

A photograph of a smiling man with grey hair and glasses, wearing a dark jacket over a plaid shirt. He is painting a large, colorful mural on a metal fence. The mural features abstract shapes in red, orange, blue, and green. A white outline of a house is superimposed on the mural. The word 'Wandsworth' is written in a white, stylized font inside the house outline.

Wandsworth

A splash of colour for the Alton Renewal Plan

Homelife

Wandsworth Council's housing newsletter

Issue 103 July 2025

Listening to you

Getting the basics right to give you more time to live your life

Wandsworth Council's guarantee

7 rings

Call us 020 8871 6000
and a member of staff
will pick up in **7 rings***

7 days

Report graffiti, a broken
street sign or a
dangerous pothole and
we will fix it within
7 days

Every household now gets two free bulky waste collections a year – each separate collection can be up to four items such as a mattress, washing machine or furniture.

Book yours today at
[wandsworth.gov.uk/bulkywaste](https://www.wandsworth.gov.uk/bulkywaste)

020 8871 6000
hello@wandsworth.gov.uk
[wandsworth.gov.uk/listening](https://www.wandsworth.gov.uk/listening)



*Phone line open 9am-5pm, Monday to Friday, except bank holidays

Welcome to the July issue of Homelife!

As the London Borough of Culture for 2025, it's wonderful to see residents enjoying the rich mix of traditions, festivals, food, and arts that make Wandsworth such a special place to live. So far we've delivered a fantastic programme of free events across the borough to help us all feel happier, healthier and more connected (page 15).



With summer in full swing, it's the perfect time to enjoy picnics, parks and barbecues! Just a quick reminder to stay safe when using BBQs and help us prevent any fire risks (page 7).

In November last year, our housing department was inspected by the Regulator of Social Housing. The inspection brought to light some key areas that we need to improve, particularly regarding electrical safety certificates and how we inspect the condition of our stock. We're acting on the Regulator's feedback and have already kicked off a plan to make things better. We are committed to making sure our council homes remain safe, well-maintained, and of a high standard (page 4). We are also inviting you to have your say by being involved in our resident engagement activities and to share your feedback as we continue to make improvements to our estates (page 6).

It's been great seeing families and children enjoying our newly refurbished playgrounds (page 8), and we are also rolling out more waste and recycling initiatives to make

Wandsworth a cleaner and greener place to live, work, and visit (page 14).

To support residents through the ongoing cost-of-living challenges, we have introduced our Access for All scheme. This initiative offers discounts of 50% to 100% on a range of council services including events and activities over the summer. You can sign up for your free membership card online (see article below).

Finally, we are really looking forward to welcoming you to this year's Residents' Conference on Wednesday 15 October 2025. Following the success of last year's event, our council tenants and leaseholders can expect a day of networking, workshops, and the chance to share your views directly with us (page 17).

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

Sign up to Access for All

Access for All is Britain's best concessionary scheme, giving eligible residents 50% to 100% discounts on a range of council services. Access for All members can get free or discounted gym and swim sessions, including at the historic Tooting Bec Lido, wedding ceremonies, event tickets and more.

How to sign up?

Sign up for a free membership card online. You'll need proof of eligibility to apply, but then you'll only need to use your card to access the offers.

See the full list of offers, check the eligibility criteria and apply at, wandsworth.gov.uk/access-for-all



Inspection by the Regulator of Social Housing

Wandsworth aims to provide strong and efficient landlord services to the homes we manage.

Last November, the council's housing department was inspected by the Regulator of Social Housing.

The Regulator is responsible for ensuring local authorities and housing associations provide good quality, safe and well managed homes to their residents. They assess local authorities across a set of standards known as 'consumer standards'. These standards are called:

- Neighbourhood and Community
- Safety and Quality
- Tenancy
- Transparency, Influence and Accountability

After each inspection, the landlord is issued with a 'regulatory judgement' including a rating between C1 (fully meeting the requirements of landlords) and C4 (very serious failings in delivery of the consumer standards).

Following the inspection, the Regulator gave us a C3 rating. The main reasons for our rating were a limited number of "serious failings" around the safety and quality standard.

This included how we identify the condition of our housing through a method called stock condition surveys. Whilst a programme of stock condition surveys has always

been in place, the Regulator said that the sample size used was too small. To put this right, from May this year, 20% of the council's stock will be surveyed every year, for the next five years to bring the total stock surveyed to 100% (see page 5).

Before the inspection, we shared information with the Regulator about the programme we have in place for electrical inspections of all council properties, including communal areas.

Although there was a contract in place from 2021, the number of homes with a valid EICR (Electrical Installation Condition Report) was lower than it should have been and the Regulator wanted assurance that this would increase. However, since the inspection, significant progress has been made.

Other areas where we agreed performance needed to improve were outstanding actions from Fire Risk Assessments and the number of overdue repairs outstanding. We would like to reassure residents that all serious actions arising from the Fire Risk Assessments had already been completed and those remaining were rated as low risk by those who completed the assessments.

Below we've set out in more detail what we have achieved since the inspection.

WHAT PROGRESS HAVE WE MADE SO FAR



FIRE SAFETY

1,000 fire risk actions completed since the inspection (all serious actions).



ELECTRICAL SAFETY

75% of homes and 80% of communal areas with a satisfactory electrical safety certificate.



REPAIRS

1,311 overdue repairs completed since the inspection. A full review of the Repairs Service is now underway with residents involved in identifying and suggesting improvements.



SUPPORTING VULNERABLE RESIDENTS

A new policy for how we support vulnerable residents has been published. All frontline staff are undergoing additional training on how to record vulnerabilities information and make reasonable adjustments for residents.



RESIDENT INVOLVEMENT

Two focus groups held with residents to discuss improvements to repairs satisfaction and complaints handling. Changes have been agreed with residents and are being implemented. We are also increasing ways that residents can get involved in their communities and have four estate-based events planned for autumn.



STOCK CONDITION

We are now carrying out inspections to all tenanted homes over a 5-year period to get a better understanding of the condition of our stock (see page 5).



Stock Condition Surveys

Wandsworth Council is starting a programme of stock condition surveys across its housing stock. These surveys are part of our responsibility as a landlord to ensure all homes are safe and well maintained.

What is a stock condition survey?

A stock condition survey is a visual inspection carried out by a qualified surveyor. It looks at the condition and age of key parts of your home both inside (such as kitchens and bathrooms) and outside (such as windows and roofs). The surveyor will also take photos to support their findings.

Who is doing the survey?

Pennington Choices Ltd will carry out the surveys on our behalf. They are an experienced company that works with housing providers across the UK.

What to expect

All homes will be inspected over a 5 year period and the internal inspection will take around 30 minutes and will focus on fixtures, fittings, and heating systems. There is no need to move any furniture or personal belongings, and residents can rest assured that only repair-related elements of the home will be inspected.

Surveyors will carry ID and show it when they arrive. If you're at home when they visit, we kindly ask that you allow them to complete the inspection if it's convenient for you, or to arrange a suitable time if it isn't.

Who needs a survey?

Surveys will only be carried out in tenanted homes.

How will I know when my survey is due?

You'll receive a letter from Pennington Choices with the date and time of your survey.

Need to report a repair?

Please note that Pennington Choices are not responsible for repairs. If you need to report a repair, contact your Area Team directly.

Resident participation—get involved!

Our tenants and leaseholders are best placed to tell us what we're doing well and what we can do better. There are a variety of ways that you can get involved, these include:

Focus Groups

These small group meetings provide residents with an opportunity to share their views on specific services or policies. For example, in March 2025, two focus groups involving tenants and leaseholders helped identify actions to improve satisfaction with our repairs and complaints handling services. Actions from focus groups are published online at: [wandsworth.gov.uk/resident-focus-groups](https://www.wandsworth.gov.uk/resident-focus-groups).

Housing Community Champions Scheme

Residents can volunteer to lead or support improvements in their estate or neighbourhood. Council funding is available to support these projects. If you're interested in joining the Housing Community Champion Scheme, please contact your Resident Participation Officer by visiting: [wandsworth.gov.uk/resident-participation-officers](https://www.wandsworth.gov.uk/resident-participation-officers)

Participation Register

If you'd like to take part in any council-led engagement and scrutiny activities, you can join the Participation Register and choose which activities and topics interest you. To join, visit: [wandsworth.gov.uk/housing/resident-involvement-housing/join-participation-register](https://www.wandsworth.gov.uk/housing/resident-involvement-housing/join-participation-register)



Residents' Conference

Held annually, residents can learn about how housing services are delivered, provide feedback, influence policies and connect with local community groups. We offer a range of opportunities for you to get involved. For more information, please contact your Resident Participation Officer or visit our website: [wandsworth.gov.uk/resident-involvement-housing](https://www.wandsworth.gov.uk/resident-involvement-housing)

The next conference will take place on Wednesday 15 October 2025.

Visit: [wandsworth.gov.uk/residents-conference](https://www.wandsworth.gov.uk/residents-conference)

Making a complaint

The council's housing department offers several ways to make a complaint.

These include:

Email: Send your complaint to HMS@wandsworth.gov.uk

Online: Complete the online complaint form at, [wandsworth.gov.uk/make-a-complaint](https://www.wandsworth.gov.uk/make-a-complaint)

Post: Write to us at:

The Town Hall
Wandsworth High Street
London, SW18 2PU

Phone: Call us on 020 8871 6000

You can view our corporate complaints policy at: [wandsworth.gov.uk/corporate_complaints_policy.pdf](https://www.wandsworth.gov.uk/corporate_complaints_policy.pdf)

If you require any reasonable adjustments to support you making your complaint, please state this clearly when submitting your complaint (or if you are making the complaint on someone else's behalf). This will help our administrative team respond appropriately to your needs.

Keeping your home safe



The importance of maintaining your smoke alarm

When was the last time you checked your smoke and heat alarms were working?

A quick weekly test of your smoke alarms can keep you and your family safe. Below are some quick tips on how to effectively test your alarms and what to watch out for:

- To test your alarm, press the button until the alarm sounds. If the alarm does not sound the battery will require replacing.
- Keep your alarms obstacle free and remove any surface dust with a cloth.
- If your alarm starts beeping regularly it's time to change the battery.
- Check the age of your alarm. If it is more than ten years old, it will need to be replaced.

If you're a council tenant and require a smoke or heat alarm, please contact your Area Housing Team.

A Message from Grant Bishop, Borough Commander for Wandsworth

"As the temperature rises, we want everyone to enjoy the warmer weather safely and without increasing the risk of fire".

If you're using your balcony more during the summer months, please remember:

- Always dispose of cigarettes and other smoking materials safely.
- Barbeques (BBQs) are not permitted on balconies. Flames, sparks, or hot embers can easily start a fire and spread to other parts of the building.

If you're enjoying Wandsworth's parks and open spaces:

- Be especially cautious with smoking materials as dry grass can catch fire easily.
- Never discard cigarettes on the ground or from a car window, especially near grassland.
- Dispose of glass bottles properly. Left in sunlight, glass can magnify heat and start a fire. If bins are full, please take your litter home.

BBQ Safety Tips:

- Allow BBQs to fully cool before storing or disposing of them.
- Disposable BBQs can stay hot for hours. Make sure they are completely out and cool before throwing them away.
- Smouldering ashes can give off carbon monoxide and may still ignite fires long after use.

For more safety advice, visit:

- BBQ guidance: london-fire.gov.uk/safety/the-home/cooking/bbqs
- Wildfire prevention tips: london-fire.gov.uk/safety/grass-and-wildfires
- General fire safety advice and tools: london-fire.gov.uk/safety/the-home

Stay informed: Follow us on X @lfbwandsworth for the latest safety updates and incident information.





New playgrounds for the Maysoule Road Estate

Three playgrounds on Battersea's Maysoule Estate have been upgraded creating a fun, welcoming and safe environment for children and the wider community.





Splash of Colour

On Saturday, 29 March, the green space beside Roehampton Library came alive with creativity during the “Splash of Colour” community event, part of the council’s Alton Renewal Plan. The event invited residents of all ages to share their ideas through painting, sculpture, and sign-making. The resulting artworks will be temporarily displayed across the estate and will help guide the final installations in the linkway later this year.



Alton annual egg-tastic event

Kids had a blast at the annual egg-cellent event crafting their own funny face eggs, to bring thier ideas to life. Thank you to everyone who took part.



Free messy play sessions for young children

Orleen McIntosh, a Housing Champion in Roehampton has launched a fun and creative project for local children! The free messy play sessions at St Joseph's Church are designed for children up to 5 years old and for children with special educational needs (SEN) up to 8 years old.

Spaces are limited, so booking in advance is essential. Contact Orleen at: omcintosh@hotmail.co.uk

Cosmopolitan Sports and Social Club celebrates its 50th anniversary

The club celebrated its 50th anniversary, marking half a century since its founding in April 1974 by seven residents of the Henry Prince Estate. Over the decades, the dominoes team represented Wandsworth in inter-borough competitions and competed internationally, earning trophies from the United States of America, Canada, the Caribbean and the Far East.



Carey Gardens host Eid and Easter party

Carey Gardens hosted celebrations for both Eid and Easter in April. Organised by Tina Penfold, one of Wandsworth's Housing Community Champions, these events brought neighbours together through arts and crafts, free Easter egg giveaways, and Eid treat bags for children.



Warm homes social housing fund

Wandsworth Council has successfully secured funding through the government's Warm Homes: Social Housing Fund to help make homes more energy efficient. The aim is to lower carbon emissions and reduce energy bills for residents.

Over the next three years, more than 70 social housing properties in Tooting and the Alton Estate will benefit from upgrades.

If your home is selected, you'll be contacted soon to arrange a retrofit assessment. This is the first step in planning improvements and looking at your home's current condition, how it's built, and how energy is used. We may also ask to see recent energy bills to help design the most effective upgrade plan.

Upgrades will vary depending on your home. Some may be small, like switching to energy-saving lightbulbs or adding loft insulation. Others could be more significant, such as wall or floor insulation. Whatever the case, we'll keep you informed every step of the way.



New planters installed at Savona and Falcon Estate

As part of the council's wider estate improvement initiatives, a long L-shaped planter was installed on Savona Estate for residents to plant herbs and flowers.

Meanwhile, on Falcon Estate, broken planters were replaced with new ones at the request of the Residents' Association. The improvements have been warmly welcomed, with residents planting and enjoying their green spaces.





VE Day celebrations

Residents across several estates came together to commemorate the 80th anniversary of VE Day.

These celebrations honoured the courage and sacrifice of those who served during the Second World War and marked the historic end of the war in Europe on 8 May 1945. A big thank you to those who helped organise events on their estates.





Carey Garden residents enjoy fish and chips meal

Both the sheltered and non-sheltered residents of Carey Gardens have been enjoying fish and chips meals on the last Friday of every month. The event has become a beloved neighbourhood activity, and is free to join. Contact your sheltered housing officers if you are interested in joining for the next meal. **Contact: Steve Sebugwawo or Sikuru Adedoja: 07768 987958**





Thanks to Wandsworth's Cleaner Borough Plan and residents' hard work, over 6,500 tonnes of additional recycling have been collected in less than a year. That's equivalent to the weight of around 540 double-decker buses!

The Cleaner Borough Plan has already guaranteed weekly rubbish and recycling collections, doubled the number of Mega Skip Days, provided two free bulky waste collections per household annually, and introduced free food waste recycling, which is now being expanded to all flats. These initiatives have saved £1.3 million, which is being reinvested into making our streets cleaner, all while maintaining the lowest Council Tax in the country.

The next phase will continue to improve recycling services. This will include additional bins in town centres, jet washing and more regular sweeping of high streets, as well as clearing fly-tips on private land not owned by the council, all to make residents feel proud of our streets.



Councillor Paul White, Cabinet Member for Environment, said: "We want to thank everyone who has recycled using these new services. We're not done yet, this is just the next step in keeping Wandsworth a great place to live, work, and visit."

Get ready for a summer of culture and fun



Wandsworth is London Borough of Culture 2025, and we'll be celebrating all summer.

On August Bank Holiday Monday enjoy a spectacular weekend of music at Battersea Park in Concert, including performances from the Royal Philharmonic Orchestra and Jools Holland and his Rhythm and Blues Orchestra, with a dedicated allocation of Access for All discounted tickets.

In September step into the energy of Urban Flow, where Roehampton transforms into a living stage with a powerful fusion of contemporary dance, martial arts and live soundscapes.

Also in September the Liberty Festival will spotlight and celebrate the richness and diversity of disability arts, and look out for events across the borough this summer celebrating South Asian Heritage Month and Black History 365.

Visit: welcometowandsworth.com



Free summer swimming lessons for children in years 2–7

Wandsworth Council is offering free swimming lessons for children in school years 2 to 7 who can't yet swim 25 metres.

Lessons will take place over five consecutive days at one of four local leisure centres: Balham, Latchmere, Putney, or Tooting. Each 30-minute session is designed to build confidence, teach essential swimming skills, and promote water safety.

Spaces are limited, so register your interest now – visit: wandsworth.gov.uk/leisure-and-culture/sport-and-fitness/sports-offer/swimming-offers/



Help prevent violence against women and girls through active bystander training

Have you ever witnessed sexual harassment in public, at work, or on transport and wished you knew how to step in safely?

Active bystander training gives you the tools to do just that. The free online sessions are designed to help residents feel more confident to safely intervene and support efforts to prevent Violence Against Women and Girls (VAWG) in our community.

Upcoming training sessions will be held via Microsoft Teams on:

- **Wednesday 20 August 2025, 7:00 – 8:30pm**
- **Tuesday 25 November 2025, 7:00 – 8:30pm**



Register for the training by visiting the Violence Against Women and Girls pages on the council's website.

Scan the QR code or visit: wandsworth.gov.uk/community-safety/vawg/vawg-events

**BECOME AN
ACTIVE
BYSTANDER**



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



wsp@wandsworth.gov.uk • AD12689.24 | Image: Graphicscoco



Residents' Conference 2025



Save the date

Wednesday 15 October 2025, 9.30am to 3.30pm

Civic Suite, Wandsworth High Street, SW18 2PU

**The Residents' Conference is a free to attend event
for council tenants and leaseholders**



What is the Residents' Conference?

A chance to explore different engagement options. With workshops on:

- Tackling anti-social behaviour
- Accessing cost-of-living support
- How we support our Residents' Associations

Voluntary and community groups will also have stalls to discuss their work and give advice.

How to attend

This is a free event, but you do require a ticket to confirm attendance. If you are interested in attending the conference, go to wandsworth.gov.uk/residents-conference for more information.



To book tickets please scan the QR code to confirm your attendance.

Alternatively, for any questions or to book via email you can contact:
eventscomms@wandsworth.gov.uk



Water bills and metering information

Some residents have contacted us with concerns about their water bills and have asked if it's possible to have individual water meters installed for their homes.

Many of our buildings use a shared water system, with a central supply and shared water tanks.

Because of this setup, Thames Water may decide that installing separate meters for each home is not practical or affordable.

If a meter can't be installed, Thames Water may instead place residents on something called the Assessed Household Charge. This means your water bill will be based on the average water use for a home with the same number of bedrooms as yours.

You can find more information about this on the Thames Water website under **Assessed Household Charges**.

If you're having trouble paying your water bill, help is available. Visit the **Financial Support** section on the Thames Water website to see what options are offered.

Get Help with Your Water Bills from Thames Water

If you're struggling to pay your water bill, Thames Water has two support schemes that might help:

WaterHelp

If your water bill is more than 5% of your household income, you could get a 50% discount.

WaterSure

If you have a water meter and get certain benefits, you might be able to get your bill capped (limited to a set amount), so it doesn't go up too high.

Find out if you qualify

Call 0800 980 8800 for a free assessment to find out if you can get help.

For more advice and support with the cost of living, visit the Wandsworth Cost of Living Hub.

We can help you set up a Residents' Association

Would you like to make improvements to your estate and help bring your community together?

Forming a Residents' Association (RA) is a great way to do just that. RAs provide a valuable way for neighbours to work together, raise concerns, suggest improvements, and stay informed about local housing matters. They also help create stronger, more connected communities by sharing updates and organising events.

Any block or estate can form a Residents' Association by completing the necessary paperwork and submitting it to their Resident Participation Officer.

If you are interested in forming or supporting a Residents' Association or need more information – please contact:

- **Vanessa Santos – Eastern team**
Vanessa.Santos@richmondandwandsworth.gov.uk
- **Sarah Stevens – Western team**
Sarah.Stevens@richmondandwandsworth.gov.uk
- **Foday Kamara – Southern Team**
Foday.Kamara@richmondandwandsworth.gov.uk
- **Tom Gates – Central Team**
Tom.Gates@richmondandwandsworth.gov.uk



Help with grants,
bills and benefits

Help for families

Where to turn in a
crisis and more

visit:
wandsworth.gov.uk/hub



Interested in working locally in **retail** or **hospitality**? If so this course is for you!



We can offer you:

- A 5 day in person course
- Training specifically relating to Customer Service in the retail and hospitality industry
- A level 1 recognised qualification in customer service
- CV and interview support during and after the course
- Access to employer vacancies who are currently recruiting for staff

What we need from you:

- Good level of English language
- Complete a short assessment
- Commitment to attending all sessions

To book a place and confirm a start date visit **[wandsworthworkmatch.org](https://www.wandsworthworkmatch.org)**
For further information contact **sonia.wilson@richmondandwandsworth.gov.uk**
or call **07989 448 237**



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**



wandsworth.gov.uk/tenancy-support-services

Wandsworth
Supported
Housing

Information
and advice

