

# Home *Life*

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



Newly refurbished multi-use games area opens on the Alton [page 13](#)

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# 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:allocationteam@wandsworth.gov.uk)

### Landlords looking for tenants

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

**Details of how to make a complaint are on our website at [www.wandsworth.gov.uk/complaints](http://www.wandsworth.gov.uk/complaints)**

**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 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 winter issue of Homelife

I hope this finds you and your family well. The Covid-19 pandemic continues to bring challenges to us all, particularly during these colder months. In



the autumn issue we celebrated some of the fantastic voluntary work being done around the borough to keep our neighbours safe and well and I am heartened to see this community spirit continuing as we enter different phases of the pandemic.

The upcoming festive season may be a little different to what we're used to and some people may be worried about feeling isolated. On page 18 we have some ideas for older residents to combat loneliness during this period. There's still plenty of virtual entertainment on offer for everyone and page 15 has details of Wandsworth Arts online programme which replaced Artists' Open House this year and can still be enjoyed online.

At the council we're adjusting to new ways of working, continuing to engage with residents but virtually rather than in person. The annual affordable housing open day took place in October and was a great success; read more about it on page 10.

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)

Finally, I'd like to wish all our residents a very merry Christmas and a happy new year.

**Cllr Kim Caddy**  
Cabinet Member for Housing

# Wandsworth welcomes the social housing white paper

**In November the government released the social housing white paper. It sets out seven commitments which social landlords will be required to meet.**

The intention is to rebalance the relationship between landlord and tenant through greater transparency and accountability with a more customer-focused regulatory regime. New measures around ensuring buildings and residents are safe are also set out.

Cllr Caddy said: "Myself and council colleagues welcome the new social housing white paper as a call on social landlords to listen to their residents and continually seek to improve their services. As a responsible landlord we are committed to implementing the key commitments set out in the charter to ensure that tenants remain at the heart of what we do. We have already reviewed our participation arrangements with residents, recruited a health and safety compliance team and have just completed a review of our complaints procedure. Meeting the requirements of the white paper will strengthen services we provide for our council residents."

Updates on key developments to housing services will be included in future editions of Homelife.

## Key commitments:

- 1 To be safe in your home. We will work with industry and landlords to ensure every home is safe and secure.
- 2 To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
- 3 To have your complaints dealt with promptly and fairly, with access to a strong ombudsman who will give you swift and fair redress when needed.
- 4 To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
- 5 To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its board.
- 6 To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
- 7 To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow.

# WANDSWORTH HOUSING ONLINE:

## Available 24/7, all year round

If you don't have a housing online account why not go to our website to create an account now? You can:

- view your rent, heating and hot water account and non-residential rent accounts with a link to allow you to pay your rent;
- view and update your contact details;
- complete a transfer or housing register application then view your registered application;
- request a **\*\*non-urgent** repair for your property or communal area and track the progress of it.

This online service is for matters dealt with by the housing and regeneration department and does not link to any other council online accounts, e.g. regarding council tax or non-estate parking permits.

If you have a **\*\*non-urgent** repair for your property or communal area, there is no need to wait on the phone - you can report it online, using helpful pictures to identify the repair you need. You will receive a confirmation email and can view the progress of the repair. When the repair is issued to the contractor you will receive a further email providing you with the contact number for the contractor.

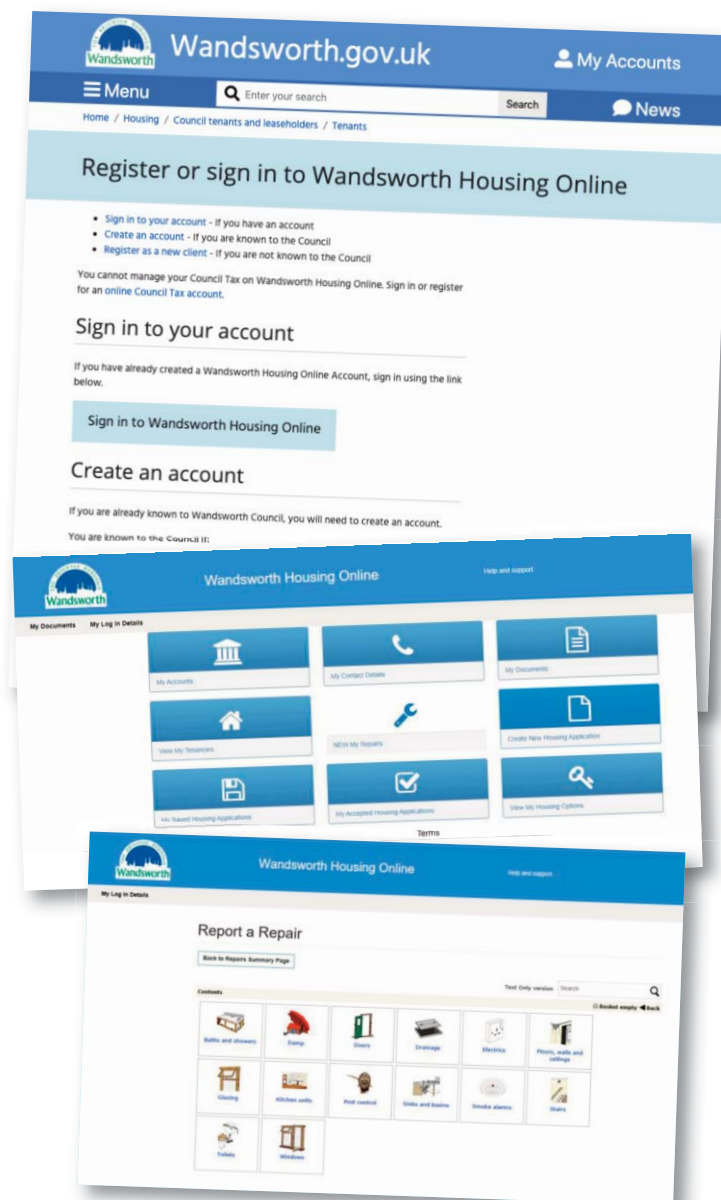
Create a housing online account today. Go to [www.wandsworth.gov.uk/housingonline](http://www.wandsworth.gov.uk/housingonline)

Council tenants and customers with a non-residential garage or storeroom, can use their rent payment reference number, starting 250 or 260, to 'create an account'. For those in temporary accommodation, your rent reference number will start with 670.

There are instructions on the webpage for leaseholders who wish to set up an account. Leaseholders need to contact the council in the first instance to obtain their person reference number and will need to provide some additional details to create their account.

If you experience any problems setting up an online account please email [npssupport@wandsworth.gov.uk](mailto:npssupport@wandsworth.gov.uk)

Currently, residents who live on our estates managed by a co-op should continue to report repairs to their co-op. In the coming months those residents managed by Battersea Fields,



Carey Gardens and Wimbledon Park co-ops will be able to use the online system to report their repairs as they use the same IT system as the council. We will notify you when this is available for you.

**\*\* For urgent repairs which require attention within 24 hours please contact the council in the normal way, do not report them online. This includes emergencies such as serious leaks, loss of power, insecure window or front entrance door, issues with door entry systems or lifts and anything else which represents an immediate health or security risk.**

# Council homes recovered from unlawful use

The council successfully recovered 34 of its rental properties last year from people who had no right to be living in them – saving local taxpayers £2m a year.

Staff in the housing and regeneration department, working closely with South West London Fraud Partnership, took back 34 council properties after establishing that the occupants were not entitled to be there.

Half of the properties had been sub-let by their tenants to other people in return for cash, while other cases involved relatives falsely claiming “succession” rights on properties after the tenant had passed away.

The cases included a former tenant who’d moved to Dubai while pocketing the rent and another who was doing the same having moved to Sudan. Another involved a tenant who was living in a council flat in Leeds while renting out their council flat in Battersea and another who’d advertised his £500 a month flat on Gumtree and was renting it out to a young couple for £1,000 a month. Some of the fraudsters had also been falsely claiming housing benefit - in these case the information is shared with the Department for Work and Pensions (DWP) who will cease benefit payments, instigate recovery of the payments and pursue criminal prosecutions. All 34 properties that have been recovered are now providing homes to families in genuine housing need.

Anyone with information about bogus tenancies can call or email in confidence via [swlfp@richmondandwandsworth.gov.uk](mailto:swlfp@richmondandwandsworth.gov.uk) or (020) 8871 8383.



## Thinking of upgrading to Sky Q?

If you live in a council block served by a communal aerial system and are considering subscribing to Sky Q, please contact MDTV on 0345 230 0028 or email them at [customer@mdtv.co.uk](mailto:customer@mdtv.co.uk) to arrange for the appropriate cable alterations to be made.

There is a fee of £45 plus VAT for connection to the Sky Q switch and MDTV will explain the simple process to you when you contact them. This process must be completed before Sky attend to install your new Sky Q receiver.

# 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!



AD-12/15/17

# Building safety update

## Fire safety in winter

During the colder months there are more potential fire hazards and residents should take extra care over the winter.

### Heating your home

- When using a portable heater, follow the manufacturer's operating instructions and always turn it off before going to bed.
- Keep heaters clean and away from your curtains and furniture. Never use it to dry clothes
- Do not sit or stand too close to a heater.
- Never leave a portable heater on when young children or animals are alone.
- Never use flammable adhesives, cleaning fluids or aerosol sprays near a heater.

### Keeping warm – electric blankets

- Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off.
- Unplug electric blankets before you get into bed, unless they have a thermostat control for safe all-night use.
- Store electric blankets flat, rolled up or loosely folded to prevent damage to the internal wiring.
- Test electric blankets every 3 years. Your

local fire station or Age UK (if over 60) can carry out these tests for you.

- Where possible, try not to buy second-hand blankets and check regularly for signs of wear and tear.

### Lighting and candles

- Keep a battery-operated light/torch and a mobile phone handy to use in the event of a power cut or failure.
- If you need to use candles or matches, always take special care to put them out completely before leaving the room or going to bed.
- Make sure candles are secured in a proper holder and are kept away from flammable materials, like curtains.

### Christmas trees and decorations

- Only use non-combustible or flame-resistant tree decorations.
- Do not leave fairy lights on when you go out or go to sleep. and do not let the bulbs on Christmas lights touch any flammable materials, like paper.

And finally, make sure you have a working smoke alarm! Contact your area team without delay if you don't have one.

## Front entrance doors

The Government recently published draft legislation on fire safety supporting the recommendations made during the first phase of the Grenfell Inquiry.

The legislation covers a range of issues, including engagement with residents on building safety and ensuring up-to-date plans and the correct building information is in place. In addition, landlords will have to ensure all front doors in blocks of flats have a working door closer. This will also apply to leaseholder front doors

Having the right front entrance door to your home is important to prevent the spread of fire. More information about this can be found on the website [www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/safety-in-the-home/fire-safety-in-council-homes](http://www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/safety-in-the-home/fire-safety-in-council-homes).

Residents should never remove or tamper with the door closer and should never wedge a fire door open. If you are concerned about your front entrance door or a communal door you should report this.

For front entrance doors contact your area team; for repairs to communal doors contact estate services via the housing hotline (see contact details on page 2).



## Castlemaine recladding works complete

Works to replace ACM cladding on Castlemaine have completed with a successful handover from contractors having taken place in October.

Removing and replacing the cladding has been a complex process and the council would like to again thank all residents for their patience, understanding and cooperation during the work.



# Support for local entrepreneurs

The council is launching a range of business support designed to help entrepreneurs in the borough to start, reset or grow their business.

Those thinking of starting a business or wanting to grow their existing one can choose from a range of support featured on the recently relaunched Wandsworth Enterprise Hub. This includes 1-2-1 advice surgeries and programmes for start-ups, creative businesses, charities and social enterprises.

The Wandsworth Enterprise Hub, launched by the council's economic development office, also features business support listings, a funding directory, information on Brexit and Covid-19 support.

Cllr Aled Richards-Jones, cabinet member for economic development, skills and employment said: "As a council, we're passionate about creating an environment in which entrepreneurs can start and grow their business. The Wandsworth Enterprise Hub provides a range of support and advice to help aspiring entrepreneurs and businesses in the borough to thrive, develop and expand during difficult times. There is something for everyone - no matter what sector you're in or what stage your business is at. So, I encourage you to explore the Hub and take advantage of the free support and advice on offer."

For more information visit [www.wandsworthenterprisehub.com](http://www.wandsworthenterprisehub.com)



## New play area designs for estates

Residents of the Savona, Patmore and Carey Gardens estates in the Nine Elms area have welcomed the chance to have their say on new sport and play areas for their neighbourhood.

Following public consultation last year, the council has now shown residents detailed designs of how their new recreation areas could look, complete with playgrounds, table tennis tables and outdoor gym equipment. The improvements are part of the council's work to invest funding from Nine Elms developments back into the local area.

If agreed, the new sport and play areas will be installed next spring.

[www.nineelmslondon.com/sport-and-play](http://www.nineelmslondon.com/sport-and-play)

## Resident engagement during lockdown

**This year has been unprecedented and made many re-think the way they work.**

Resident engagement remains high on Wandsworth's agenda, and despite the lockdown restrictions we are still working hard to engage with our communities. In August we held

a focus group with our residents to review the Annual Report.

Usually this focus group would take place as a face-to-face meeting however, given social distancing, this wasn't possible. Instead of cancelling the meeting we decided to take the focus group onto a virtual platform. We used Microsoft Teams to work

through the draft report together, gathering feedback and ultimately improve it by incorporating the views of our residents. Thank you to all those who were involved.

If you would like to get involved in similar activities, then please contact your Resident Participation Officer (details on p17).

# Tackling the climate emergency



## Successful bid for Green Homes Grant

The housing and regeneration department has been part of a successful bid for funding under the government's green homes grant local authority delivery scheme.

The grant must be targeted towards homes that have a low energy efficiency rating and where the occupants are on an annual income of £30k or less.

Most of the grant will be used to improve private rented and owned homes in the borough which are generally less energy efficient than council homes. The department has also identified a group of council rented homes which will benefit from a suite of measures including solar panels and LED lighting. Residents have been involved since the bidding stage and plans are underway to carry out the works.

As part of its commitment to improving the energy efficiency of its council homes, the department is actively seeking additional funding to be able to roll out improvements across its housing.

## Wandsworth hosts Climate Summit 2020

In November Wandsworth Council held a Climate Summit bringing together representatives of the council, residents, community groups and organisations to discuss key issues surrounding climate change in our borough, and how we can work together to make a positive impact on our fragile environment.

Six live sessions were hosted over two days including:

- why we have called a Climate Summit
- recycling and waste
- greening your home
- transport
- green spaces
- how to get involved locally

There was great involvement with

residents and local businesses tuning in to hear the different conversations around these critical issues.

Cllr Rory O'Broin, cabinet member for finance and corporate resources, said: "We were thrilled to share the work the council has been doing around climate change and open up the discussion with the wider community to share how they can be part of the solution too.

"There is still plenty of work to be done

but we have made great steps in our roadmap to becoming the greenest inner London borough."

Missed out on our summit? You can watch all the recorded sessions and get plenty more information by heading to [www.wandsworth.gov.uk/climatesummit](http://www.wandsworth.gov.uk/climatesummit)





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**



In a recent national trial 53 households were able to reduce their food waste by 76% over six weeks, with two thirds reporting savings of £16.50 a week.

If every household in Wandsworth did the same this would avoid carbon emissions equivalent to over 21,000 return flights from London to Perth every year, helping to protect the climate for future generations. It would also save local households over £80m every year while avoiding £3.2m in waste disposal costs for the council.

#### Some tips to help you reduce your food waste:

- using not binning leftovers;
- families eating meals together;
- understanding date labels;
- storing perishable foods correctly;
- sharing food waste reducing tips with friends, family and neighbours;
- check what you've already got before shopping - don't buy more fresh ingredients than you will use.

And remember that different foods have very different carbon impacts. In general, local, seasonal fruit and vegetables have much lower impacts than imported, out-of-season meat and dairy products.

Covid-19 has led to a big increase in eating at home and with Christmas around the corner, there's never been a better time to focus on reducing your food waste!

For more food waste reducing tips, see:  
[www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)

For more information on the carbon impacts of different foods, see: [www.bbc.com/news/science-environment-46459714](http://www.bbc.com/news/science-environment-46459714)

For more details of the trial referred to, see:  
[www.hubbub.org.uk/Blog/tesco-no-time-for-waste-challenge](http://www.hubbub.org.uk/Blog/tesco-no-time-for-waste-challenge)



# Home Ownership Team

Improving purchase options for council tenants

For further information please contact: 020 8871 6161

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

[wandsworth.gov.uk/homeownership](http://wandsworth.gov.uk/homeownership)



Wandsworth Council opening  
the door to Home Ownership

## Wandsworth's virtual affordable housing open day 2020

The home ownership team hosted their annual affordable housing open day on 22 October with a notable difference this year. For the first time the event was held online due to the ongoing Covid-19 situation.

Visitors were able to engage with members of the home ownership team throughout the day either via a webchat facility or telephone.

Independent financial advisers, legal experts and housing providers all lent their support to the event, displaying their information on the website. Residents were able to contact these organisations directly regarding topics such as mortgages, the buying process and shared ownership and intermediate rent opportunities in the borough.

Cllr Caddy said: "I am delighted this virtual event went ahead to showcase the new homes we have on offer in Wandsworth. Our Housing for All programme is already creating a borough in which residents have more opportunities to live and work locally. Now our housing teams are working on even more new developments to help in the recovery phase post Covid".

Event information is still available on the website at: [www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership)

The home ownership team are looking to host more online events so keep an eye out on their webpage for more details.

### House Purchase Grant Scheme

This scheme offers eligible secure council tenants a grant to use towards buying a home of their own on the open market within the UK or anywhere else 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.

So far this year 30 tenants have taken advantage of the scheme and many more have secured funding.

## New shared ownership developments

### A2 Dominion – York Road

There are 67 properties 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 [www.a2dominion.co.uk](http://www.a2dominion.co.uk) contact-us, by email [newbuildslettings@a2dominion.co.uk](mailto:newbuildslettings@a2dominion.co.uk), or 0800 432 0077



### Optivo – Riverside Quarter / Waterway, SW18

A mix of one- and two-bedroom units are 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 JLL on [sharedownership@eu.jll.com](mailto:sharedownership@eu.jll.com) or call 020 852 4300.

### L & Q – Wandsworth Exchange, SW18

Wandsworth Exchange is comprised of four apartment buildings, each with their own individual character and appeal. Jacquard Apartments, which launched in early 2020, has 65 apartments available with shared ownership spread across 11 floors. A 25% share of a one-bedroom home is £123,750, and £150,000 for a two-bedroom home. Please contact the sales team on 0333 003 3670, by email [wandsworthexchange@lqgroup.org.uk](mailto:wandsworthexchange@lqgroup.org.uk) or check the website [www.lqhomes.com/wandsworth](http://www.lqhomes.com/wandsworth)



## New homes at Thessaly Road in memory of WW1 hero

One of Britain's bravest World War I heroes has been honoured by having a block of council owned homes named after him in Wandsworth.



Cllr Caddy joined Mayor of Wandsworth, Cllr Jane Cooper, and Wandsworth Council leader Cllr Ravi Govindia, to mark the completion of Lascelles House, in Thessaly Road, Queenstown in memory of a local war hero, Acting Captain Arthur Moore

Lascelles formerly of Nightingale Lane, Balham.

Acting Captain Lascelles, of 3rd Battalion Durham Light Infantry, led his unit's heroic defence of an area in Masnieres, France while under heavy bombardment on 3 December 1917.

Lascelles House includes seven one-bed flats and one two-bed flat. The scheme is also providing seven houses meaning the Thessaly Road development has a combined total of 15 new properties that will be available for low cost rent.

## Randall Close planning application get the green light

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

In September Wandsworth Council's plan to build 106 new homes in Randall Close, Battersea was unanimously granted planning permission.

The development on land in the Surrey Lane estate, is part of the council's Housing for All commitment to building 1,000 new homes prioritised for Wandsworth residents and workers with at least 60% across the whole programme being affordable tenures. All sales receipts from market sale homes are being reinvested into the programme.

The development includes 27 new low-cost rent homes and 22 homes for shared ownership. A further 57 homes will be for market sale, prioritised for Wandsworth residents and workers.

Several consultations with residents on the estate have taken place over the last two years and helped to shape the

council's plans. This has included the council committing to replace all lost parking spaces, make improvements to existing estate play areas as well as wider landscaping and lighting improvements across the entire estate to meet secured by design standards.

The scheme also includes a new public square at the heart of the development which will provide a welcoming space for all estate residents and will link to a redefined shared street, improving pedestrian routes for residents into and through the estate.

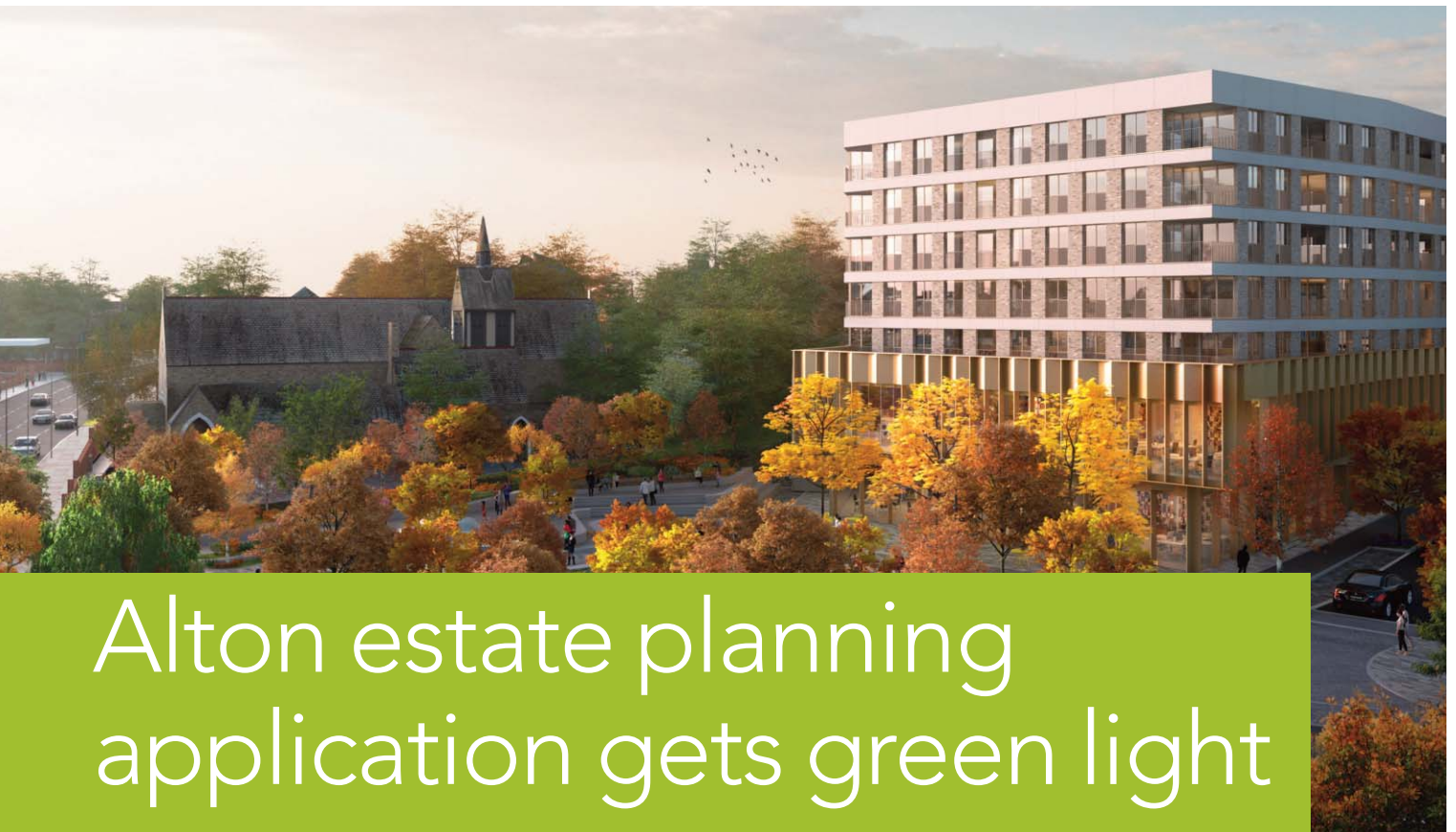
The development is also energy efficient and includes carbon friendly technologies as well as green roofs



which will significantly exceed local planning requirements. Whilst the scheme will necessarily mean the loss of some trees the council has committed to replace all trees lost and provide more semi mature trees across the whole estate.

The new affordable rent homes will be prioritised for local Wandsworth residents including those living on the Surrey Lane estate who are looking to downsize from their existing homes.

# regeneration updates



## Alton estate planning application gets green light

A once in a generation masterplan to regenerate part of Wandsworth's iconic Alton estate was approved by the council's Planning Applications Committee in October. The final decision on the scheme will now rest with the Mayor of London.

The transformational mixed-use regeneration will deliver more than 1,100 new homes including 261 council homes – an increase of more than 100 council homes. The development will be phased to ensure residents can move straight into their new homes on the estate, if that is their choice.

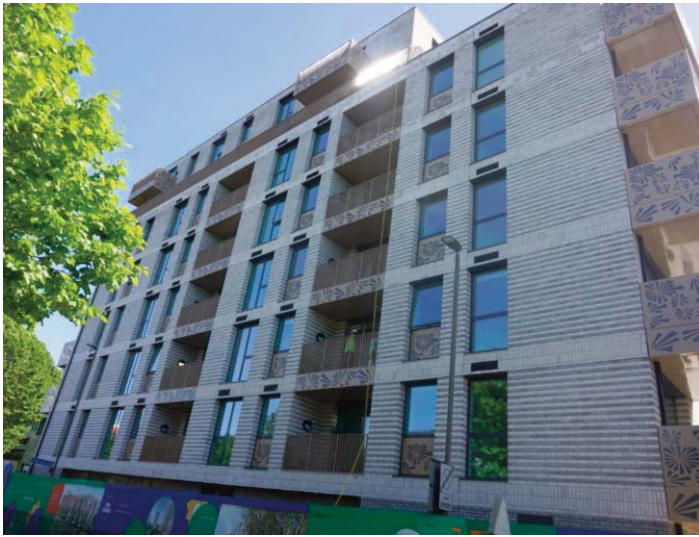
The proposals will also deliver new community facilities including a library, youth centre, community hall, GP surgeries, children's nursery and children's centre together with new shops and business spaces.

Cllr Ravi Govindia, leader of the council, said: "Wandsworth Council is absolutely committed to making sure the regeneration of the Alton goes ahead. This is a significant milestone for what is an important scheme that will improve the lives of the residents of this estate, providing them with

better homes and a better environment to live in."

In September the planning committee also unanimously approved the development of 14 new family sized homes on Fontley Way. The new homes will enable the first phase of the regeneration and will deliver parking, secure bicycle storage, landscape improvements, under-five's play and the refurbishment of a nearby play area for children over five years old.

The council recently took over the planning application for the Alton estate Regeneration following the departure of its former development partner, Redrow Homes. A decision on the route to find a new development partner is expected before the end of the year with the procurement process commencing in early 2021."



## Winstanley and York Road – first new build homes are ready

The Winstanley and York Road Regeneration Team and Cllr Caddy are delighted to announce that the first new build homes of the Winstanley and York Road regeneration will be ready to welcome their new residents in the new year.

The block, named Mitchell House, is the first of many new social rent council homes which will deliver high quality homes that will improve the lives of our residents, reducing overcrowding and creating an attractive new neighbourhood where people can be proud to live and work.

A total of 46 homes - 25 one-bedroom apartments and 21 two-bedroom apartments including six fully accessible wheelchair flats - have been built on the corner of Grant Road and Plough Road in Battersea, providing homes that are modern and energy efficient to help take our residents out of fuel poverty.



## Sports facility officially opens at Witley Point

The Mayor of Wandsworth, Cllr Jane Cooper, has opened a £250,000 refurbishment of a multi-use games area as part of the Alton regeneration.

Children from Heathmere School were invited to a socially-distanced opening event featuring mural painting, daffodil planting and the construction of a bug hotel to encourage wildlife.

Cllr Kim Caddy said: "I'm excited and pleased the games area has opened as it is a key part of our plans for the regeneration of the Alton estate and demonstrates that regeneration is about more than just housing."

Children from the Heathmere School, the Roehampton Base and Chelsea Kicks played a vital role in designing the new facility, and even created their own designs out of polystyrene and modelling clay. Although it was not possible to incorporate all their suggestions within the final design, council officers were able to include bicycle storage, an inground trampoline, higher fencing and monkey bars. The new facility also includes new footpaths, a resurfaced pitch, a graffiti wall, slides, new planting and seating.

## Roehampton Sheds

Council officers have been working with Age UK and Roehampton Sheds to develop a meanwhile-use for an empty retail unit in Roehampton.

Formerly a Chinese takeaway, the unit at Portswood Place has been vacant since 2017 and is due to be demolished as part of the redevelopment of the Alton estate.

To enable the unit to be bought into use in the meantime, council officers are working with the Roehampton Sheds

team to convert the unit into a woodwork studio. This will give Roehampton Sheds more space and will allow them to operate in accordance with social distancing guidelines. The space will also enable the Sheds team to collaborate with groups on community projects across the Alton estate.





## Love to Garden campaign

The end of lockdown saw the council launch a climate-focused campaign Love to Garden.

The campaign sought to bring together the gardening community of Wandsworth, to encourage residents to nurture their gardens - in particular to not pave over their front gardens - and to promote gardening's positive impact on mental

health. Even if you only have a small space to work with - such as a balcony - there are lots of ways you can make this 'greener'.

The campaign has been a success so far with residents all over the borough submitting images of their thriving gardens to join 'Wandsworth's Garden Wall', which can be viewed on the campaign's dedicated webpage: [www.wandsworth.gov.uk/lovetogarden](http://www.wandsworth.gov.uk/lovetogarden)

Edna, who is 90, made a splash on social media with her beautiful front garden which she updates seasonally. Her daughter, Vivian, said: "Whilst all of the other front gardens near her have become car parks hers remains a real garden and a wildlife haven. Passers-by stop to comment on the latest displays, and it keeps her fit and well. The back garden is even more wonderful. This image is taken at the end of her summer display, so passed its best, but she is already planning her spring and winter display."

Cllr Rory O'Broin, cabinet member for finance and corporate resources, said: "It's encouraging to see so many residents not only enjoying gardening but understanding its important role in our environment. I look forward to seeing this campaign develop and inspire more people to 'love to garden'."

If you would like to join 'Wandsworth's Garden Wall' please send pictures of your garden to [lovetogarden@wandsworth.gov.uk](mailto:lovetogarden@wandsworth.gov.uk).



## Promoting sexual health during COVID-19

Following lockdown, Wandsworth's sexual health service providers, charities Spectra and METRO, quickly adapted their services to meet the government's new guidelines.

To celebrate Sexual Health Week in September, we hosted a Relationships and Sex Education (RSE) webinar. With RSE now compulsory in all secondary schools in England, the webinar allowed our team of experts to explain the new additions to the curriculum.

On 1 December we celebrated World AIDS day, when people across the world come together to celebrate the achievements made in the fight against HIV/AIDS, to stand in solidarity with those living with HIV and commemorate those who have died from an AIDS-related illness. To mark this important day, we flew a red ribbon flag at Wandsworth Town Hall and hosted a webinar on being transgender and living with HIV. All webinars are available to watch any time at [www.wandsworth.gov.uk/sexualhealth](http://www.wandsworth.gov.uk/sexualhealth).

Residents are reminded that, despite the pandemic, sexual health clinics in Wandsworth are open and continue to offer a full range of free STI and contraceptive services. To book an appointment call 0333 300 2100 (lines are open Monday-Friday, 8am-7pm) or visit [www.shswl.nhs.uk](http://www.shswl.nhs.uk). Free STI home testing kits can also be ordered online from [www.shl.uk](http://www.shl.uk) and young people aged under 25 can order free condoms, lube and chlamydia tests from METRO's online service [www.getit.org.uk](http://www.getit.org.uk).

# Worried about winter bills?

The cost of gas and electricity is rising, putting pressure on budgets, especially for those who are older, have a low income, or have a long-term health condition.

The Wandsworth and Richmond Assessment Point (WRAP) offers free advice and information on ways to stay warm for less.

If you are worried by your winter bills, WRAP can help by offering:

- specialist advice on lowering your heating bills whilst keeping warm;
- advice on energy and water bill tariff discounts (Warm Home Discount and Water Sure Plus)\*;
- assessments for grants for insulation and heating works\*;
- referrals for benefit checks;
- advice on health and wellbeing services in the borough;
- referrals for FREE smoke alarms;
- FREE energy and water saving devices for eligible households including an LED bulb, radiator reflector panels and a water saving showerhead\*.

\*Subject to an eligibility assessment

The WRAP service is delivered by our local not-for-profit partners, Thinking Works. To book an assessment or for more information, please contact Thinking Works:

- Freephone: 0800 118 23 27    ■ Text: 07928 394 482
- Email: [enquiries@thinkingworks.co.uk](mailto:enquiries@thinkingworks.co.uk)

Jacqueline Woods of SW11 was referred to WRAP by the council's Home Improvement Agency (HIA) when her heating failed. WRAP did an assessment within 48 hours and applied for a grant to have the boiler replaced. Jacqueline said: "I can't thank you enough. We're now lovely and warm."

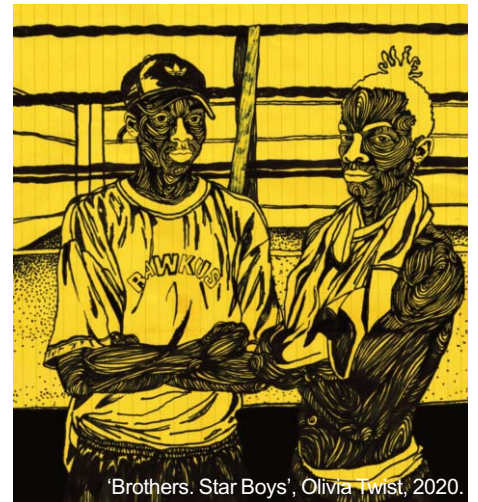
## Wandsworth Arts Fringe needs you!

Wandsworth Arts Fringe (WAF) is a much-loved local arts festival that electrifies the borough of Wandsworth every year.

The Arts Service is currently planning next year's festival (7 - 23 May 2021) and is inviting all interested artists, community groups and creative producers to get involved.

WAF loves art in all its forms: theatre, music, dance, comedy, circus, visual art and all things in between. It is an open access arts festival so everyone is welcome to jump on board! We are open to digital online or hybrid projects for 2021 as well as live in venues (subject to Government restrictions) and outdoors in parks, community estates and the high street.

Whether you're a professional or visiting artist, arts organisation, a fringe veteran or a first timer who wants to try a new idea, get involved in our annual arts extravaganza! Express your interest by 8 January 2021 at [www.wandsworthartsfringe.com](http://www.wandsworthartsfringe.com)



'Brothers. Star Boys', Olivia Twist, 2020.

## Wandsworth Arts

We were not able to put on Wandsworth Artists' Open House as normal this year. However, we still wanted to mark the occasion with a celebration of Wandsworth's creative talent and inspire our local residents, artists, and young people.

Wandsworth Arts did this by launching a nine-day online programme on 3 October, working with a range of creative individuals and organisations in the borough. 259 local artists and organisations signed up to take part. We kicked off the programme with a collaborative project with the Royal College of Art, with digital content exploring the impacts of climate change and advice on digitising artwork.

There was also a celebration of our outdoor public art, with an art trail around Nine Elms which included works by world-renowned artists such as Sarah Lucas and Yinka Ilori.

We ended with Bounce Theatre's programme of arts, poetry activities and workshops for young people and families which celebrated Black History Month. Finally, to celebrate, we interviewed POoR Collective who inspire positive social change and youth empowerment through design and architecture – a look forward to Wandsworth's creative future. All content can still be enjoyed on [www.wandsworthart.com](http://www.wandsworthart.com)

# community news

## Putney Vale playground refurbishment

The Deputy Mayor of Wandsworth, Cllr Sue McKinney, has officially opened the newly refurbished playground at Putney Vale. Back in 2017 it was identified that the playground on Stroud Crescent was getting a bit tired and dated. A local resident stepped forward to campaign for funding for the refurbishment of the play equipment and the poor surfacing.

In 2018 Ania Faluta, a resident of Putney Vale for six years, started on what would be a two-year journey to secure £40,000 for the refurbishment works.

Ania approached five play equipment suppliers for designs to refit the playground and through discussions with the Putney Vale Residents' Association this was narrowed down to three potential designs. Residents were consulted on the options and selected the successful design from Kompan.

After several months of lobbying many large community funds and having completed a multitude of applications late into the night on many occasions, funding was finally secured from the Roehampton Parish Trust and the Kingston Vale Trust. Thank you to all the trustees and to Mark Hickey of Wandsworth Council for his continued support throughout the selection and funding process.

The playground has been designed to cater for toddlers to 12-year olds and provide play for children with disabilities. The new equipment is interactive and stimulates cooperative play.

Work started at the beginning of October and was completed for the playground to open for the autumn half term. It's fantastic to see children from the Vale and neighbouring communities enjoying the space once again – huge well done to all involved!



## Residents' associations accreditation is going virtual

In this unpredictable year our residents' associations have been working hard representing their residents. Every year the residents' associations undergo a process to become reaccredited which enables them to continue to influence change within the council's participation structures.

Part of this accreditation process is to hold an annual face-to-face general meeting, which was not appropriate given social distancing. The council originally gained consent to extend the period within which the residents' associations had to arrange re-accreditation; we are now working on a way of helping our associations to become re-accredited using virtual platforms for their AGMs, this way they can still fulfil the criteria for reaccreditation and continue their great work.

If you are interested in learning more about resident associations, then please contact your RPO.



# Do you know about our Housing Community Champions Scheme?

The housing community champions scheme recognises the valuable work of residents in their neighbourhood and helps support their community work. Housing community champions can come in many forms, whether it's a community gardener, a keen organiser of community events or somebody who volunteers their time to help older people on their estate.

## Benefits of being a housing community champion

- You can apply for funding. We have set aside funding to support individual community projects and initiatives. All community champions can bid for money to support their specific projects on behalf of their estate or block.
- You are supported to continue to build on the good work and services you provide to your local area.
- You encourage wider resident participation (particularly in blocks and estates which are not represented by a residents' association).
- Your hard work is formally recognised by the Mayor when you're presented with a badge of recognition at a ceremonial event held each year.

If you know a community champion in your area, contact your Resident Participation Officer to nominate them for their work

## Funding for WOW Mums

Women of Wandsworth Mums have been chosen by Leyland SDM as one of ten community organisations across London to benefit from a £1000 award to spruce up their local area. The organisation has chosen to use part of the grant to paint the café at the Katherine Low Settlement and the rest will go towards Battersea's Men in Sheds workshops with WoW kids.



## Keep Active with Chelsea Kicks!

Chelsea FC Foundations Premier League Kicks programme was established in 2007 with the aim of using football to engage with young people, reduce anti-social behaviour in the community and bring people together. Through free sports provisions to 8-18 year olds in South West London we aim to:

- Promote participation in sport in areas of high need
- Inspire and support young people to progress into positive pathways, building supportive relationships with one another and the authorities.
- Promote integration and champion equality, diversity and inclusion

The Kicks programme offers activities to inspire young people to achieve their potential and improve their wellbeing while working together to build safer and more inclusive communities.

All Kicks sessions are delivered by FA Level 2 qualified coaches, many of which have come through the Kicks programme and have been supported by Chelsea FC Foundation and the Premier League to gain their coaching qualifications.

For more information on Kicks or to find a session near you go to [www.chelseasoccerschools.co.uk](http://www.chelseasoccerschools.co.uk)

## 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

# sheltered housing news

## No need to be lonely this Christmas!

Is Christmas cheer going to give way to lockdown blues this holiday season? Not if our fantastic charity partners have anything to say about it.

They are determined to make sure that older people who are feeling the brunt of nine months of limited social activity have something to celebrate, even if it's within the spirit of social distancing. If you are an older resident in Wandsworth and are worried that you might have to miss out on your usual festive celebrations, here are some things you may want to put on your Christmas list:

**Age UK Wandsworth's Active Chats** combine telephone/virtual befriending and gentle seated exercises and mindfulness to help older residents stay active and positive at home. Chats can be done via telephone or Zoom/Skype. If you or someone you know would benefit from the Active Chats service, please contact Sorrel Brown: [sorrel.brown@ageukwandsworth.org.uk](mailto:sorrel.brown@ageukwandsworth.org.uk).

**LGBTQ+ Chats** matches older LGBTQ+ people with a volunteer from the community to create a supportive friendship. The volunteer will call for a weekly chat and can also offer seated exercises, mindfulness and breathing techniques. To find out more contact Rebecca Lothian: [rebecca.lothian@ageukwandsworth.org.uk](mailto:rebecca.lothian@ageukwandsworth.org.uk)

**Age UK's Independent Shopper scheme** supports older people with online grocery shopping which may be helpful for those unable to get to the shops. Age UK Wandsworth will set up an online grocery account and help with the first few shops so that eventually people may be able to shop online independently - making sure no-one misses out on mince pies and Christmas pudding! Contact Rebecca Lothian or Chi Patel: [independentshopper@ageukwandsworth.org.uk](mailto:independentshopper@ageukwandsworth.org.uk)

You can call Age UK Wandsworth on **020 8877 8940** to speak about these and any of their other services.

While **Hestia's Age Activity Centre** is normally a lively place to meet and enjoy a wide range of activities for Wandsworth residents over 60 years, it has temporarily closed due to the pandemic. However, staff



Age UK Wandsworth assisting an independent shopper client

have continued to stay in touch with their members, having weekly wellbeing calls and are starting to run Zoom sessions three days a week. Members are offered advice and signposting and can contribute articles to the quarterly newsletter. If you could benefit from a weekly chat from one of the team, please get in touch so they can arrange that for you. There are also volunteering opportunities available which is another great way to give something back or tackle loneliness and isolation. Why not consider becoming a Hestia Telephone Outreach Volunteer or a Digital Coach? For referrals, volunteering opportunities or to see what Hestia are doing for you this festive period please contact Jacqui Clack on [Jacqui.clack@hestia.org](mailto:Jacqui.clack@hestia.org) or by telephoning **020 8767 8426**.

**Regenerate-RISE's Christmas dinners** are a highlight for their members and while these plans have been cancelled, the staff and volunteers are busy looking at ways they can bring the Christmas cheer to residents' doors. So, watch this space: [www.regenerate-rise.co.uk](http://www.regenerate-rise.co.uk)

Feeling lonely can happen to us all, and whilst services are currently being offered differently at the moment the list above is just some of ways that you can get involved with your local community, make new friends or find the right type of support. For more information on services and help for older people go to: [www.wandsworth.gov.uk/health-and-social-care/public-health/older-people/](http://www.wandsworth.gov.uk/health-and-social-care/public-health/older-people/)

# Songs on Wheels!

Lucky residents of Glenthorpe and St. Margaret's Court were treated to an afternoon of entertainment courtesy of Libby Asher and fellow performers from Songs on Wheels.

Residents were also joined by two members of the Met Police, Fleur Anderson MP, their estate manager and residents participation officer and Andrew Loxton from Hestia.

It was a very enjoyable afternoon and all the residents had a great time. We all sang along and it was just what was needed to lift everyone's spirits during a difficult time.

The event was organised by Lynne Capocciana who is a regular visitor to one of our residents. After the performance each resident was presented with a bag of goodies kindly donated by a major supermarket. The event took place safely outside with everyone maintaining social distance.

We would like to thank Lynne and Libby for all their efforts and kindness in organising such a lovely event.



# TeleCARE



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**24-hour reassurance**  
for carers

Phone: **(020) 8871 7707**  
Email: **accessteam@wandsworth.gov.uk**

**[www.wandsworth.gov.uk/telecare](http://www.wandsworth.gov.uk/telecare)**



AD.917 (5.15)



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# WATCH

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email: [watch@wandsworth.gov.uk](mailto:watch@wandsworth.gov.uk)  
[www.wandsworth.gov.uk/watch](http://www.wandsworth.gov.uk/watch)



AD.1083 (2.19)



## New help for accessing discretionary support grants

Citizens Advice Wandsworth (CAW) have launched a brand-new service providing support to residents who need help accessing local Discretionary Support Grants.

The new CAW service is aimed at people who struggle with making online applications. Residents who want help can contact CAW advisers on 020 4529 0674 between 10am - 12pm, Monday- Friday (messages can be left during these times).

These grants are provided by the council to support people who are experiencing hardship and crisis. Residents can ask for vouchers for food and fuel or help with getting furniture and white goods. Discretionary Housing Payments are also available for people struggling with rent - as long as they are currently getting Housing Benefit.

CAW advisers will help people make the online applications, and will also provide support with any debt, benefit, housing or employment issues which might be causing hardship. CAW services are all confidential and independent and their advisers are kind and non-judgemental.

You can find out more about the council discretionary support grants scheme at [www.wandsworth.gov.uk/housing/benefits-and-support](http://www.wandsworth.gov.uk/housing/benefits-and-support)



## Does someone depend on you?

Do you look after someone at home who needs support because of an illness or disability and cannot manage without help?

The coronavirus pandemic has meant that more of us than ever before are now fitting this description. Estimates show that the number of people in Wandsworth who are providing unpaid care has increased by one-third since March 2020.

### Support for carers

The council and our partners are committed to supporting you in your caring role and have dedicated adult social care teams that can help you get the advice, guidance and support you need.

All carers are entitled to a carer's assessment. This is simply a brief conversation with you that will help us understand you and your needs better, for example what physical, emotional and practical impact caring has on your life and what support and information we can provide. Once you've had carer's assessment you can register a carer's emergency card. The aim of the card is to provide you with peace of mind by ensuring that, if an emergency

happened which stopped you from providing care, arrangements for alternative planned care can be put in place for at least 48 hours. The carer's emergency card scheme is recognised by local health and emergency services.

If you would like a carer's assessment or more information please get in touch with our adult social care team on 020 8871 7707 or email [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk). Alternatively, you can also complete your assessment online, in your own time on our website at [www.wandsworth.gov.uk/carers-assessments](http://www.wandsworth.gov.uk/carers-assessments)

Further information and support for carers is available on our website at [www.wandsworth.gov.uk/health-and-social-care/looking-after-someone](http://www.wandsworth.gov.uk/health-and-social-care/looking-after-someone).

You can also contact Wandsworth Carers' Centre on 020 8877 1200 or email [info@wandsworthcarers.org.uk](mailto:info@wandsworthcarers.org.uk) for more information and advice on local services that can support you in your caring role.

## 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)