

Wandsworth Council's housing newsletter

Homelife

Issue 97
June 2023



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Useful contacts

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

Housing contacts

Housing Customer Centre

90 Putney Bridge Road London SW18 1HR
(serving Central, Eastern and Southern Area Teams)

Western Area Housing Office

Roehampton Parish Hall, Alton Road,
London SW15 4LG

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
Housing hotline: 020 8871 6161

Joint Control Centre (formerly known as Wandsworth Emergency Control) (housing emergencies, out of hours) 020 8871 7490

Home Ownership

housesales@wandsworth.gov.uk

Downsizing options

allocationteam@wandsworth.gov.uk

Landlords looking for tenants

privatelandlords@wandsworth.gov.uk

Details of how to make a complaint are on our website at www.wandsworth.gov.uk/complaints

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

- For properties across the borough where heating is supplied by a **central communal boiler.**

Smith & Byford 020 8722 3431 or 0808 196 1791
CommercialServices@smithandbyford.com

- Battersea, Central Wandsworth and Earlsfield** with an individual domestic heating system.

PH Jones 020 3657 0304 or 0333 004 2333 [wbcrepairs@phjones.com](mailto:wbc repairs@phjones.com)

- Putney, Roehampton and Tooting** with an individual domestic heating system.

T Brown 0800 977 8472 or 020 8786 1244
repairs@tbrown.com

To find out your gas contractor call 020 8871 7040

Housing Ombudsman

If you have made a complaint to your landlord and you feel your complaint is not being dealt with correctly, you can escalate your case to the Housing Ombudsman who will provide impartial advice and support to try and resolve the matter for all parties.

The Housing Ombudsman can be contacted via:

Email: info@housing-ombudsman.org.uk

Telephone: 0300 111 3000

www.housing-ombudsman.org.uk

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



Welcome to the June issue of Homelife

It is important that repairs and refurbishments to blocks and estates are carried out to improve the quality of life for those living on their estates.



You may have noticed we are having some difficulty getting repairs done within our target time. Across London there have been large challenges with contractors, but we are doing everything we can to improve our service as well as investing £172 million in upgrading our homes across the borough over the next four years (page 4).

It's important to us that when we do major works, they are affordable for resident leaseholders. I am proud the council now offers a four year interest free period for major works bills over £3,000, and this is highlighted on page 12 in an interview with Patricia Evans, a Wandsworth resident leaseholder, who tells us the positive impact this policy has had.

As well as looking after our existing homes, we are providing new council homes for our residents. Gideon Road is a fantastic example of the kind of quality homes Wandsworth is building on our

own land, giving local families the chance to get a new high quality council rent home. Page 4 provides a case study of Cheraine Grier, whose family has lived in Battersea for three generations and who has secured a new home for her and her daughter.

Community events have been taking place across the borough over the last few months, including the creation of new hedges to encourage hedgehogs to move around on the Dover House Road estate (page 11) and events across the Alton estate over Easter (page 17). Our Gardening Competition began earlier this year so make sure you are getting into your garden for a chance to win up to £100 of gardening vouchers (page 11).

This edition highlights some of the events happening around the borough over the next few months, including (one of my favourites) the Happy Streets Festival in Battersea (page 7), crafty coffee mornings

at the ROSE clubroom (page 7) and the Wandsworth Arts Fringe which is hosting events across the borough next month (page 13).

Finally, I would like to welcome on board our two new Resident Participation Officers (RPOs), Vanessa Santos (Eastern Area Team) and Tom Gates (Central Area Team) (page 8). The RPOs play an important role in our community, particularly working with our residents' associations. The RPOs and officers will be working towards our annual Residents' Conference which will take place in Autumn 2023 (page 8).

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

Aydin Dikerdem
Cabinet Member for Housing

Housing upgrades for residents

Residents in nearly 200 homes on the Arndale estate are looking forward to new kitchens and bathrooms as part of the council's ongoing programme of upgrading its housing stock. Work is expected to begin shortly on three of the estate's housing blocks.

In a separate scheme, residents of the Lochinvar estate in Balham will shortly benefit from a lift refurbishment programme, while some blocks on the Alton estate in Roehampton will have enhanced safety and security from upgraded entrycall systems. Meanwhile, preparations are in hand for an initial phase of works at Earlsfield's Henry Prince estate which will deliver upgraded

roofs and windows and external decorations to several blocks. These projects are part of the council's continuing investment in providing improved homes for estate residents, including new windows and roofs, new kitchens and bathrooms, lift refurbishments, upgraded electrical wiring and modern heating systems.



Photo: Andrey Popov

Residents stay close to home in new developments

The council is delivering 1,000 new council homes as part of its Homes for Wandsworth programme.

New council-build homes allow residents to stay close to their family and friends.

As part of the Winstanley and York Road regeneration project, all existing council rented homes on the estate are due to be replaced and new council homes are being added.

Cheraine Grier grew up on the Winstanley estate and, over the course of around 50 years, she is the third generation of her family to live there. Just prior to the start of the Covid-19 pandemic, Cheraine was living in a studio flat on the estate when her child was born.

Cheraine said: "Living through the pandemic with a small child was tough. It was a real struggle for my mental health."

She received a letter from the council's Regeneration team about Gideon Road in Battersea, which was built to allow early moves as part of the Winstanley and York Road regeneration and immediately expressed her interest. Within 10 days, the team had got back in touch and offered her a new home. She viewed the new apartment and accepted it on the spot.

The council handled all the paperwork and assisted with the moving process to ensure that it was a smooth transition.

Cheraine added: "Louise in the Regeneration team was an absolute gem! It never felt like she was 'just doing her job'. I asked questions throughout and she was always helpful and understanding and made me aware that she was available if I needed her. The move was a breeze."

“ This home was a fresh start for me and my daughter. It's five minutes away from her school and close to all our friends and family and, most importantly, my daughter has her own room now! **”**



Progress on repairs

A range of external factors, such as the pandemic, inflation and issues with the supply of labour and materials, have meant that in recent months many housing providers have struggled to complete repairs in a timely manner.

Unfortunately, our contractors have also been impacted by those issues so you may have noticed some repairs to your homes have taken longer than they should have done.

We are sorry if you have been affected by those delays. We have been working closely with our contractors to resolve those issues and a much greater proportion of repairs are now being completed within target.

If you are waiting for repairs to be completed in your home, please do contact your Estate Manager who can assist with liaising with the contractors and arranging an appointment for those works to be completed.

Introducing Freegle

■ Are there things you need? Do you have things you don't want?

Freegle matches people up to help them give and get **FOR FREE**, locally - it's like online dating for stuff!



Right now in Wandsworth, there is a community of 28,000 freeglers giving and getting furniture, clothes, DIY materials, fridges, washing machines and much more!

Freegle is free to join, free to use and everything on it is free. It makes people happy and saves things from being waste – good for people and the planet.

Just about anything (legal) can be found on Freegle - including all sorts of things that make your place feel like home – cushions, curtains, lighting, houseplants, even children's toys and baby equipment.

When leaving your property, you might have things that you can't take, or simply don't need anymore. Freegle is a simple way to give things away to local people. Just list your item and if someone local wants it, they will get in touch and pick it up.

Freegle is easy and we even have an app so that you can get freegling straight away. Go to www.freegle.in/Wandsworth or search for Freegle wherever you get your apps.

Free gym and swim for residents on lower incomes

■ Residents who are being priced out of using leisure facilities due to the **Cost of Living crisis will be able to use a gym and go for a swim for free from this summer.**

The initiative will mean that anyone receiving Universal Credit will be able to enjoy free off-peak adult gym and swim sessions (off peak is before 5.30pm on weekdays and all day at weekends).

It will also ensure that young people aged 15 and under who receive free school meals will be able to swim for free. A parent or guardian looking after one or two children will also be able to join them for free so that families can enjoy a swim together. During off peak hours, young people aged 11-15 are free to use the junior gym and make a free sports booking.

The changes are part of the council's work to make the borough fairer and more compassionate and are the start of a wider review of council services to ensure concessions are targeted at people who need them the most.

Wandsworth Council

Cost of Living support

■ Help with grants, bills and benefits

■ Support for families

■ Where to turn in a crisis and more



visit: wandsworth.gov.uk/hub
call: 0808 175 3339



Tackling the climate emergency



Exploring low carbon alternatives

In response to climate change, the council is exploring opportunities to pilot low carbon heating alternatives in our tenanted stock.

Since January 2023, a graphite and graphene-based nanotechnology heating system has been installed in a council property. The pilot will be for 12 months to evaluate the technology and consider the impact on fuel bills.

The installation of infra-red heating panels is part of the council's efforts to reduce carbon emissions by adopting novel technologies and measuring their effectiveness. We spoke with Jaime James to discuss her experience of the new heating system so far.

What was your experience of the technology being installed into your home?

The process overall was smooth. The installers were a nice team of hardworking people. Installation of the ceiling panels themselves took only 3 days, electrical works and redecorating about a week after that.

When you first hear of heated ceiling wallpaper you automatically think it won't work as heat rises etc but it works via infrared and heats items/furniture/floor. It was described to me as 'like the sun coming through the window'.

How has using this technology improved your life at home?

The technology has much improved quality of life at home, we are happier and more comfortable as a result. The new heating system allows me to be in control, each room has a thermostat and heating can also be programmed.

Has there been any improvements in your heating system?

I now have heating in the kitchen and bathroom where previously I didn't. Being able to turn heating on/off in the locations I want and when I want is amazing!



Has this technology reduced your energy consumption?

Yes, energy consumption is reduced slightly overall. It would have been reduced more but you have to bear in mind this technology has been installed in 2 rooms that previously didn't have any heating source.

Would you recommend to others this low carbon approach to heating?

Yes, in an electric only flat you are limited with your heating choices, so this is a good option. I do think to get the absolute most out of it, it would be best installed in homes that have insulated walls and decent windows.

Happy Streets Festival for families



If you live in Battersea's Savona estate, Patmore or Carey Gardens co-operatives or Doddington and Rollo estates, don't miss the family highlight of the summer on Saturday 15 July.

Free and open to all, the Happy Streets Festival brings family entertainment, crafts, live shows and music to the area around Thessaly Road, SW8.

Check what's on at nineelmslondon.com/happystreets



Get active at the ROSE clubroom

Make it a sociable summer if you live in Battersea and Nine Elms.

Start the week by dropping in for a cuppa and a chat while you make something arty at Monday's new free Crafty Coffee Mornings at the ROSE clubroom.

If you want to try your hand at some light gardening, the ROSE Gardening Club has started up again and is looking for new volunteers to help the community garden spring into bloom this summer.

End the week by joining the new series of free Walks & Talks through Battersea with a different guided route each week. Meet up with walk leader Hilaire each Friday morning until 30 June for an hour-long group walk exploring your local area.

Book your free place and find more events at nineelmslondon.com



Nine Elms community engagement meeting

Find out what's happening in Battersea and Nine Elms at the next community engagement advisory group meeting on Wednesday 21 June at 6pm at the ROSE Community Clubroom, 22 Ascalon Street, Battersea, SW8 4DL.

Everyone's welcome to come along to hear from council representatives, local partners, and construction and development organisations about the latest changes and opportunities in and around the neighbourhood.

More information and dates at www.nineelmslondon.com/CEAG

Introducing our new Resident Participation Officers

We would like to introduce two new Resident Participation Officers, Vanessa Santos (Eastern Area Team) and Tom Gates (Central Area Team).

Vanessa and Tom will be supporting our existing residents' associations and working with residents to establish new ones. They will organise events, and help identify and arrange small improvements on estates, such as the establishment of community gardens and the installation of cycle hangars.

To get more involved in your community, please contact your RPO to discuss how you might do this. If you see Vanessa or Tom in your area, please do say hello.

We asked Tom and Vanessa how they are getting on:



Vanessa:

“ I enjoy meeting the residents and listening to their concerns about the estate and discussing solutions, either by bidding for a small improvement or speaking with the estate manager about the issue. ”



Tom:

“ I enjoy being a friendly face to others and seeing the local area progress as well as speaking with residents and hearing their thoughts on the good and bad aspects of their estate. I will work with residents on their ideas to improve the area. ”

Battersea community garden inspires winning design at Chelsea Flower Show

Community gardeners at a Battersea roof garden have packed the flower beds for hundreds of show-stopping plants donated from the prize-winning RHS Chelsea Flower Show garden, which was inspired by their own space.

A RHS Gold Medal was awarded to the show garden, which was inspired by their own half-acre garden tucked away on the roof of a former car park in the Doddington and Rollo Estates in Battersea.

After the Flower Show closed, hundreds of different plants, together with a pergola, pizza oven, outdoor bookcase, storage cabinets and even hard landscaping were transported from the Chelsea garden to their new home in the rooftop garden.

Malissa Ritchie, Chair of the Roof Garden Volunteer Committee said: “On behalf of all the volunteers here at the Doddington and Rollo Community Garden, we’re beyond excited that our community efforts have inspired a gold medal-winning garden.”

The Gold Medal was awarded in the Sanctuary Gardens category. Designed by James Smith and built by The Landscaping Consultants, gardeners have chosen a selection of fruit and veg ideally suited to a diverse range of African-Caribbean, Asian and European dishes, reflecting the heritage of those who live in the estates.





All cats to be microchipped

New legislation has been introduced making it compulsory for all cats to be microchipped.

New rules mean cats must be implanted with a microchip before they reach 20 weeks old, and their contact details stored in a pet microchipping database. All owners must have their cat microchipped by 10 June 2024 and may face a fine of up to £500 if they fail to do so.

The council's Animal Welfare Service will be responsible for the enforcement of this new law, which is similar to the current laws on dog microchipping. Cat owners are invited to voluntarily register their cats with the Animal Welfare Service.

There will be a limited offer of free microchipping to cat owners who are council tenants, leaseholders, or tenants of leaseholders. To find out more about this and to register with the council, please contact the Animal Welfare Service on **020 8871 7606** or animalwelfare@richmondandwandsworth.gov.uk

Dog owner fined over £1,700 for breaching housing estate byelaws

A Roehampton woman who repeatedly flouted dog control byelaws and caused noise nuisance to her neighbours has been ordered to pay more than £1,700 by magistrates.

She has been the subject of numerous complaints from other estate residents mainly as a result of her dog's loud barking and being let off the leash which has caused fear and anxiety to other residents.

The woman has been given numerous verbal and written warnings since 2015. However, when these warnings failed to improve the situation, she was handed an Acceptable Behaviour Contract which then escalated in 2018, to a Community Protection Notice (CPN).

For her first breach of the CPN the woman was convicted by magistrates in May 2018 and fined. Further breaches in 2020 and 2022 led her to being summoned to appear again in court. She was convicted of two offences and this time fined £480 and ordered to pay costs totalling £1,248.

Fighting Housing Fraud

The council is committed to protecting residents against housing fraud and abuse.

There is a significant cost to the council in providing temporary accommodation for families in need of housing. By investigating housing fraud, we can ensure that properties are being used by families in genuine need. Housing fraud includes subletting, false applications for succession and housing Right to Buy applications and non-residency.

The council has a dedicated team of professionally qualified fraud investigators who investigate housing fraud and any other fraud committed against the council, including Blue Badge abuse, parking permit abuse and social care fraud.

For more information, or to report a fraud, please visit www.swlfp.org.uk or email swlfp@richmondandwandsworth.gov.uk



Introducing the Ethelburga Community Garden

■ We spoke with Tim Graham, member of the Ethelburga Residents Association (RA), to discuss their community garden.

Can you tell us about the community garden?

The Ethelburga Community Garden is situated in the central heart of our estate. The idea for the garden was conceived approximately 10 years ago on a space that had previously been disused and neglected, an abandoned builders yard. Although a relatively small space, the main garden and other beds across the estate now enable us to grow a huge variety of tasty seasonal organic vegetables, fruit and flowers.

Last year was truly wonderful with amazing crops including tomatoes, onions, potatoes, cucumbers, french beans and much more. We also have a dozen now mature fruit trees including plums, apples, pears, greengage and an amazing fig tree that all produce a wonderful crop which everyone shares.

What have you got planned for the garden this year?

The garden is bursting into life. We are so lucky to have a large greenhouse which gives our vegetables and flowers a head start every year. The main garden is walled creating a warm microclimate which all of the plants absolutely love and we have lots of planting planned this year in all of the large 12 raised beds. We aim to have two vegetable crops to include community favourites such as tomatoes, courgettes, cucumbers, onions, aubergines and my own favourite runner beans.

Later in the year we will plant winter veg including leeks, carrots, parsnips, cabbage and purple broccoli. There may even be a few brussels sprouts for Christmas. The main external bed is planted with colourful perennial flowers and giant sunflowers which are always a favourite.

Who and how can residents get involved?

The wonderful thing about the garden is that any resident on the Ethelburga Estate can get involved, and they do! It's really become the heart of our community with people of all ages and backgrounds popping in and out all the time.

Young children come and plant potatoes, radishes and all types of seeds then watch them grow. Others just come to sit in the garden to chat and enjoy the green space. We have a WhatsApp group that keeps everyone aware of what's going on and suggestions on how they can get involved.

What else would you like to tell us?

I guess the thing I would say is that I would encourage every community if they can to have a community garden. In addition to the green space that it creates, it becomes a place of wonderful social connection and one of learning for children.

I would like to take the opportunity to thank Peter Lanigan O-Keeffe who had the vision and energy to set up our garden 10 years ago. Also huge thanks to Wandsworth Council and the Small Improvements Budget scheme which helped to fund the replacement of old rotten planting beds last year with new eco-friendly recycled raised beds in the garden ensuring greater accessibility and long term commitment to our garden.



Photo:coldsnowstorm

Gardening competition 2023

Has your garden got what it takes to stand out from the rest? Have you got big plans for your community garden this year? Is your balcony greener than your neighbours?

If so, you could be in for a chance of winning £100 in vouchers.

The council's 2023 Gardening Competition launches this month, with submissions closing on the 1 September 2023. Shortlisting and judging will take place in September, with the winners announced in the December edition of Homelife. The competition is open to all our council residents.

Judging criteria

Judges will include both councillors and council officers, who will be considering design and presentation, use of space, variety of plants, cleanliness, health of the garden, and sustainable gardening practises.

Categories

- Best Community Garden
- Best Private Garden
- Best Container/Balcony Garden

Prize breakdown

- 1st Prize - £100 in gardening vouchers
- 2nd Prize – £50 in gardening vouchers
- 3rd Prize - £25 in gardening vouchers

Prizes will be for each category.

How to enter

To enter, submit photos of your garden by 1 September 2023 by emailing housinggardeningcompetition@wandsworth.gov.uk.

Good luck!



Hedge planting on the Dover House Road estate

Over winter, the department's estate gardeners joined members of the SW15 Hedgehogs conservation group to plant new hedges on the Dover House Road estate.

80 metres of new 'Hedgehog Highways' were created to help these wonderful animals move safely. The new highways link already planted hedges to provide routes for hedgehogs to hunt and forage at night and provide extra shelter to make sure they feel secure.

With hedgehog numbers declining nationally, our estates can play an important part in reversing this trend and conserving these iconic creatures for the future.

Encouraging hedgehogs into your garden is a great way of keeping pests such as slugs and snails under control. Residents with their own garden can create their own highways by introducing a small hole of around 13cm by 13cm at the bottom of fences which will allow hedgehogs to make their way in and out of the garden.

For more information on how to get involved, email the SW15 Hedgehogs team at: saveourhedgehogs@gmail.com or visit the British Hedgehog Preservation Society website www.britishhedgehogs.org.uk

Saving residents money on improvements to their estate

Wandsworth Council manages over 32,000 properties across the borough and is responsible for their maintenance. This means from time to time the council has to carry out major works to keep them in a good state of repair.

Previously, the council offered a 10-month interest free payment option for major works bills for resident leaseholders. However, since September 2022 the interest-free payment period for works over £3,000 has been extended to four-years.

Patricia Evans, a Wandsworth resident leaseholder, said: "Major works are due to be carried out on our building later this year. Instead of paying the full cost of the works in 10 months, the payments are broken down into a far more manageable sum. It's a huge relief and makes so much difference."

Based on an average bill of £7,500, a resident leaseholder would have previously paid £750 per month over 10 months, and instead will pay £156 per month or £1,875 per year, a reduction of £5,625 per year.



Mould removal team helping residents

The council's newly created mould removal team was set up in March to respond to new reports of mould growth within tenant's properties.

Since its creation, the team have carried out over 80 mould washes. During visits, the team will remove existing mould, provide advice and support to tenants and supply residents with a leaflet of useful information to help prevent mould.

Ms Walker of Hayward Gardens recently contacted the Mould Removal team:

"I contacted the mould removal team via my area team and I was contacted promptly for an appointment. They attended the following week to carry out the mould wash. The team were polite and professional whilst carrying out the mould cleaning and I was happy with the service".

To report mould within your property, the mould removal team can be contacted directly on **020 8871 8887**, at **mould.removal@richmondandwandsworth.gov.uk**, or via Housing Online on the council's website **www.wandsworth.gov.uk/housing**



Wandsworth Arts Fringe is back

Wandsworth Arts Fringe (WAF) is back with another jam-packed, awe-inspiring, belly-laughing programme popping up across the borough this June.

There's something for everyone, with over 130 events and 17 brilliant days of performances, exhibitions, and things to do, right on your doorstep.

Group 64 have been working with residents on the Alton Estate to create Alton, a place I call home, a multi-generational theatre project offering an insight into the past, present and future of the estate. Catch it for free on Bull Green on 10 June, 2pm and 4pm.

Artist Sol Golden Sato and the people of the Alton Estate will make London's first community led social and colour therapy sculpture, 'Happy Puffs', in a week of fun free workshops for children and families, 12 – 16 June, 2pm - 5pm.

Watch as four dancers play, connect and get tangled-up in a GIANT scrunchie in Hallomai Dance's fun pop-up performance at Bull Green (16 June, 3.30pm & 4.15pm) and again at Hazelfest, a free afternoon of fun for all the family, with live performances, football skills, and over a dozen activity stalls showcasing upcycling at the Hazelhurst Estate on 25 June, 2pm – 5pm.

Jellyfish Theatre will be touring their new outdoor production of The Jungle Book across the Ashburton, Alton, and Winstanley estates from 17 – 20 June (free, see WAF website for full details).

Plus, there's loads more free and family-friendly events happening at the R.O.S.E Community Clubroom, Providence House, the Wilditch Community Centre, and in parks, libraries, high streets and more all over Wandsworth.

Discover the full programme at www.wandsworthartsfringe.com



FIRE SAFETY UPDATE

Candles and fire safety

Firefighters in England tackled 940 blazes ignited by candles and tea lights last year. 11 people died in the incidents and 301 were injured. This was the biggest rise in fires caused by candles in more than 10 years, especially as some households look to cut back on their use of electricity to heat and light their homes.

We recommend that households do not use candles and should consider an alternative such as an electric candle, a lamp or fairy lights. However, if you wish to use candles and tea lights safely, please consider the following:

- Never leave lit candles unattended. Put burning candles out when you leave the room, and make sure they're out completely at night.
- Always make sure candles are in a suitable holder and away from anything that might catch fire, such as clothes, curtains, furniture, bedding and books.
- Remember that the bottom of small tea lights will get very hot without a holder and may melt through counter tops and baths.
- Don't burn several candles close together - this might cause the flame to flare.
- Don't use candles in bedrooms or anywhere where you might fall asleep.
- Place your candles carefully. Make sure they are on a stable surface, out of the reach of pets and children.
- Keep matches and lighters out of children's reach.
- Do not move candles once they are lit.
- Avoid using candles when tired or drinking alcohol.

All residents have a responsibility for fire safety at home and in their building. This includes making sure that everyone in your home knows what to do if a fire should occur. Communal areas should be kept clear and free of obstacles or items that may catch fire.

Residents can check on the safety of their home and access tailored advice from the London Fire Brigade. For residents most at risk, a Home Fire Safety Visit may be arranged where the Fire Brigade will come and check on your property and offer advice on how to keep yourself safe. Head to www.london-fire.gov.uk/safety for more information.

Finally, if you do not have a working smoke alarm, contact your Area Housing Team without delay.



Photo: Liudmila Chernetska

Domestic abuse advice and support

at the

ONE • STOP • SHOP

Are you experiencing domestic abuse from a partner, ex-partner or a family member?

The Wandsworth One Stop Shop is a free drop-in service providing legal advice, information, and support to those experiencing domestic abuse.

No appointment necessary.

BATTERSEA ONE STOP SHOP

St. Mark's, Battersea Rise, SW11 1EJ
(entrance on Boutflower Road)

Open every Monday,
10am to 12pm
(excluding Bank Holidays)

ROEHAMPTON ONE STOP SHOP

Wandsworth Citizen's Advice,
Picasso Building, Mount Clare,
Minstead Gardens, SW15 4EE

Open every Wednesday,
10am to 12.30pm

For more information, contact Hestia's Independent Domestic Abuse Advisor (IDVA) on **020 3879 3544** (Monday to Friday, 9am to 5pm).



Sheltered housing residents encouraged to shape services

The Supported Housing Services senior management team recently consulted with residents on 17 of our sheltered housing schemes.

All residents received invitation letters to nominate representatives to meet with the supported housing services senior management to comment on services offered and to provide general comments on improvements to services with transport and refreshments provided.

The four cluster groups were split in two groups: Roehampton and Battersea, and Putney and Tooting, a third meeting brought the four clusters together. This forum provided residents with an opportunity to meet, encourage suggestions for improved services and facilities. The meetings were interactive and proved to be successful.

Officers will work towards addressing the actions arising from the consultation which includes improvements to the communal areas,

landscaping gardens, and progressing major works refurbishment to schemes and their facilities, improving the menu of social activities provided at schemes, and improving the standard of cleaning. This information is vital to improving services offered to our sheltered residents.

Confirmation letters were sent to all attendees and sheltered housing officers will keep residents informed of progress at each scheme regarding identified improvements.

For schemes that were not represented within this consultation, the supported housing services team will continue to work with residents and collate ideas for improvements. It is intended to encourage representation from the schemes that did not attend.



Grosse Way and Hepplestone Close coronation party

Sheltered Schemes in Putney and Roehampton held a party fit for a king at the Grosse Way Clubroom, in conjunction with EstateArt.

The party celebrated the coronation of King Charles III and included uplifting music and a buffet, supported by local shops. Over 60 attendees had a great time, alongside Mayor of Wandsworth Jeremy Ambache (who was persuaded to dry dishes by Jeanette Bailey, Sheltered Housing Officer).

An event to remember, and a great example of how partnerships between local authority, local entrepreneurs and volunteers can bring the community together to have a fabulous time.



Holmleigh Court tea parties

Women of Wandsworth (WoW) Mums have been organising afternoon tea parties in Holmleigh Court since the beginning of this year.

WOM Mums play board games with residents with the help of the students from Thames Christian school. Joe Wietzorek from A&P Foundation has been delivering extra free food for residents and has been a vital volunteer driver.



Housing Service Standards Review

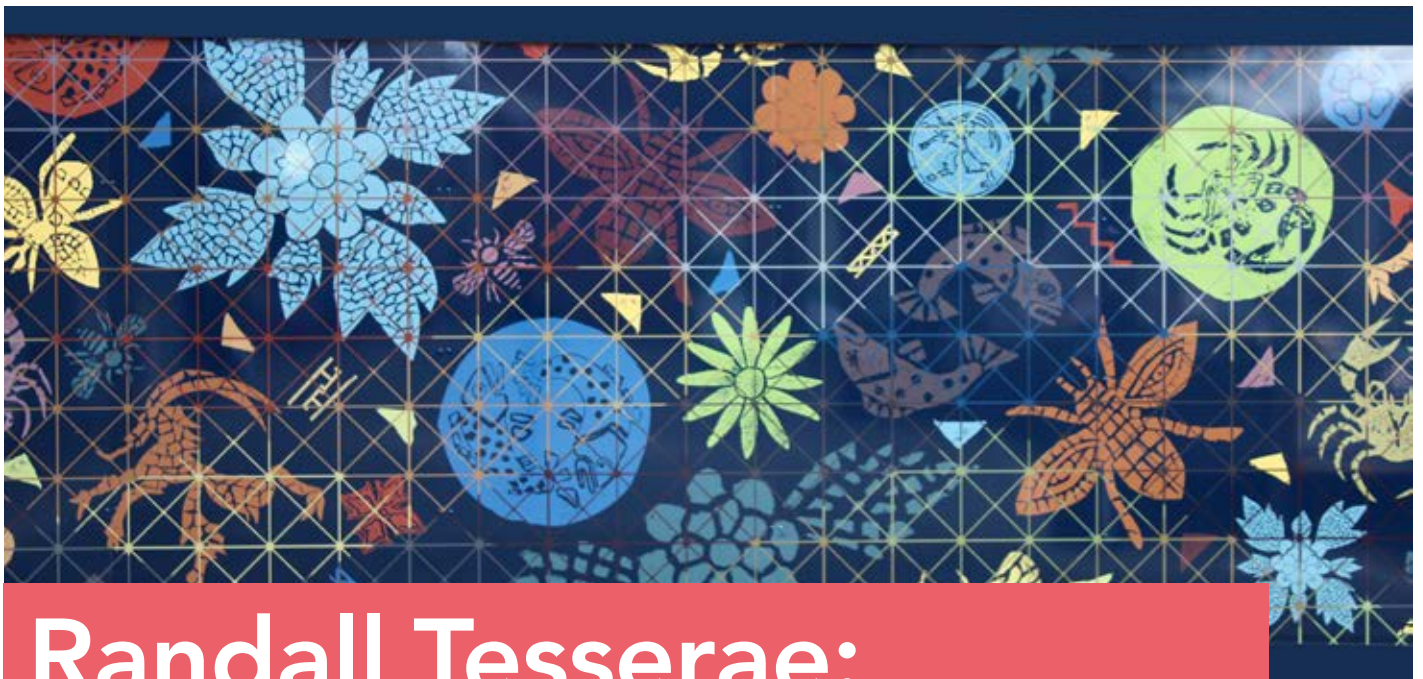
In the last issue of *Homelife*, we told you about our Service Standards review. Our Housing Service Standards are a series of commitments and service targets which set out what tenants, leaseholders or housing applicants can expect from the department. The Standards are published and reported online and through our Annual Report.

The review sought to update the standards and align them to new requirements where our housing services will be more closely scrutinised by the Government's Social Housing Regulator.

We organised a series of resident workshops in February and March which aimed for a fair split between tenants and leaseholders and by area and demographic profile. Our Area Housing Panels and Residents Associations were also invited to provide feedback.

We would like to thank everybody who took part in the first step of the review, especially our residents who became involved for the first time.

We will be consulting on the final proposals in the summer. The initial findings and updates can be found at www.wandsworth.gov.uk/housing-service-standards-review. Please email any comments and suggestions to hms@richmondandwandsworth.gov.uk



Randall Tesserae: Inspiring Battersea

In 2023 Randall Tesserae was commissioned by the council to create public artwork for the new housing development at the Surrey Lane Estate.

Colourful ceramic interventions will be permanently integrated into the paving and street furniture in the new public space. The artwork is inspired by the legacy of Jesse and Henry Rust, Victorian mosaic manufacturers, who produced colourful vitreous mosaics in Battersea and lived on Randall Street, which was located on what is now the Surrey Lane Estate.

Using research into local heritage and through engagement with members of the local community, the artwork will bring forth a creative history of Battersea and contribute to the sense of place at Randall Close.

Year 10 GCSE Art students from St John Bosco College were involved in the exploration of the local heritage and have

contributed to the development of temporary public artworks at Randall Close.

Prints produced by the students during the sessions were used to create 'Randall Tesserae' using colours from Rust's mosaic chromatic scale. Two large-scale collaborative artworks have been installed on hoarding sections surrounding the construction site of the new development. The artworks can be seen on Battersea Bridge Road and within the Surrey Lane Estate throughout 2023 and into 2024.

Maria Gasparian is an award-winning ceramic artist and architect based in London. She holds Masters in Ceramic Design and a PhD in architectural ceramics from the University of the Arts London.

Easter Egg-citement

Roehampton Library and the Alton Regeneration Team jointly hosted their annual Egg-tastic Easter Party during the school Easter holidays.

Over 150 children attended, along with their parents and guardians for crafting and a fun-filled scavenger hunt with clues hidden amongst the books in the children's library.

The children were rewarded with chocolate goodies on completion. It was a real success, with lots of children joining the library that day and taking out books for the first time.



Women on Stage – A celebration of International Women's Day

Following on from the success of last year's event, SW15 Women's Network and the Alton Regeneration Team joined forces to present their 'Women on Stage' event; a celebration to mark International Women's Day in March. The evening was a combination of spoken word, song, and dance from inspirational local women.

The evening opened with 'Melody and the Dragons', a home-education dance group who were followed by Nasirat ul Ahmadiyya who sang a poem that they had performed in celebration of the Ahmadiyya Muslim Women's Association's 100-year anniversary.

Tatiana, the local Children's Librarian, read a poem and our songstresses for the evening were Verena Nash accompanied by Councillor Claire Gilbert on cello performing healing melodies, Claire Doran singing uplifting opera and Nolita Golding who got everyone up on their feet with her Salsa sounds.

In keeping with the international theme, guests feasted on Caribbean, Filipino and Indian buffet food and children were encouraged to wear clothing inspired by a country of their choice.

Alton's metal detector club

In April, we launched the Metal Detector Club on the Alton estate.

With metal detectors and spades in hand, families set off to explore outdoors. Whilst we didn't find buried treasure, we did find a trove of other goodies, including a pair of sunglasses, an old key and coins from Hungary, Turkey, Australia and the UK, as well as Euros.



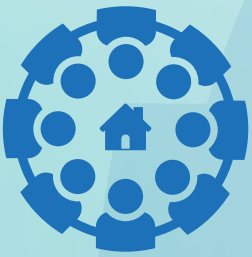
Bonnets fit for a parade

In the 19th century it was traditional to wear new clothes for Easter, including bonnets which were decorated with ribbons, flowers and lace.

In keeping with this tradition, we transformed Portswood Space on the Alton Estate into a bonnet-making workshop.

Creative families came along and decorated colourful hats with ribbons, bunnies, pompoms, eggs and spring flowers. We hope you'll agree that they look fit for a parade.





Residents'
Conference
2023

Residents' Conference 2023

4 October 2023, 9.30am to 3.30pm

Civic Suite, Wandsworth High Street, SW18 2PU

We are excited to announce we are holding the Wandsworth Council Annual Residents' Conference

The Residents' Conference is aimed at residents involved in the council's resident participation structures through:

- Membership of a Residents' Association
- Being involved in a Resident Management Organisation
- Volunteering as a Housing Community Champion

Professional led training

Residents will receive professional led training by England's leading tenant engagement experts, Tpas, who promote, support and champion tenant involvement and empowerment in social housing.

Community groups

There will be a number of community groups hosting stalls in this year's conference, and this will provide residents with the opportunity to discuss the work they do to support their local community.



Your view matters

If you are involved in our resident participation structures then please contact your local Resident Participation Officer if you are interested in attending the conference and to also give your view on what training you would like to receive.

You can review the training offered from last year's conference on our Residents' Conference webpage here: www.wandsworth.gov.uk/residents-conference.

Refreshments and lunch are provided to all.



Scan for
webpage





Wandsworth Women's Enterprise Awards

The winners of the Wandsworth Women's Enterprise Awards were revealed last month at the Women's Enterprise Day event, which saw more than 100 people in attendance.

This annual event is a chance for local women in business to network, take part in workshops and hear motivational discussions, talks and interviews. It was organised by the council's business support team.

The awards – which were launched in 2022 – were created to shine a spotlight on female-led businesses in Wandsworth. Winners and finalists were announced across six categories.

The winners of the Wandsworth Enterprising Women's Award are:

- Entrepreneur of the Year - Rachel Wang from Chocolate Films
- Best Green Business - Poppy Mardall from Poppy's Funerals
- Made in Wandsworth - Sam Ubhi from Sam Ubhi
- Best Social Enterprise - Louise Pendry from Bounce Theatre
- Rising Star - Ahana Banerjee from Clearapp
- The High Street Hero award (voted by the public) - Shaheed Mahnavi from Moxies Fish Bar

House purchase grant scheme

The council's highly popular cash incentive scheme was once again hugely successful in the last financial year as the market returned to some semblance of normality.

50 council tenants successfully used their grants to move out of their council properties to purchase their dream homes either within the UK or abroad, with a few tenants able to use their grant to assist in adapting a family member's home to enable them to move in with them.

Tenants will need to have a minimum of two years secure tenancy and have a reasonable rent account and be willing to vacate their council property. Grant levels are determined on the

outcome of a means tested financial appraisal. Tenants with less than three years will be offered a lower grant amount. The current grant levels are:

| Bed size | Grant amount |
|----------|----------------|
| 0-1 beds | Up to £50,000 |
| 2-3 beds | Up to £70,000 |
| 4 beds | Up to £100,000 |
| 5+ beds | Up to £120,000 |

The house purchase grant can be used to buy a home anywhere in the UK or abroad (subject

to maximum purchase price area limits), towards adding accommodation (for example, an extension or loft conversion) to a family member's existing property within the UK, and towards buying a shared ownership property within the UK.

Funding for the 2023/24 house purchase scheme is now available. To find out more and to register your interest please contact the Home Ownership Team on the contact details below. www.wandsworth.gov.uk/homeownership.

Shared ownership

Shared Ownership gives first time buyers and those that do not currently own a home the opportunity to purchase a share in a new build or resale property.

The purchaser pays a mortgage on the share they own and pays rent to a housing association on the remaining share. As the purchaser only needs a mortgage for the share they are purchasing, the amount of money required for a deposit is usually a lot lower when compared to the amount that would be required when purchasing outright.

Metropolitan Thames Valley Housing / SoResi – One Nine Elms, SW8

A combination of 57 1 & 2-bed units are shortly available within new modern tower blocks close to Vauxhall Bridge and with ample transport links as part of the ongoing regeneration scheme in South-West London. Contact by email sales@soresi.co.uk or visit www.soresi.co.uk/find-a-property/one-nine-elms





SCAN ME



Freegle

Visit: freegle.in/wandsworth

The online sharing community that helps you find the things you need, for free!



(This isn't actually Rose but it's a real freegler!)

"I have a fixed income and can't afford to buy new. I am a great recycling advocate and give away as much as I ask for. There is nothing as good as finding just what you need from someone who has loved an item and generously gives it to another person. I look forward to freegling."

Rose, Wandsworth Freegle

✓ Save money

✓ Waste less

✓ Help others

✓ Protect the environment

Wandsworth - Putney - Balham - Clapham Junction - Battersea - Tooting