. The group, led by the Community Development Team from the Supported Housing Team, donned headphones and were put through their paces with Sound Minds Arts Project in Battersea. Their uplifting tunes can be heard on YouTube by searching

'an A-Chaired Taste music video', courtesy of the Community Development Team and Sandra Munoz-Alvarez from Keepsake Videos.

For further information about this project please contact: [Elaine.Curley@richmondandwandsworth.gov.uk](mailto:Elaine.Curley@richmondandwandsworth.gov.uk) or [Simone.Farr@richmondandwandsworth.gov.uk](mailto:Simone.Farr@richmondandwandsworth.gov.uk)



## Spirit-lifting entertainment at Foxcombe Rd

Thank you to Lynne Capocciama, Alton estate resident, for the support shown for her local community during the pandemic.

Lynne arranged a couple of singers to entertain the residents of Foxcombe Road sheltered scheme. Lynne also arranged light refreshments for the 33 residents, with some being provided free of charge from the local Co-op and the rest being purchased by Cllr Fleur Anderson from Café Joy.

Residents really enjoyed the show and it certainly lifted spirits during a difficult time.

## Some thank yous!

Emergency Response Officer Sandra Jordan received a huge 'thank you' from grateful relatives of a WATCH Lifeline client. Sandra attended the home of the client in the early hours after she had a fall and was praised for her caring nature with the client saying: "she couldn't do enough for us."

The team caught up with the family later that day to check on the client and were pleased to hear she was safely home from hospital and doing well.

Another grateful client also contacted the service recently to express her thanks following a fall saying that everyone she's met through the service has been, "brilliant and a credit to [the council]".

Thank you Sandra and the rest of the Emergency Wardens team for the wonderful care you give to elderly and vulnerable residents in the borough.

# Chelsea FC Foundation show true community spirit

At the Lennox sheltered housing we are very grateful to the support that Chelsea FC Foundation have provided us during the COVID-19 pandemic.

We have a long-standing relationship with Chelsea FC Foundation since they started holding fortnightly exercise sessions at our clubroom in 2017 as part of their Activate Seniors programme.

When the COVID-19 pandemic struck, the exercise sessions had to stop, along with all other activities at our clubroom. Chelsea FC Foundation quickly started looking at what support they could provide our residents during the lockdown and consulted us on what we thought might work.

As well as helping Lennox residents to remain active at home by providing activity packs including instructions and equipment needed to continue gentle exercises at home, the Foundation worked with Geoffrey Cox, sheltered housing officer, to provide free meals to some residents. Chelsea FC Foundation committed to providing a meal every day for 30 residents who were identified as being most in need of support during this time. These were delivered three times a week and distributed around the scheme by Geoffrey.

With the relaxing of restrictions, the last meals were delivered in June. The service made a huge difference to the residents of the Lennox and everyone is extremely grateful to Chelsea FC Foundation for their kindness.



## Are you expecting a visitor?

Police?  
Gas, Electricity,  
Water company?  
Builder, Trader,  
Sales person?

## Is this person genuine?

## Check their ID!

## Still not sure?

## DON'T OPEN THE DOOR!



AD12165(1/17)



## Doddington and Rollo Estate gets £300,000 makeover to improve residents' lives

Work on a new-look Garden Square is underway at Battersea's Doddington and Rollo Estate to enhance the existing space and create an area where people can be proud to live and work.

Wandsworth Council has moved contractors onto Doddington Square as part of a £300,000 programme.

Cllr Kim Caddy, Wandsworth's cabinet member for housing, said: "This new Garden Square demonstrates that improving people's lives is about more than just building new houses. We are building leisure centres, swimming pools, and libraries in Wandsworth.

"Here at the Doddington and Rollo Estate we are improving Doddington Square. I'm delighted work is underway."

Changes will include installing new paving, seating, better lighting, shrubs, flowers and power points for community events.

Cllr Caddy added: "Doddington Square has always been at the heart of the community, and that will continue with these improvements. Thank you to the hundreds of residents who took part in the Doddington Square consultation and helped to shape these plans."

Wandsworth Council made funding available after the Community group Doddington Together applied for £250,000 from the Wandsworth Local Fund.

More than 280 people then responded to the council consultation and surveys on how the square could be improved.

Work is expected to take 12 weeks and will include a place for occasional markets or exhibitions.

Cllr Grimston reading  
The Snail and the Whale



## Oh help! Oh no! It's...your local councillor!

Following an idea from Cllr Hampton, 32 Wandsworth councillors from across the political spectrum have been filmed reading children's favourites in videos which will be uploaded to the council's YouTube and other social media accounts.

Cllr Will Sweet, Cabinet member for education and children's services said: "Your local councillors wanted to do something positive for the children in Wandsworth who have been so patient during lockdown. So, as part of our big summer activity programme, we hope you enjoy this series of seven videos filmed by your local councillors."

Watch the videos at [youtube.com/WandsworthBC](https://youtube.com/WandsworthBC)

# Building safety update



## Fire compliant front entrance doors

Having the right front entrance door to your home is important to prevent the spread of fire should one occur. Officers are continuing to inspect front entrance doors throughout council homes to check that all doors comply with regulations.

Your front entrance door should:

- Have at least 30 minutes' fire resistance
- Have a working door closer.

Residents should never remove or tamper with the door closer on their front entrance door or any other in the block, and should never wedge a fire door open. In 2014 an electrical fire broke out in Holcroft House, York Road estate. The tenant fled the flat and, because the door closer had previously been removed from the front entrance

door, the door remained opened allowing smoke to spread quickly into the communal areas of the block. The fire led to the hospitalisation of six residents and caused nearly £100,000 worth of damage.

Please cooperate with the council by allowing your estate manager to inspect your front entrance door. If you are concerned about your front entrance door, or any other in your block, please contact your estate manager without delay.

## Building Safety Reform - Early Adopters Scheme

As part of its response to the Grenfell Tower fire, the Government set up the Early Adopters Scheme.

This is a group including building companies and social housing landlords who have agreed to trial and test the recommendations coming out of the Hackitt review into building regulations and fire safety. The aim of the Scheme is to support the industry to make the changes needed to improve building safety.

In November it was announced that Wandsworth had been invited to join the scheme and the council is keen to contribute to improving fire safety not just for its own residents but also people across the country who will benefit from an improved regulatory system.

Brian Reilly, Director of Housing and Regeneration said: "I am pleased to accept this invitation and committed to ensuring that key improvements around the management and maintenance of our council homes are effectively delivered by suitably skilled and experienced staff to ensure the ongoing safety of our residents."

## Sprinklers in sheltered accommodation

Fire safety experts agree that sprinkler systems are one of the most effective measures to take to reduce the severity of fires should one occur in a block of flats.

The council has therefore taken the decision to install sprinkler systems in all of its sheltered housing schemes to

provide the best possible protection for some of our most vulnerable residents in the event of a fire.

Residents will receive further details about work within their home, and council officers will be visiting schemes to meet with tenants, explain the process and answer any questions.

# Tackling the climate emergency



## Another cut in fuel bills for thousands of council homes

People living in nearly 3,000 homes on Wandsworth housing estates will see their heating and hot water bills reduced by 30% this financial year.

This applies to tenants and leaseholders living on estates served by communal heating and hot water systems.

Last year bills were frozen while the year before they fell 5% and the year before that by 10%. These reductions are the result of the council's ability to purchase its gas supplies in advance at very competitive rates.

The town hall's energy procurement record has led to significant cost savings for tenants and leaseholders in these properties over the past ten years. Bills for a one bedroom property are now more than 50% lower than in 2009 while those living in homes with two bedrooms have also seen their bills more than halved.

Thousands more tenants and leaseholders in Wandsworth are also benefiting from better energy efficient homes which has also helped drive down bills and carbon emissions.

A prolonged and comprehensive programme of improved cavity wall insulation, combined with new double-glazed windows, plus investment worth more than £15m over the past eight years installing the latest generation of boilers and heating systems has also helped to significantly reduce energy usage.

The council spends around £50m a year on improving and maintaining its housing stock. A large portion of this money is used to make homes on the borough's housing estates more energy efficient.

## Plans for two strategic cycle corridors

The council has unveiled plans to introduce strategic cycle corridors on two major roads in the borough to make cycling safer and encourage more people to take it up.

A series of measures have been drawn up to improve cycling infrastructure in Queenstown Road and Garratt Lane. The two schemes are currently being evaluated by highways engineers at Transport for London who will need to approve the designs.

Measures proposed include removal of central hatching to accommodate a 2m wide southbound cycle lane along the entire length of Queenstown Road and introducing advisory cycle lanes with prominent road marking and signage along Garratt Lanes.

Residents and businesses can make suggestions for further travel improvement measures by emailing the council's recently set up Rapid Response Team at [socialdistancing@wandsworth.gov.uk](mailto:socialdistancing@wandsworth.gov.uk).

## Green Homes Grant fund

The Government recently announced the Green Homes Grant fund which is open to homeowners and landlords. Eligible people can apply for vouchers to cover two thirds of the cost of making energy efficiency improvements to their home. The maximum value of the voucher is £5,000 (or £10,000 for low income households receiving certain benefits) and the improvements must include at least one primary insulation or low carbon heating measure.

For more information see [www.gov.uk/guidance/apply-for-the-green-homes-grant-scheme](https://www.gov.uk/guidance/apply-for-the-green-homes-grant-scheme).

In 2019 Wandsworth Council declared a climate emergency, setting a target to be a carbon neutral organisation and the greenest inner-London council by 2030. We will be keeping residents up to date with the actions being taken and encouraging you all to play your part in tackling the climate emergency.

**Carbon  
neutral  
by 2030** | **Zero  
Carbon  
by 2050**

# Combatting climate change with rubbish



Reducing and recycling your waste lessens its impact on the climate and the council's new Environment and Sustainability Action Plan includes many ways to help achieve this.

For housing estates, there is a commitment to review the progress of recycling trials and to develop a new approach to recycling which could be incorporated in the council's next waste and recycling collection contract commencing in April 2024.

## Other commitments include:

- Reducing and recycling more of the council's own waste through improved recycling facilities for staff;
- Eliminating single use plastics from council sites by March 2021;
- Reducing carbon emissions from the council's waste collection operations.
- Encouraging local businesses and organisations to adopt a low waste approach to food and packaging;
- Reducing plastic waste in the Thames by implementing collections of plastic waste from the river's foreshore, River Wandle and Beverley Brook.

The Environment and Sustainability Action Plan can be viewed on the council's website along with information on what to recycle in your orange-lidded bin.



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# Vulnerable tenant avoids eviction thanks to help from Financial Inclusion Team

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Miss Ali (not tenant's real name) was on the brink of eviction due to having rent arrears of just under £9,000. She was struggling with the rent arrears and could not understand why she owed so much despite having letters confirming she was in receipt of housing benefit.

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Miss Ali was extremely worried and upset and was trying to resolve the issue without any success. She was then referred to the council's Financial Inclusion Team.

The Team reassured Miss Ali that they would work together to try to resolve it as soon as possible.

The Financial Inclusion Team liaised with the Department for Work and Pensions (DWP) and housing benefit team and discovered that there were some breaks in the claim history which resulted in Miss Ali's benefit being stopped.

It took time and expertise to work around technical aspects of the claim; due to all claims being digitalised correcting a mistake is not as simple as making a note on the system.

After much negotiating with the DWP and housing benefit team to obtain the necessary evidence and proof, the Financial Inclusion Team was able to get a backdated housing benefit payment for Miss Ali of £7,540.31 which reduced her rent arrears dramatically and ensured she avoided being evicted from her home.

Miss Ali was so grateful for all the help and support received from the Team and wanted to share her story to encourage anyone struggling with rent arrears or benefits issues to contact the Team for help and advice.

The Financial Inclusion Team offers free, confidential advice exclusively for Wandsworth council tenants.

Contact the team directly on 020 8871 8780 or [financialinclusion@wandsworth.gov.uk](mailto:financialinclusion@wandsworth.gov.uk).

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## New affordable housing in Putney Vale

 **Housing for all**  
Wandsworth Council building  
1,000 homes to rent or buy

**11 new social rented flats have recently been completed in Putney Vale, SW15.**

The council, in partnership with Wates, has developed Stag House into 11 flats for council tenants with 11 supported housing flats to follow. Under-occupying tenants on the Putney Vale estate were prioritised for moves into the new build.

The development is part of the council's 'housing for all' ambitious build programme.







# Resident satisfaction survey

The council is committed to seeking your views on the services we provide and recently conducted a survey with new tenants to measure views of the housing process and of the service received since moving in. Thank you to all those who took part.

## Key findings include:

- 76% of new tenants feel that they have an understanding of what to expect from their landlord after their sign-up meeting, and nearly all (90%) have a full understanding of what their landlord expects from them.
- 65% of new tenants are satisfied with their new home overall, with the same proportion being pleased with the condition of their kitchen and 63% agreeing common parts of the block are in good order.
- Just over two thirds (67%) of new tenants are satisfied with the services provided by Wandsworth Council.
- 72% of tenants are satisfied or very satisfied with the way the council is running the local area and 74% are satisfied with their neighbourhood as a place to live.

Satisfaction surveys highlight areas of the housing service where improvements can be made. For instance, 74% of tenants felt that the housing application process could be improved; the most commonly given suggestion was improved communication and feedback throughout the process. This, and other suggestions, are fed back to team managers as the council continues to strive to offer a high standard, value for money, service.

## New cleaning contracts

New estate cleaning contracts began in April as planned despite the COVID-19 pandemic. Under the new arrangements the contractors are required to meet specific industry-wide standards of cleanliness, cleaning as often as needed to achieve this.

The COVID-19 pandemic brought new challenges for our cleaning contractors who did their bit to help keep residents safe by focusing on cleaning common touchpoints around estates such as door handles, push plates and lift buttons, etc.

## Housing for all

Wandsworth Council building  
1,000 homes to rent or buy



## Housing for all - efforts redouble post COVID-19

The council is to increase the number of homes it will build as part of its ambitious 'housing for all' programme to support the borough's economic recovery and provide more affordable homes following the Coronavirus pandemic.

Wandsworth is already on track to deliver 1,000 homes by 2025, as well as two huge estate regeneration schemes. Now council leader Cllr Ravi Govindia is confident the council can deliver a further 2,500 homes, helping more people to be able to afford to live in the borough.

New homes built by the council will continue to be prioritised for local people and workers.

He said: "Our aim is to create a borough where everyone can make a home, no matter what stage their life is at. We will do this by delivering an ambitious building programme of 2,500 new homes by 2025 with at least 60 per cent of them affordable.

"The homes we build are being prioritised for local people first and we are building quality, sustainable homes of different sizes, for sale or rent, which suit everyone - from people on low incomes, to first time buyers, to families and our fantastic key workers."

# regeneration updates



## Alton Estate Regeneration

A joint statement from Redrow Homes and Wandsworth Council on 6 August 2020.

Paul Muldowney, Managing Director at Redrow's Greater London region, commented: "Following a review of our schemes in London and the wider market, we recently announced we will scale back operations in London. As part of this we have taken the difficult decision to step away from the redevelopment of the Alton Estate and approached the council to request a managed exit. New home delivery in London is a challenge compounded by increasing costs and a two-tier planning system.

"Our designs for the new community at the Alton Estate have been prepared to provide new homes alongside a wide range of community facilities and commercial space for local residents which have helped to move the scheme forward. We would like to reassure the local community that the homes at Bessborough Road, where we are currently on site, will be completed by Redrow. Taking the regeneration project to this stage has been the result of hard work and close collaboration with Wandsworth Council, we will continue to work closely together to ensure a smooth transition."

**Cllr Ravi Govindia, Leader of Wandsworth Council commented:** "It is deeply disappointing that Redrow feels unable to progress with this transformative scheme and, as a result, the council has taken the difficult but pragmatic decision that it is better to look at alternative options rather than try and proceed with an unwilling partner.

Despite these unprecedented times, the council remains completely committed to delivering the transformational regeneration the residents of the Alton Estate expect and deserve. We will be exploring options as to how to deliver the scheme without Redrow and to maintain momentum subject to planning permission being granted. I know residents on the Alton are looking forward to better opportunities in the area and we are determined to work harder than ever to meet these expectations. Our commitment to improving the lives of our residents remains unchanged and I hope critics of the scheme can now get behind our efforts to transform the estate and do what is best for residents."



## Return to work

Work recommenced on the Bessborough Road development on 18 May following a period of inactivity during the COVID-19 lockdown.

Enhanced safety measures were introduced including social distancing, a heightened cleaning regime and the introduction of a COVID-19 Supervisor responsible for policing the new measures. Adaptions were also made to procedures such as signing in, new-worker inductions, site meetings and site signage.

To ensure the new practices are followed, Redrow have also introduced a whistle-blower safeguard through which workers can anonymously report violations of the new guidelines. Local residents and businesses have also been provided with contact details to discuss any concerns they may have.

# ANNUAL REPORT 2019-2020



Welcome to the Housing Annual Report 2019-2020 which sets out how well the council's Housing and Regeneration Department (HRD) has performed over the last year.

We have continued to work hard to meet our service standards and provide you with value for money. Whilst much of the first half of 2020 has been focused on the

COVID-19 response, prior to this the HRD achieved plenty to be proud of in 2019/20 (financial year April 2019 - April 2020).

The department has continued to focus on fire safety, gaining approval to recruit a compliance team. You may have seen the re-cladding at Sudbury House and Castlemaine, which is now close to completion. Sudbury House was a particular challenge as it involved erecting scaffolding above the Southside shopping centre. We are now part of the Early Adopters group to trial recommendations from the Hackitt review into building regulations and fire safety.

We continue to work towards our targets, including building 1,000 new homes by 2026 and to become a carbon neutral organisation by 2030, following Wandsworth's declaration of a Climate Emergency.

The council embarked on a full-scale review of its participation structures in partnership with a Residents Working Group (RWG). The RWG's work fed into our new Resident Participation and Consultation Strategy which includes an action plan of how we will improve resident engagement. I would like to once again thank all the participants for their efforts.

We continue working towards the Domestic Abuse Housing Alliance (DAHA) accreditation. We are committed to finding ways to improve our response to domestic abuse.

This Annual Report was produced in partnership with a residents' focus group which took place on a virtual platform due to social distancing. I'd like to thank all the participants for their flexibility and patience.

Lastly, it would be remiss of me not to mention COVID-19. In the next financial year we will be in the shadow of this pandemic, focusing on a return to some semblance of normality. Ultimately, protecting our communities is of the utmost importance.

To find out more about how you can get involved with matters affecting your housing or join your local residents' association visit:  
[www.wandsworth.gov.uk/getinvolvedhousing](http://www.wandsworth.gov.uk/getinvolvedhousing)

**Brian Reilly**  
Director of Housing and Regeneration

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

- **Tenancy**
- **Home**
- **Resident involvement**
- **Neighbourhood and Community**
- **Value for money**

A traffic light system is used within the Annual Report to assess how well we have performed.

- standard met
- standard partially met, some work to do
- work required to meet the standard

## Priorities for 2019-2020 were:

Progress the **replacement of cladding** at Sudbury House and Castlemaine and the programme to **retro-fit sprinklers** in sheltered and hostel accommodation.

Continue to carry out individual **fire safety inspections** to properties in blocks of 10 storeys and over.

Carry out **communal electrical testing and inspections**, prioritising blocks of 10 storeys and over.

Create a **Compliance and Strategic Technical Advice Team** to ensure a renewed focus on fire safety and issues of housing compliance.

Continue to progress plans to **deliver 1,000 homes** over five years through the council's development programme.

Champion and **enable development** on private and publicly owned sites.

Progress plans to deliver **95 more extra care homes** for frail, older residents by 2021.

Work with **Adult Social Services** to review the need for supported housing to provide homes for those who need it most.

Progress the delivery of the **regeneration plans** for Winstanley/York Road and Alton estates.

Continue to invest in the **Environmental Estate Improvement Programme** and target areas where improvements are needed most.

Further roll out **high speed broadband** in council-owned residential properties taking the total number of properties to **30,000**.

Progress the development of the **new CCTV and emergency control facility** to be fully functioning by Summer 2020.

Continue work to implement a new **housing IT system** including customer portal by Summer 2019.

Respond to findings in the **Social Housing Green Paper** by reviewing resident participation structures and developing a Resident Participation Strategy to empower residents to get involved.

Gain the **Domestic Abuse Housing Alliance** accreditation which recognises best practice in dealing with domestic abuse.

Work with **partner agencies** and utilise government funding effectively to assist entrenched **rough sleepers** and minimise rough sleeping in the borough.

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

\*\*Where available figures for the previous year 2018-19 are shown in brackets.

# 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?

- Housed **879 (886)** households in 2019/20. This is lower than the forecast target of **1,241 (1,000)**.
- Received **2,080 (3,145) online housing applications** this year, which equates to **87.5% (95%)** of all applications received. Bedding in issues with the new online system led to a decrease in online applications, however this is expected to rise again in 2020/21.
- It took an average of **36.8 (25.1) days to re-let a property**, this is an increase on last year. This figure has been impacted, in part, due to re-let delays with 3 properties having more than 4 offers before being accepted which has impacted on the overall turnaround time.
- Helped **46 (55)** under occupying households to move to smaller more suitable accommodation therefore freeing up larger properties for families in the borough.
- The number of households in **temporary accommodation (TA)** rose to **2,414 (2,076)** which was higher than the forecast of **2,032 (1,934)**.
- **6% (6%) of households** in TA are in Bed and Breakfast. This is better than the council forecast of **10%**; the department have been working hard to provide self-contained accommodation, and only use B&Bs in emergencies where self contained is not available.
- The council-led **development programme continues** towards the target to deliver **over 1,000 homes by 2026**. At least **600 of these 1,000 homes** will be for low cost rent and shared ownership, also prioritised for Wandsworth residents and workers.
- The council's affordable housing has been progressing well:
  - **31(14) new homes** completed in 2019/20
  - **194 (174) further homes** are under construction, of which **70 (64)** are due to be completed in 2020/21
  - **46** have secured planning consent
  - **A further 210 (241)** have had **planning applications submitted** or are due to have planning applications submitted for 2020/21

### Rents

- 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?

- At the end of the year, **total rent arrears** were **£6.21m (£3.56m)**. This equates to **4.7% (2.84%)** of the total rent collected. This increase is, in part, due to the implementation of Universal Credit, we hope that moving forward this figure will decrease as the system beds in.
- **10.48% (5.33%)** of tenants have more than **seven weeks arrears**. Housing continue to be part of a multi-agency meeting that discusses actions to assist the most vulnerable and those in significant rent arrears.
- The Financial Inclusion Team have given **free benefit advice, debt management intervention and help with budgeting to 659 (661)** tenants during 2019/20. The team also run a monthly drop in advice surgery in Roehampton and helped **95 (100) residents**.
- **221 (228) tenants were helped** by the Tenancy Support Team, the team work with tenants who are in danger of losing their tenancies.

### 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?

- From July 2019 we adopted the new **Tenancy Strategy and Policy** which gave new tenants 10 years as opposed to five years with the normal exceptional circumstances still applying.
- All tenants received a **written tenancy agreement** which is explained to them.
- **2,747 (2,498)** occupancy checks were carried out, which is an increase on the previous year.
- **32 (51)** illegally occupied properties were recovered by the council in partnership with the South West London Fraud Partnership.
- **185 flexible fixed term reviews** were carried out in 2019/20.

# 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



- Meet the Decent Homes Standard and undertake a programme of Decent Homes Plus works.

#### How have we met the standard?

- Continued to meet the **Decent Homes Standard** and **invested £31.6m (£26.9m)** to maintain the council's housing stock.
- We undertook further **environmental improvements** to our estates at a cost of **£592,000 (£650,000)**. This included:
  - improvements to communal spaces
  - additional planting
  - resurfacing and ramped access provision of play areas
  - improved security and lighting
  - increased cycle parking
  - providing screens for the recycling bins
- **Started 40 (43) major works projects** including roof renewals, window renewals and external decoration schemes.
- In **April 2019** we employed a **Specialist Housing Occupational Therapist** to identify the housing needs of disabled and older residents as part of the Alton and Winstanley and York Road regeneration programmes.



Alexander Court

\*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 please visit [www.gov.uk](http://www.gov.uk) (search Decent Homes).

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

### Repairs and maintenance



- 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?

- **£28.1m (£23.9m)** spent on planned and responsive repairs.
- **86.6% (88.1%) of repairs** were **completed within target time**. Repairs is an area of particular focus for improvement and tendering of contracts is expected to improve the performance.
- Worked to **create a text-based repairs satisfaction survey** to replace the old paper system.
- Carried out **annual gas servicing in 98.5% (99.9%)** of tenanted properties that have gas appliances.
- Concluded the resident working party to design the **new cleaning contract**, which started in April 2020.
- **Block and estate health and safety checks** are carried out on a quarterly basis. In addition, Estate Service Officers (ESOs) carry out ad-hoc inspections.
- Continued to **check that all front doors** in council properties 10 storeys or more are fire compliant and we will take enforcement action where appropriate.
- **All non-compliant cladding has now been removed** from Sudbury House and Castlemaine; works to both blocks are due to be completed in August 2020. Thank you once again to the residents of these blocks for their patience throughout.
- The council made an **application to the First Tier Property Tribunal** to seek an in-principle decision that **sprinklers should be fitted to all homes** in blocks of 10 storeys or more. The Tribunal made a ruling that the council could not seek this decision but should instead consider each block in turn.
- As an additional safety measure, the council is progressing plans to **install sprinkler systems to all Sheltered and Hostel accommodation**.
- The **design phase** continues for improving lighting across housing estates by moving to more environmentally friendly LED lighting, work is due to start in 2020/21.

# 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

- 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 department continues to support the **Children's Services Multi-Agency Safeguarding Hub (MASH)** to ensure effective joint working to **improve safety of children** in the borough.
- We also continue to attend the **Community Multi Agency Risk Assessment Panel (CMARAP)** to safeguard vulnerable adults.
- Our **safeguarding procedures** continue to be **reviewed annually** and we carry out an annual audit of working arrangements to **ensure staff are meeting** their safeguarding responsibilities.
- **All Housing and Regeneration staff** are required to undertake safeguarding training when they join the council and every three years thereafter. **62 (79) staff undertook training** in 2019/20.
- The department continues to work with the **Chelsea Football Club Kicks** project to deliver football sessions for young people on estates across the Borough. There were **268 (388) Kicks sessions** throughout the year with over **400 registrations** for the sessions.
- We continue to work with Wandsworth **Work Match** which held its fifth annual jobs fair in May 2019, giving residents the opportunity to meet local employers and training providers.
- The department and **Work Match undertook a training programme** in early 2020 to deliver training in practical skills to residents.
- With the cooperation of **London Fire Brigade** and **Adult Social Services** we have **created a new hoarding procedure** to better assist and **protect vulnerable adults**, and their neighbours.

\* e.g. Police, Social Services, Local Stakeholders



## Tackling anti-social behaviour and crime

- 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?

- Through a dedicated steering group, the department is continuing its work toward achieving the **Domestic Abuse Housing Alliance (DAHA) accreditation** to ensure its response to domestic abuse is the best it can be and ensure clients' safety is at the heart of our decision making.
- **Served 27 (24) Notices of Seeking Possession** for ASB and carried out **1 (7) eviction** for ASB.
- **Publicised action** taken against serious offenders in Homelife and through press releases e.g. one resident being **fined £800** for fly-tipping in Battersea.
- **90% (94%) of noise complaints** were responded to within five days. This is a decrease on last year and closer monitoring has now been put in place.
- Continued to **attend regular meetings** with local police's **safer neighbourhood teams** and took action in areas of concern where required.



Work Match's annual job fair

# 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?

- The department has implemented a **new housing management system** which will improve our responses, and reporting abilities; the system was launched in August 2019.
- Wandsworth Emergency Control (WEC) received **135,650 calls** per year equating to **2,608 per week. 37,244 (34,019)** of these required further action during 2019/20.
- **99.5% (99%)** of emergency calls\* to WEC were **responded to within the target time of 30 minutes.**
- Commissioned a **new CCTV and emergency control facility in September 2019**; due to the pandemic there have been delays which have pushed back the go-live date from 2020 to 2021.
- Removed **18,353 msq (23,411msq)** of graffiti at a cost of **£128,230 (£160,144).**
- **99.3% (98.1%)** of graffiti was removed within target time.
- Allocated **£193,541 (£293,672)** to the **small improvement budget** for residents' associations (RAs) to fund community projects. This year these have included:
  - Updating the Aboyne Community Clubroom with a buggy shelter
  - New fencing and gate for Carminia Road and Elmfield Road
  - Planter renewals for Colbrook Court
  - As well as bike stores, bin enclosures, notice boards and mobility scooter enclosures
- Plans for **163 homes** at Randall Close and Patmore Centre were submitted for planning in March 2020. We continue to explore opportunities for development across many of our existing plots of land.

**565** Dog related incidents were responded to by the animal welfare team

**62** stray dogs handled

**19** prosecutions | **95** verbal warnings | **100%** success rate

**37** educational visits

**2** community protection notices issued

**16** microchips implanted

- The installation of **high-speed broadband** has advanced; Community Fibre Limited are working on another 2,000 properties which on completion will mean that **25,168 (21,400)** of the council managed stock has access to full fibre broadband.
- The council received **special recognition** for dealing with animal welfare issues at the RSPCA annual awards for the second year running. The RSPCA PawPrints Awards highlight **outstanding contributions** to animal welfare; we have consistently achieved the gold standard.
- The regeneration schemes on the **Alton Estate** (Roehampton) and **the Winstanley and York Road Estates** (Latchmere) continue to progress.

### Alton Regeneration

A planning application was submitted for over **1,100 new homes** in June 2019. Following comments received from local residents, the GLA and TFL a revised application was submitted in March 2020. Consultation on these revisions commenced in May 2020 (delayed due to COVID-19) and is due to run until July 2020.

In September 2019 work commenced on a development in Bessborough Road on the Alton estate, which will deliver **10 new** council homes.

### Winstanley and York Road

In January 2020 Wandsworth council's planning committee approved the Winstanley and York Road Regeneration scheme. The first phase of the scheme includes the new community hub incorporating the new leisure centre with swimming pools, the improved library and children's and community centres as well as **502 homes** of which **35% are affordable**. They also started on site with **phase 0** which will provide **46 replacement and homes.**



\*Emergency calls include lift trappings, fire related incidents and dangerous structures.

# Resident involvement

## We will

- Involve residents in decision-making processes over issues 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



## 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?

- Supported **54 (56)** accredited **Resident Associations (RAs)** in the borough.
- The council embarked on a full-scale review of its participation structures. This was in partnership with a **Residents Working Group (RWG)**.
- The RWG's work fed into our new **Resident Participation and Consultation Strategy** which was approved in January 2020, and sets out actions for how we will improve our methods of resident engagement. The consultation was publicised to residents through social media, work with RAs and poster displays on estates.
- **Social inclusion schemes** have continued to be delivered across the borough, including the Community Development Older People's Choir – "An A-Chaired Taste".

- **11 (17)** unannounced **estate inspections** were carried out with residents and councillors.
- There are **19 (21) Housing Community Champions**. These are resident volunteers who have been recognised for the community work they do on their estates. We support them to continue their work and provide funding.
- In September 2019 **Roehampton Festival** was held, including music and performance from local artists.
- In December a **winter event** was held involving a number of craft workshops with children from Heathmere School, culminating in an afternoon of singing, refreshments and entertainment for all ages.
- The Winstanley and York Road regeneration held its **annual summer festival, winter carol celebrations** and set up a new **community engagement programme** including micro carpentry programme called "Assemble and Join".
- **Tenant satisfaction is 66% (68%) and 51% (52%) for leaseholders**. The council will always strive to provide the best service to our residents. We welcome your views and comments with how we can improve and this has recently included a residents group to review the cleaning contracts.
- We also carried out a **perceptions survey** in 2019 which found that **82%** of tenants and **83%** of leaseholders are satisfied with their neighbourhoods as a place to live.



## 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?

- We have had a reduction in the number of complaints, dealing with **227 (309) complaints** (both housing service and contractor).
- **69% (54%)** of complaints were **responded to within the target time** of 10 working days, we will endeavour to continue this upward trend.
- **67.40% (65%)** of complaints were dealt with at **stage one** of the complaints procedure.
- We continue to **analyse complaints** to identify themes.
- **Regular performance reports** are presented to Area Housing Panels and the Annual Report published in Homelife.







## 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?

- Fully met the demand for disabled adaptations for council and private residents, delivering **369 (351) adaptations** to enable people to **remain independent in their home.**
- During the year, the council implemented a **Discretionary Disabled Facilities Grant Policy** which, amongst other things, means that we can complete adaptations without a means test where the client is unable to undertake the assessment e.g. with dementia.
- **We invested in staff training** – to allow officers to complete more minor adaptations such as grab rails and stairlifts. It means these cases do not have to be placed on the occupational therapist waiting list and have a quicker turn around.
- **17 (16)** people requiring **adapted housing** were allocated accessible homes.
- **2,167 (2,419)** residents use **WATCH Lifeline service** which helps older residents and those with disabilities to remain independent in their homes. **249 (220) new users** signed up to the service in 2019/20.



- There were **203 (209) Telecare Users** at the end of 2019/20. Telecare provides a range of sophisticated sensors and alarms to help vulnerable residents remain independent.
- The number of **'Stay Put Stay Safe' (SPSS)\*** applicants assisted during the year was **48 (57).**
- The council work in partnership with **House Exchange**, a website which helps council residents across the UK find someone to swap homes with. Tenants can register for free with House Exchange\*\*.
- **Two extra care homes** (95 units) in the borough for frail and elderly people are progressing well with both now on site and under construction.
- We continue our partnership with **Chelsea Football Club** with the **Chelsea Kicks programme**. The programme conducts projects across our estates not only to young residents but providing fitness sessions for older residents at the Lennox.
- Equalities data is analysed and published on the council's website to ensure services are **accessible to all residents**. The council also completes **Equality Impact Need Assessment's (EINAs)** for all policy statements to ensure we are serving all members of the community fairly.


\*SPSS is a scheme whereby residents who feel at risk in their homes can have safety features fitted free of charge.

\*\*www.houseexchange.org.uk

received  
**2,080**  
online housing applications




**£28.1m**  
spent on planned and responsive repairs



**90%** of noise complaints were responded to within five days

The council's **affordable housing**  
**31** new homes completed in 2019/20  
**194** further homes are under construction  
**46** have secured planning permission



**86.6%** were completed within target time

The **Financial Inclusion Team** gave free advice, debt intervention and budgeting help to **659** tenants



**99.3%** of graffiti was removed within target time at a cost of **£128,230**

**99.5%** of emergency calls to **WEC** were responded to within **30 minutes**

# 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 example, contracts have come to an end.
- Each year look at our 30 year business plan to check it remains financially viable.



Last piece of cladding removed from Castlemaine in Nov 2019



Edward Foster Court

## How have we met the standard?

- Continued to effectively manage the **Housing Revenue Account** (HRA), this means that the 30-year business plan remains viable. Within this plan there are balances available to deal with emergencies e.g. the plan for sprinklers.
- Balances have reduced by **£33,509 to £309,912m**. This is expected as we have a significant programme of site development and estate regeneration underway
- The council consulted on all major works and external redecoration schemes, we served:
  - **1,530 (1,784)** Notices of Intention\*; and
  - **851 (2,417)** Section 20 Notices\* on leaseholders.
- In addition to notices for major works the council consulted on the **renewal of long-term service agreements** for lift maintenance and cleaning:
  - **14,272 (6,400)** Section 20 Notices were served on leaseholders.
- The average weekly management cost during the year was **£19.01 (£18.94)**.
- The average weekly maintenance cost was **£32.46 (£30.74)**.
- Average weekly rent was **£125.50** compared to **£126.17** last year.

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



Cllr Kim Caddy gives a resident the keys to her new home

# Priorities for 2020-2021

**Conclude re-cladding works** to Sudbury House and Castlemaine and progress plans to retro-fit sprinklers in sheltered and hostel accommodation.

Re-procure **fire risk assessments** to meet the requirements of new fire safety legislation.

Progress the delivery of the **regeneration plans** for Winstanley/ York Road and Alton Estates.

Progress the development of the **new CCTV and emergency control facility** to be fully functioning by early 2021.

Carry out **communal electrical testing and inspections**, prioritising blocks of 10 storeys and over.

To continue work to gain **Domestic Abuse Housing Alliance** accreditation which recognises best practice in dealing with domestic abuse

Put forward proposals to review the council **Tenancy Conditions**.

Develop a **performance monitoring framework** for the new cleaning contract.

Work with our partner housing associations to complete delivery of **95 extra care homes units** for frail, older residents by 2021.

Continue to progress plans to **deliver 1,000 new homes** over the next 5 to 7 years through the council's development programme.

Commission a survey to provide accurate data on stock condition and identify opportunities for **energy efficiency improvements** to help tackle fuel poverty.

Explore options to install **new technologies** to improve **energy efficiency** in council owned housing blocks including moving to LED lighting.

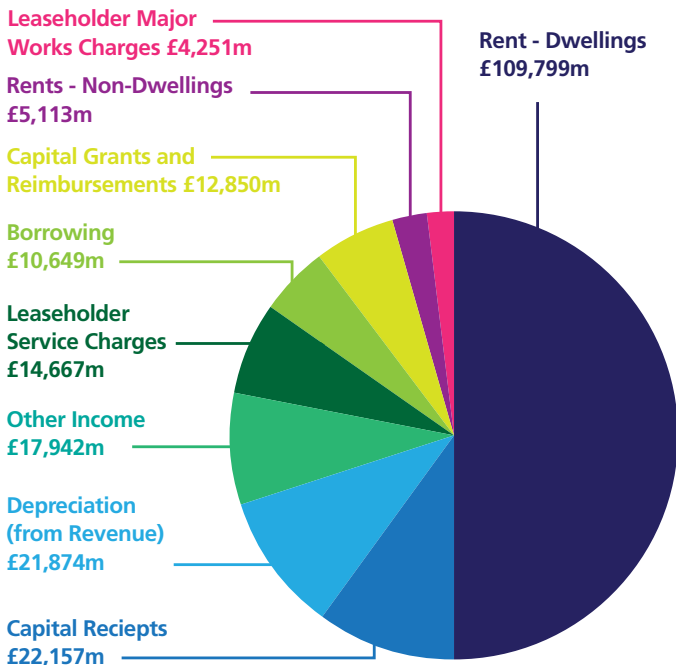
Work with partners to deliver the **Rough Sleeper Exit plan** to help re-house rough sleepers temporarily housed during the COVID-19 outbreak and to minimise rough sleeping in the borough.

Produce an easy read version of the **Resident Participation and Consultation Strategy** and review the resident engagement webpages.

\* Specialist Services include cleaning, electricity, heating and hot water.

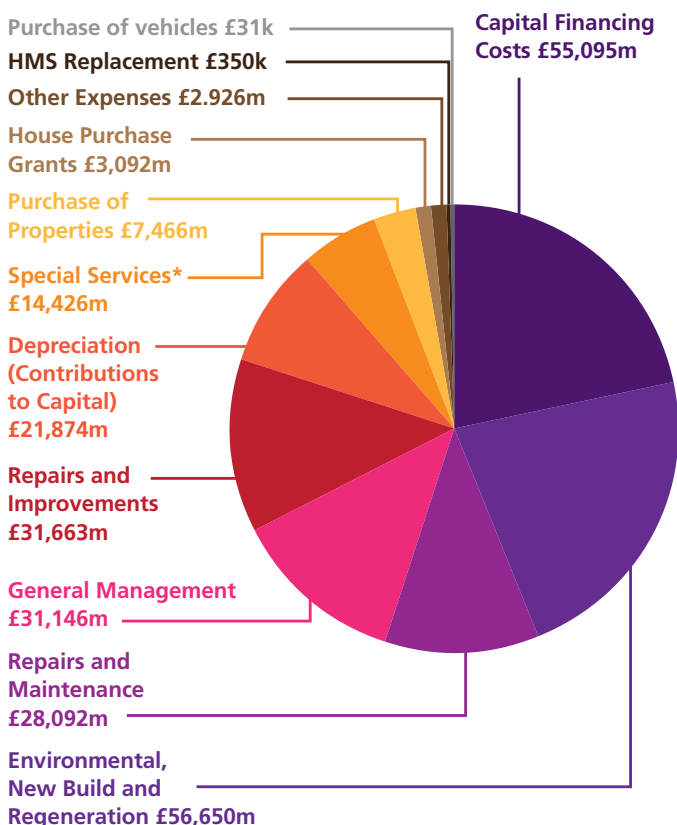
## Housing revenue account 2019/20

Income total **£219,302m** (£228,523m)



## Housing revenue account 2019/20

Expenditure total **£252,811m** (£218,124m)





# Our local arts festival travels the world during lockdown

As a result of COVID-19, Wandsworth Council's annual Wandsworth Arts Fringe (WAF) festival transformed into WAF in Your Living Room this May – an online festival to entertain and inspire audiences stuck at home during lockdown.

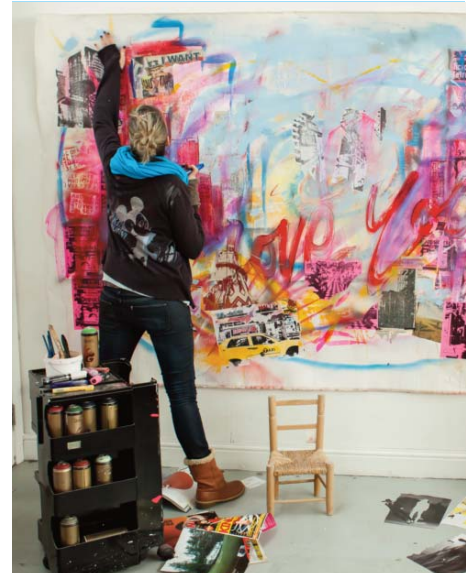
Just like the usual festival, WAF in your Living Room was the place to catch the freshest theatre, dance, music, spoken word, and family arts. Over 17 days in May 30,000 people from all over the world tuned in to enjoy the programme of 104 events from 250 artists. Around 3,500 people took part in activities like Japanese sword initiations, sketching sessions, dance classes and operatic singing workshops. Unlike the usual festival, you can still enjoy these events as they remain available to stream online, free of charge at [www.wandsworthartsfringe.com](http://www.wandsworthartsfringe.com).

Residents with limited digital access were not forgotten. Free creative activity packs by Bounce

Theatre and Ubuntu Museum were distributed to 2,100 local families in Roehampton, Earlsfield, Battersea and Nine Elms.

Councillor Sutters commented: "I'm very proud of the way that everyone stepped up and used new technology to keep the borough's annual arts festival alive during challenging circumstances. WAF in your Living Room has given a vital outlet to artists and performers to show their work and provided some much-needed culture for our residents during the lockdown."

**WANDSWORTH ARTS**  
**FRINGE** IN YOUR LIVING ROOM



## Wandsworth Art

Wandsworth Art is a chance to celebrate the creative talent usually hidden behind the front doors in our Wandsworth neighbourhoods. It is also an opportunity for our local talent to directly influence the new Wandsworth Art and Culture Strategy currently in development.

Usually October sees residents open up their homes as part of Wandsworth Artists' Open House, but this year we are supporting residents to display their artwork either outside and online as part of our Wandsworth Art programme.

There is no cost to participate in Wandsworth Art, and anyone who lives in the borough and registers on the website ([www.wandsworthart.com](http://www.wandsworthart.com)) will be able to create their own profiles and upload their artworks.

Keep an eye on [www.wandsworthart.com](http://www.wandsworthart.com), @wandsworthart on Twitter and Instagram for further details of how to get involved.

# Sexual health services in Wandsworth

Sexual health services have remained open throughout the COVID-19 pandemic. Some services are being offered in different ways due to social distancing guidelines, so please visit websites for current information.

## Sexual Health South West London

Clinics are run by friendly, expert staff and provide a full range of services including:

- All methods of contraception
- STI testing and treatment
- Advice and information
- On site medication collection (STI treatment, oral contraception etc.)

If you would like to make an appointment with one of our specialist clinicians please call **0333 300 2100** and choose option 5 or visit [www.shswl.nhs.uk](http://www.shswl.nhs.uk)

## Free confidential services from Spectra

- Rapid HIV testing
- Sexual health services signposting
- One-to-one support, counselling and mentoring
- Social and therapeutic groups
- Trans counselling and peer mentoring
- Trans groups

To find your nearest service visit [spectra-london.org.uk](http://spectra-london.org.uk) or call **0800 587 8302**.

## Home STI testing

Free home STI testing kits can be ordered online via [www.shl.uk](http://www.shl.uk)

## HIV support

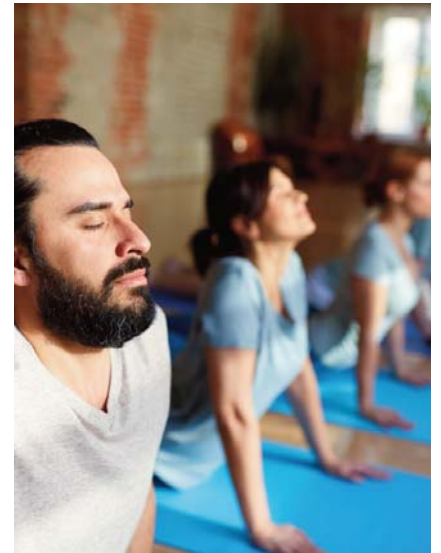
METRO provides the following free services for people living with HIV:

- 12 sessions of counselling support
- Advice and advocacy support
- Peer-led group for gay and bisexual men

For more information visit [metrocharity.org.uk](http://metrocharity.org.uk) or call the HIV team on **020 8305 5006**.

## Free condoms and chlamydia testing for Under 25s

A new online order service for free condoms, lube and chlamydia tests is available for Under 25s via [getit.org.uk](http://getit.org.uk)



## The Foundation – free fitness and wellbeing

The Foundation has been formed by the council's Senior Community Engagement Officer to bring together three community organisations – Live Karma Yoga, Fitness SW11 and Devas Youth Club – providing free exercise and wellbeing classes on the Doddington and Rollo estates.

These are open to all, you don't have to be a resident of either estate to benefit.

When lockdown began, The Foundation adapted and moved online, offering virtual groups focused on enhancing physical and mental health during this difficult time. They also continued valuable community work, organising donations for vulnerable people isolating, fundraising events and outreach visits within the community to tackle unsafe or antisocial behaviour.

Details of LKY classes can be found on their [www.livekarmayoga.com](http://www.livekarmayoga.com)

# Home Ownership Team

## Improving purchase options for council tenants



# Helping you to buy a home

### House Purchase Grant Scheme

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

The amount of grant a tenant could qualify for will depend on:

- The number of bedrooms within their current home
- Total length of tenancy
- The outcome of a means tested financial appraisal, as the grant is considered as gap funding and tenants must be in need of the grant towards the purchase as well as be able to demonstrate that they can afford any mortgage repayments.

To be considered for this scheme, secure tenants will need to have a minimum of two years tenancy, have a clear rent account and be willing to vacate their council property.

Please note there have been some changes to the 2020/21 scheme as follows:

The table below shows the maximum amount of grant a qualifying tenant could receive, as long as they have had at least three years of public sector tenancy.

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

Tenanted Bed Size	2019-20 Grant amount up to:	2020-21 Grant amount up to:
Studio	£50,000	£50,000
1	£50,000	£50,000
2	£70,000	£70,000
3	£70,000	£70,000
4	£80,000	£100,000
5	£80,000	£100,000
6	£80,000	£100,000
Adaptations	2019-20 Grant amount up to:	2020-21 Grant amount up to:
Irrespective of bedroom size	£60,000	£60,000

Tenants with 2-3 years secure tenancy will be eligible for a reduced grant.

This year's scheme has proven once again to be exceptionally popular with many tenants allocated grants. If you are interested in the scheme and wish to find out if there is funding still available or be placed on our waiting list, please contact the Home Ownership Team.

## Right to Buy

As of 6 April 2020, the maximum discount available on Right to Buy was increased in line with the CPI (consumer price index) from £110,500 to £112,300 within London

The funds raised through RTB sales will continue to be used to finance new affordable housing options for other local people.

The council has a helpful Right to Buy information booklet for tenants who are interested in owning their council home. To read an online copy and to find out more about the process visit [www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership). Tenants who would like more information should contact the home ownership team who will be able to guide them through the Right to Buy process.

## Right to Part Buy

Right to Part Buy is a voluntary sales scheme launched by Wandsworth's Home Ownership Team.

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
- must pass an affordability test

Tenants will be able to purchase a minimum initial share of 25% or 50% and in the future can buy additional shares and possibly own their home outright.

# New shared ownership developments

## Clarion Housing – Prince of Wales Drive, SW11

A combination of 1, 2 & 3 beds, are still available 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](mailto:Shared.Ownership@myclarionhousing.com) or call 0300 100 0303

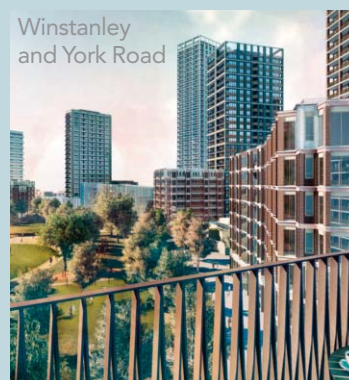
## Optivo – Riverside Quarter / Waterway, SW18

A mix of one bedroom and two-bedroom units are still being marketed, ideally located on the banks of the River Thames with great transport links to central London, this development is perfect for young professionals. Please contact Optivo on [www.optivo.org.uk/contactus.aspx](http://www.optivo.org.uk/contactus.aspx) or call 0800 121 60 60.



## A2 Dominion – York Road

67 new properties will, at time of going to press, shortly be available at a new residential development on the bank of the River Thames in the vicinity of Clapham Junction. The site boasts excellent transport links with regular rail and bus connections into Central London. The new homes will be let out on an intermediate rent basis at 80% of the ongoing market rate. Please contact A2 Dominion at <https://a2dominion.co.uk/contact-us>



To find out more about home ownership please contact a member of the team using the contact details at the top of the page. Please note that the team are continuing to work remotely but can offer interviews by telephone or online.

## Affordable Housing Show October 2020

Unfortunately, due to COVID-19 this year's Home Ownership Team's affordable housing event normally held within the Civic Suite has been cancelled. This event will now be replaced with online information via our webpage: [www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership)

This will include a home ownership presentation outlining the home ownership schemes plus links to ongoing and future shared ownership developments; contact details for housing providers, solicitors and lenders who will be able to offer further purchasing advice.

# Help for people applying to the Windrush Compensation Scheme

The Windrush Compensation Scheme is for people whose lives were affected because they weren't able to show a document proving their lawful right to stay in the UK permanently.

This can include:

- Commonwealth citizens who arrived in the UK before 1973, and their eligible children and grandchildren;
- People of any nationality who arrived in the UK before 1989

Claimants have often been seriously affected by the Windrush scandal in many parts of their lives. Compensation can include payment for both financial losses and non-financial impact on claimants' lives, for example, both:

- Money lost from being unable to work or access benefits, housing and healthcare

- The impact of those experiences on people's wellbeing, health and family life

Find out more about the scheme at [www.gov.uk](http://www.gov.uk)

How Citizens Advice is helping

The Home Office has commissioned Citizens Advice to support claimants who need help completing the claim form. If you need help you should contact the Home Office helpline on 0800 678 1925 (freephone).

The Home Office will check if you're eligible and refer you to Citizens Advice to get the support you need.



## What to do if you need to get a Coronavirus test

If you develop any symptoms of Coronavirus (COVID-19) it is important to get tested as soon as possible and ideally within the first 5 days of having symptoms.

The main symptoms are:

- a high temperature - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough - this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Loss or change to your sense of smell or taste - this means you've noticed you cannot smell or taste



anything, or things smell or taste different to normal

For information on how to book a test visit [www.gov.uk/guidance/coronavirus-covid-19-getting-tested](http://www.gov.uk/guidance/coronavirus-covid-19-getting-tested) or call 119 if you cannot arrange the test online.

Over the last few months there have been various temporary pop-up test centres in Wandsworth - if one of these is operating at the time you need the test you may be able to book a test here.

You must not turn up to a testing centre without an appointment - those who have not booked will not be tested. The details of the location will be given to you when you book.

## Large print version

Copies of this issue of Homelife are available in large print format contact (020) 8871 6800 or email: [hms@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)