

# Homelife

## Argyle Estate Limpsfield

- 1 1-35 Greenfield House
- 2 36-59 Greenfield House
- 3 1-14 Sedgewick House
- 4 1-14 Goddard House
- 5 1-21 Plowman House
- 6 1-24 Oakman House
- 7 25-47 Oakman House
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Inside

# 7 days, 7 rings



## 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**

# 7 rings, 7 days – our new pledge to you

Our new 7 rings guarantee means calls to us will be answered by a member of staff within 7 rings – call 020 8871 6000.

There's also a new email address you can use – [hello@wandsworth.gov.uk](mailto:hello@wandsworth.gov.uk)

And we will take swift action to put right the issues raised – if you report graffiti, a broken street sign or a dangerous pothole it will be fixed within 7 days.



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

# Welcome to the March issue of Homelife!

Together with residents we continue to reach significant milestones in our drive to improve housing services. As part of our pledge to listen and deliver on your priorities, we have launched the 7 Rings, 7 Days guarantee – making it easier for residents to contact us and to ensure faster street repairs across the borough.

Additionally, every household is now being offered two free bulky waste collections per year. This, together with the expansion of the increased number of Mega Skip Days, is helping us to become a cleaner borough (page 4).

We are also making improvements to our estates by installing new planters (page 15) and bikehangars, all while maintaining the lowest Council Tax in the country. I am also pleased to see residents moving into their new homes as part of our Homes for Wandsworth programme (page 7) and we are continuing investment in the Alton Renewal Plan to create a better living environment for everyone (page 6).

As part of our safety commitment, officers will be carrying out fire risk assessments in communal areas of high-rise blocks in the coming months. I encourage residents to stay informed with safety updates and ensure you have a working smoke alarm in your home (page 10).

Along with new-look estate signage, new waste and recycling bins are being installed across nine priority housing estates to improve recycling as part of the council's Cleaner Borough plan. The first bins have been installed in locations across the Alton estate.



Following feedback from residents, the council is rolling out the new bin enclosures to help improve recycling rates, keep bin areas tidier and cleaner and prevent items from going in the wrong bin, thanks to clearer signage.

Meanwhile, I went down to Limpsfield in SW19, which was the first estate in the borough to get freshly-installed map signage in the new council style.

Lastly, our gardening competition is open again this year and we look forward to seeing your wonderful gardens in bloom. So, get those green fingers ready and send in your entries (page 20).

I hope you enjoy this issue of Homelife.

If you have any suggestions, please contact me at [hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)

**Aydin Dikerdem**  
Cabinet Member for Housing





# Two free bulky waste collections a year for every Wandsworth household

Every household in Wandsworth now gets two free bulky waste collections a year, saving families £47 each, in an ambitious new move to achieve cleaner streets across the borough.

This has been paired with a commitment to retain weekly waste and recycling collections, alongside expanding much-loved Mega Skip Days, without adding a penny to your Council Tax.

The bulky waste collection service offers home collections for larger items such as mattresses, furniture and appliances like washing machines, fridges and freezers. Each free collection can be for up to four items.

Councillor Judi Gasser, Cabinet Member for Environment, said: "We know cleaner streets are a big priority for residents. Our new bulky waste offer is part of our promise to deliver the best possible service we can.

"It has never been easier to dispose of your waste. Please make the most of these free collections and secure your slot today."

Bulky waste is collected in each area on the same day as your usual rubbish and recycling collection days. With over four times the number of appointments available daily, you should not need to wait longer than a week for your free bulky waste collection.

We're taking care of the things that matter to you, so that together we can keep Wandsworth special.

Ready to book your collection?  
Visit: [wandsworth.gov.uk/bulkywaste](https://www.wandsworth.gov.uk/bulkywaste)

“ We know cleaner streets are a big priority for residents. Our new bulky waste offer is part of our promise to deliver the best possible service we can. ”

Judi Gasser, Cabinet Member for Environment



# Learning from complaints

Complaints and comments help us make positive changes and we use feedback to see what's working and what needs improving.

Over the past year, the Housing Ombudsman's findings showed areas of service delivery that we could be doing better. In response:

- We have trained our frontline staff and updated our procedures for handling anti-social behaviour and noise complaints.
- We reviewed our repairs and maintenance services and shared key findings with managers to improve our services even more.
- We are revising our approach to leaks to improve the accuracy and timeliness of diagnoses.
- We are introducing staff training on reasonable adjustments and assisting residents with vulnerabilities.

## Identifying vulnerable households

The council has a responsibility to identify vulnerable households, record vulnerabilities information and address any additional needs to ensure residents are safe in their homes and can access the services they are entitled to.

While no entire groups are vulnerable, individuals from some groups are more likely to be vulnerable or require support when accessing housing services. These can include those who are:

- aged 70 years or older
- living on their own
- living with learning, physical or sensory needs or mental/cognitive issues

Additional support may include risk assessments, providing information in other formats or languages, or giving you more time when contacting us. If you have any individual needs that you want to make us aware of, please contact your Estate Manager.

## Unlawful subletting

A former Wandsworth Council tenant has been ordered to repay over £23,000 after illegally subletting her social housing property while living abroad.

An investigation revealed that two individuals had been renting rooms for £600 per month each, advertised on Spareroom.com by the tenant's son.

Cllr Angela Ireland, Wandsworth Council's cabinet member for Finance, said: "Council housing provides a safe and secure home for those most in need.

To abuse this system for profit deprives someone of a much-needed home and contributes to longer waiting lists across Wandsworth."

The council continues to successfully deal with Housing Cheats who take homes away from those in genuine need of social housing.



To report a fraud, please contact the South West London Fraud Partnership on **020 8871 8383** go to: [swlfp.org.uk/report-a-fraud](https://swlfp.org.uk/report-a-fraud) or email: [swlfp@richmondandwandsworth.gov.uk](mailto:swlfp@richmondandwandsworth.gov.uk)





# Alton Renewal Plan- latest update

We reflect on what we have achieved so far and what is coming up...

- The Family Hub has opened to the community
- In the first 5 months of the new partnership with the University shuttle bus services there have been almost 80,000 free public journeys.
- A new council-funded community minibus was launched with an extended number of routes planned for 2025, including free trips to Kew Gardens.
- The launch of Warm Packs took place at Roehampton Library. If you didn't get one, get in touch, we still have some available!

## What's coming up in 2025:

- Maintenance to roads and pavements
- New Community Safety Officer for the Alton and launch of new Roehampton and West Putney police touchdown space
- New quiet cycle routes
- Work to create a new playspace at Downshire Fields
- New wayfinding and heritage trail
- Murals and public artwork
- Wildflower meadows ...and much more!

Visit our information stall held every Friday between 2 and 4pm on Danebury Avenue (outside The Base)

@AltonRenewal  
altonrenewal.co.uk  
altonrenewal@wandsworth.gov.uk





## Homes for Wandsworth News

# Family moves from over-crowded space

A family of seven has made a “life-changing” move into a new home developed through the Homes for Wandsworth programme.

The spacious new four-bedroom home in Roehampton is a world apart from the overcrowded two-bedroom flat where Donna and her family have spent the past 15 years.

**“It’s been life changing,” says Donna, who has moved into Gerard House, in Fontley Way, with her family after many years of overcrowding.**

With five children aged between 5 to 17, Donna and her partner struggled each day. Sleeping on a sofa bed in the living room of their previous 11th floor flat for the past three years meant they had no space to move. The family now have a four-bedroom home and their own enclosed garden, where their children can play and relax in safety, as well as use for important social events including birthday parties.

Find out more about the Homes for Wandsworth programme: [wandsworth.gov.uk/where-we-are-building-homes](http://wandsworth.gov.uk/where-we-are-building-homes)



## Family downsizing into newly built Gerard House

When the Mahamud family’s eldest son moved into his own home, they felt their four-bedroom property could give a fresh start to another family. For the downsizing couple, moving to newly built Gerard House with their four younger children has been amazing.

**“We felt that someone else could really benefit from our previous home,” says Mr Mahamud, a taxi driver and volunteer football coach with Elays Network community charity.**

Now the family are looking forward to enjoying their private garden, increased storage space, and access to parking. Find out more about the benefits of downsizing through: [wandsworth.gov.uk/downsizing](http://wandsworth.gov.uk/downsizing)



# Welcome to Wandsworth!



During our year as London Borough of Culture, there will be events all over the borough, including on the Winstanley and Alton Estate, many of them perfect for families. All the events highlighted on these pages except Urban Flow are part of the Wandsworth Arts Fringe (WAF) from June 6-22. WAF tickets are available from April 23. Urban Flow will be on September 13.

We want everyone to get involved, so keep an eye on our website for updates – [welcometowandsworth.com](http://welcometowandsworth.com)

## Winstanley Estate Projects

### Echoes of Us

Echoes of Us is an immersive audio trail through Winstanley and York Road Estates, sharing residents' stories via QR codes at key locations to celebrate the community's heritage and transformation.

### Parade - The Giant Wheel

Parade is a dynamic performance by Autin Dance Theatre, featuring a 12-foot giant wheel, street artists, music and community groups in a powerful, choreographed procession celebrating unity and diversity.

### Beauty of Culture via Traditional Clothes, Food and Art

Beauty of Culture is a vibrant celebration of South Asian heritage, offering engaging events and workshops for all to explore and enjoy.

### Bureau of Silly Ideas

Take back your streets with this playful, water-filled interactive installation by Bureau of Silly Ideas, bringing controlled chaos and laughter to a street near you!





## Alton Estate Projects

### Economic Possibilities for Our Grandchildren

Economic Possibilities for Our Grandchildren is a thought-provoking performance by Casper Dillen and Christy Taylor, blending music, rituals and humour to explore national identity, patriotism and shared aspirations.

### Connect and Unite Through Art and Culture

This project is about creativity and connection through inclusive art workshops, cultural events and community celebrations, empowering women, children and youth while honouring diversity.

### Obang: East and South East Asian Music Performance

The Celadon Club, directed by Hyelim Kim, is a mesmerising musical production celebrating East and Southeast Asian traditions, uniting exceptional musicians to reimagine folk music and showcase cultural harmony.

### The Voices of Wandsworth | Roehampton

Voices of Wandsworth is a community project celebrating local stories through art, evolving from an origami butterfly installation into workshops and performances that unite creativity and connection across the borough.

### Spreading the Joy (further)

Spreading the Joy is a fun, interactive theatre show for children and families, using puppetry, music and space adventures to celebrate happiness and positive mental health.

### Urban Flow

Roehampton transforms into a living, breathing stage, where 100 silks, 100 local participants, and world-class dancers come together in a powerful fusion of contemporary dance, martial arts, and live soundscapes. As the performance weaves through the streets, dynamic stops will showcase captivating dance and martial arts displays, leading to an extraordinary finale on Bull Green.

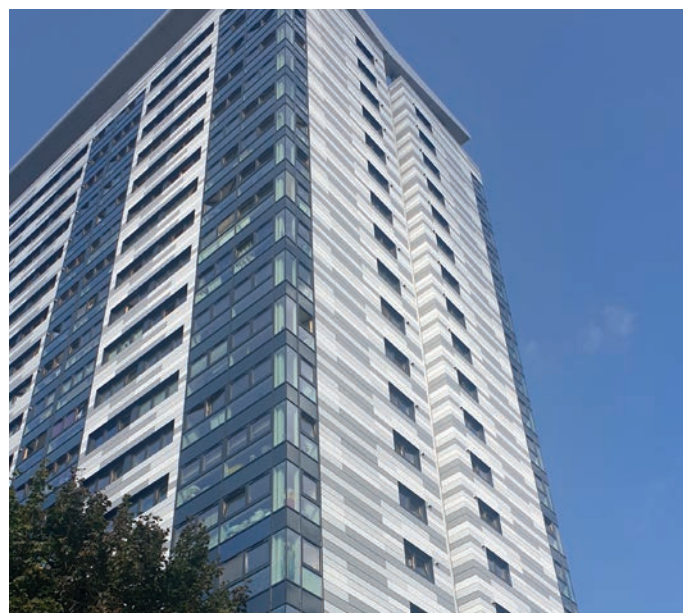




# A New Fire Risk Assessment Programme

Fire Risk Assessments (FRAs) will be carried out to communal areas of high-rise blocks (seven or more storeys) and sheltered accommodation sites.

The purpose of the assessment is to evaluate any fire risk to residents, taking into account existing fire safety measures and to decide whether additional measures are necessary. The assessments are being carried out by Pennington Choices Limited. Their staff will be identifiable and carry a branded letter of authorisation with them.



## 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.

- 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 alarms starts beeping regularly it is 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.

## Do you live in a high-rise building?

We're looking for tenant and leaseholder representatives who live in high-rise buildings (seven storeys and more) to join our Fire Safety Steering Group.

The group meets twice a year to discuss building safety matters.

It also reviews key communications including letters and web pages that contain important information for residents about their building.

If you would like to join the group, or learn more about its work, please contact:

**[buildingsafetyteam@wandsworth.gov.uk](mailto:buildingsafetyteam@wandsworth.gov.uk)**

# A message from Grant Bishop, Borough Commander for Wandsworth Fire Brigade

As the weather improves and the days grow longer, you may be considering making more use of outdoor spaces. We want to take this opportunity to remind you of a few important safety tips.

This is a great time of year for a spring clean and a declutter. Wandsworth Council provides excellent advice on recycling and waste disposal on their website: [wandsworth.gov.uk/waste-and-recycling-a-z](http://wandsworth.gov.uk/waste-and-recycling-a-z)

Please recycle all unwanted electrical items and take extra care when disposing of batteries, especially lithium batteries found in mobile phones, e-cigarettes, tools and larger items like e-scooters and e-bikes. If not disposed of correctly, these batteries pose significant risks, from environmental damage to potential fires.

Be sure to share the **#ChargeSafe** campaign on your



social media channels. More information is available at: [london-fire.gov.uk/safety/lithium-batteries](http://london-fire.gov.uk/safety/lithium-batteries)

If you're making use of your balcony, garden, or other outdoor spaces, we recommend minimising the storage of unnecessary combustibles, such as cardboard and plastics, especially on balconies.

Finally, don't forget to protect what you love with our Free Home Fire Safety Checker, available year-round for personalised safety advice.

**Simply scan the QR code to get started**



Help with grants,  
bills and benefits

Help for families

Where to turn in  
a crisis and more

visit:  
[wandsworth.gov.uk/hub](http://wandsworth.gov.uk/hub)



## Clean-up day on Surrey Lane Estate

On Saturday 18 January 2025, residents from the Fraser and Wigram Court Residents' Association took part in a clean-up day on Surrey Lane Estate.

Despite the cold weather, they collected a huge amount of litter and look forward to organising more resident-led events to raise awareness about littering and the

importance of keeping the estate well maintained.

Roberta Artioli, Chair of the Fraser and Wigram Court Residents' Association said:

"We wanted to hold a local event that involved residents, Atlas contract cleaners and area housing team staff. We wanted to make people feel proud of the area in which they live which should be clean and tidy."



# Green bikehangars for estates

Each year, all area housing teams receive funding for small estate improvements, known as Small Improvement Budgets (SIBs).

This year, the council has installed green bikehangars across the borough in response to requests from residents. These can be found on the Falcon Estate, Winstanley Estate and Weekley Square.

To apply for SIB funding, submit a request through your Estate Manager or Resident Participation Officer. Or for more information, visit [wandsworth.gov.uk/small-improvement-grants-for-council-estates](http://wandsworth.gov.uk/small-improvement-grants-for-council-estates)





# Christmas celebrations

Many residents took part in Christmas celebrations on their estates and in their communities across the borough. A big thank you to those who organised, here is a snapshot of some of the events that were held.

Carey Gardens Co-op and Kambala Residents' Association hosted Christmas parties, offering residents a festive meal, entertainment and a visit to Santa's Grotto.

The Residents' Association of Castlecombe Drive on the William Willison Estate used leftover funds to brighten their block with Christmas lights.



Meanwhile, the Rotary Christmas Day Lunch in Battersea Park provided a warm and welcoming celebration for elderly residents.

Roehampton Library was filled with festive cheer during the 'Carols in the Library' event.



# Unveiling of the restored Grade II\* listed bull statue

As Wandsworth celebrates its year as London Borough of Culture, the famous Grade II\* listed bronze bull statue by Robert Clatworthy in Roehampton has been restored to its former glory by the Heritage of London Trust, in collaboration with the Alton Renewal Team.

'Bull' was originally installed on Downshire Field in 1961, at the request of the Alton Estate's architects.

On a crisp, bright, winter's morning in late November, the

residents of Roehampton came along to see the results of the restoration and listened to beautiful poetry written especially for the occasion by pupils of Roehampton Church Forest School.

The Mayor of Wandsworth, Councillor Sana Jafri and Jeremiah Evans, a student from The Alton School, unveiled the shiny new bull; much to everyone's delight.

Afterwards, guests were invited to the Alton Arts Hub to enjoy a delicious Spanish-themed buffet and a raffle draw to win a cuddly, soft bull.



## New planters on Ethelburga Estate

We have installed new planters in three locations within the Ethelburga Community Estate.

These planters were introduced to improve the estate's appearance and to address safety concerns by reducing motorbike speeding. With many children in the area, ensuring a safer environment was a top priority. Since the installation, residents have noticed a significant improvement and are very pleased with the results.



# A life-changing move

The Homes for Wandsworth programme has proved life-changing for local resident Amna.

Amna has always longed for more independence with the ability to move around her home safely and confidently and to come and go as she pleases. The young wheelchair user has a condition called Osteogenesis Imperfecta (or brittle bone disease). She now has a fresh start after moving into a brand new accessible home.

**“My favourite thing about being here is that I have the independence to be able to move around on my own, I’m able to reach things myself,” explains Amna, a lifelong Wandsworth resident.**

The fully wheelchair-accessible home is among more than 1,000 new homes for council rent being developed through the Homes for Wandsworth programme. At least ten per cent of the new homes will be fully wheelchair accessible, with designs developed with our specialist occupational therapist team.







# Wandsworth Housing Register FAQs

The council offers homes through the Housing Register/waiting list and in line with rules set out in the council's Housing Allocation Scheme.

Before applying for social housing, it is important to review the eligibility criteria and those rules and to understand waiting times. Assessment begins only after you submit the application form and required documents. Social housing is scarce and even high-priority applicants may face a long wait for a suitable property. For context, we currently have over 11,000 households on the lists and get around 1,000 homes per year to offer, including around 500 one bedroom homes.

## Who can apply to join the Housing Register?

Applicants over 18 who have recourse to public funds can apply for social housing, but please note that anyone living outside Wandsworth, or who has not lived in the borough continuously for three years, will have lower priority and are very unlikely to receive an offer of accommodation.

## If I want to join the Housing Register, how long will it take for my application to be registered?

We aim to assess applications within 10 weeks of receiving the application including any necessary supporting documents. However, this may be longer if additional information is needed.

## Do all applicants on the register receive an offer of accommodation?

Being placed on the housing register does not guarantee that you will be made an offer. The council receives only a limited number of properties to allocate and must prioritise these across eight housing queues. An annual lettings plan is published which includes information on how available accommodation will be allocated across the queues.

## When will I receive an offer of accommodation?

You will be contacted by the allocations team if a suitable property becomes available. You can check your application position by registering for a housing online account:

**[wandsworth.gov.uk/wandsworth-housing-online](https://www.wandsworth.gov.uk/wandsworth-housing-online)**

## How are housing register applications assessed?

All housing register applications are assessed in accordance with Wandsworth's housing allocation scheme: **[wandsworth.gov.uk/social-housing-application-process](https://www.wandsworth.gov.uk/social-housing-application-process)**

## How do I report a change of circumstances?

You can report a change of circumstances by emailing your housing register officer or by uploading documents to your online account. If you have moved address, you'll need to complete a new housing register application form using your online account, this will be logged to your current application as a change of circumstances.

Once a change of circumstances is reported your application will be reassessed and you will be notified of the outcome. A reassessment can take several weeks to complete and if additional information is needed it may take longer.

## How are health conditions assessed on my application?

Only health problems that impact on the suitability of your current home can be considered and if you have medical needs, the housing register team will decide whether you should be awarded medical points. They will also recommend the type of home you should live in. These decisions are reached by considering medical reports from the medical/healthcare staff working with you, with advice provided by the council's own medical advisors.

## Are there other rehousing options?

You'll be aware that government are changing how the private rented housing sector works, with enhanced rights for renters, including an end to 'no-fault' evictions and new rights to challenge rent increases. Locally, the Council is expanding the licensing of private landlords to drive up standards and promote best practice.

You can look for alternative accommodation in the private sector. You can use websites like **[rightmove.co.uk](https://www.rightmove.co.uk)** If you are a single person, or couple, it may be more affordable to look for shared accommodation using: **[spareroom.co.uk](https://www.spareroom.co.uk)**

If you're a social housing council tenant you can potentially swap your home with another social housing tenant. Wandsworth council tenants can use: **[houseexchange.org.uk](https://www.houseexchange.org.uk)** for free.



# Domestic Abuse:

## My Story

Domestic abuse occurs when a partner, ex-partner, or family member harms or threatens to harm you. Around 1 in 5 adults experience domestic abuse in their lifetime, affecting 1 in 4 women and 1 in 6 to 7 men.

The following article is a true account of domestic abuse. If you are experiencing abuse, seek help or report it using the contact details below.

At first, he seemed perfect, calling me his princess and making me feel special. I was independent, with a great job and strong friendships, but as our relationship progressed, his behaviour became controlling. He constantly checked on me, monitored my outfits and pressured me to change my appearance. He moved into my space, made a copy of my keys without asking and linked my devices to his phone under the guise of safety. Gradually, he isolated me from loved ones and sabotaged my work, making me feel trapped. Eventually, I realised the relationship was toxic and suffocating.

One day I came across a leaflet for the Domestic Abuse One Stop Shop and decided to attend it. There, I spoke with an Independent Domestic Abuse Advisor (IDVA) who signposted me to a family law solicitor who helped me to apply for civil protection orders. As I didn't feel safe at my home anymore, I contacted my local council's housing department who explored my housing options with me and I decided to access the sanctuary scheme support. It meant that a specialist visited me at home and changed my locks, put additional security at the balcony door and removed the doorbell camera that was installed by my boyfriend. It meant that I could continue living at my own home safely. I was also put in touch with a tech abuse specialist who removed his access to my phone and laptop. My IDVA referred me to MARAC (Multi Agency Risk Assessment Conference) where I received additional support from agencies like the police and my GP, helping me feel safer and more supported.

It was incredibly hard to reach out for support at first but I know that I have done the right thing. I feel safe now, I am working on rebuilding my independence and finding happiness in life again.

# 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

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

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**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](http://wandsworth.gov.uk/domestic-abuse)  
or scan the QR to visit the  
council support pages



Wandsworth Community  
Safety Partnership



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# Useful contacts

There is a range of housing services and information available on our website [wandsworth.gov.uk/housing](http://wandsworth.gov.uk/housing)

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

## 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](mailto:hms@richmondandwandsworth.gov.uk)  
Housing hotline: **020 8871 6161**

Mould Removal Team  
**020 8871 8887**  
[mould.removal@richmondandwandsworth.gov.uk](mailto:mould.removal@richmondandwandsworth.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](mailto:allocationteam@wandsworth.gov.uk)

Landlords looking for tenants  
[privatelandlords@wandsworth.gov.uk](mailto:privatelandlords@wandsworth.gov.uk)

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

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](mailto:CommercialServices@smithandbyford.com)

Battersea, Central Wandsworth and Earlsfield with an individual domestic heating system.  
PH Jones  
**020 3657 0304 or 0333 004 2333**  
[wbc repairs@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](mailto:repairs@tbrown.com)

To find out your gas contractor call **020 8871 7040**

### 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](http://wandsworth.gov.uk/housing/wandsworth-housing-online) or you can contact us using the details below:

Email: [hms@wandsworth.gov.uk](mailto:hms@wandsworth.gov.uk)  
Central Area: **020 8871.5333**  
Eastern Area: **020 8871 7439**  
Southern Area: **020 8871 7288**  
Western Area: **020 8871 5530**

### 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](mailto:info@housing-ombudsman.org.uk)  
Telephone: **0300 111 3000**  
[housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)

## Other council contacts

Adult social services  
**020 8871 7707**

Animal Welfare  
**020 8871 7606** or email [animalwelfare@richmondandwandsworth.gov.uk](mailto: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](mailto:swlfp@richmondandwandsworth.gov.uk)



# Do you have green fingers?

**£200**  
GARDENING  
VOUCHERS  
TO BE WON

## Take part in the Housing Gardening Competition

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

If so, you could be in for a chance of winning £200 in vouchers.

The council's 2025 Gardening Competition launches this month, with submissions closing on **31 July 2025**.

Shortlisting and judging will take place in August, with winners announced in the December edition of Homelife.

**The competition is open to all council tenants and leaseholders.**

### Judging criteria

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

### Categories

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

### Prize breakdown

- 1st Prize - £200 in gardening vouchers
  - 2nd Prize – £100 in gardening vouchers
  - 3rd Prize - £50 in gardening vouchers
- Prizes will be for each category.

### How to enter

To enter, submit photos and a short description of your garden. Include your full name, address, contact number and category by 31 July 2025 by emailing [housinggardeningcompetition@wandsworth.gov.uk](mailto:housinggardeningcompetition@wandsworth.gov.uk).

# Give it a go... Good luck!

