

Home life



**New homes for sale
in Nine Elms**
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Eviction
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**We are
moving**
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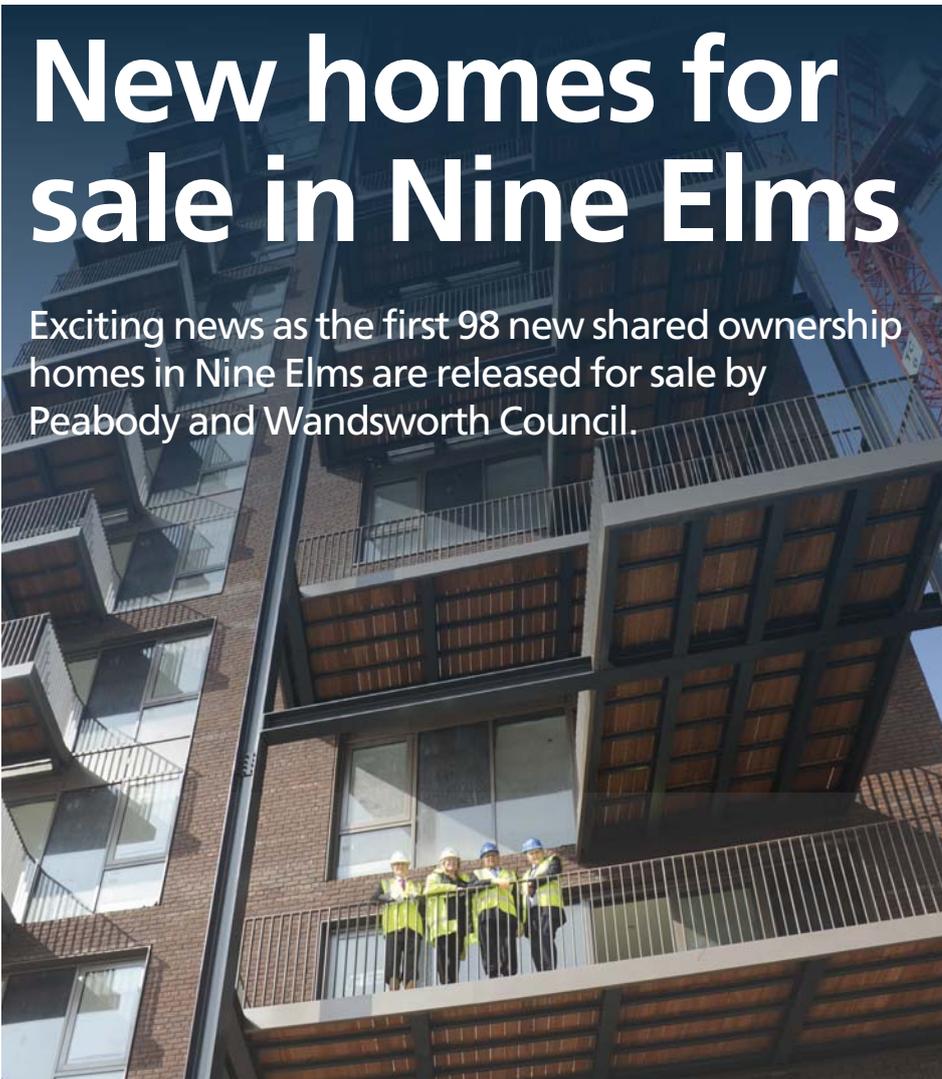


**Council built
homes underway**

Page 3

New homes for sale in Nine Elms

Exciting news as the first 98 new shared ownership homes in Nine Elms are released for sale by Peabody and Wandsworth Council.



Local residents will be able to buy one of almost a hundred fabulous new homes in Chancery Building on a part buy – part rent basis.

Peabody chief executive, Stephen Howlett invited council leader Cllr Ravi Govindia and cabinet member for housing Cllr Paul Ellis for a sneak preview of the new show home and site tour.

Mr Howlett said, “We are excited to launch these new homes in the rapidly transforming area of Nine Elms. Peabody is proud to play a role in this major regeneration and are pleased to be working with our partners to help deliver high quality new homes, which will provide a significant boost to London’s housing supply.”

Cllr Govindia said, “It’s incredibly exciting to see this development come to life with almost one hundred affordable homes being created. The new homes really are fantastic and will be great places to live. Piece by piece Nine Elms is coming to life and providing



thousands of the new homes and jobs Londoners need.”

The Chancery Building development is part of Embassy Gardens by Ballymore.

To register your interest in the shared ownership homes, please contact Peabody sales team 020 7021 4842 Email enquiries@peabodysales.co.uk

Tenant loses her flat after boyfriend’s crimes

A woman has been evicted after her boyfriend’s wave of criminal behaviour and allowing her flat to be used as a drug den

Susan Ferdinand, 51, was removed from her one bedroom flat on Doddington estate, Battersea after the council took possession proceedings against her. A judge at Wandsworth County Court heard that Ms Ferdinand had repeatedly breached her tenancy conditions by allowing her criminally convicted boyfriend to live at the property and use it as a base for drug-related crime.

Ms Ferdinand’s boyfriend had a string of convictions whilst living at the flat, including drug possession, assault, shoplifting and theft from local shops and businesses. In addition, when police raided Ms Ferdinand’s flat under the Misuse of Drugs Act they found a number of people, widespread evidence of drug taking and a quantity of heroin was seized.

As well as permitting her flat to be used by others for drug taking, Miss Ferdinand also failed to pay her rent and owed nearly £400 in unpaid arrears.

The council’s tenancy conditions are very clear and apply to all tenants, their household members and their visitors and forbids them from a wide range of criminal and anti-social behaviour. People who do not comply with these conditions run the risk of losing their council-owned home.



Welcome to the summer issue of Homelife

This issue includes important information about how we assist with home buying. For example, we have set aside £2.5m which will be available as home purchase grants.

The Right to Buy scheme discount has increased to £103,000, whilst the qualifying period has fallen to just three years. On top of this, there is exciting news about enhanced grants, where up to £90,000 may be available to assist council tenants who want to buy their first home and more flexibility (page 7).

We're building and supporting new home building projects throughout the borough. We aim to build 300 new homes over the next five years and support developers to create another 18,000 homes over the next ten years.

This issue, you'll see our first shared ownership homes at Nine Elms (opposite) as well as other developments such as Battersea Reach (page 9).

Finally, I'm delighted to say satisfaction levels are high for both sheltered services and estate and neighbourhood services (see pages 10 and 14).

I hope you enjoy this issue of Homelife, if you have any suggestions please contact me.

Cllr Paul Ellis

Cabinet member for housing

email: homelife@wandsworth.gov.uk

Council built homes underway

The council has started work on a new home building programme which will see at least 300 homes created.

The first developments are now underway in Battersea's Patmore and Savona estates, which border the Nine Elms regeneration area. Work on 57 social rent flats are being built on three unused sites across two estates.

The new council homes will be made available to Wandsworth residents to rent at well below market rates. A typical rent could be as little as 50 per cent of local market rates depending on household circumstances.

The cabinet member for housing, Cllr Paul Ellis said, "This is a significant day, it marks the beginning of a major programme of council-built homes as reflected in our Housing Strategy.

"In the next five years, we have plans to build another 300 homes across 12 sites as part of our far-reaching strategy to increase the supply of lower cost housing in the borough and surveys are currently underway to identify more potential schemes."



Cash reward scheme

Up to £500 reward for tenants who leave their homes in good condition when they move out.

The end of tenancy reward scheme is based on maintaining a good tenancy and the standard of your property when you move out. Tenants can receive hundreds of pounds when they move.

The cabinet member for housing, Cllr Paul Ellis, said; "The tenancy reward demonstrates how we appreciate tenants who are more responsible and abide by their tenancy conditions.

"Each year, homes that have been damaged by reckless tenants cost much more in time and money. They take longer to repair and make ready for the next tenant and are an increased cost to the council. By offering a reward we are recognising those tenants who take pride in their homes and how they leave them when they move elsewhere"

Since introducing the scheme 77 tenants have received rewards, totalling £33,000 for those who have left their home in a good state of repair and clean condition.

When tenants move out they will be automatically put forward for the scheme by their housing officers. They may can qualify for a reward of £250 or £500 depending on the length of their tenancy.

Anti-social tenant floods neighbours homes

A tenant who brought chaos and fear to his neighbourhood deliberately flooded them after being told he was being evicted.

Paul Thorne, 51, was ordered to leave the council-owned flat in Roehampton after a campaign of harassment and abuse aimed at neighbours, local shops and housing officials.

Wandsworth County Court heard that Mr Thorne persistently plagued his neighbours with loud music, parties, harassment and verbal abuse. He also threw litter off his balcony and subjected shopkeepers to harassment, intimidation and verbal abuse.

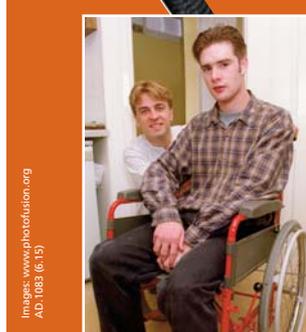
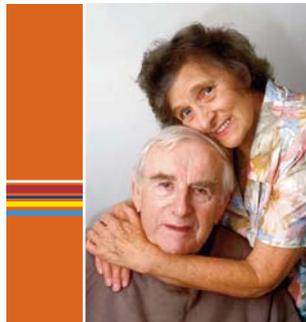
When he attended an interview to discuss his behaviour at the housing department he verbally abused staff and vandalised council property.

As a result of his sustained anti-social behaviour the council began eviction proceedings against him. He responded by breaking his washing machine so that it flooded his flat, his neighbour's and also a shop below his property.

But, Mr Thorne did not stop there. Once the council got into his house to stop the leak from causing more damage, he pulled the toilet cistern off the wall causing even more flooding, causing £5,000 worth of damage. He was finally evicted from his Danebury Avenue flat in April.

The cabinet member for housing, Cllr Paul Ellis said: "This was an absolutely shocking catalogue of bad behaviour by Mr Thorne. He has subjected his neighbours to totally unacceptable levels of nuisance and disturbance and I have no doubt they will be mightily pleased to see the back of him. "The council will not tolerate tenants who prevent others from living peacefully in their communities and will seek the strongest action possible through the courts."

Report anti-social behaviour to your area housing team or out of hours to the emergency response team 020 8871 7490.



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button response services contact:
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email: watch@wandsworth.gov.uk
www.wandsworth.gov.uk/watch



Housing minister visits Wandsworth

Brandon Lewis
Minister for
Housing and
Planning visits local
landmark
development to see
the council's
affordable housing
delivery programme
in action.



(l-r) The Minister for Housing and Planning, Brandon Lewis MP was welcomed by the cabinet member for housing Cllr Paul Ellis and Leader of Wandsworth Council Cllr Ravi Govindia

On 4 June, the Minister for Housing and Planning visited the borough on a fact-finding tour that included a visit to the Old School Yard housing development in Battersea, which is being built by the council's partner, L&Q Housing Group.

The development is part of a regeneration of two formerly council-owned sites that will deliver 37 low cost rent and shared ownership homes for families and first time buyers. To date, all the shared ownership sales in the scheme have been purchased by Wandsworth residents, with the rented housing being allocated to those in priority need of housing such as, council tenants who are under occupying and looking to downsize.

Jerome Geoghegan, L&Q group director, development and sales said, "We are delighted to have had the Housing and Planning Minister, Brandon Lewis, to visit this new development. It is an excellent scheme, built in partnership with the council and includes 20 shared ownership homes targeted to house those living or working in Wandsworth."

Brandon Lewis MP also met with the leader of the council and cabinet member for housing to hear about the council's ambitious new Wandsworth Housing Offer, which commits to providing a minimum of 5,000 low cost homes for local residents over the next 10 years as well as further improvements to the council's estates above and beyond the Decent Homes standard, which the council met back in 2007.

The leader of the council, Cllr Ravi Govindia said, "We were delighted to

welcome the Housing and Planning Minister to Wandsworth to show him both the range of housing development taking place and set out our ambitious housing plans to increase supply, rejuvenate and improve our estates and to deliver more housing options and offers for Wandsworth's residents.

"The Old School Yard site is just one development that will help towards providing thousands of affordable homes across the borough with the support of the council. Indeed, our own plans are to deliver one of the most ambitious council self-build programmes in London. We expect to deliver 300 affordable council homes on our own sites over the next 3 to 5 years. We have already identified sufficient sites to deliver 140 of these homes.

"The Wandsworth Housing Offer sets out our commitment to seeing a minimum of 18,000 homes delivered over the next 10 years.

"We also set out for the Minister our vision to deliver a better housing offer for many more local residents who need that bit of extra help to realise their homeownership aspirations and to secure better quality and well-managed housing to rent. We know we cannot do this alone and it is partners such as L&Q who will help us to deliver."

"Additionally, we know that we need to work closely with council residents to improve the homes and estates they live in and on and to ensure that they benefit from the regeneration and development happening across the borough."



Put a stop to flytipping

Residents are being warned to stop 'copy cat' flytipping to avoid a fine.

Many people believe that there are bulky waste 'pick up points' on estates. But this is not the case. Dumping anywhere on estates is banned and you could be fined. You'll also be in breach of your tenancy and lease agreements and could face eviction proceedings.

Residents in some areas are exacerbating the problem of flytipping by dumping their own junk when they see a flytip. Unfortunately, this copy cat activity is making the situation worse and is unsightly and unpleasant for local residents.

Report

The costs for removal and disposal are recharged to tenants and leaseholders. Sometimes, it might be neighbours in your area and at other times it might be rogue traders dumping rubble and trades waste. If you see someone flytipping in your area report it, so the council can investigate it.

It's important that you don't dump your rubbish, as there have been occasions where flytipping has been hazardous or caused an obstruction to emergency vehicles and parked cars.

Removal service

Residents can use the council's bulky waste service. You can have four items removed for £16 (this includes items like fridges, wardrobes, beds etc). Or you can take your waste for free to the public dump at Smugglers Way.

To book a collection online go to www.wandsworth.gov.uk/waste
For more information contact:
020 8871 8558

New homes news

Home Ownership Team

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

(020) 8871 6016

Email: housesales@wandsworth.gov.uk

www.wandsworth.gov.uk/homeownership



Homes for sale Shared Ownership Developments

Paragon – Osiers Place, SW18

Nineteen modern apartments ideally located close to the River Thames. One, two and three-bedroom contemporary homes due shortly.

Call 01932 235801

email: sales@paragonchg.co.uk

Peabody – Carter's Yard, SW18

Four shared ownership properties in the bustling heart of Wandsworth, only yards from the shopping centre with great transport links.

Available in late Summer 2015.

For further information contact

Peabody sales team 020 7021 4842

email enquiries@peabodysales.co.uk

Peabody – Embassy Gardens, SW8

98 shared ownership apartments comprising 34 one-bedroom and 64 two-bedroom will be available at Embassy Gardens in Summer 2015.

Call 0800 022 4040

email peabody.direct@peabody.org.uk

www.peabody.org.uk (see page 20)

Home Ownership Team is moving!

We're moving to a new location in summer. You can find us at 90 Putney Bridge Road (see back page).



Carter's Yard



Embassy Gardens



COMING SOON

Exciting new shared ownership homes available in London

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APARTMENTS IN:
EARLSFIELD AND
BATTERSEA

Battersea Police Station - Battersea

Computer Generated Image

For further information please contact us on

020 8607 0550

sales@tvha.co.uk

www.tvhsales.co.uk

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Terms and conditions, including eligibility and affordability criteria apply, contact our team for details.

Westfield House - Earlsfield

Computer Generated Image

Dozens flock to buy low cost flats

The council's shared ownership scheme has helped 38 people buy a home on a single development.

Carla Rosser was delighted to buy her new apartment at the popular development, in Tooting, through the council earlier this year.

Case study: Carla Rosser

Carla works for the NHS and like many working people was ready to stop renting but was finding it a struggle to find a home she could afford to buy. She'd saved a deposit but London house prices were steadily increasing and she was worried she might miss the boat.

"Until now, I'd been renting in the area but wanted my own home preferably near work. I registered with the council's home ownership team, who have a range of schemes to help residents who live and work in the borough into affordable housing.

"Shared ownership seemed like the ideal solution for me. It meant I could buy and rent at the same time, which would make it far easier to buy a place.

"Once I'd registered I was sent regular updates of new homes for sale in the area. I saw this new development in Tooting and applied to buy it through Thames Valley Housing.

"I'm so happy with my apartment. It's great to know I have my own home, which is far bigger than the one-bedroom flat I used to rent. I can finally stop renting and invest in my own home."

The council works with housing associations and developers to ensure a proportion of newly-built homes are made available at affordable levels.

Shared ownership is a part buy, part rent scheme that helps eligible applicants to buy a home. It helps make sure that buyers can afford the share they are investing in. Shares start at 25% and go up to a maximum of 75% of the full market value of the home. Home buyers initially pay rent on the share they don't own, this is capped at a maximum of 3 per cent on the part owned by the housing provider.



More help for council tenants looking to buy

House Purchase Grant levels and requirements have been reviewed to make homeownership a realistic prospect for more council tenants.

This means that depending on the size of the council property you are renting and your circumstances house purchase grants are on offer of between £35,000 and up to £90,000 to help council tenants buy their first homes.

The number of grants available is limited with the council looking to help 50 tenants to move into homeownership this year. Already the scheme is proving to be an increasingly popular alternative to the Right to Buy scheme for council tenants who want to buy a home on the open market.

The grants can be used to buy a home both in and outside the borough giving you a greater choice to realise your aspiration to own. Alternatively, the grant can be used to fund an extension to an existing property where for instance, as an older tenant you may wish to go and live with a son or daughter.

It is as simple as this, the benefit to you is that you realise your dream and the benefit to the council is that a property is made available to let.

If you want to know more about the House Purchase Grant Scheme and the requirements of this programme contact the homeownership team on 020 8871 6016.

To find out more see:
www.wandsworth.gov.uk/homeownership
(see options for tenants)

New law changes Right to Buy

The government has announced legal changes to the maximum discount and qualifying period for our popular Right to Buy scheme.

From 6 April 2015 the maximum discount has gone up to £103,900 in line with the Consumer Prices Index. Whilst the qualifying tenancy period has gone down from five years to just three years (from 26 May 2015). So if you've lived in your home for three years or more and want to apply to buy your home why not call the Home Ownership Team.

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activities
for all the
family

  #GAWF2015

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member of staff to claim
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AD:966 (4.15) HL



Hidden Homes tally tops 250

The unveiling of new rooftop extension scheme brings the total number of hidden homes to a landmark 250.

The council has built six new homes in Nightingale Lane just a stone's throw from Wandsworth Common. All six have been offered at low cost rent to people on the council's housing waiting lists.

Five of the new homes have been provided in a rooftop extension at Abbott House, with their own balconies offering striking views over Wandsworth. The sixth has been built on the ground floor in space that was previously used for storage.

These new homes bring the total number of hidden homes built by the council to 250. The scheme transforms vacant and disused spaces on estates into modern and attractive dwellings.

Wandsworth's cabinet member for housing Cllr Paul Ellis said: "The hidden homes scheme has played an important role in increasing our supply of affordable housing over the past decade. They are incredibly cost effective, help create jobs in the construction sector and are the key to regenerating redundant land on housing estates."



Tenancy Support Team



Our service provides free one-to-one support to vulnerable council tenants at risk of losing their home.

To refer yourself or someone else call:
(020) 8871 6617 Monday to Friday (9am - 5pm)

Email: supportedhousing@wandsworth.gov.uk
[@wandsworth.gov.uk](https://www.wandsworth.gov.uk)



AD:966 (4.15) HL



Michael Bryn-Jones, Managing Director, St George South London; leader of Wandsworth Council, Cllr Ravi Govindia and Tracey Lees, Wandle Chief Executive.

More affordable homes at Battersea Reach

Council leader Ravi Govindia was at Battersea Reach to mark the start of construction on two new buildings.

The new development will provide 84 high quality affordable homes managed by Wandle Housing Association.

The riverside development will deliver 124 homes at Meridian House and Nautical House, 34 of which will be for affordable rent and 50 for shared ownership.

At the 'ground-breaking' ceremony Cllr Govindia said, "I am delighted to mark a new chapter in the development of Battersea Reach which will deliver a further 124 fantastic new homes for Wandsworth, including 84 new affordable homes to rent and for shared ownership.

"We are delighted to be partnering with Wandle Housing Association to deliver these homes, creating new affordable housing and opportunities for local people to get onto the property ladder."

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

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New possession powers come into force

The final parts of the Anti-social Behaviour, Crime and Policing Act 2014 came into force on 23 March 2015.

This will mean a change in the way social landlords, such as Wandsworth Council, deal with tenants and their relatives and visitors that cause anti-social problems.

The new powers include a mandatory possession order and an injunction for tenants, their household members and visitors, who act in an anti-social manner.

For example, an injunction can be gained where the visitor or relative is causing problems at the address or the area where the tenant lives.

This might include seeking an order to exclude/ban the offender from the block, estate, area or scheme with a power of arrest attached for any breach. Where a breach occurs the person may be arrested and sentenced to a prison term.

Similarly, an injunction order against a minor may be sought through the Youth Court, where a tenant's child (minor) is causing anti-social behaviour.

Obtaining such an injunction also opens the possibility of applying for an outright order of possession under the new mandatory grounds for possession against a tenant, as does a conviction of a serious offence amongst other things.

Report crime

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

Or WEC 020 8871 7490 (out of hours)

Housing survey

Each quarter we ask you what you think about areas of our service. In the most recent Housing Link Survey we sought your views on estate and neighbourhood services*.

What you told us

Overall, **62%** are satisfied with estate and neighbourhood services

72% are satisfied with the way the council is running your area

63% are satisfied with the appearance of their estate

Satisfaction with the Wandsworth Emergency Control service is high, with **81%** satisfied or very satisfied with the attitude of staff, **75%** are satisfied with the time take to answer calls and **72%** are satisfied with the time taken to respond.

Although one fifth would like to see a more frequent gardening service on estates, satisfaction with the quality of work is high (**74%**)

85% agree that there is sufficient lighting on estates and **81%** are satisfied with the amount of street lighting

66% agree that it is clear where you are permitted to park on estates

Satisfaction with the graffiti service has remained high. **85%** are happy with the quality of work and **81%** are happy with the speed of removal

84% are satisfied with the overall waste collection service

Recycling rates were positive, with **82%** regularly recycling paper, cardboard and glass. However, nearly half recycle plastic bags, which should not be included in your mixed recycling

The council will use your feedback to further improve your neighbourhoods and services to estates.

If you would like more information on Housing Link or to see the survey in full, go to: www.wandsworth.gov.uk (click on ways to get involved in housing)

Thanks to those on the panel who took part in the survey.

*Surveys are carried out by independent survey specialists BMG.

Congratulations to prize draw winner

Every Housing Link panel member who took part in all three surveys was entered into a prize draw.

Each lucky winner received a Sainsbury's shopping voucher of £50 for first prize, £25 for second prize and £10 for third prize.

Congratulations to prize draw winners.

New community champion welcomed

Pat Locke received a special visit from the former Mayor to welcome her as a new housing community champion.

Pat, who was unable to attend the official celebration with the other champions in February, received a special visit from the former Mayor of Wandsworth Cllr Stuart Thom. He presented her with a volunteer pin during a residents' association meeting to welcome her as a new HCC and thank for her continued commitment to community projects.

Pat lives in one of the council's sheltered schemes in Battersea and has been an active member of her community for the past ten years. She hopes to improve the scheme as a champion through a variety of projects.

The Housing Community Champions scheme was established to support and recognise the involvement and work of individual residents in their communities.





Wimbledon Park Co-op celebrate

Wimbledon Park Co-operative is celebrating after signing a new management agreement.

Residents of Wimbledon Park are delighted to have signed a new agreement, which states how they will run their estate in future, what they are responsible for and how they will carry out their duties.

On signing the agreement, manager Chay Pulger said; "The Modular Management Agreement is a legal contract which delegates management responsibility to Wimbledon Park Co-operative.

"Over the past 24 months, we have negotiated and selected various functions and levels of responsibilities to fit our aspirations through agreeing to a new agreement and are delighted with the arrangements and support we have received from the council."

In addition, Wimbledon Park Co-op has successfully been awarded a kitemark for governance. This is assessed and based on agreed standards such as the co-op's effectiveness, involvement of tenants and management arrangements.

Residents who manage their own housing estate (such as repairs, cleaning and gardening) are known as resident management organisations or co-operatives.



Strictly comes to the community

This spring the Royal Academy of Dance visited the Penfold Centre, Wandsworth. Professional dancers held a series of free weekly classes for the over 60s. They were a great success as well as being beneficial for fitness, coordination and mobility. We'd like to thank RAD who funded and held the classes.

For information about other activities at the Penfold Centre please contact Jo Baxter on 020 8871 8694.



Alton artists design-a-bag

Residents of all ages took part in a bag printing workshop at the Minstead Clubroom. The project, which was funded through the Wandsworth Big Society fund, taught residents silk screen printing and allowed them to print their own bags which they could take home to use again and again. Residents celebrated their community with bag designs inspired by local landmarks.

Big lunch

Residents from across Wandsworth came together to celebrate Big Lunch.



Residents of Camball Road enjoy the sunshine



ROSE community centre welcome the Mayor of Wandsworth Cllr Nicola Nardelli to Big Lunch

Big lunch is a national initiative which aims to help people get to know their neighbours and become involved in their community.

Here's a look at some of your community parties.

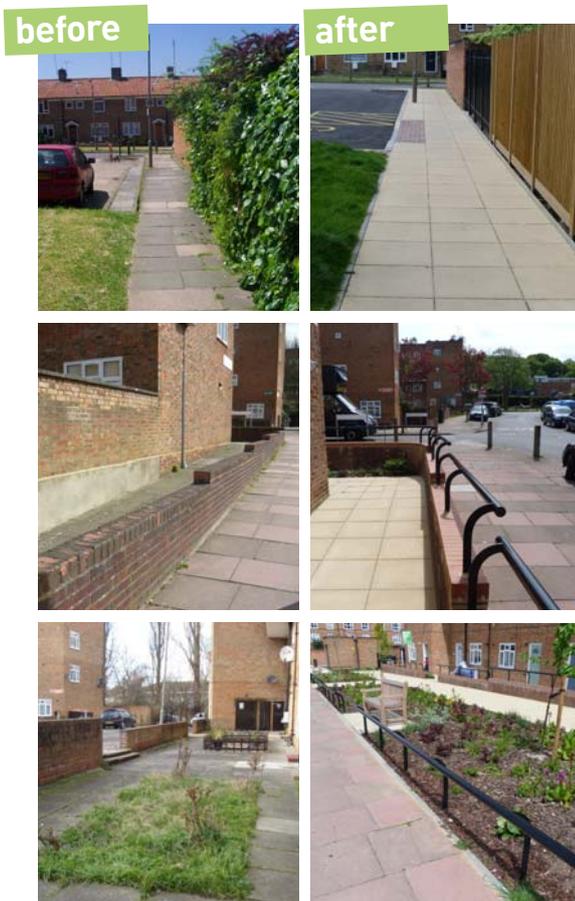
£1.3m facelift for estate

A community in Putney is benefiting from more than a million pound makeover of their communal areas.

Residents of Putney Vale estate are delighted with the improvements to their gardens, walkways and parking. The £1.3m facelift includes refurbishments of existing walls, gates, pavements, gardens and parking, whilst new railings, bike sheds, increased parking and road resurfacing have been widely welcomed.

The communal gardens and streets have a range of shrubs and seating areas to enhance the area and encourage greater use of the outside space on the estate. The improvement works are a result of joint working with the residents' association and council.

Shirley Price, residents' association chairperson said, "The estate is around 50 years old and was looking tired. The council's refurbishment project has made a vast improvement to the look of the estate. We didn't realise how nice and bright it could be before the removal of tarmac and the installation of grassed areas and benches, so much more eco-friendly. People now sit out on the benches talking to each other and the improvements have helped to bring neighbours together."





Persian New Year celebration



The former Deputy Mayor of Wandsworth, Cllr Richard Field, joined children and residents in Battersea to welcome in the Persian New Year.

The celebration, called Nowruz, was held in March for older residents and local families at Haven Lodge sheltered scheme. The festival marks the beginning of a New Year, which coincides with the spring equinox in the Persian calendar.

Cllr Richard Field said, "It's been a wonderful day and wonderful to see younger and older residents come together to celebrate cultural events."

"I'm incredibly impressed by the work and commitment of our volunteers, WOW mums, who are bringing together communities in Wandsworth through a range of traditional and international celebrations."

Local voluntary group WoW (Women of Wandsworth) organised the day at the scheme as part of their regular inter-generational project.

Nine Elms and the surrounding area

A whole series of events are taking place around Nine Elms on the South Bank, as part of London Festival of Architecture 2015.



Bridge design exhibition for the proposed Nine Elms to Pimlico bridge is being held until 27 June, 10am-4pm, at New Covent Garden Flower Market.

London Festival of Architecture runs from 1-30 June.
www.londonfestivalofarchitecture.org

Bridge Design Workshops have been held in four local schools (St. Marys, St. Georges and Chesterton and Harris Academy). Children were encouraged to design, develop and build a model bridge. There was also a chance to see the final four shortlisted bridge designs and chat with architects.

A new community choir is being set up in Queenstown. If you live in the area and would like to be part of it please contact Caryl Davies.

Northern Line extension works have now begun in Battersea. Site clearance and excavation is underway. If you have any queries please email: nle@tfl.gov.uk or 0343 222 2424.

Your resident participation team

There are a variety of ways for you to get involved in deciding how your home is managed and other housing matters. You can attend your local residents' association meetings, or come along to council events. Get involved in your community and decisions about your housing.



Foday Kamara
 southern team
 (020) 8871 8639
 fkamara
 @wandsworth.gov.uk



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



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



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

If you would like to know more about activities and development in the area contact Caryl Davies 020 8872 8698 or cdavies2@wandsworth.gov.uk

Survey results 2015

Resounding success as more than **85%** of people living in sheltered schemes say they are satisfied with our services.

What you told us

Every three years we survey older residents who live in sheltered housing to find out their views and satisfaction levels.

Comfort

94% say their flats are very or quite comfortable.

92% say their sheltered scheme is very or quite comfortable.

Adequate access

95% say adequate access to their homes is provided (this includes things like lifts and ramps).

87% say the scheme provides adequate access to internal areas.

87% say level access is adequate to external areas of schemes.

Safe and secure

93% state they feel safe and secure living in sheltered housing.

Of those **5%** who say 'they do not feel safe and secure' - living on the ground floor and residents allowing people into the block without checking are stated as factors.

A 'home for life'

85% say they consider their current property to be their home for life.

Sheltered housing officer

92% say they are either satisfied or very satisfied with the service provided by sheltered housing officers.

Residents state the three most important tasks carried out by the sheltered housing officer are:

- Visits from the sheltered housing officers
- Providing information and advice
- Helping in an emergency

Sheltered housing services

Overwhelmingly, residents say the



(l-r) Maureen Corrigan, Jennifer Daley (SHO), Kathy Camp

three most important aspects of the service are:

- Availability of 24 hour assistance
- Services of the sheltered housing officer
- The alarm systems (24hr emergency response)

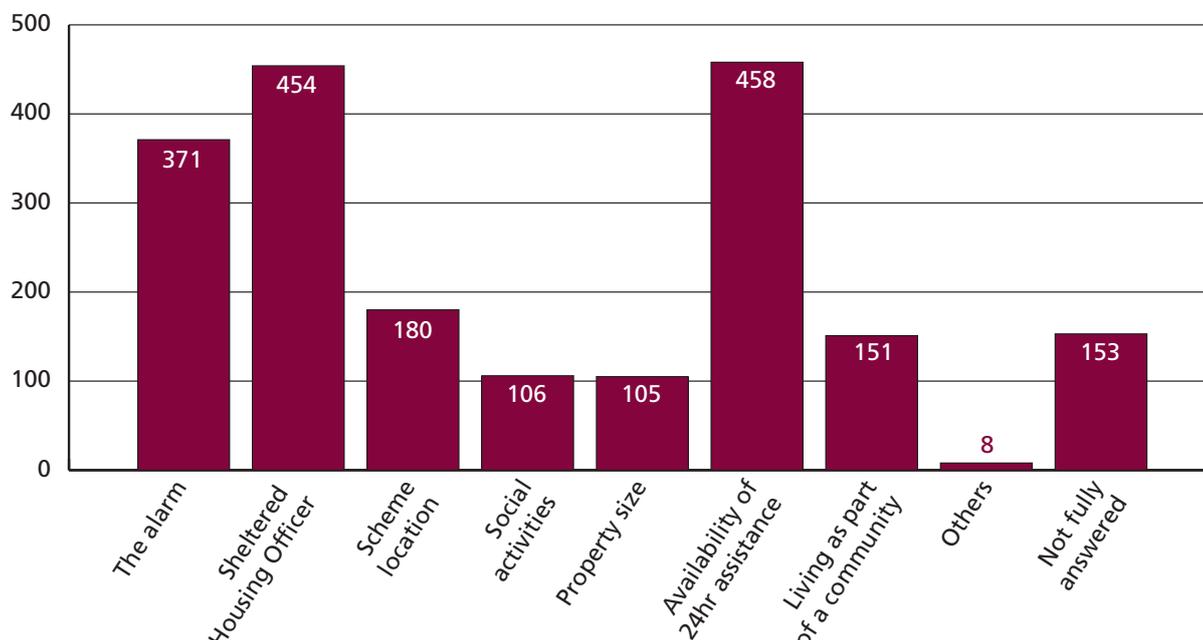
Emergency response

82% are either satisfied or very satisfied with the 24-hour emergency response service.

Value for money

85% consider services offered by supported housing services to be value for money.

What would you rate as the three most important aspects of the sheltered housing service?





(l-r) Residents enjoying a coffee morning, Kathy Camp, Doris Davis, Jean Betts, Maureen Corrigan



Jean Betts, Betty Weston, Patricia Sheahan, Maheswary Balasundaram, Manjulaben Patel, Elsie Heywood, Fredrick Conway

Social activities

75% are either satisfied or very satisfied with social activities available at schemes. Residents are encouraged to offer suggestions based on their interests.

Overall satisfaction

85% are either satisfied or very satisfied with the overall services provided by supported housing services.

85% are satisfied or very satisfied with the services provided by the council.

What we're doing

- Feedback is used to help us improve the sheltered housing services we provide.
- We are currently undertaking and have plans for a range of projects to improve sheltered facilities available to residents and they are being further encouraged to develop, participate and put forward ideas for improvements to schemes.
 - some schemes have benefitted and will benefit from improved facilities and access such as ramped access, further feasibility will be undertaken at schemes suggested. For example, Riplington Court is undergoing works to install a communal lounge and laundry.
 - a programme of improved CCTV is currently being undertaken and will be complete this year. Residents have



Patricia Sheahan and neighbours agree the alarm service is amongst the most important services.

suggested improved CCTV coverage, we aim to identify schemes and carry out a feasibility study.

- We aim to examine feedback relating to security, such as people being 'buzzed into' the scheme.
- Residents will be further encouraged to give ideas and suggestions for activities they are interested in pursuing and officers will aim to meet these requests, where appropriate.
- The service will strive to improve the opportunities of its sheltered residents and continue to cement partnerships with professionals involved in providing services for older people.

Contacting supported housing services

- Sheltered housing
- WATCH alarm service
- Telecare alarm service
- Tenancy support service

Email: supportedhousing@wandsworth.gov.uk
020 8871 8198

2 West Drive
London
SW16 1RR

Reception: 9am - 4.30pm
(Monday to Friday)

ACTIVITIES in schemes

We hold a range of activities in our sheltered schemes, these are open to all older people, whether you are a resident or not. If you are interested in attending please contact 020 8871 8198.

Protecting young and old

The new Care Act helps more adults who are suffering from abuse or neglect.

The new Care Act has strengthened the law around protecting vulnerable adults (adult safeguarding) as well as introducing safeguarding categories such as self-neglect, domestic violence, organisational abuse and modern slavery.

Protecting children and adults from abuse or neglect is extremely important. If you have any worries or concerns about a child or adult please contact us, even if this is a difficult decision to make.

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

Abuse or neglect can take many forms including emotional, financial, physical and sexual. Neglect such as a child left at home alone, an adult not being cared for properly, or not caring for themselves, are also forms of abuse or neglect.

Concerns about a child

Multi Agency Safeguarding Hub (MASH)

• 020 8871 6622 (weekday office hours 9am-5pm)

Email: mash@wandsworth.gov.uk

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

Concerns about an adult

• 020 8871 7707 (weekday office hours 9am-5pm)

Email: safeguardingadults@wandsworth.gov.uk

For information please visit www.wandsworth.gov.uk (search 'safeguarding adults')

After 6pm and weekends 020 8871 6000.

Need help with the cost of decorating?

The council's tenants concessionary scheme offers up to £200 to people aged 60 or over who have difficulty decorating their home.

You may be eligible if you are a council tenant and every member of your household is aged 60 or over, or has a disability or serious long term illness.

The payment is made to help towards the cost of having at least one room decorated. You can apply every three years to be considered for a decorating grant.

For more information about the concessionary scheme please contact support services
020 8871 6873 or email: hmsf@wandsworth.gov.uk
www.wandsworth.gov.uk (search decorating)

16 homelife@wandsworth.gov.uk

Savings and loans made easy



Wandsworth Plus credit union aims to have local banking services for local people.

Wandsworth Plus credit union offers financial services such as savings accounts, current accounts and loans to local people.

Credit unions are financial co-operatives, run by members for members. Any profits are reinvested into the development of the credit union and divided between members as a dividend on savings.

It offers savings and loans to people looking for an ethical alternative to banks and other financial institutions. But it also offers much more than that.

Credit unions are able to provide affordable loans and other activities that benefit the community including financial inclusion initiatives.

For example, it provides members with support and tips around better money management, it also extends these services into the wider community.

How to join

To be a member you need to live, work or study in Wandsworth. **Visit:** www.wandsworthplus.co.uk



Are you interested in applying for sheltered housing?

We offer independent living in purpose-built apartments at schemes throughout Wandsworth.

If you are aged 55 or over and would like to find out more 020 8871 6840
www.wandsworth.gov.uk/shelteredhousing



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RECYCLE

all of these items

from your BATHROOM

Top tip:

Remember to **remove** and put **trigger spray** and **pump dispenser tops** in your general waste bin.



from your KITCHEN

Top tip:

Squash cans and **bottles** and **flatten boxes** to save space in your recycling.



from your LOUNGE OR BEDROOM

Top tip:

Recycle **all** the **newspapers** and **envelopes** from your living room.



Female genital mutilation

During the long school holidays some girls are at risk of female genital mutilation.

Summer holidays are just around the corner. While most children will be going to the seaside, the park and wanting to stay up later, there is a scary fate for some young girls.

It's known as female genital mutilation (FGM). Some call it female circumcision or genital cutting, others refer to it as 'Sunna', 'Gudiniin', 'Tahara' or 'Bondo'.

Those who practice it say it's a 'religious requirement', but FGM is not accepted in any religion. Whilst attitudes to FGM are changing, many girls are still at risk of harm. Many are taken abroad during summer, some may never return.

FGM is not a tolerated practice. It is child abuse and illegal. It's a serious form of child abuse which can lead to severe health problems or even death as a result of infection or blood loss during the procedure.

FGM is illegal in the UK. Anybody who is found guilty of performing it on somebody or even taking them abroad for the procedure can face up to 14 years in prison.

We're raising awareness to the dangers of FGM, offering training in schools, to GPs and health visitors to help them identify any girl who may be at risk.

If you are at risk, suspect a girl is at risk or has undergone FGM, please contact children's social care 020 8871 6622

For more information visit www.wandsworthfgm.org.uk NSPCC 0800 028 3550 or the police on 101 (calls are confidential and support will be given)

WHARF website launch

A new website has been launched to help older and disabled residents in the borough.

The website tells you how WHARF can help, where to get help or how to refer yourself for assistance. WHARF is an agency which can help you organise better security such as locks or fitting fire alarms, make home improvements like fixing broken windows, give advice and information about utility tariffs as well as assist with adaptations to your home, such as installing grab rails and ramps.

The council works in partnership with WHARF to make sure older or disabled people or those on a low income with children aged under 5 receive help to stay warm, secure and independent at home.

For more information or to refer yourself or someone else see: www.wandsworthwharf.org
Call: 020 8871 7458
Email: wharf@wandsworth.gov.uk

What's on guide Summer in Wandsworth

Tooting Common public meeting

Monday June 29, 7pm

Come to this public meeting and tell us what you think about the common.

St Anselm's school hall, Louisville Road SW17

Armed Forces Day

Saturday July 4, 12-4pm

Stalls, displays and band performances.

Southside Shopping Centre, Wandsworth High Street SW18. Contact 8871 7534.

Summer school

13-31 July

Creative short courses for adults and young people including screenprinting, pottery, Adobe Illustrator and digital camera.

Putney School of Art and Design, Oxford Road SW15.

Email putneyschoolartanddesign@wandsworth.gov.uk

TeleCARE



Independence
for service users

24-hour reassurance
for carers

Phone: **(020) 8871 7707**

Email: **acessteam@wandsworth.gov.uk**

www.wandsworth.gov.uk/telecare



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>> WANDSWORTH CONNECTED >>

Talk to us online



weekly e-newsletter
www.wandsworth.gov.uk/24seven



www.twitter.com/wandbc



www.facebook.com/wandsworth.council



www.youtube.com/WandsworthBC



@winstanleyork



Doing it online

Housing news and housing downloads
www.wandsworth.gov.uk/housingnews

Pay rent, view statements, request and track a repair. Report a communal repair (leaseholders)
www.wandsworth.gov.uk/housingonline

Pay your council tax
www.wandsworth.gov.uk/counciltax

Housing department

90 Putney Bridge Road
London SWxxxx

Western area housing office

Holybourne Avenue, Roehampton SW15

Housing area teams:

Central area team(020) 8871 5333
Eastern area team(020) 8871 7439
Southern area team(020) 8871 7482
Western area team(020) 8871 5530

If you do not know your area team contact
(020) 8871 8327 or 6864.
email: hms@wandsworth.gov.uk

Homelife (write to the address above)
or email: homelife@wandsworth.gov.uk

Benefits service(020) 8871 8080
benefits@wandsworth.gov.uk

Garages (to rent)(020) 8871 6870

hms@wandsworth.gov.uk

Graffiti removal(020) 8871 7049
graffiti@wandsworth.gov.uk

Applying for housing/transfers

Applications(020) 8871 6812
housingapplications@wandsworth.gov.uk
Homelessness advice . .(020) 8871 6840
housingadvice@wandsworth.gov.uk

Illegal subletting(020) 8871 6556
Leasholder
service charges(020) 8871 6299
Rent collection(020) 8871 8987
rents@wandsworth.gov.uk

WATCH emergencies . . .(020) 8871 7741
WEC (council emergencies, noise)
.(020) 8871 7490
hms@wandsworth.gov.uk

Request an application form

Request graffiti removal

Apply for a garage or storeroom
www.wandsworth.gov.uk/housing

Council website

www.wandsworth.gov.uk

Telephone payments 0845 835 0129
view online (charges may vary depending
on your service provider)

Please note: American Express and
Diners cards are not accepted. You will
need your council reference for the
individual service and your payment
details ready.

- Option 1 Council tax
- Option 2 Parking penalty charge notice
- Option 3 Council rents, garages, store
shed or heating and hot water
charges
- Option 4 Income collection, service
charges, major works
- Option 5 Housing benefit overpayments
- Option 6 Business rates

Gas contractors:

Battersea Clapham and Central Wandsworth areas

Smith and Byford Ltd 0800 028 0824

Breakdown, leaks and servicing of individual
heating/hot water systems.

Or throughout the borough where your domestic
heating is supplied by a central communal boiler-house.

Putney, Roehampton and Tooting areas

T.Brown Group Ltd 0800 977 8472

Breakdown, leaks and servicing of heating/hot water of
individual systems.

To find out your gas contractor contact: 020 8871 7040

Cleaning contractors:

Putney and Battersea areas

Lewis and Graves
Phone: 020 8877 1917
Freephone: 0800 111 4613

Roehampton and Tooting areas

ISS Facility Services Ltd
Phone: 020 8788 4703

Gardening

Ian Harrison:
Horticultural Services
Phone: 020 8871 7900
email: iharrison@wandsworth.gov.uk

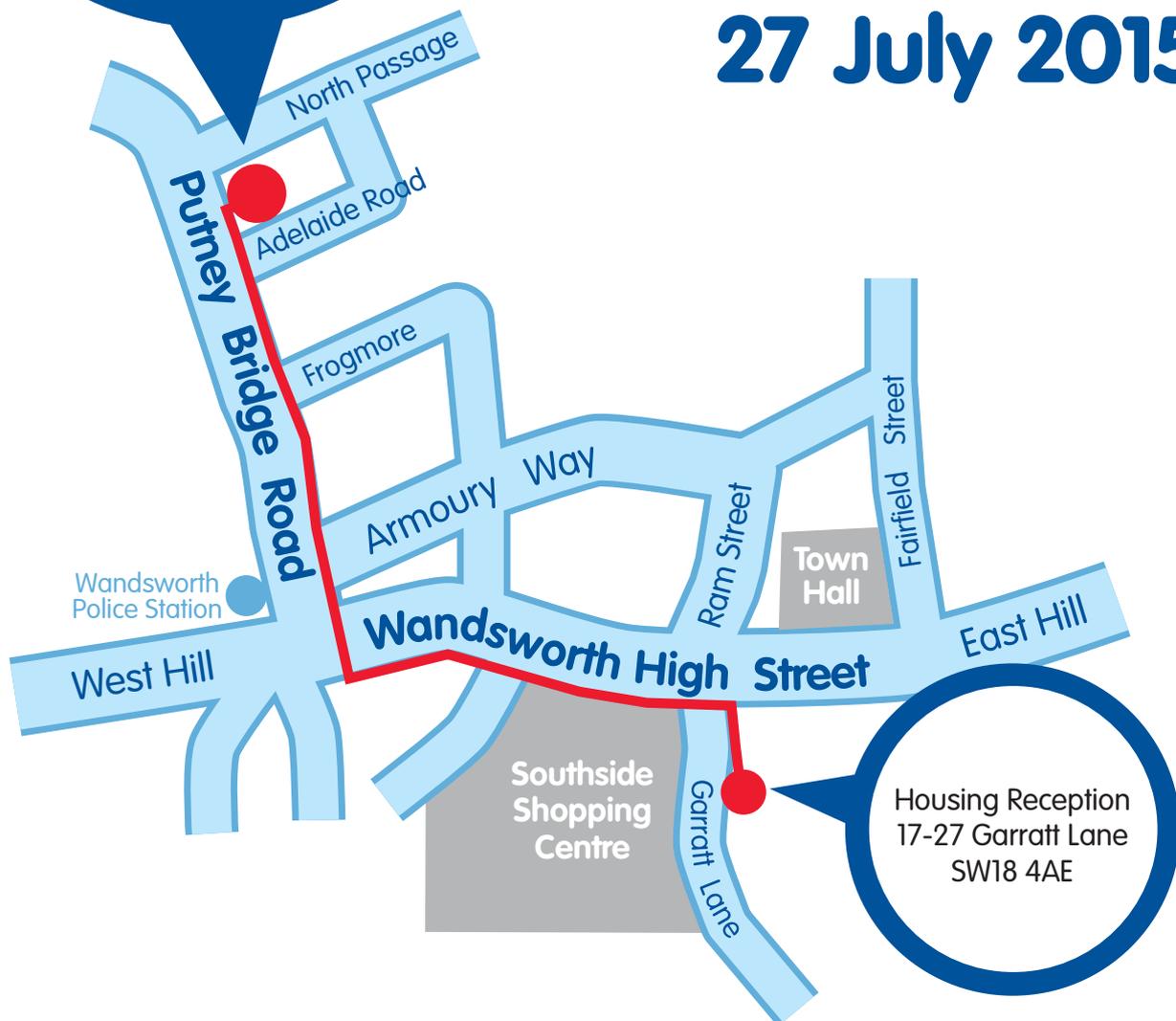
Some blocks and estates are managed by Resident Management Organisations (RMOs), which means that a resident group provides services to the estate or block. Residents who live in these properties are advised to contact their RMO office in the first instance.

Housing and Community Services

We are moving

Our new location is
Housing and Community Services Customer Service Centre
90 Putney Bridge Road
SW18 1HR

Monday
27 July 2015



Large print version

Copies of this issue of Homelife are available in large print format contact (020) 8871 6800 or email: homelife@wandsworth.gov.uk