



Building and
managing
quality homes

wandle





Who we are

Wandle helps people in South London in housing need by building and managing quality homes and supporting communities so they can thrive.

Founded in 1967 as the Merton Family Housing Trust, we have since grown into an organisation with over 7,000 homes across 9 South London boroughs.

As a developer, we're helping to tackle the shortage of good quality affordable housing. Our recent development programmes have provided hundreds of new homes both for the people most in need of housing and those who would otherwise not be able to afford to own their own home.

Our existing properties are as diverse as the areas where we work, and we're investing heavily in improvements to ensure all residents live in modern, safe and high-quality homes.

For Wandle, helping people in housing need and supporting successful communities goes way beyond bricks and mortar. Our My Space programme is transforming green spaces around the homes we manage with an investment of £3 million.

We're supporting residents by helping them into work and training placements. We support young people to achieve their goals too, and we help residents affected by welfare reform and universal credit so that they can sustain their tenancies.



wandle by numbers

We manage over



across
9 BOROUGHES

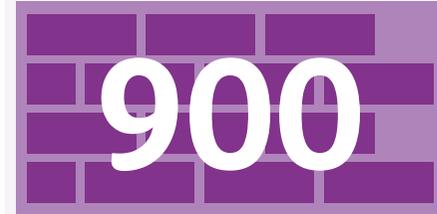


1,400
PEOPLE

live in new homes
we built between
2008 and 2015



Wandle will build



much needed affordable
homes in South London
by **2020**



We're investing nearly
£10 million
in our existing homes in
2015-2016



Our My Space
programme is
transforming green
spaces with an
investment of
£3 million



We're lending micro
loans totalling
£50,000
to help residents get
their business ideas
off the ground



wandle developments

Wandle is providing hundreds of good quality new homes to help tackle the affordable housing shortage. We're really proud that 1,400 people live in homes that we built as part of our programmes between 2008 and 2015.

We're stepping up our development programme and we have set ourselves a target to build 900 much needed affordable homes in South London by 2020.

With a solid track record of building outstanding developments and our detailed knowledge of the areas where we work, we'll build homes where people want to live, and which enhance the existing community.



Long Lane

Wandle's development of seven family homes at Long Lane is expected to be completed by September 2015, filling a brownfield site which had been vacant for a number of years.

The site was previously occupied by an industrial building which was used as a laundry and then a community centre. Before development, just the shell of the community centre remained.

Long Lane was identified as an ideal location for families. To the east of the homes is a public basketball court and to the south is a children's playground. There are eight primary schools within 800 metres.

The two and three bedroom homes for social rent will greatly improve the look of the Southwark street which was being brought down by the derelict, overgrown and unkempt site.

Overview

Completion:
September 2015

Total number of homes:
7

Tenure:
Social rent

Development type:
Section 106





Ribblesdale Road

Completed in January 2015, four townhouses were built on Ribblesdale Road in Wandsworth.

Set across three floors, each of the homes has four bedrooms for up to six family members. The development has achieved Code for Sustainable Homes Level 4, meaning that properties have been constructed with sustainability, environmental sensitivity and energy efficiency in mind.

Homes have been fitted with photovoltaic panels which generate electricity. Any surplus energy goes back to the grid with the resident receiving the benefit.

The townhouses were built on a plot of under-used land, part of which was sold to Wandle by Wandsworth Council at a cost which factored in the value of nominations.

The Council recognised affordable housing development as a solution for the redundant space. As part of the deal, the communal area of the neighbouring Council flats on Nimrod Road was also improved with a new landscaped garden.

Overview

Completion:
January 2015

Total number of homes:
4

Tenure:
Affordable rent

Development type:
Partnership scheme

Union Street

Set for completion in December 2016, Wandle will own and manage 14 homes in this Southwark development.

The building and its striking architecture will become a landmark in the community and will be finished to an exceptional standard with high specification finishes. Six will be for affordable rent, one for social rent and seven for shared ownership.

Set over two floors of this ten storey development, the homes will have floor to ceiling windows offering stunning panoramic views across the city, and will be a two minute walk from Southwark tube station.

The London Centre for Contemporary Music will occupy the lower levels of this building, giving the development its Music Box nickname.

Overview

Completion:
December 2016

Total number of homes:
14

Tenure:
6 affordable rent, 1 social rent, 7 shared ownership

Development type:
Section 106



Taylor Wimpey Central London



Mitcham Road

Wandle's former offices on Mitcham Road in Wandsworth became vacant when we moved to our new location at London Bridge. The site was demolished to make way for 15 new affordable homes which were completed in June 2015.

All of the 15 flats are for affordable rent. A one bedroom and a two bedroom flat on the ground floor are wheelchair accessible. All flats achieve London Housing Design Guide standards and offer large amounts of storage.

The development meets Wandsworth Council's targets for sustainability and achieves Code for Sustainable Homes Level 4. High performance, energy saving materials have been used and photovoltaic panels have been installed to generate on-site renewable energy.

There's a roof garden and courtyard, meaning residents can enjoy outdoor space within the development.



Overview

Completion:
June 2015

Total number of homes:
15

Tenure:
Affordable rent

Development type:
Brownfield redevelopment

Kingston Road

The Kingston Road development contains 24 stunning homes, of which Wandle will manage four, and features underground parking and lots of outdoor space. All flats have access to a large communal garden, and many have a patio, balcony or roof terrace.

Two of the homes are for affordable rent, and two are for shared ownership. The affordable homes are finished to the same high specification as the homes sold at market value, with quality finishes used throughout and en-suite bathrooms in master bedrooms.

The development sits on the site of an old 1940s building which was used by Wimbledon College of Arts up until 2011. The new brickwork building has a contemporary feel but is sympathetic to the surrounding area, and is at a lower level than the previous building.

Kingston Road achieves Code for Sustainable Homes Level 4. It's a short walk away from both South Wimbledon Underground station and Merton Tram stop.

Overview

Completion:
March 2015

Total number of homes:
4

Tenure:
2 affordable rent, 2 shared ownership

Development type:
Section 106



Battersea Reach



Wandle will provide 84 new homes at Battersea Reach, a prestigious development along the Thames in Wandsworth. 50 of the homes will be for affordable rent and 34 will be for shared ownership.

The previously redundant riverside industrial site will be transformed into a thriving community.

The development is located five minutes from Wandsworth Town Rail Station and surrounded by green spaces, including Battersea Park and Wandsworth Common.

The ground level will be almost entirely pedestrianised and a car park will be provided in the basement.

Residents will live in a riverside community with a high quality lifestyle, with access to the shops and restaurants along the river.

Work on the site began in March 2015 and homes are due to be ready in May 2018.

Overview

Completion:
May 2018

Total number of homes:
84

Tenure:
50 affordable rent, 34 shared ownership

Development type:
Section 106



Brighton Road

Our development at Brighton Road was finished in April 2015, providing 34 new affordable homes in Croydon.

The development consists of two blocks named Tram House and Hornbeam House. Between them they provide 29 homes for affordable rent and five for shared ownership.

They sit on a plot on the corner of Brighton Road and Allenby Avenue which had become vacant after a car sales and repairs garage moved out.

Within the L-shaped development, there's a large communal garden with lawn, underground parking, and the communal roof terrace gives stunning views all around Croydon.

With Purley Oaks train station just a short walk away, residents have easy access to transport links.

Overview

Completion:
April 2015

Total number of homes:
34

Tenure:
29 social rent, 5 shared ownership

Development type:
Brownfield redevelopment



London & Brighton



Completed in March 2015, our London & Brighton development sits on the site of the old London & Brighton public house in Southwark.

The pub had been closed for some time and had become a target for vandalism and antisocial behaviour. Graffiti covered the building which was an eyesore and blighted the street.

Set over four floors, the new building provides three homes for affordable rent, three for shared ownership, and six which were sold at market value. Two of the affordable rent properties on the ground floor are specially adapted homes for wheelchair users.

London & Brighton sits in a prime location opposite Queens Road Peckham Overground station, giving residents convenient links to surrounding areas with London Bridge only ten minutes away.

Overview

Completion:
March 2015

Total number of homes:
12

Tenure:
3 affordable rent, 3 shared ownership, 6 outright sale

Development type:
Brownfield redevelopment



Mantle Road

32 homes for social rent were created in Lewisham in this development which is capable of housing 167 residents.

Two blocks contain one, two, three and four bedroom homes. All of the ground floor properties have a large, private rear garden. Homes on the second floor benefit from private balconies and are accessed by private front doors from an external deck.

The development achieved Code for Sustainable Homes Level 4. 20% of the energy needs of the development are met through renewable technologies including photovoltaic roof panels.

Mantle Road's green roof is planted with drought resistant planting.



Overview

Completion:
March 2014

Total number of homes:
32

Tenure:
Social rent

Development type:
Brownfield redevelopment





Grange Walk

Grange Walk will provide 56 affordable homes as part of a wider development of 167 homes in Southwark. There will be a mix of apartment types, from studios to three bed homes. 10% of the homes will be suitable for wheelchair users.

The new homes will be generously sized with no difference between the affordable homes and those to be sold at market value. There will be generous outdoor space too in the form of large private balconies and a landscaped courtyard.

Car parking spaces will be limited, but there will be lots of bike storage to encourage sustainable transport.

A 'blue' roof will allow water to pool, reducing pressure on the drainage system and providing a barrier to the elements.

Overview

Completion:
March 2017

Total number of homes:
56

Tenure:
34 affordable rent, 22 shared ownership

Development type:
Section 106

Beulah Road

Set back from Beulah Road in Croydon, this development replaced run down industrial buildings with six low rise mews houses which residents moved into in February 2015.

The scheme created a total of 28 bed spaces. Four two-storey houses have two bedrooms each and are designed to accommodate four people. There are also two properties with four bedrooms, each housing six people.

The development provides six car parking spaces, a disabled bay and bicycle storage, and all homes have their own private garden.

The green roof, timber framed windows and doors and timber shingles give the structure a natural feel. 'A-rated' or better construction methods were used to build the new homes.

Overview

Completion:
February 2015

Total number of homes:
6

Tenure:
Affordable rent

Development type:
Brownfield redevelopment



Camberwell Station Road



The development replaces an industrial plot which stood between Camberwell Station Road and Warner Road in Southwark.

It provides 92 homes for shared ownership, social rent and affordable rent.

The site has been developed as two main blocks containing flats, with a communal courtyard and larger family mews houses in the centre. As well as homes, there are commercial units occupying the ground floor.

The building was designed with a focus on the safety of residents with secure entrances, and with features to stop the development being overlooked or bothered by noise from the surrounding area.



Phase 1 Overview

Completion:
December 2014

Total number of homes:
83

Tenure:
**33 shared ownership,
50 social rent**

Development type:
Regeneration

Phase 2 Overview

Completion:
March 2015

Total number of homes:
9

Tenure:
Affordable rent

Development type:
Regeneration

We're passionate about helping residents

For Wandle, it's not just about building and managing houses. It's about people feeling at home.

We know our customers want to deal with the same person each time they contact us. That's why residents have a dedicated Customer Relationship Officer. We've reduced the number of homes looked after by each Customer Relationship Officer from over 400 to under 300, giving them more time to spend helping residents.

We've brought our repairs team in-house. Dedicated Local Area Teams look after around 1,800 homes each and provide a faster response time for repairs. They're getting more done during one appointment, meaning fewer return visits.

Asking our customers what they think is a big part of shaping the services we deliver. Our Scrutiny Panel is made up of residents who scrutinise the services we provide. Residents also discuss issues with the staff directly responsible for providing services at quarterly Local Area Forums.

We're assisting residents who are affected by welfare reform and the introduction of Universal Credit, helping them to stay in tenancies. Wandle provides support and advice on maximising benefits, utility company debts, high interest loans and arranging repayments.





Investing in our existing homes

We want to make sure our customers get the best homes from Wandle. Every year, we invest in properties through repairs and maintenance work and by making improvements that ensure homes are good quality, modern, warm and safe.

In a one year period we will invest £9.6 million in our existing homes. Part of this investment will go towards the work we do every six years, including redecorating exteriors, stairwells and entrance halls, and checking and repairing boundary fences, paths, guttering and downpipes.

Part of the investment will go towards our major works programmes, where we install and replace kitchens, bathrooms, boilers, central heating systems and other parts of the fabric of our homes. We do this based on the condition of fixtures and fittings, making sure that Wandle homes are modern and up-to-date.

We're investing in our asset management systems too. By knowing our assets better, we'll be better able to make investment decisions which help us provide the best homes.

Improving green spaces around the communities we create

Over the next three years we are investing £3 million to make the shared areas around the homes we manage cleaner, greener and healthier places to be.

Our My Space project is now well underway, with residents letting us know their priorities for improving spaces around homes.

Residents from hundreds of homes have given us their views face-to-face and added ideas to an interactive map.

We've been offering a landscape design course too, teaching the basics of what makes a good open space. The skills learned are helping residents to decide exactly how they want their neighbourhood improved.



Partition planting and seating



Pergola



Pergola walkway



Seating



Storage



Play options (under 5's)



Indicative design for the space around homes at Queens Road, Peckham



Supporting thriving communities

Helping people who need housing and supporting communities so that they thrive takes more than just putting roofs over heads. Our community investment projects are helping residents to achieve their goals.

Our regular job clubs are placing residents into job and training opportunities. Anyone over 16 can get advice on finding work, improving their CV, interview skills, and details of jobs, training and volunteering.

We help residents get their new businesses off the ground through our start-up micro enterprise project. As well as financial help through loans of up to £5,000, residents get expert advice and support.

We're supporting young people with their employment chances too, with placements in the construction and media industries. Young people who have been through training we offer with organisations in the boroughs where we work are now employed as decorators, construction workers, and even a radio DJ.

Our digital inclusion programme helps older residents and those without computer access to get online. We provide advice about affordable computers and internet providers and offer internet training for residents of all ages and abilities.

wandle at a glance



We are an experienced developer with a detailed knowledge of the areas where we work and a track record of building outstanding developments. We build homes where people want to live and which enhance the existing community.



We make sure our customers get the best homes from Wandle by investing in repairs and maintenance work and by making improvements that ensure homes are good quality, modern, warm and safe.



We support communities through our community investment projects so that they thrive and residents have help to achieve their goals.



We provide our customers with the best possible services. We invest in our customer experience and offer services which go way beyond the traditional landlord role of bricks and mortar management.

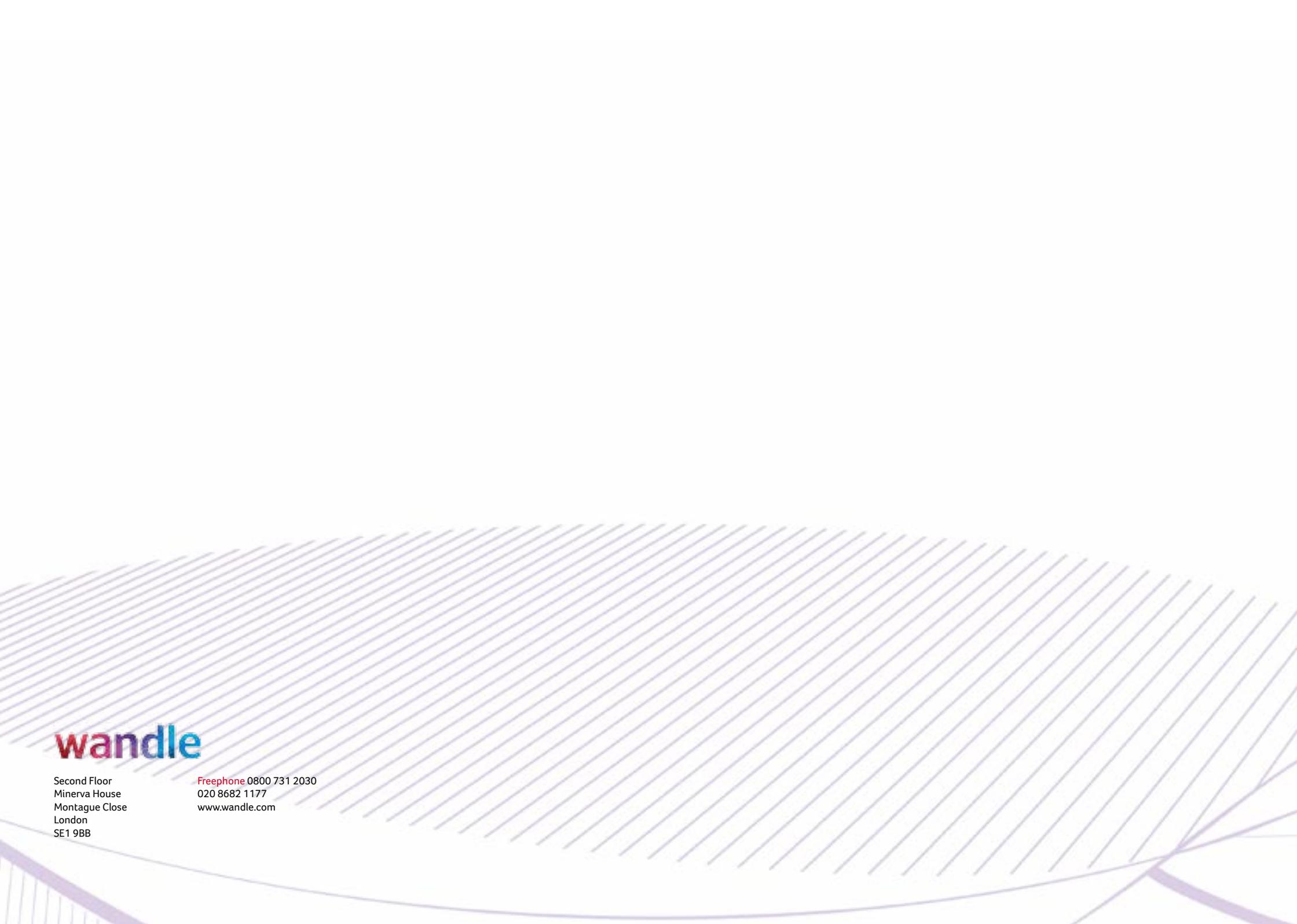


We invest in the shared areas around the homes we manage to make them cleaner, greener and healthier places to be, with residents' priorities driving the improvements.



We focus on key South London boroughs so we have good relationships with our local authority partners and know the communities very well. We also get to know our communities by dedicating Customer Relationship Officers to small patches where they're the key point of contact for residents.





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