

Homelife

Issue 103
Dec 2024



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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

Mould Removal Team: 020 8871 8887
mould.removal@richmondandwandsworth.gov.uk
wandsworth.gov.uk

Joint Control Centre (formerly known as Wandsworth Emergency Control) (housing emergencies, out of hours) 020 8871 8999

House Purchase Grants

housinginitiatives@richmondandwandsworth.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 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
housing-ombudsman.org.uk

Other council contacts

Adult social services 020 8871 7707

Animal Welfare 020 8871 7606 or email
animalwelfare@richmondandwandsworth.gov.uk

Births, Deaths, Marriages and Voting
020 8871 6120

Children's 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

South West London Fraud Partnership (Fraud Team) 020 8871 8383

Email: swlfp@richmondandwandsworth.gov.uk

Keep connected!

We would like to encourage our residents to ensure their contact details are correctly updated with the Housing Department.

There are times where it may be important for us to contact you without delay or need to send you information about your home or community.

You can update your details via Wandsworth Housing Online: wandsworth.gov.uk/housing/wandsworth-housing-online or you can contact us using the details below:

- Email: hms@wandsworth.gov.uk
- Central Area: 020 8871 5333
- Eastern Area: 020 8871 7439
- Southern Area: 020 8871 7288
- Western Area: 020 8871 5530

Welcome to the December issue of Homelife!

I'd like to wish everyone a Merry Christmas and a Happy New Year. 2024 has been a busy year from building new homes, investing in our repairs programme, to launching the Alton Renewal. With winter in mind, please take necessary precautions when heating your homes and refer to our fire safety information on page 6. Health and safety remains a top priority, so we encourage everyone to keep communal areas clear of obstructions and combustible items (see page 7).



In October, we held our annual Residents' Conference and it was great to see so many of you in attendance, including tenants and leaseholders, Residents' Associations, Resident Management Organisations and Housing Community Champions (see page 4). It was our biggest conference so far and will help us enhance our services and improve neighbourhoods. In November, we held our gardening competition prize-giving event in the Mayor's Parlour to celebrate the winners and their outstanding gardening achievements (see page 12).

Thank you for your submissions and congratulations to those who won awards.

As part of the Alton Renewal Plan, we are excited to introduce a free bus service in Roehampton, now available for residents (see page 17). I'm also pleased to announce a programme of new upgrades to playgrounds on our housing estates (see page 11), along with the resurfacing of roads and pavements across the borough (see page 11).

We have recently completed our latest project in the Homes for Wandsworth programme and I had the pleasure of

welcoming residents to their new homes (see page 16) at Gerard House. As we continue with local improvements, we welcome your ideas on projects that could make a positive difference in your area (see page 3). Lastly, remember to visit our Cost of Living Hub for assistance and support, or visit our Community Spaces to stay warm this winter (see page 18).

I hope you enjoy this issue of Homelife. If you have any suggestions, please contact me at hms@wandsworth.gov.uk.

Aydin Dikerdem
Cabinet Member for Housing

Wandsworth Neighbourhood Renewal Fund

Are there local improvements needed in your neighbourhood? Tell us about your ideas for projects that would make a difference to your local area - maybe a patch of underused open space could be rejuvenated or improved.

The council's Neighbourhood Renewal Fund uses funds collected from developers to pay for community improvements that will address local priorities. These funds are set up for local improvements in five different neighbourhood areas:

- North Battersea (including Nine Elms)
- Putney
- South Battersea and Balham (including Lavender Ward)
- Tooting
- Wandsworth

Share your ideas with us by:

- Pinning your idea or feedback onto our Wandsworth map: www.wandsworth.gov.uk/renewalfund
- Coming along to your local community drop-in event: www.wandsworth.gov.uk/here-to-listen
- Emailing: neighbourhoodrenewalfund@wandsworth.gov.uk



Wandsworth Residents' Conference

The Housing Department hosted its third Residents' Conference this October, drawing over 90 council tenants and leaseholders, the highest turnout yet. The event was open to everyone involved in our engagement structures, but this year it also welcomed those who might be interested in becoming more involved.

The event included a presentation by the London Fire Brigade on building and fire safety and an introduction by the London Borough of Culture team on upcoming 2025 events and how these can benefit our communities. Workshops by partners like Thinking Works provided valuable energy-saving tips, while the Cost of Living Team offered guidance on community support resources. The afternoon session featured a talk by the Assistant Director of Assessment and Tenant Engagement from the Regulator of Social Housing, emphasising landlord responsibilities and the importance of tenant engagement. Also, a new addition to this year's residents' conference included a panel of residents discussing ways to better engage and encourage resident involvement.



Community engagement and support

With 20 informative stalls, residents had the opportunity to engage directly with stallholders and representatives from local community groups and contractors.

We thank all partners who joined to showcase the resources available to residents. These partnerships and exchanges empower residents to build positive change in their communities.

Looking forward to next year

This year's successful event was made possible by so many residents wanting to both learn about and share key information on work they do on their estates and in their communities. We're grateful for all the input received on the themes and topics discussed. To improve future conferences, we are planning a wider range of lunch options and improving the technical setup, including sound quality.



Get involved

If you have suggestions for next year's conference, please contact your Resident Participation Officer or email us at conference@wandsworth.gov.uk. Explore this year's presentations and workshops on our Residents' Conference webpage, www.wandsworth.gov.uk/residents-conference

Thank you to everyone who helped make this year's conference a meaningful and engaging event!



Fire Safety Update

Electric heaters can be a great way to keep warm, especially if you only want to warm up one room. However, they should be used with care. Below is some guidance on keeping warm safely and other fire safety tips for this winter.



Heating your home

- Always unplug portable heaters before going out or going to bed.
- When using a portable gas heater, follow the manufacturer's operating instructions properly.
- Keep heaters clean and away from your curtains and furniture.
- Do not sit or stand too close to a heater.
- Do not use a heater to dry clothes or any materials.
- Never leave a portable heater on when young children or animals are alone.
- Never use flammable adhesives, cleaning fluids or aerosol sprays near heaters.
- If you live in a flat or maisonette, you are not allowed to keep or use liquid petroleum gas, unless it is in disposable containers (such as aerosols which comply with the current British Standards).

Keeping warm – electric blankets

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

- Test electric blankets every three years. You can contact Age UK (if you are over 60) or your local fire brigade to carry out these tests for you.
- Where possible, try to avoid buying second-hand blankets and check regularly for signs of wear and tear.

Lighting and candles

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



Christmas trees and decorations

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

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



A message from Grant Bishop Borough Commander for Wandsworth

“ As the nights grow longer and temperatures drop, it’s important to keep safety in mind amid seasonal celebrations. From heating and electrical items to festive lights and candles, here are some key fire safety tips to keep in mind throughout winter.

Electrical Safety: with many electrical items being purchased, gifted, or retrieved from storage for festivities or additional heating, it’s important to check the condition of older items for any signs of damage and to buy new items from verified sellers to reduce the risk of electrical fires. Always use the charger supplied with the device or a genuine replacement and avoid overloading your plug sockets.

With the increase in devices with lithium batteries, as well as e-bikes and e-scooters, we recommend checking out #ChargeSafe advice from the London Fire Brigade for safe usage practices: london-fire.gov.uk/safety/lithium-batteries

Responsible Disposal: please check out valuable advice on the safe and responsible disposal of unwanted items, especially items you’re replacing, including batteries: wandsworth.gov.uk/waste-and-recycling-a-z

Home Fire Safety Checker: London Fire Brigade offers a free online Home Fire Safety Checker to help you identify potential risks in your home and provides tailored safety advice. Protect what you love by using the checker: london-fire.gov.uk/protect



Keeping communal areas clear

■ We are reminding residents about the importance of keeping communal areas clear for health and safety reasons.

While we want everyone to enjoy the shared spaces in their building, it’s essential that we work together to minimise fire risks and ensure everyone’s safety.

Communal areas such as entrance lobbies, landings and stairwells should be free of combustible items and any obstructions. If items are left in these areas, we may need to remove and dispose of them, with costs recharged for doing so. For secure storage solutions, Wandsworth residents have the option to rent a garage, motorbike unit, or storage shed. Additionally, residents can enquire about cycle storage options to safely store bicycles.

For more information:

■ wandsworth.gov.uk/council-tenants-and-leaseholders

■ wandsworth.gov.uk/residential-cycle-storage

Fire Safety Steering Group

The Fire Safety Steering Group, consisting of officers from the Council and resident representatives, held its first meeting in September.

The group agreed and adopted a Terms of Reference and Code of Conduct before reviewing a series of web pages designed specifically for those living in high-rise blocks*. Also discussed were the frequency of future meetings and types of documents that the group would review. These will include key communications to residents about fire and building safety.

If you would like to join the Fire Safety Steering Group, or learn more about its work, please contact buildingsafetyteam@wandsworth.gov.uk

*High-rise blocks, sometimes called high-risk buildings, are those that are 18 metres or higher, or with seven or more storeys.



london-fire.gov.uk/protect

Tackling the climate emergency



Free warm home packs to eligible residents

■ This winter, the council is delivering a second round of free warm home packs to eligible residents in Wandsworth.

The packs are available to households with a combined annual income of up to £40,000 and an Energy Performance Certificate (EPC) rating between D and G. This is part of ongoing cost of living support, which aims to help residents reduce energy costs, maintain a good level of heat in their homes and be more comfortable at home throughout winter. The pack includes draught excluder tape to reduce heat loss, radiator foil to keep heat inside (enough to cover 4-6 radiators) and six energy-efficient light bulbs to reduce energy consumption. Collectively, these measures can save the average household around £200 a year. Within the pack there will also be information about other schemes and advice from our partners at SW Leap,

who are experts in helping local people cut their energy costs. Building on the success of the first year of the project, the council wants to extend the offering and provide a more in-depth service. This will involve a home visit to assess what extra measures will help to improve energy efficiency and save residents money on their energy bills, with a handy person then attending your home to install measures where appropriate.

The council-funded packs will be distributed across the borough to community spaces such as foodbanks, libraries and children's centres as well as through dedicated pop-up events during which eligible households can collect items. More details on how and where to collect a pack is included in a



letter that is sent to eligible residents. If you have any further questions or would like to check your eligibility please contact: **TogetherOnClimateChange@wandsworth.gov.uk**. For more information on what kinds of further support is available, please contact: **info@swleap.org.uk**



Sustainable September on the Alton Estate

As part of Sustainable September, Wandsworth Council's Climate Change Team supported two vintage collage workshops led by 'Goose Glitters' on the Alton Estate: a women-only session and one for 16-25 year olds.

Over 30 people upcycled vintage magazines from the 1960s and 70s into fabulous pieces of art. Attendees met with neighbours and new people and relaxed as they chose and cut images they wanted to use. We hope they will continue to use their new skills at home to create more wonderful art pieces.

Laura Goossens, founder of Goose Glitters said: "I loved the project and loved how the day turned out. I believe people left the workshop feeling seen and heard and empowered with a boost of confidence."



Sustainable September at Doris Emmerton Court

Tenants at Doris Emmerton Court in Battersea gathered to share ideas and raise awareness about sustainability.

They discussed eco-friendly practices and the financial benefits of sustainable actions.

Topics at the Sustainable September coffee morning included pre-loved clothing, energy-efficient lighting, showers versus baths for water conservation and reducing single-use plastics. The event offered practical tips for both sustainability and cost savings, sparking conversations among residents.

Delivering our Cleaner Borough Plan

This year we have continued to roll out improvements to our housing estates, as part of our Cleaner Borough Plan.

Rubbish and recycling left next to communal bins is now cleared more quickly and several estates have benefitted from new replacement bins, along with additional ones to increase capacity. We also have a new fleet of environmentally friendly waste trucks that run on hydrotreated vegetable oil (HVO) fuel. We have also increased the number of our ever-popular Mega Skip days, providing more opportunities to dispose of bulky waste for free.

Food waste collections are also being rolled out to all housing estates and flats from December 2024 on a phased basis. We will write to let you know when you're due to receive this new, free service. Stronger, more durable enclosures to house existing communal bins are being installed on the Alton and Lennox estates, with many more planned for 2025. Together we can make it easier to do the right thing with rubbish and recycling.



CHRISTMAS RECYCLING

Recycle your Christmas tree for free!

From Monday 6 January, put your real Christmas tree out for collection on your usual collection day and it will be collected on the same day.

To recycle your real Christmas tree before then, bring it to a drop-off point from Thursday 26 December:

- Acanthus Road, Battersea, parking bays at the end of the road next to Grayshott playground, SW11 5TY
- Battersea Park, Albert Bridge Car Park, Albert Bridge Road, SW11 4NU
- Battersea Park, Chelsea Gate Car Park, Carriage Drive North, SW11 4NJ
- Tooting Common, Dr Johnson Car Park, SW17 8JU
- Tooting Leisure Centre Car Park, Greaves Place, SW17 0NE
- Nuffield Health Car Park, Burr Road, Wandsworth, SW18 4SQ

Find out more at: [wandsworth.gov.uk/christmas-tree-recycling](https://www.wandsworth.gov.uk/christmas-tree-recycling)

Drop off point: Book an appointment at the Household Waste and Recycling Centre

Christmas rubbish and recycling dates

Over Christmas and New Year, some household rubbish and recycling collection dates will be a day later:

NORMAL COLLECTION DAY	REVISED COLLECTION DAY
Wednesday 25 December	Thursday 26 December
Thursday 26 December	Friday 27 December
Friday 27 December	Saturday 28 December
Monday 30 and Tuesday 31 December	Collected as normal
Wednesday 1 January	Thursday 2 January
Thursday 2 January	Friday 3 January
Friday 3 January	Saturday 4 January

The service returns to normal on Monday 6 January

Visit [wandsworth.gov.uk/sustainable-Christmas](https://www.wandsworth.gov.uk/sustainable-Christmas) for some useful tips to help everyone recycle right this festive season



Tenant Satisfaction Measures

The Regulator of Social Housing requires all large social landlords, those with 1,000 homes or more, to collect a range of data and report annually.

These are called Tenant Satisfaction Measures (TSMs) and include 10 measures from satisfaction surveys undertaken with a sample of tenants. TSMs must be published annually to allow resident scrutiny and to show residents how their landlord is performing.

A full breakdown of Wandsworth's TSMs for 2023-24 is available on the council's website: www.wandsworth.gov.uk/tenant-satisfaction-measures (or search Wandsworth Housing Performance). Overall tenant satisfaction increased from 54% in 2023 to 64% this year. Whilst we are pleased with this increase, we'll keep working hard to improve our performance across all measures.

The satisfaction survey for 2024/25 has now been completed - many thanks to those who took part - this will be used for next year's final TSM report, which we intend to publish in the autumn of 2025.



Housing estate playground improvements

In recent months, significant improvements have been made to playgrounds across several housing estates.

Refurbishments are now complete at Swanton Gardens, Shenstone House and Chillingford House, where equipment has been updated for safety and enjoyment. Additionally, new play equipment has been installed at Toland Square, Kingham Close and Waverton Road. Further upgrades are planned for Maysoule Road Estate and Voltaire Court in the coming months, bringing refreshed play areas to even more communities.

Regulatory inspection

The Regulator of Social Housing has introduced an inspections regime and will be visiting all large social landlords (with 1,000 homes or more) every four years.

The Regulator visited Wandsworth in November and attended a meeting of the Borough Residents' Forum, Housing Overview and Scrutiny Committee as well as speaking to residents, councillors and senior council officers and reviewing a series of documents.

After each inspection, landlords are issued a Regulatory Judgement which includes the Regulator's findings and a grade awarded, ranging from C1 (meeting the standards of the Regulator) to C4 (serious failings).

Once the Regulatory Judgement has been received, we'll publicise this on our website and share more details in a future issue of Homelife.



Resurfacing housing estates roads and pavements

The council recently conducted a survey to improve the safety and quality of housing estate roads and pavements.

Housing officers inspected areas most in need of maintenance and developed a plan to improve estates roads and footpaths. Resurfacing projects on Beaumont Road, Ellisfield Drive and Kingsclere Road have already been completed, with plans underway to resurface additional roads in the coming months.

Wandsworth Gardening Competition Winners



The Wandsworth Gardening Competition for residents living on the council's estates celebrated its second year with even more entries than last year.

Residents showcased their gardening skills across three categories, with officers and councillors judging the shortlisted entries in August. The deserving winners were invited to a breakfast and prize-giving ceremony in the Mayor's Parlour on November 7. The event was a great success and we congratulate all winners and thank everyone who entered. It's inspiring to see residents take pride in growing fruits, vegetables, flowers and herbs, taking pride in their community.

Keep nurturing your green green fingers and let's keep growing together!



The winners for each category are as follows...

Best Private/Remote Garden

1st place - James Phillips

2nd place - Elena Kidane

3rd place - Natasha Miller

Best Balcony/Container Garden

1st place - Marilia Benton

2nd place - Oya Malgir

3rd place - Harry Goonewardene

Best Community Garden

1st place - Ethelburga
Community Garden

2nd place - Fitzhugh Grove

3rd place - Kirton Lodge



Asda donation to Putney Vale Community Garden

Putney Vale Community Garden received a donation from the Asda Community Fund to support garden maintenance and improvements.

After several years of growing flowers and vegetables, the soil level in the raised beds had dropped. The funds will be used to purchase fresh soil for the 2025 planting season including a new smaller shed in a relocated spot. This will create more space for planting and will expand the social area for community gatherings.



Celebrating inspirational women in SW15

Several exceptional local women received awards for “Outstanding Work in the Community” at a lively SW15 Women’s Network coffee morning, attended by the Deputy Lieutenant of Wandsworth, Mrs. Colleen Harris.

The awards celebrated women who generously volunteer their time and skills across various initiatives, including parenting support, food programmes, senior activities, environmental efforts and social justice causes.

Winners included Orleen McIntosh, Chantelle Bent, Luciana Ferreira, Farzana Kausar, Vicky Chambers, Nakaysha February, Pam Harris, and Val Jones. In her remarks, Mrs Harris highlighted the power of connection at the heart of the Women’s Network, saying: “they understand that when women come together across culture, generations and experiences, something extraordinary happens. Ideas are exchanged, support networks are built and most importantly, women find the strength to achieve their personal goals.”

The SW15 Women’s Network Coffee Morning meets every Wednesday* from 10:30 a.m. to 12:30 p.m. at the Alton Activity Centre, Ellisfield Drive, SW15 4EZ.

*Term-time only.



Falcon Road RA trip to Dorset

The Falcon Road Residents’ Association enjoyed a community trip to Weymouth, Dorset. Housing Community Champion, Senia Dedić secured funding from Battersea United Charities, including a £1,000 grant from the Community Champion funds. Residents spent the day swimming, playing volleyball and watching a classic Punch and Judy show on the beach. The group also visited the historic White Horse of Osmington, a hillside tribute to King George III, commemorating his visits to Weymouth.

Carey Gardens seaside trip

Housing Community Champion Tina Penfold was awarded £800 from the Community Champions Fund towards a coach trip to Southend-on-Sea. Carey Gardens residents spent a delightful day strolling along the beach, shopping, and exploring the local museum and art gallery. The outing provided residents with a change of scenery and the chance to connect with neighbours in a fun and relaxed setting.

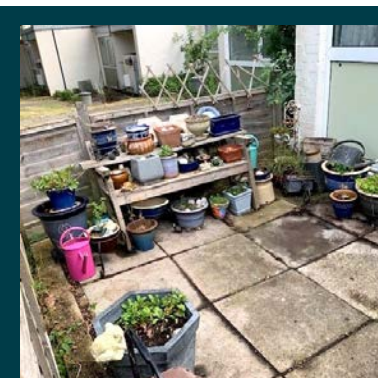




Celebrations at Lennox Community Centre

Residents at the Lennox Community Centre recently organised a surprise 80th birthday party for Linda Fountain, a dedicated dance teacher who still teaches dance and chair-based exercise classes at the centre every Tuesday.

Linda was first introduced to Lennox over 40 years ago and has since contributed to countless social events and dance classes for the community. The celebration honoured her decades of commitment, bringing together friends and community members to celebrate her remarkable impact.



Minstead Gardens cleanup!

Tracy Tuck, Sheltered Housing Officer, and Val Jones from the Putney and Roehampton Society recently organised a volunteer-led garden cleanup for elderly residents at Minstead Gardens and Danebury Avenue.

Many residents, due to frailty or medical conditions, are no longer able to tend to their gardens, so volunteers helped tidy up and trim overgrown bushes and shrubs, restoring the outdoor spaces. Residents were thrilled at their renewed gardens. Thank you to all who gave their time to support this work.



Yoga sessions at Doris Emmerton Court

Following a recent consultation about clubroom activities with residents at Doris Emmerton Court, exercise was rated as the top requested activity. In response Tracie Gleeson, one of the council's Sheltered Housing Officers, arranged for yoga instructor Lisa Cook to lead chair yoga sessions in the community clubroom. Residents thoroughly enjoyed the classes, agreeing that the sessions improved their physical and mental well-being.

Residents move into Gerard House

Work has now completed at Gerard House, the latest development in the Homes for Wandsworth programme and residents have recently started moving into their new homes. Located in Roehampton, Gerard House offers 14 three- and four-bedroom homes, including two adapted for wheelchair users, along with new landscaping and a play area.

These new council homes are the first homes completed here since we launched the Alton Renewal Plan which sets out how we are investing in improvements to the estate and creating opportunities for everyone who lives there.

Councillor Aydin Dikerdem, Cabinet Member for Housing, said:

“Every single home we build like this is another family off council waiting lists and into secure tenancies. That is why our Homes for Wandsworth programme is so ambitious and is delivering high-quality homes that we all can be proud of.”



Supported living homes

The council recently published a case study which celebrates new supported living homes in Wandsworth (through the Housing Learning and Improvement Network).



The case study highlights how the council's Homes for Wandsworth programme is transforming council-owned empty land into accessible housing, featuring inclusive design, modern technology, and sustainability features.

Key design features include accessible flats with wet rooms, carefully designed kitchens, and environmentally friendly elements such as green roofs and solar panels, ensuring these homes are future-proofed to meet the needs of disabled residents as well as meeting our sustainability targets. Resident feedback has been invaluable and has helped the council to continuously improve the quality of our new supported housing.

To read the full case study, visit: www.housinglin.org.uk/Topics/type/Housing-LIN-Case-Study-Supported-living-homes-for-Wandsworth-Turning-a-dream-into-reality

Improved services rolled out for Roehampton residents

The council is making a wide range of improvements across Roehampton as the Alton Renewal Plan moves ahead with a programme of investment in the area.



Improved transport connections

Bus options in Roehampton have been improved this autumn as the council is funding two extended services as part of its transport plan for the area.

The University of Roehampton double-decker bus is now free for residents to use anywhere along its route between Roehampton Vale Asda, Barnes Station, and Putney Bridge Station during term time. The council is part-funding the bus so residents can hop on or off the bus at the designated TfL bus stops. The service will pause from 20 December for the Christmas break and restart on 6 January.

For local people who find public transport difficult to use, we're also providing a free minibus service with pick-ups and drop-offs to visit local supermarkets, garden centres and places of interest in the borough.

Find out more about the Roehampton Transport Club bus schedule and book your visit: wandsworth.gov.uk/roehampton-transport-club.

Cost of living

During these colder months, the council is giving out 1,000 Warm Packs across the Alton Estate and over 280 households have been offered extra energy saving advice to help with energy efficiency in their homes.

For more information please visit: www.wandsworth.gov.uk/cost-of-living-hub



Families, children and young people

Alton residents also told us they need more facilities for families and young people, so as part of our investment through the Alton Renewal Plan, we've opened a new Family Hub in the building at 166 Roehampton Lane which will help children and families to get a better start in life. The Hub offers a wide range of services, from childcare support, birth registrations, wellbeing clinics and mental health support to after-school activities, skills and employment advice - as well as support services from community and voluntary sector partners including Rackets Cubed's social supermarket.

People living in the Alton Estate and wider Roehampton area will also notice new recycling bin enclosures on estates as well as road repairs and resurfacing works to renew the local road network and make it safer.

You can find out more by emailing altonrenewal@wandsworth.gov.uk or dropping by the weekly information stall every Friday from 2-4pm outside The Base on Danebury Avenue (opposite the library).



Community Spaces

A network of spaces opened across the borough in November where people can keep warm, enjoy activities and get free hot drinks and in some cases food.

It includes children's centres, all libraries and other venues such as churches and community centres. Find your nearest at www.wandsworth.gov.uk/community-spaces



ROTARY Christmas Day 2024

Christmas Day lunch and entertainment for elderly people in the Borough of Wandsworth

HELD EVERY YEAR IN THE CHRISTMAS EVENTS MARQUEE IN BATTERSEA PARK.
TRANSPORT PROVIDED FOR EVERY ELDERLY GUEST.

If you are over 65 or you know of an elderly person who would like to come on Christmas Day please contact: grcbprc@hotmail.com and we will send you an Application Form

Rotary
Battersea Park

Event organised by Rotary for our local elderly since 1962

Registered Charity No. 1079583

DONATIONS ARE VERY WELCOME
(the event is funded by donations from local residents and businesses)
Rotary Club of Battersea Park Trust Fund: Sort Code: 30-92-10 Account No: 00724258 Ref: Xmas
IF YOU WISH TO HELP MAKE THIS A SPECIAL DAY FOR OUR GUESTS...
Please go to our website for info and to register as a volunteer: www.rotarychristmasday.org

Wandsworth Council

Cost of Living support

visit: wandsworth.gov.uk/hub

call: 0808 175 3339

- Help with grants, bills and benefits
- Support for families
- Where to turn in a crisis and more



House Purchase Grant

This ever-popular scheme offers eligible secure council tenants a grant to use as a deposit towards buying a home of their own on the open market within the UK (or anywhere else in the world) or to use towards purchasing a shared ownership property (part rent/part buy) within the UK.

It can also be used to adapt a family member's home within the UK to create a self-contained extension to enable tenants to move in.

To qualify, tenants must have at least three years' tenancy.

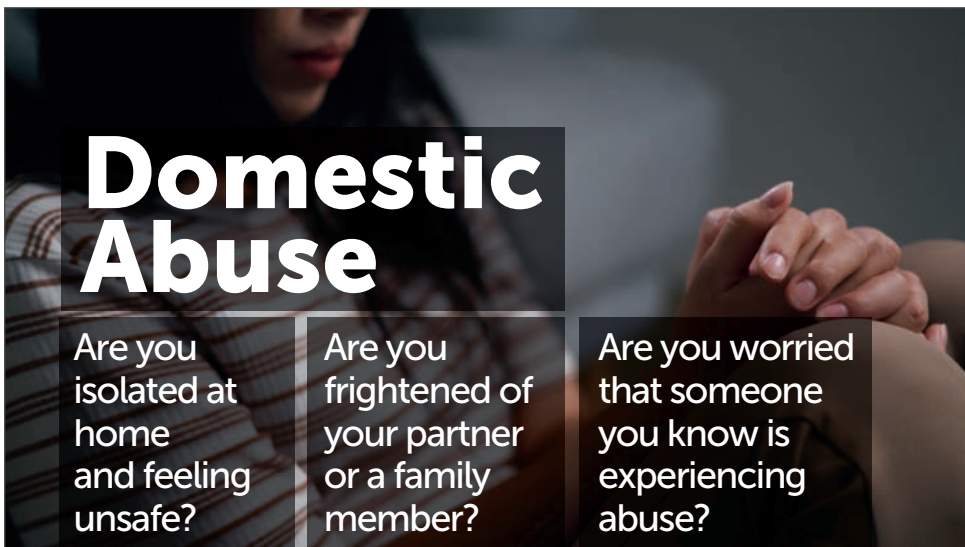
The grant levels for different sized properties are as follows:

Bed Size	Grant amount up to:
Studio	£50,000
1	£50,000
2	£70,000
3	£100,000
4, 5, 6	£120,000

If you are interested in the scheme, please contact the Housing Initiatives Team.

Email: housinginitiatives@richmondandwandsworth.gov.uk

Telephone: 020 8871 6161



Domestic Abuse

Are you isolated at home and feeling unsafe?

Are you frightened of your partner or a family member?

Are you worried that someone you know is experiencing abuse?

24-hour National Domestic Abuse Helpline
0808 2000 247

Metropolitan Police
If you are in immediate danger call 999
non-emergencies call 101

Crimestoppers Anonymous line
0800 555 111

There are local services here to help you

Come and get **FREE** information, support and legal advice, drop into our **One Stop Shop** - no appointment is needed.

St Mark's

Battersea Rise, SW11 1EJ,
(entrance on Boutflower Road)
Open every Monday 10am-12pm
(excluding Bank Holidays)

The Family Hub

166 Roehampton Lane,
Roehampton, SW15 4HR
Open every Wednesday,
10am-12.30pm

visit wandsworth.gov.uk/domestic-abuse
or scan the QR to visit the council support pages



Wandsworth Community Safety Partnership



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Tenancy Support SERVICES

We provide support to Wandsworth Council tenants who may have a health condition or other issue that affects their ability to manage their tenancy

Call us: **020 8871 6617**

(Monday to Friday 9.30am - 1pm and 2pm - 4.30pm)

Email us: **housingtenancysupport@richmondandwandsworth.gov.uk**

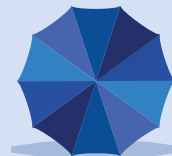


www.wandsworth.gov.uk/tenancy-support-services



Wandsworth
Supported
Housing

Information
and advice



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Put your real Christmas tree out for collection

on your usual collection day from
Monday 6 January 2025

Your tree will be collected on the same day as your rubbish and recycling, but in a different vehicle.

Want to recycle your real Christmas tree before 6 January?
Visit a drop-off point from 26 December.

Christmas & New Year collection dates

Don't forget your rubbish and recycling collection day changes over Christmas due to bank holidays. It will be a day later than normal.

Recycle
Right

Helping you do the right
thing with your recycling

Christmas tree
collections from
**Monday 6
January**



wandsworth.gov.uk/christmas-tree-recycling