

wandle News



Introduction

While I have been at Wandle since 2016, it is my first introduction to an issue of Wandle News for you all; and it's a great read. We have lots to share in this issue, including what we're doing to be more visible, listen to your views, and get things right first time.

Your feedback helps us to shape and deliver positive change across the organisation. Many of you shared that we were not as visible as you'd like us to be, and so I am pleased to announce that from May 2024 we will be introducing tenancy visits. These visits will give you the chance to meet us in person and discuss any issues you may have.

Your voice is so important in helping us to continue improving and delivering good services. Our Customer Excellence Panel is an important part of listening and discussing service with you, and they are recruiting! You can read why they would like you to join on the next page.

You'll remember in our last issue that we talked about how important it is that you feel safe in your home, and on page 5 we've shared more about fire risk assessments and what they mean for you.

On page 8, we've shared our second deep dive on Tenancy Satisfaction Measures. In the winter we talked about keeping your homes safe, and in this edition we're exploring how we keep your home well-maintained. As well as this, you can read even more about our planned investment programme on page 4.

The weather is warming up and we are pleased to share that our annual gardening competition Greenfingers is back for your chance to win some great prizes (page 11).

With spring underway, we've shared some fun activities to try on page 3. It's fast approaching polling day in May, so please make sure you are registered to vote, and have valid photo ID. If you don't, it's not too late to apply for a Voter Authority Certificate - but you need to apply soon.

Finally, I'm delighted to share we received a Silver Accreditation from Investors in People. This is a testament to our staff who embody our values to ensure we achieve our objective of employer of choice.

Yinka Bolaji,
Executive Director,
Development and Property

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Working together

Getting to know you

From May 2024 we will be introducing tenancy visits to get to know you better.

The visit will give you the chance to talk about any issues you may have with your home or neighbourhood. They also give you an opportunity to:

- get help and advice with your tenancy, for example further understanding of the range of services we provide.
- update information we have about you and your household.
- tell us about any vulnerabilities you or members of your household may have.
- let us know about problems such as debt, antisocial behaviour, dumped rubbish or properties that are being misused.

The visits will give us the opportunity to check your home is in a good, safe condition and we're also using visits to make sure that no one is using their home in a way that breaches tenancy conditions - like abandoning it or subletting it illegally.



The visits are an opportunity to meet your housing officer and build a stronger relationship. Your housing officer will always have their identity card with them to confirm who they are and that they are employed by Wandle. If you are ever unsure whether an officer is employed by Wandle, please contact us. Your housing officer will be happy to wait outside your home while you check their details.

Our aim is to visit everyone at least once every two to three years. We will ask a range of questions and carry out a brief inspection inside and outside of your home. All information collected will be treated in a confidential and sensitive manner.

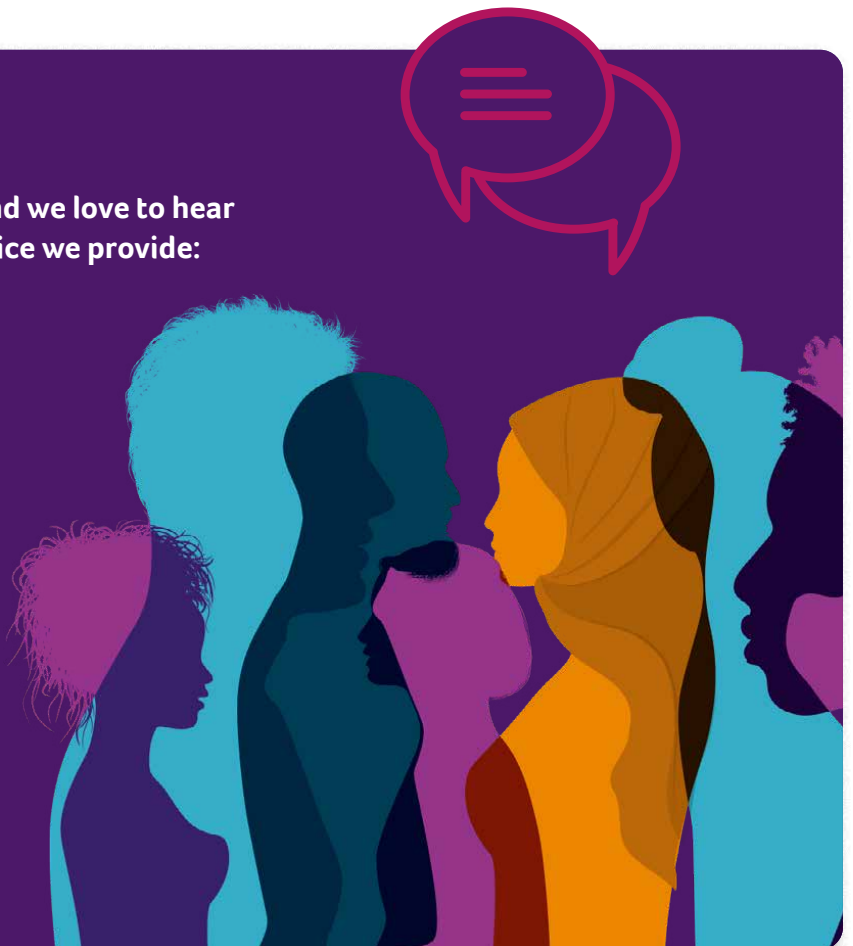
We need you!

Residents are the heart of Wandle and we love to hear from you, as you help shape the service we provide:

We are currently looking for new members for our Customer Excellence Panel. This is a great chance for you to get involved and have your voice heard. The Customer Excellence Panel check and monitor performance, compliance and satisfaction of key services. The feedback we receive will be fed to the board and senior management.

A current member of our panel said, 'The team we work with is great and they're always ready to help with what we need. By being part of the panel you're helping to shape Wandle into the social landlord you want them to be, as well as giving you an understanding of how Wandle works'.

If you are interested and would like to know more about how to get involved, please email customerempowerment@wandle.com.



Family activities to do this spring



With the weather warming up and the days getting longer, this is the perfect time of the year to get out and about with loved ones. We have compiled a list of activities aimed at babies to young adults to keep the whole family entertained this Spring.

Bromley

● **Bach to Baby:**

Bach to Baby is the critically acclaimed classical concert series for babies and toddlers.

Wednesday 29 May 10:30am, Bromley URC. Visit their website for other London locations and dates.

www.bachtobaby.com/bromley-music-concerts-for-baby-and-family

Lambeth

● **Classic Film Club:**

This film club shows classic movies for free every two weeks, with an interval with refreshments for £1.

The next two showings are on Tuesday 30 April 1:00pm - 4:30pm and Tuesday 14 May 1:00pm - 4:30pm at Tate South Lambeth Library.

Contact the library directly for schedule information.

www.lambeth.gov.uk/events/classic-film-club

Croydon

● **Exciting Science:**

Exciting Science is an entertaining and educational show for the whole family to enjoy. Expect fun experiments including a volcanic eruption and turning a vacuum cleaner into a missile launcher.

Saturday 1 June 2:00pm, Fairfield Ashcroft Theatre, Croydon. Recommended for ages 4+.

www.fairfield.co.uk/events/

Merton

● **Skydiver:**

Skydiver is a magical show for your little ones to experience how movement, sound and dance can captivate their imagination.

Wednesday 1 May - Sunday 5 May, Polka Theatre Wimbledon.

www.polkatheatre.com/event/skydiver/

● **The Colour of Dinosaurs:**

This is a prehistoric pop concert made up of catchy songs and facts for all of the family to enjoy. Don't forget to bring your own dinosaur!

Saturday 11 May - Sunday 9 June, Polka Theatre Wimbledon.

www.polkatheatre.com/event/the-colour-of-dinosaurs/

Southwark

● **Nunhead Cemetery open day:**

Friends of Nunhead Cemetery are hosting their annual free family day event which includes bug hunting, badge making, clay modelling, choirs and more.

Saturday 18 May 11:00am - 5:00pm, Nunhead Cemetery.

www.fonc.org.uk/fonc-open-day/

● **London History Walking Tour:**

This walking tour is a chance to step back in time and explore the vibrant streets of Waterloo.

Wednesday 29 May, 12:00pm - 1:00pm.

www.allevents.in/london/london-history-day-walking-tour

Planned Investment Programme

It's been a positive year for the planned investment team starting with a much-needed reorganisation of how we do things. The team can now provide a tailored service, concentrating on the planned investment programmes including kitchen and bathroom renewals, replacement windows, doors, roofs and decoration.

We are pleased to have delivered over 800 improvements to residents' homes in the last year including 160 kitchens, 130 bathrooms and over 100 full window replacements. We have also been working behind the scenes to improve communication, service and quality of the works we provide in the future.

From May 2024 there will be a new planned investment booklet for residents receiving planned works. This will provide an overview of what to expect and the choices available to you. We have met with the Customer Excellence Panel to discuss and improve the materials, quality and choice of the kitchens and bathrooms. Their feedback will be incorporated within our future service.

We will also work with an occupational therapist so we can better assess any needs for our vulnerable residents.

We have established a resident feedback survey to better understand how we can continue to improve. In 2024 we will introduce these improvements with over 900 residents set to receive planned works to their homes.

Read more about how we keep homes well maintained on page 8



130
Bathrooms



160
Kitchens



100
Windows



Home contents insurance

Making sure your contents and personal belongings are insured is important. Replacing these due to an unforeseen circumstance such as a fire, water damage, theft and other risks can be costly.

We provide building insurance which covers the structure of your home including your roof, windows and doors. However, insurance to cover your contents and belongings is different and this is down to you to put into place.

A sector wide scheme, My Home Contents Insurance can cover most of your household items including furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments and could cost less than you might think.

For a few pounds a week you can ensure your belongings are covered in the event of an incident. Flexible regular payment options are available (fortnightly and monthly payments include an additional transaction charge).

To find out more, please visit:
www.thistlemyhome.co.uk
or call **0345 450 7288**.

For full details of the features, limits and exclusions of the policy please refer to the Insurance Product Information Document (IPID) available upon request.

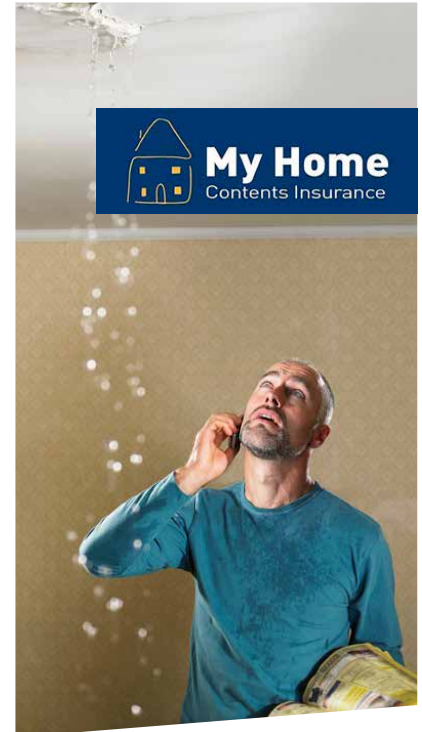
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Fire safety assessments

Keeping you safe in your home is our top priority, and it is important you let our fire safety consultants carry out fire risk assessments and inspections in your blocks.



We carry out these assessments and inspections in your block to keep you and your neighbours safe.

Fire risk assessments help us to identify any potential dangers and the fire safety inspections help make sure fire doors and fire safety systems are in good working order.

We work with two fire safety companies called Frankham and Sureserve who carry out these fire risk assessments and inspections in your block.

Sometimes, we might need access to your home to check your smoke/heat detectors or flat front door without an appointment. If you are home and able to let us in, it's important that you do. You can always check with us to confirm they are genuine by asking for their name on their ID badge.

If you have any questions about this or any worries concerning the fire safety of your home, please contact the compliance team on compliance@wandle.com.

Community

Getting it right, first time

Residents are at the heart of everything we do, and we want the service we provide to reflect this.

We know that there is always room for improvement and that it's the everyday acts of getting things right first time that makes the biggest difference to your experience with us.

Below are some examples of how our colleagues have made a difference:

- ✓ Our allocations and lettings officer went above and beyond in assisting a new tenant register for his gas and electricity supply. Due to their complex vulnerabilities, the tenant needed support to do this, as well as help with raising a complaint. His appreciative parents emailed us to say, "thank you for everything so far. The impact on him is less with someone like you helping and it makes a big difference to him, me, and his mum."
- ✓ Our customer empowerment team hosted a wellbeing event for older South Asian residents living in Wandsworth. The day was kindly supported by a member of our contact centre who lent her language skills to help organise the day. She also designed and created a flyer in Urdu, as well as attending on the day as an interpreter.
- ✓ We know how frustrating it is when the hot water and heating in your block fails and we are committed to making sure we get our repairs right first time. To ensure



this, our contractors now must check two homes on different floors to make sure the boilers are working before leaving.

- ✓ We have installed 456 new boilers this year and whilst we appreciate the upheaval a new boiler installation causes, it means that there is less chance of them breaking down during the colder months. In addition, they require less servicing so you can trust you have a boiler that works.
- ✓ We work closely with our contractors but know that appointments can be missed and how frustrating this is. To make sure this isn't the case, we now have access to the K&T portal and can now flag missed appointments sooner.

HACT Health and Wellbeing Fair

You are invited to a health and wellbeing fair at William Booth College on Friday 10 May.



The fair will be hosted by HACT and we will have a private room. It's a great opportunity for residents living in Southwark and neighbouring boroughs to meet Wandle colleagues from across our teams. There will be fun activities and light refreshments available.

Activities will include art, health checks and advice, chair-based yoga, talks, singing, Chi Kung and even a disco.

The address is William Booth College, Denmark Hill and the fair starts at 10am until 1pm.

We look forward to seeing you there!

How we deal with anti-social behaviour



Anti-social behaviour (ASB) can be a complex and frustrating issue for our customers. If you report an ASB case we will document the issues you're experiencing, including when, where and how often it happens and if you've already tried speaking to your neighbour about the issues. We may ask you to keep a diary of incidences, which should include dates, times and details of the type of incident.

Keeping a diary of all incidences is an important part of process. If we only receive one record of some of the incidences this could prevent further action. This is because we can only address an issue that has a clear record of multiple incidents.

We will explain what we will do next and agree an action plan, which should give you an idea of the type of action we can and can't take. This usually depends on how serious the issues are, for example, if there is illegal activity.

It also depends how much evidence there is, including neighbours being willing to provide evidence, or if it is very serious, we may need to take legal action meaning you and your neighbours being prepared to give evidence in court.

In cases where there is illegal activity, we would usually contact the police to understand if they are aware of these concerns. Depending on what the police are aware of, we might arrange a joint visit with them to speak to the neighbour and then follow up with a letter to the neighbour, which is the start of our formal process if we then need to take legal action.

If it appears to be an issue between you and your neighbour, then we will always recommend mediation. The mediators will contact each neighbour affected by the issue and then help to create an action plan together to find a solution to live next to each other going forward.

A situation that causes the greatest frustration for our customers are those who are experiencing ASB from a neighbour who appears to be suffering with a mental health condition. In these instances, we will work with support agencies such as social services and the NHS to give the neighbour the support they need to modify their behaviour. This is an important aspect of the work we do and we will always do our best to keep you fully updated, but of course we will be limited in what we can share about the other party.

During this time you will need to continue to keep a diary of further incidences. It will help us and the support agencies understand whether the support or interventions are helping to resolve the situation. We do rely on agencies to help us in this situation and we appreciate how frustrating this period can often be.

If you would like to have a confidential discussion with one of our specialist Community Safety Officers please contact our customer service team and we will arrange a call back or a face to face meeting.

My home is well-maintained

My home is well-maintained

Tenant satisfaction measures – what are they?

All social housing providers are regulated by the Regulator for Social Housing. They have set 22 measures that all providers must measure and publish annually. These are called Tenant Satisfaction Measures.

Some of these are data that we provide (10 landlord management information measures), and others are captured by surveying residents (12 tenant perception measures).

These measures are used by the regulator to track our performance and are also for you – so that you can see how we are doing in all the areas that are important to you.

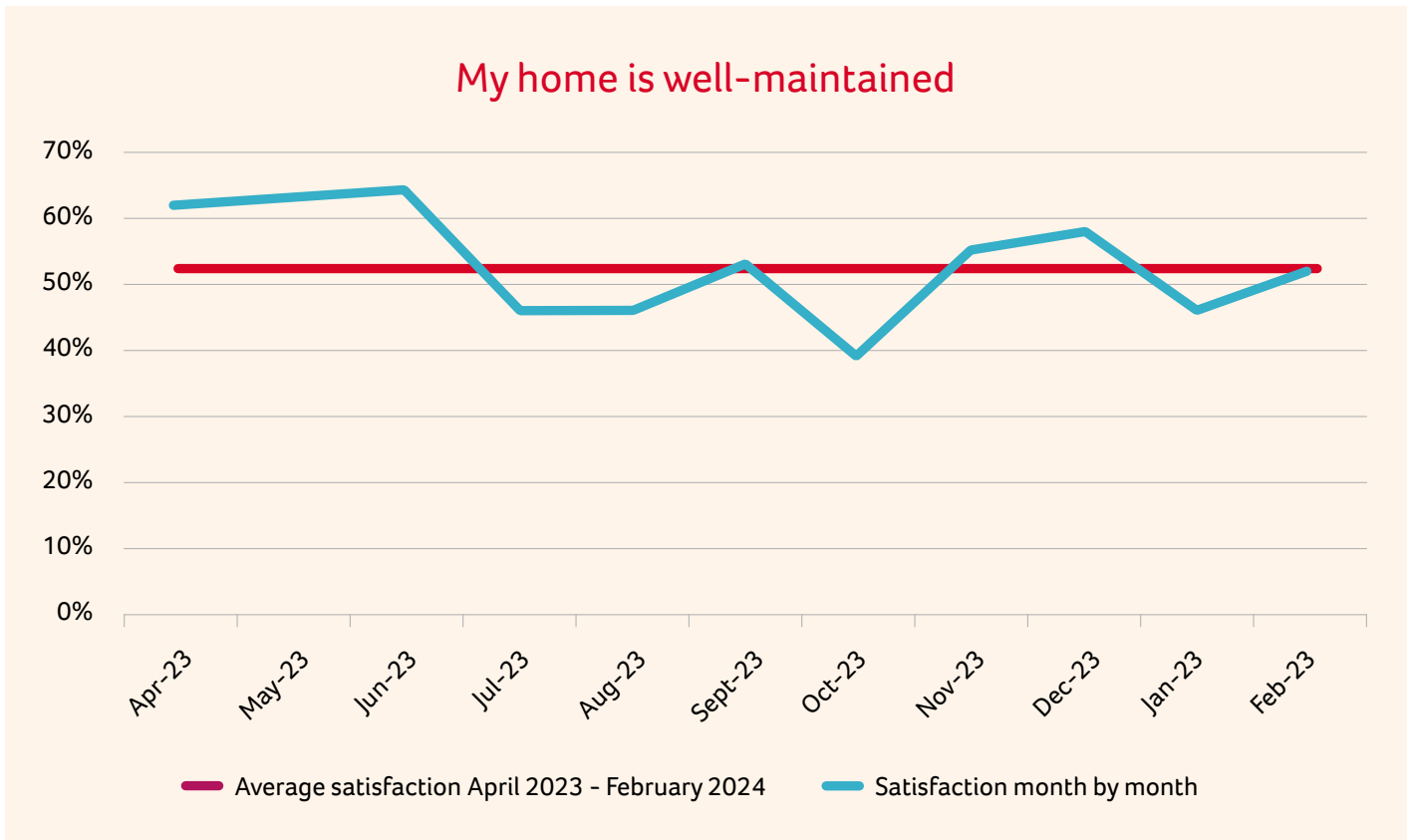
We attempt to survey you once a year, by calling you to ask you the set of questions defined by the regulator. If we call you, please do take a few moments to answer – it helps us to track your satisfaction with us and your home, and it gives you a separate chance to flag anything you want us to follow up.



In our last issue you'll remember we explored feeling safe at home, and in this issue we're looking more closely at question 4, and how satisfied you are that your home is well-maintained.

How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?





This chart shows how we have scored month by month since April 2023. Our average for this year (since April) so far is: 52%.

What does it mean?

This question is one of three about keeping homes in good repair, along with two questions about repairs.

It is used to measure how you feel about the condition of your home – which will include your experience with any repairs you’ve needed, as well as planned maintenance –like when we replace kitchens or bathrooms, and the general condition of your home.

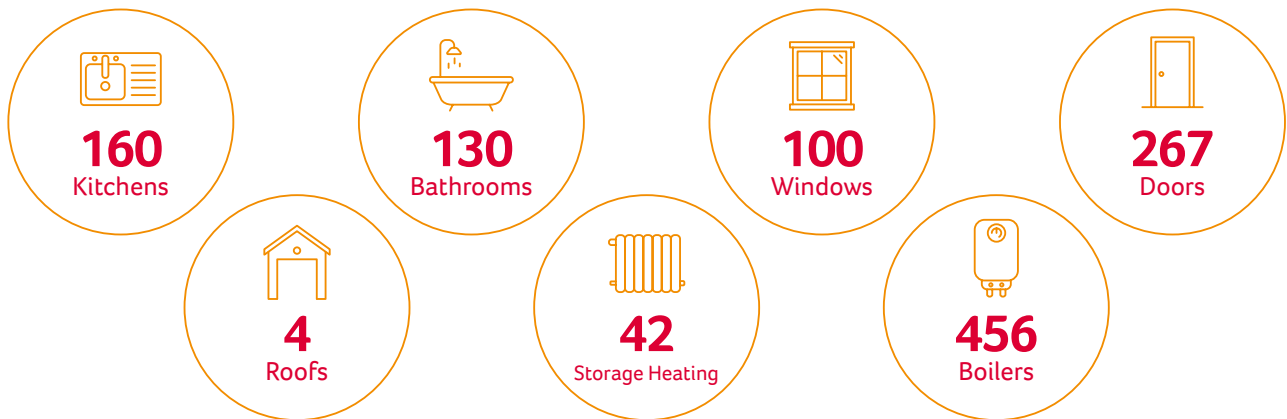


My home is well-maintained

What does Wandle do to keep my home well maintained?

We have lots of staff working to keep your home well maintained – our repairs team, who deliver day to day repairs, our planned investment team, our specialist damp and mould team, and our asset management team – who monitor and track all the data about our homes, and advise which homes need planned investment.

We'll cover more information about repairs in our next issue and talk more about our planned and specialist works here. Between April 2023 and February 2024 we've installed:



We use the Decent Homes Standard, defined by the government, which sets out a minimum standard for social homes, as an important measure to track how we're doing. At the end of January 2024, 99.34% of our homes achieved this standard, up from 99.1% at April 2023.

Our damp and mould team make sure that we stay on top of reports of damp and mould, carry out necessary works, and keep you informed every step of the way. This year we've trialled installing Positive Input Ventilation (PIV) systems and measured the impact they've had on homes with moisture in the air. The results have shown they can make a big difference, and we'll carry on installing these in homes that need them in 2024/25.

As well as carrying out works in your home, we also bid for funding to carry out works so that we can do even more, sooner. In March 2024, we were awarded over £1 million towards upgrades for 121 of the least energy efficient homes we have, and improve their energy efficiency to at least Energy Performance Certification (EPC).

If you have any concerns about the condition of your home, please contact us on **0300 2000 120**, report on MyWandle, or email customerservices@wandle.com.



You can read more about everything we do to keep homes well-maintained in our Annual Report for 2023 – 2024, which will be published this summer.

Things we're improving, and what we've learned from complaints:

- We worked with residents to set our planned investment standard – making sure it meets your needs and expectations, and are introducing a planned investment booklet, that will make sure you know what to expect when your home is due planned works.
- Last year we set up a specialist team to monitor damp and mould cases, after feedback from you that it took too long to make things right. We will aim to call you 3 months after the problem is resolved to check the issues aren't happening again.
- In the background, we're working on the way we record information – making sure activities and notes are stored in the right way, so that we offer a better service to you, and you won't need to repeat information more than once.

Do you have some feedback we should consider? Let us know

We are constantly looking for feedback and would love to hear your ideas. You can let us know through our usual channels – emailing customerservices@wandle.com, or on **0300 2000 120**.

You could also get involved to influence our policies and procedures – email: customerempowerment@wandle.com for more information, or visit: [wandle.com/performance-feedback/working-together/](https://www.wandle.com/performance-feedback/working-together/)



Our annual gardening competition, Greenfingers is back!

By entering you could be in with the chance of winning £150 or £300 for the community garden project.

Gardening or tending to plants has so many physical and mental benefits. It's a great form of exercise, as well as a mindful activity that allows you to forget your worries and focus on the task at hand.



There are only three categories this year, and they are:

Community project

We love that so many of you get together to create wonderful outdoor spaces for others to enjoy. We want to see examples of how you are using gardening to bring your community together.

Best back garden

Do you enjoy nothing better than weekends in the garden, de-weeding your flower beds and tending to

your perennials? If this sounds like you, we want to see your beautiful botanical creations!

Best balcony

We know that outdoor space in London is limited, but we want to see your beautiful balconies.

We are looking for entries that are sustainable and wildlife friendly and take into consideration our impact on the planet.

Entries will open in June and close Friday 30 August.



Resident engagement

Voter ID

Voters in England now need to show photo ID to vote at polling stations.

Which forms of ID can I use to vote?

- Passport
- Driving licence or provisional licence
- Blue badge
- Identity card
- Certain travel cards
- Biometric immigration document
- Defence identity card
- National identity card

If you have a form of accepted photo ID which is no longer in date, you can still use it at a polling station if the photo still looks like you.



The
Electoral
Commission



No ID? You can apply for free voter ID

Find out more at

electoralcommission.org.uk/voterID

or call 0800 328 0280



If you do not have a form of accepted ID or you're not sure whether your photo still looks like you, you can apply for a free voter ID document called a Voter Authority Certificate. Before applying, you must be registered to vote.

For further information visit
www.electoralcommission.org.uk/voterID
or call 0800 328 0280.

Contact us

You can access almost all of our services through:
www.mywandle.com – 24 hours a day, 7 days a week.

If you would prefer to call we have a single telephone number: **0300 2000 120**
(charged at a local rate from landlines and mobiles).

Alternatively, you can email us at customerservices@wandle.com if you have a general enquiry.

 @WandleHA  Wandle  @wandlehousingassociation

For more information, please visit  www.wandle.com