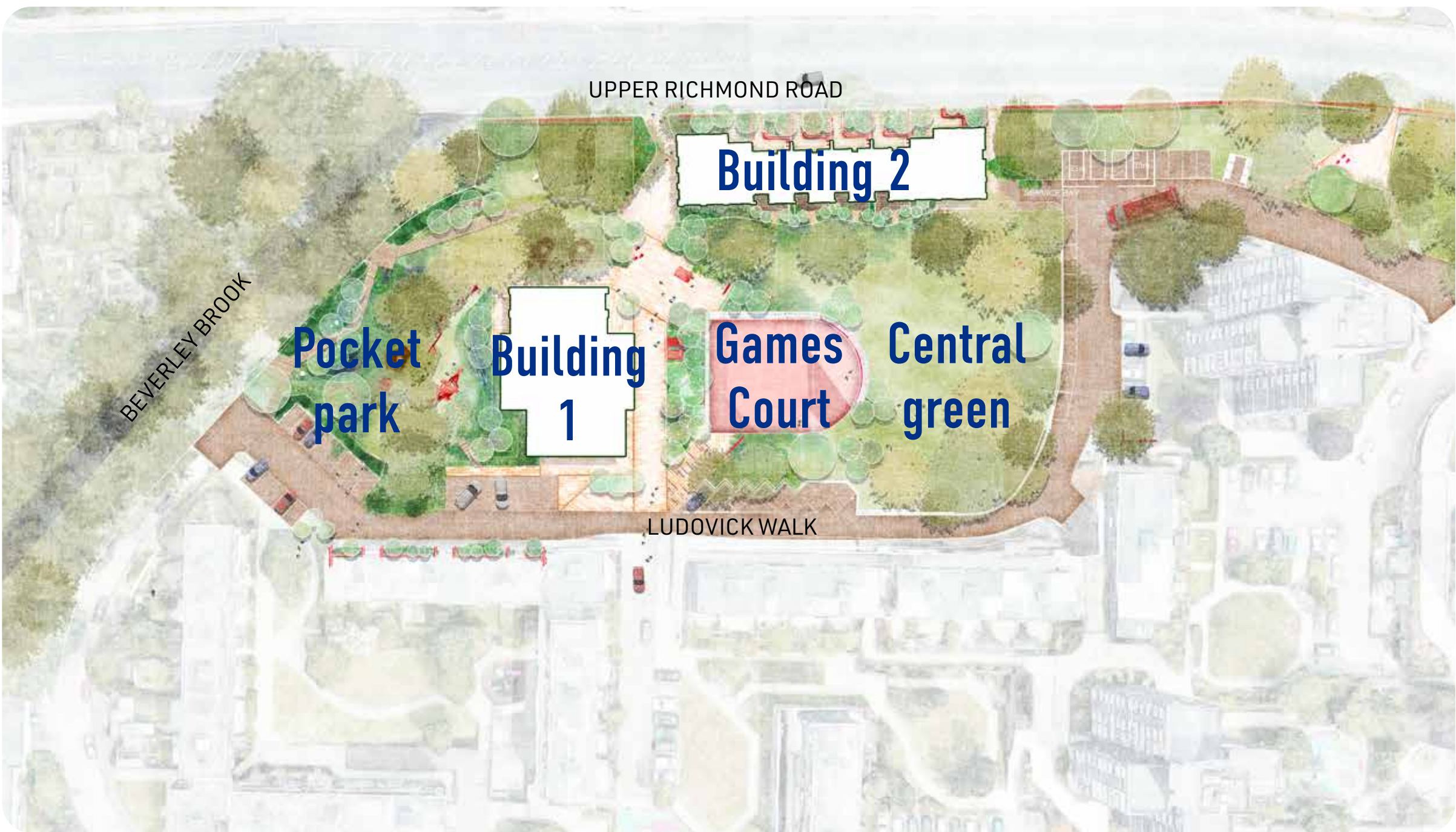


Introduction and process

Wandsworth Council is in the process of designing and consulting on a number of sites across the Borough as part of its Homes for Wandsworth Programme. The aim of the programme is to deliver much-needed new council rent homes to meet the needs of local residents now, and for generations to come.

Designs for new homes and open spaces in the north of the Lennox Estate are currently being prepared as part of this programme. We have been speaking to the residents of Lennox Estate to get their views on the development as it progresses.



Proposed New Development

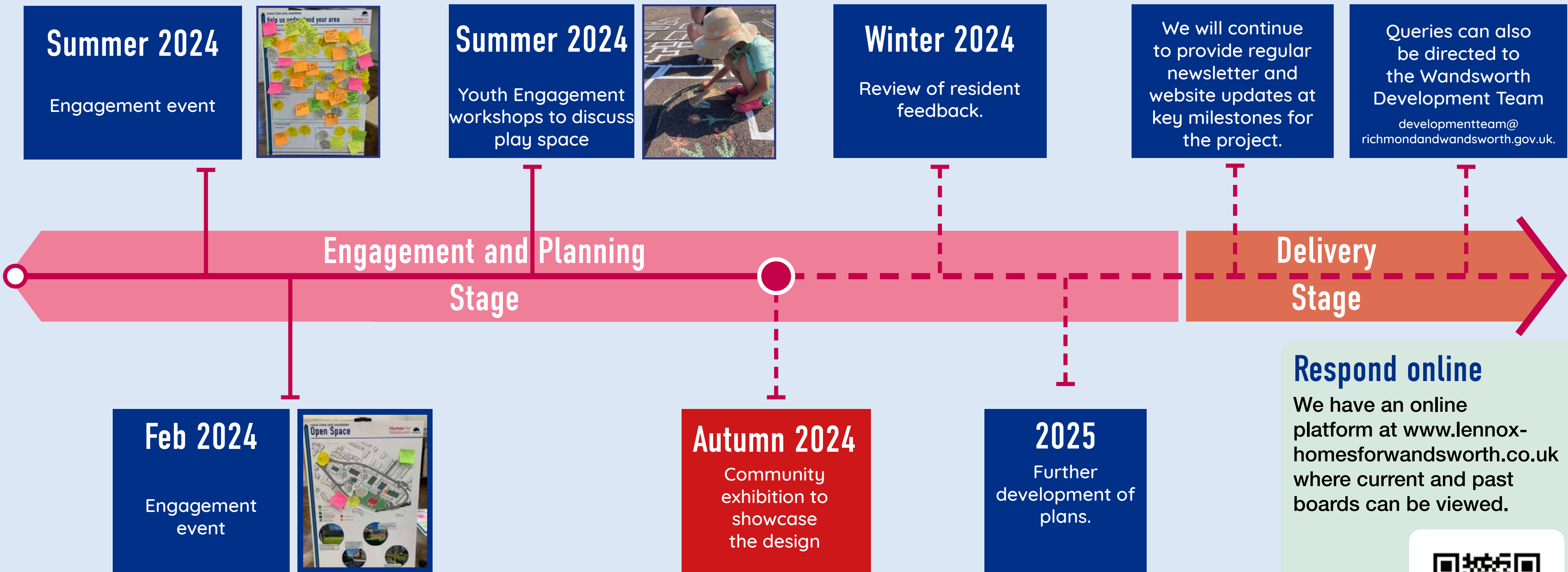
- New homes will be for council rent
- Existing residents of Lennox Estate will be given priority for new homes via a Local Lettings Plan. Residents that are overcrowded, under-occupying or have other priority housing needs will be prioritised for new homes.
- New and improved open and green spaces
- New play spaces and sports facilities
- Controlled parking and free permits for existing estate residents
- Improved walking and cycling routes
- No loss of community or education facilities

What is happening next?

After hearing from you today, and alongside other feedback and through the project website, we will further develop the proposals for the site. We will carefully consider all feedback received.

Surveys and impact assessments

We have carried out technical studies to gain a better understanding of Lennox Estate. These reports are available under the 'downloads' section on the project website.



Building heights

You said:

When we visited you in February 2024, you told us that you thought that the building we had proposed was too tall. We went back and adjusted the design to be more in keeping with the other heights on Lennox Estate. We worked out a solution that maximises the amount of homes and public green space!

“Absolutely ridiculous a 18 storey tower block is a insult to all that live on the estate.”

“Enlarging / improving the pedestrian entrances would be good”

“I am shocked at the proposal to install such high rise buildings.”

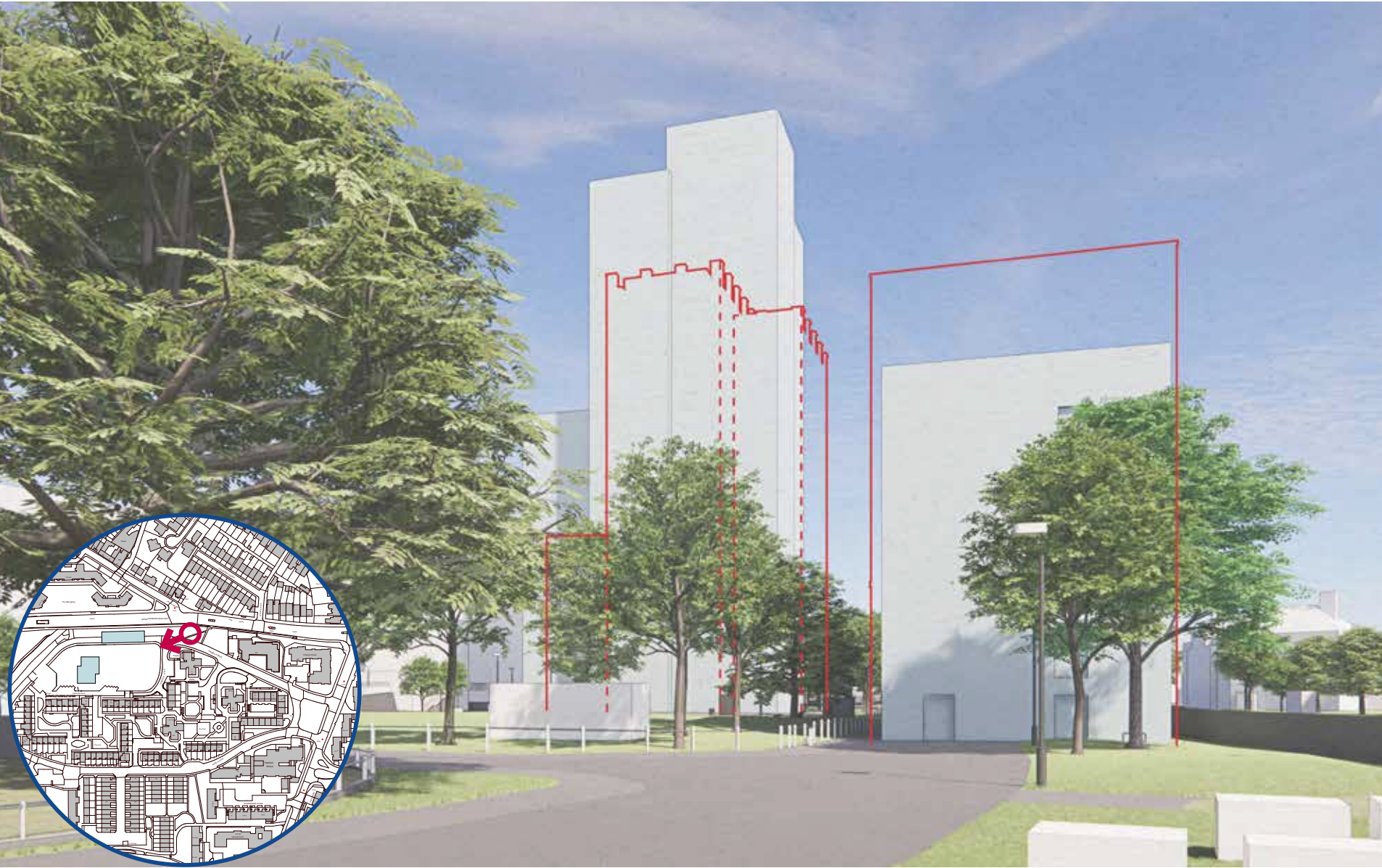
“The design of 18 storey building is inappropriate in its context and fails to take the opportunities available for improving the character and quality”

“Keep the existing outdoor spaces please”

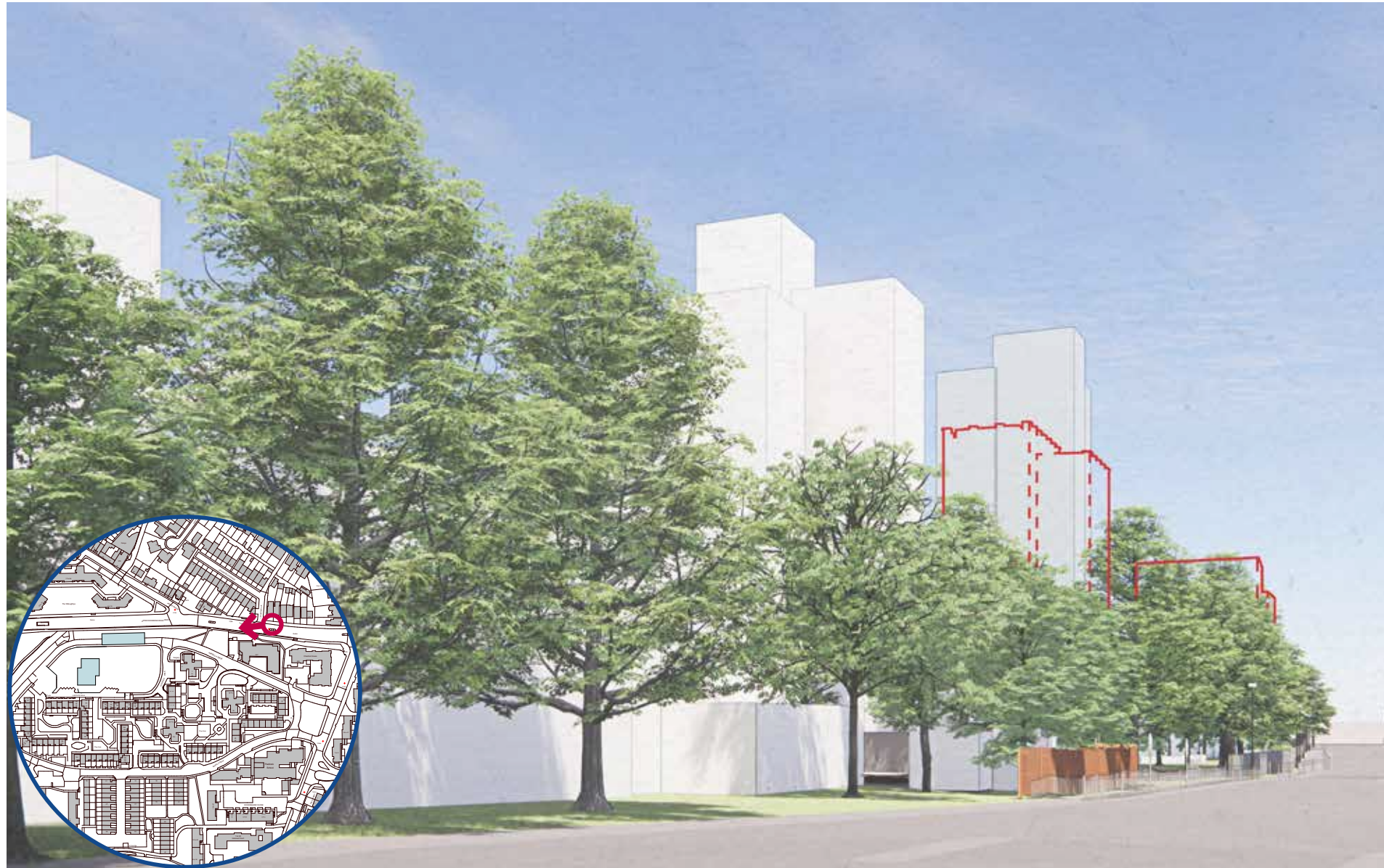
“The taller building is too tall.”



Old vs new heights

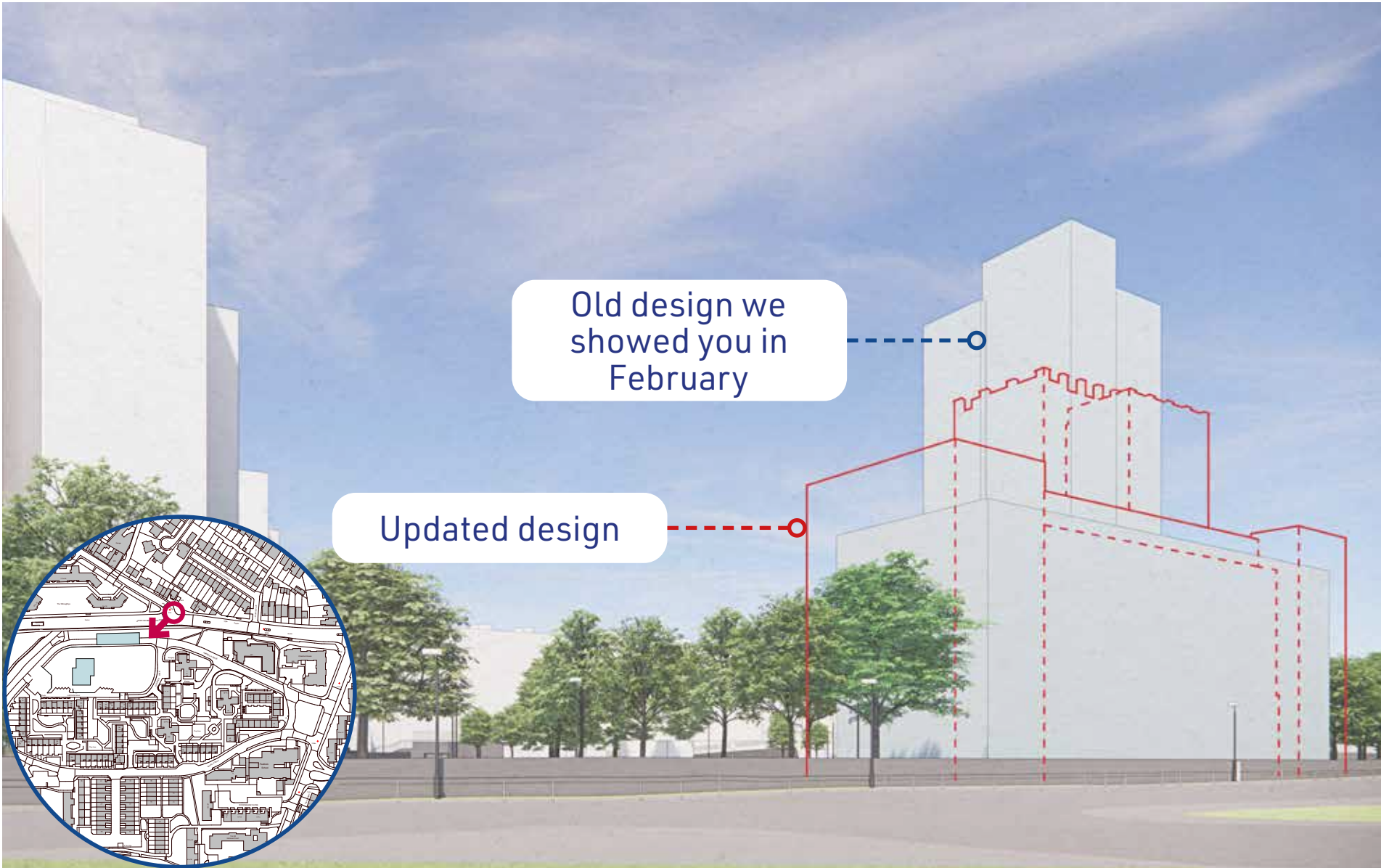


■ New building heights



We did:

- The height of the tall building has decreased from 18 storeys to 14 storeys.
- The footprint of the taller building has decreased, increasing open space.
- The lower building fronting on to Upper Richmond Road has increased in height by 1 storey which means a greater range of unit sizes can be provided.
- The positioning of the blocks have shifted slightly to improve the routes through the estate.
- The design of the central ball court has been refined following your feedback - see more information on the play board.
- A wider set of play space and open space improvements have been identified across the whole estate.



New homes: heights and look

You said:

“In principle more housing is good.”

We want to see a mixture of 2-4 bed homes

“I do not believe an 18 story block is warranted, in the character of the area or reasonable”

Key issues raised:

- Housing was needed and welcomed, particularly catering to families
- Concerns about the height of new development in relation to its surroundings
- Material and aesthetic should reflect existing character

We did:



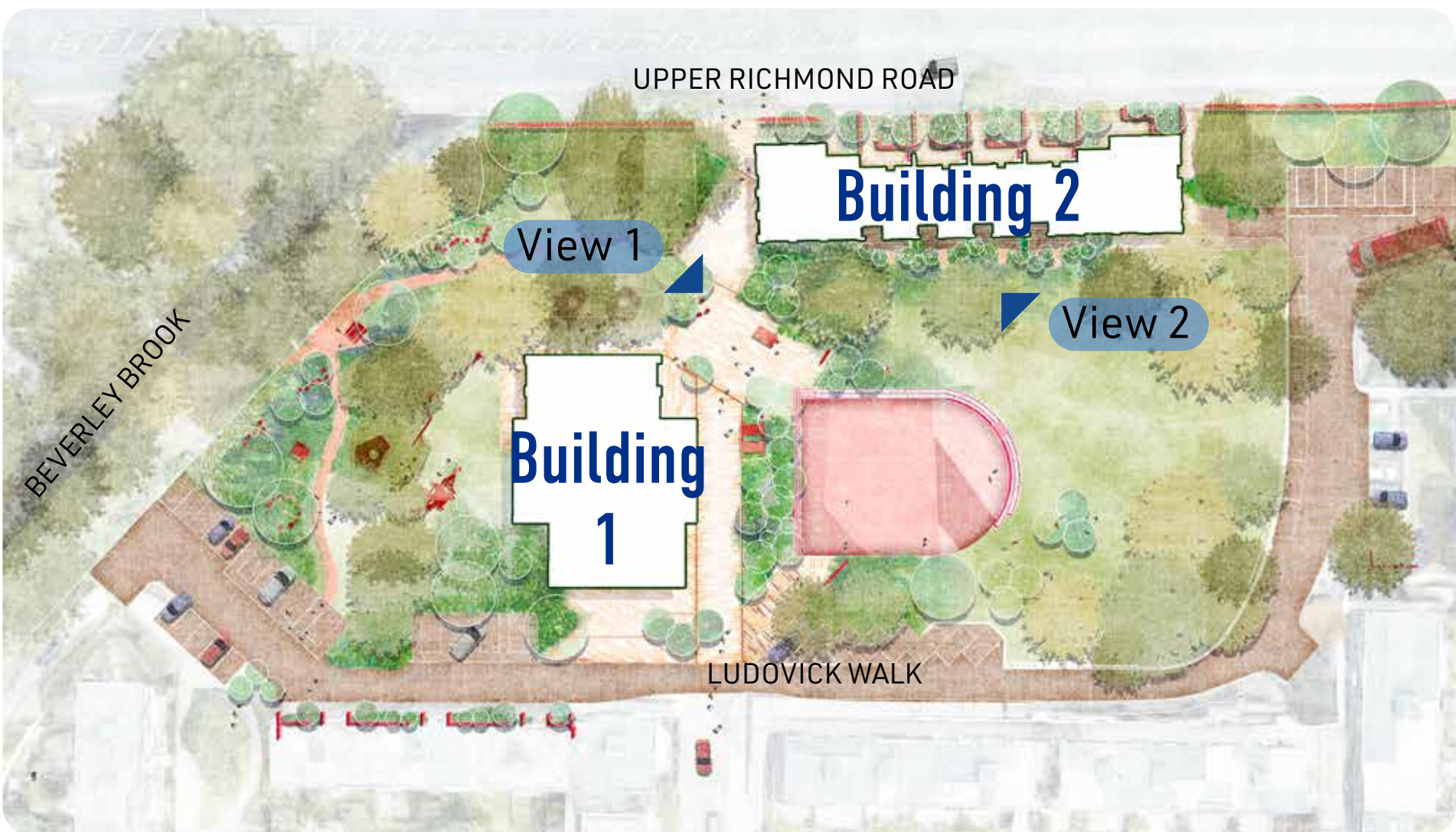
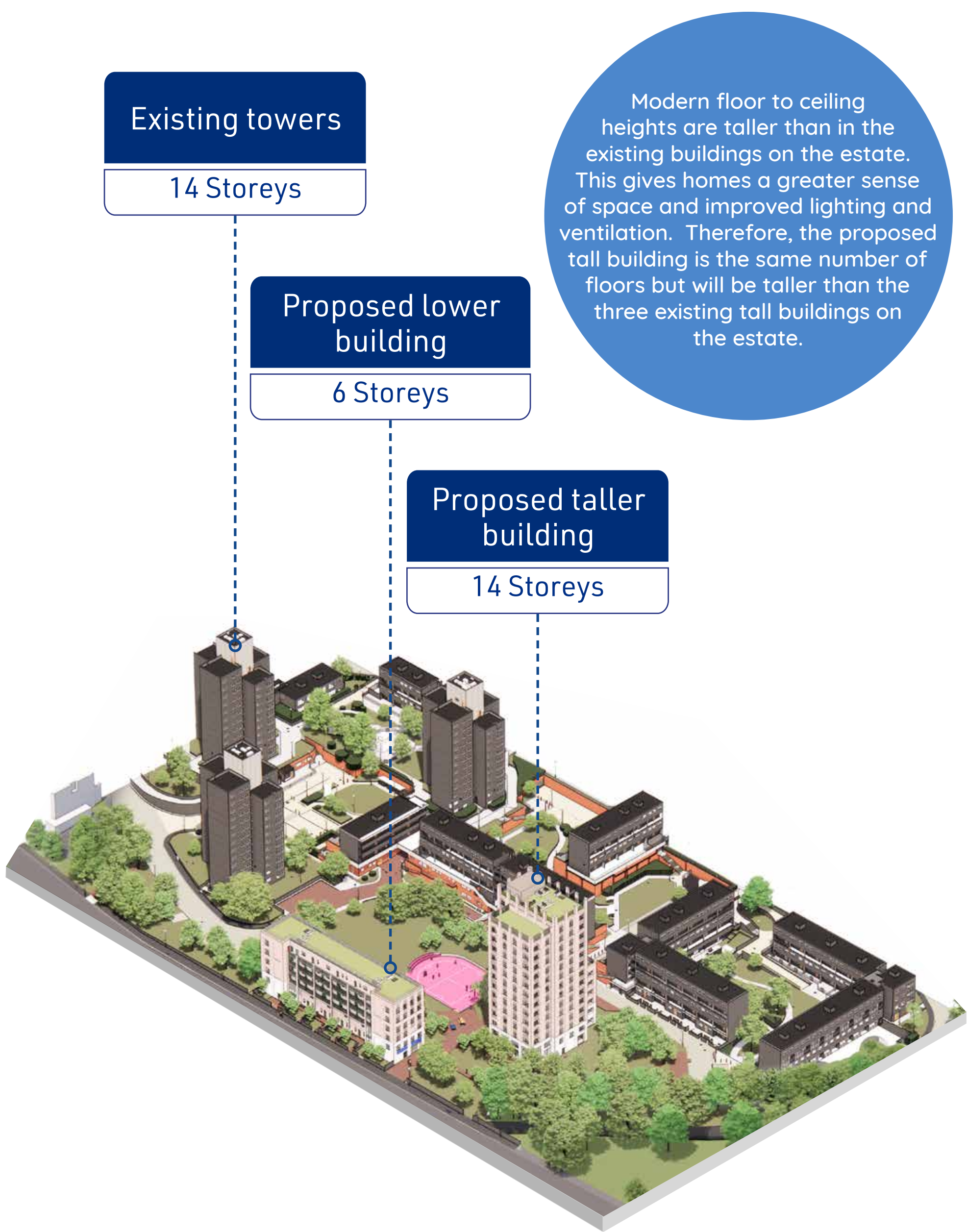
View 1

The development will create a new entrance forecourt for the Lennox Estate from Upper Richmond Road, providing direct pedestrian link into the estate that is well overlooked by active uses.



View 2

The development will face the central green space, activating it sensitively with gardens for new homes and the introduction of swales and rain gardens. This will overlook the open space, providing a level of surveillance for safety.



The lower building will face Upper Richmond Road, creating new entrances to increase footfall and surveillance, making the road feel more people friendly and safe.



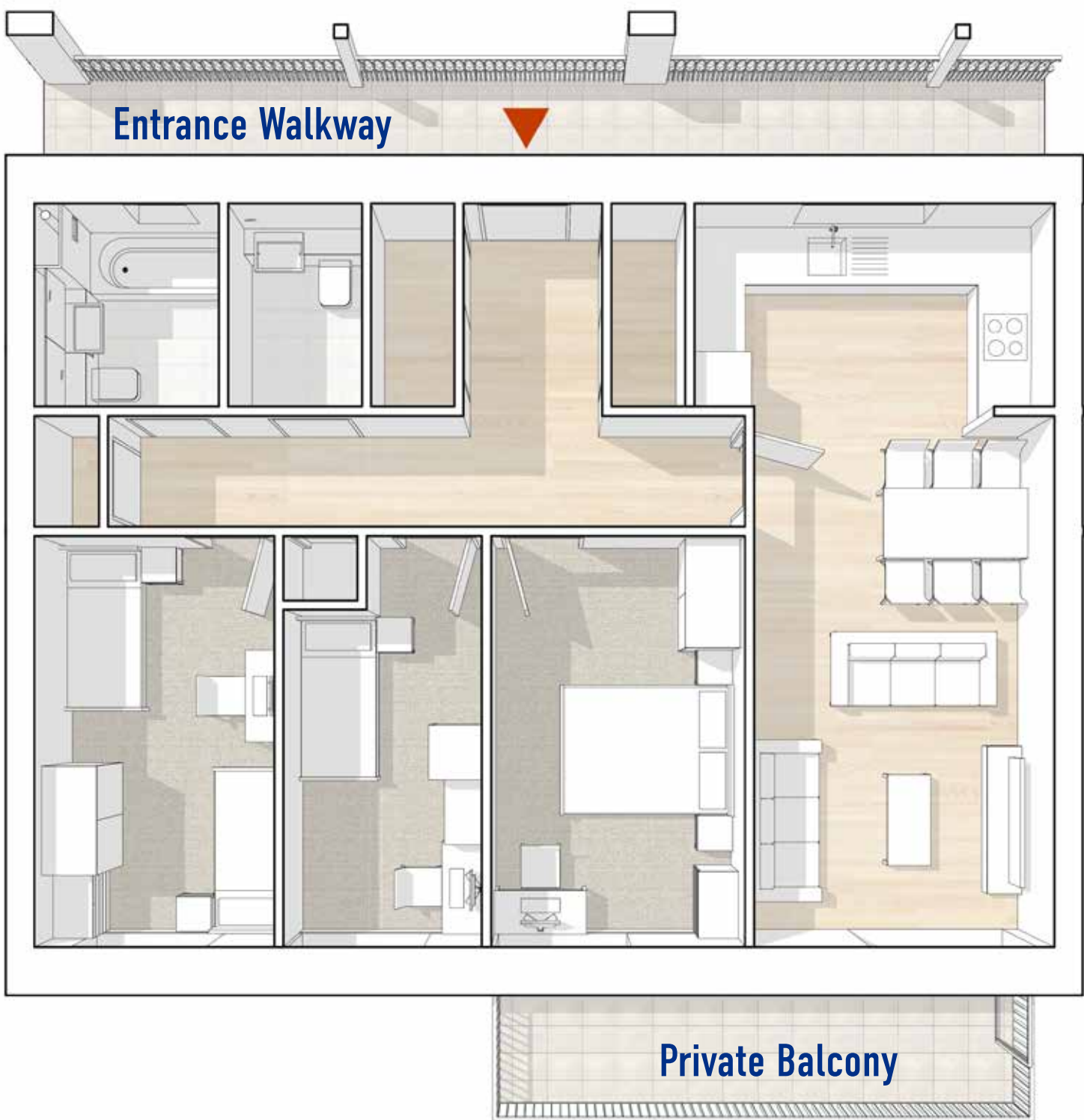
The taller building will connect with the ground at a human scale, with an active, public ground floor that extends activity into pathways and open spaces.

New homes: sizes and layouts

Layout of new homes

The new homes have been designed to have:

- Dual aspect providing good levels of ventilation
- Plenty of natural sunlight and daylight
- Durable and long lasting material finishes
- Allow fresh air whilst keeping the homes warm
- Include private outdoor space in the form of a garden or balcony
- Meet minimum housing quality standards
- Well insulated, energy efficient homes



3 Bed, 5 person family home



2 Bed, 4 person family home

Size of new homes

The development will provide new homes in a range of sizes that are designed to meet housing need on the Lennox Estate and across the Borough. As part of the project 9 new homes for wheelchair users will be provided. The team have been working closely with the Council's occupational therapist to make sure that the design will meet all requirements for wheelchair users.

Two bedroom homes have been designed to accommodate 4 people making them suitable family accommodation. 58% of homes will be family sized units (2 bed or larger).



1 Bed, 2 person home

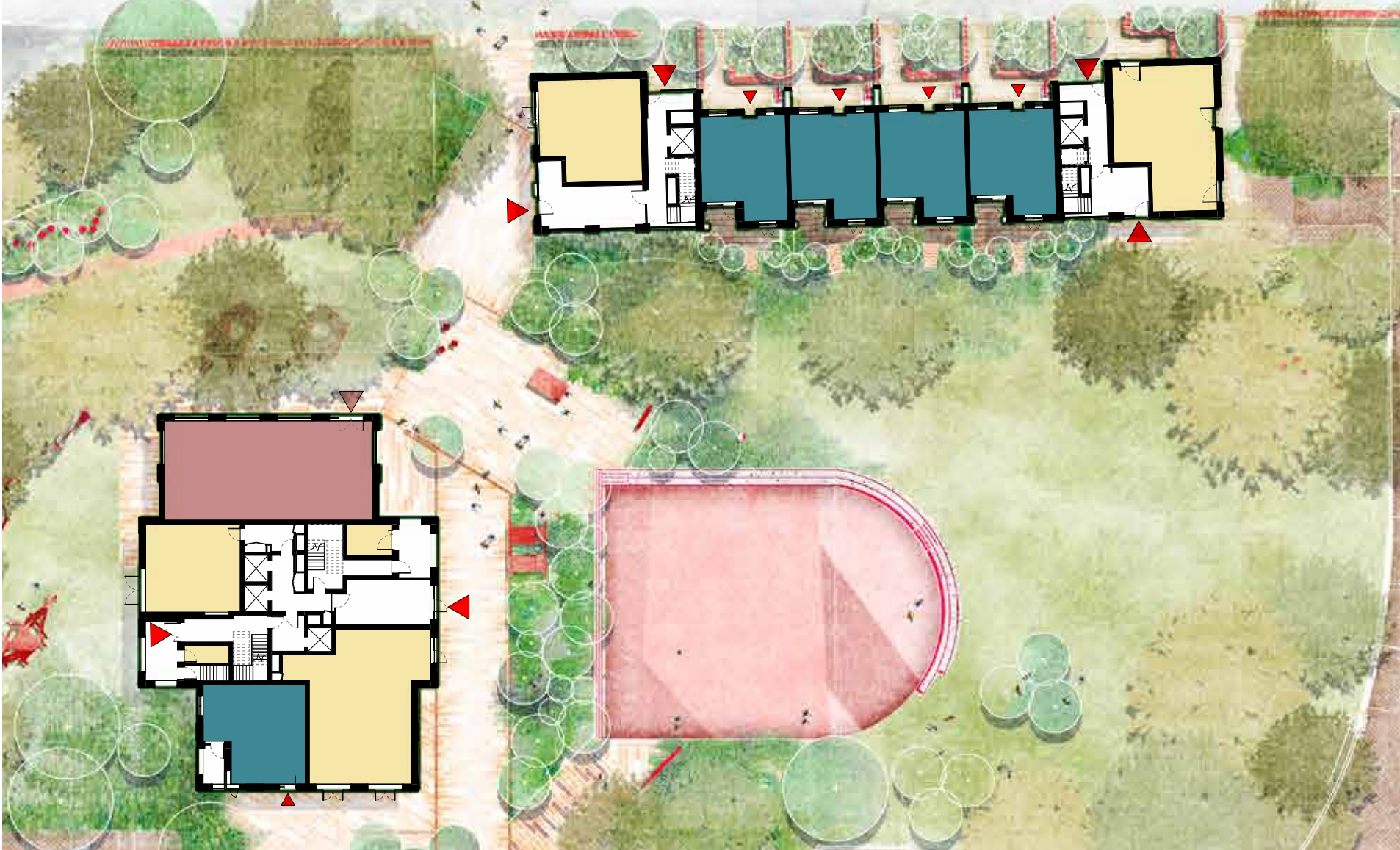
- ▶ Main building entrance

▶ Private home entrance

■ Bins/Bikes/Plantrooms
- ▶ Community entrance

■ Community space

■ Residential homes



Ground Floor Plan



Typical Upper Floor Plan

Open space and green space

You said:

“People like to look after and care for local community gardens. There is a sense of pride for the local space.”

“The trees are the best thing about the estate.”

“The proposal would demonstrably harm the amenities enjoyed by local residents, in particular... valuable green space”

“It would be good to make Beverley Brook more of an asset and accessible”

“No loss of green space”

- Key issues raised:**
- Green space, landscape and trees are important to the residents of the estate, as well as a crucial part of its character
 - Loss of trees and green space should be avoided wherever possible
 - Connections with Beverley Brook and valued and should be enhanced

We did:

By designing the buildings to be taller, with a smaller footprint, we have been able to preserve as much green space as possible.

Existing condition



- Green space
- Games court
- Designated open space (policy boundary)

Proposed landscape distribution



- Green space
- Games court

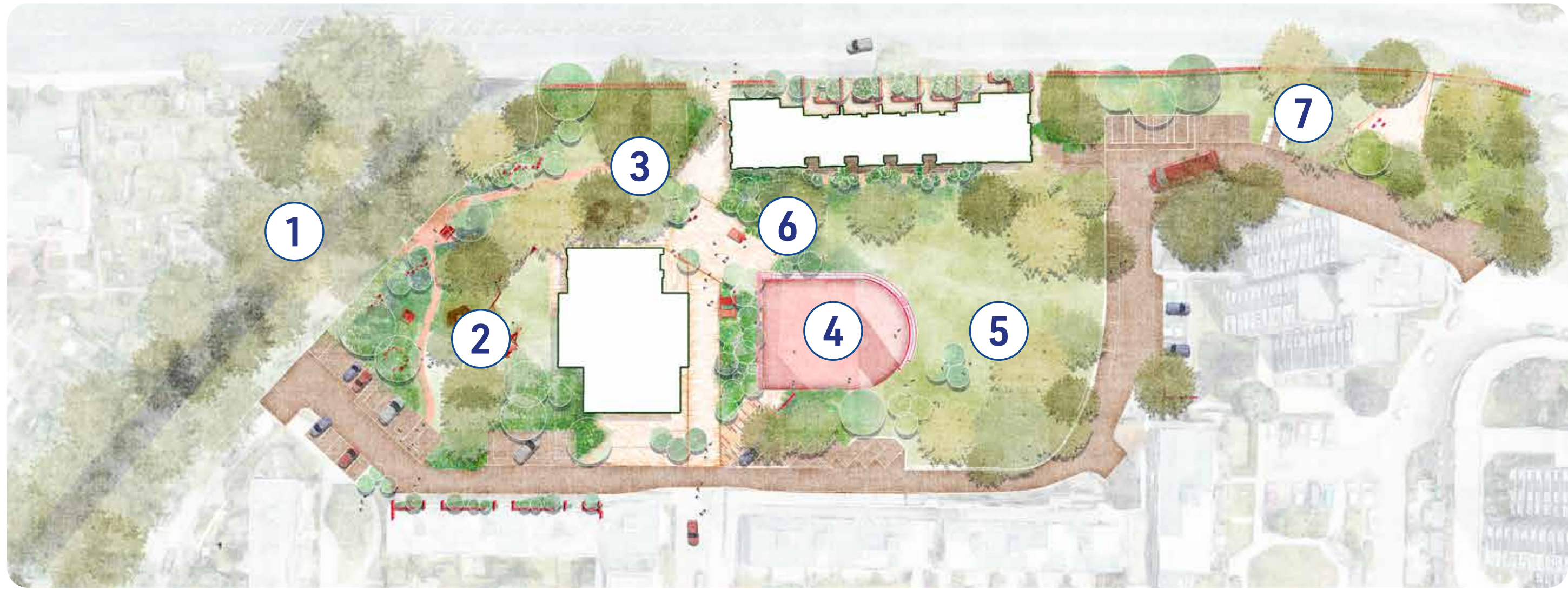
Existing and new trees



This means:

- An overall increase of 92 trees
 - Better quality green spaces
 - Less roads and better integrated pathways and walkways
- Retained trees
 - 98 Proposed trees
 - 6 Removed trees

Landscape Strategy



While the new development will impact some of the existing green and open spaces within the development site, closing Arabella Drive will provide additional space for both development of new homes and replacement green space for residents.

The character of Ludovick walk will also change to highlight it's function as a place to hang out, walk and cycle - as well as for cars.

Increasing the amount of trees and planting at key locations across the site creates the opportunity to make new types of green space.

The proposals set out distinct landscape character areas across the development site:

- | | |
|------------------------------|----------------------------|
| 1. Beverley Brook waterfront | 4. Games court / play area |
| 2. Pocket Park | 5. Central Green |
| 3. Northern forecourt | 6. Private gardens |
| | 7. Planted verge |



The edge of Beverley Brook will be made more visible from pedestrian routes, while maintaining a separation from amenity to space to create and protect habitats for wildlife.



Improved open spaces will include natural play elements, flexible community amenity space, and wilder planted areas for rest and respite.



New dedicated play facilities will replace the games court. This will include a new games court, and more natural play facilities.



Plants inspired by local planting, chosen based on their sensory qualities to invite interaction.

Play and community

You said:

“People like to look after and care for local community gardens. There is a sense of pride for the local space.”

“We want benches for older residents to sit. Places for children to play”

“Care home struggles for social space. The community hall is valuable”

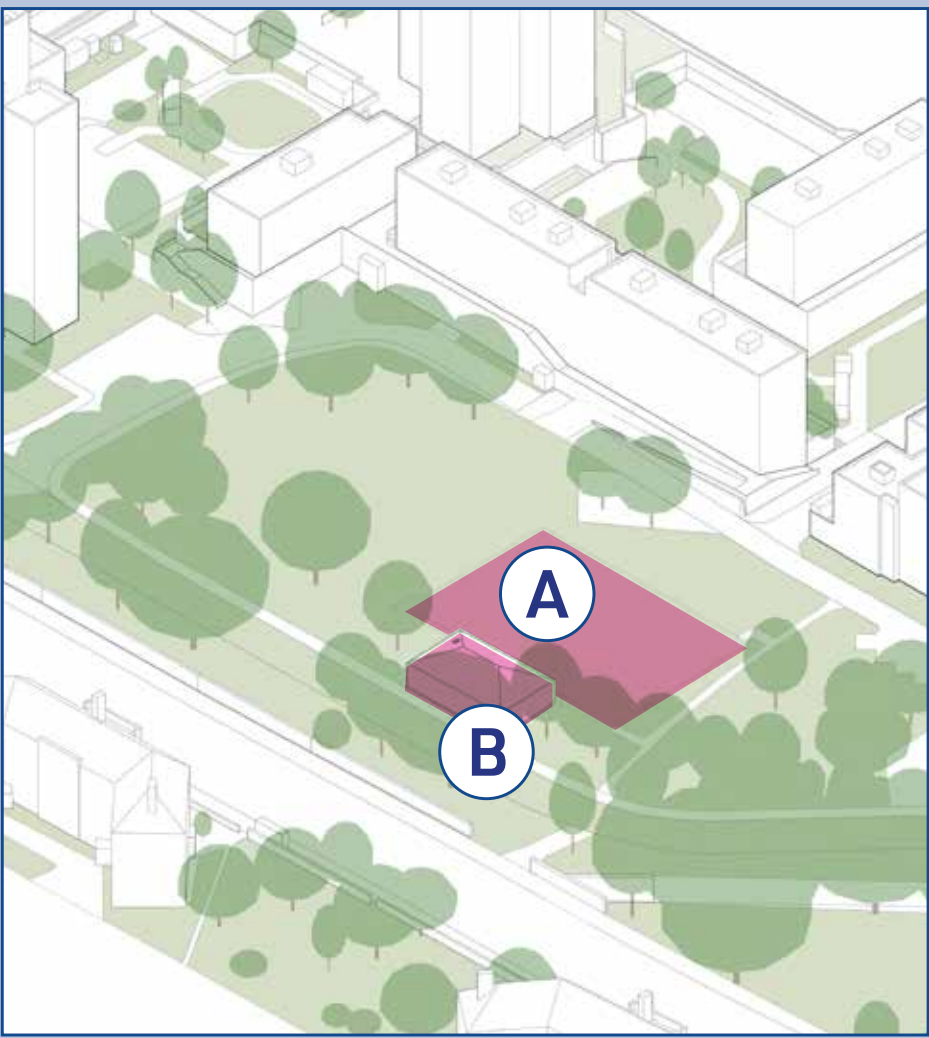
“Sports Pen - currently exercise, football, multi-sports, scooting. Vital during lockdown.”

Key issues raised:

- Protecting and enhancing existing assets, such as the boxing gym and community hall, should be part of proposals
- Play facilities could be adapted, as long as children are able to keep playing the wide range of games they play - and more!
- Play and outdoor facilities should cater to different generations, including older people.

What is changing?

Existing condition

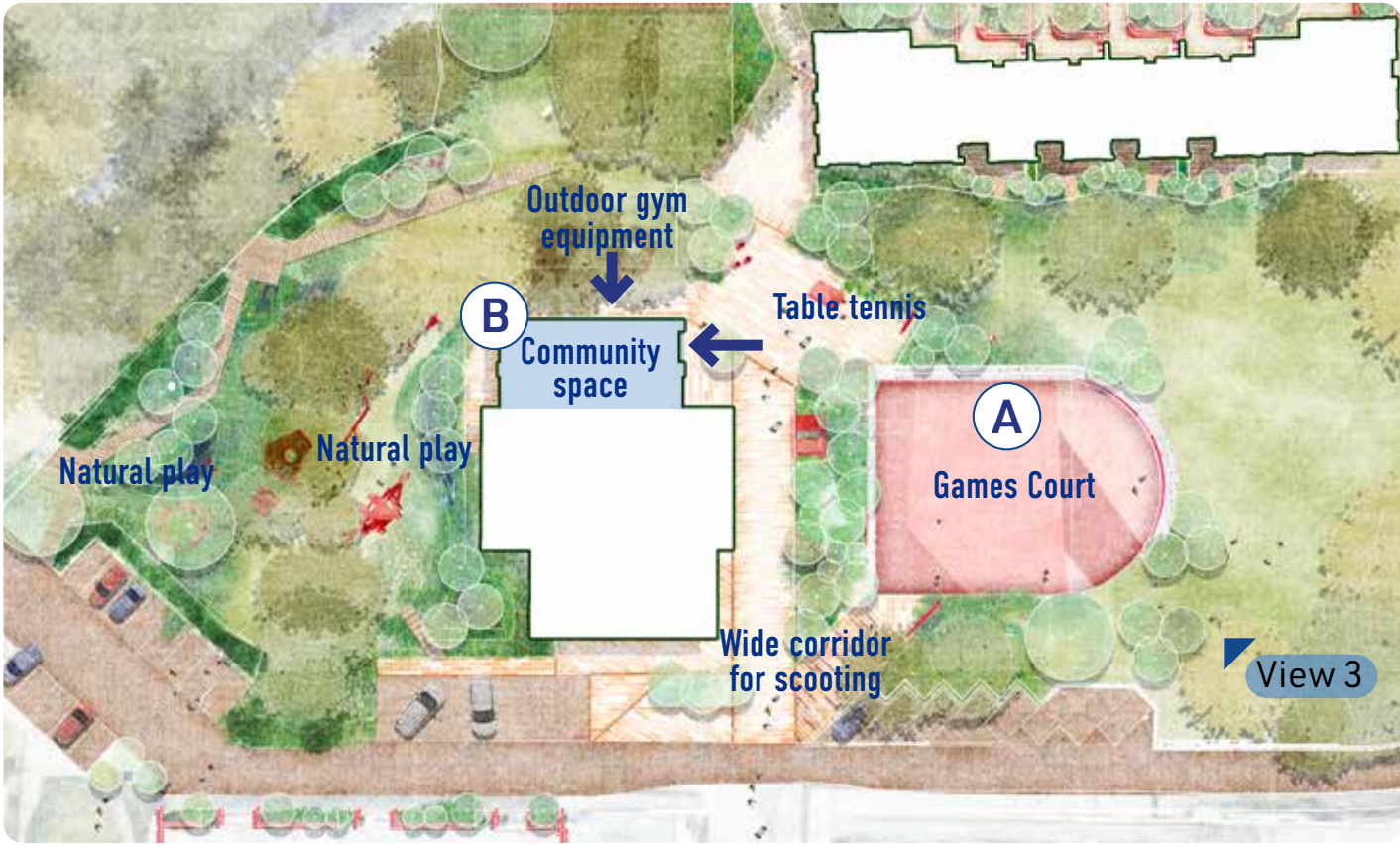


- A** The existing games court is 24m x 35m and has a Tarmac surface finish.
- B** The Lennox Youth Club is located next to the existing ball court. It does not regularly open for use at the moment but there is a plan for it to be operated as a boxing gym in the future.



We did:

- A** The existing games court will be re-provided. The new design will be more accessible and inclusive for a wider range of residents. The new games area will be 19m by 26m and will be able to be used for a wide range of activities..
- B** A flexible community space will be provided as part of the new taller building. The space is being designed as a flexible community space that could be used by a variety of occupiers. The detailed proposals will be discussed with local community organisations that may use the space in the future.



New ball court and games area



View 3



Playable and interactive street furniture will activate the Central Green, key routes and public spaces



Play will be carefully located to benefit from overlooking from residential uses to provide passive surveillance



Play and exercise amenity will cater to children, adults and older people - creating spaces of intergenerational interaction



The new MUGA will be provided with seating for different users, making it a space for performance and spectacle, as well as sports.

Parking and vehicle access

You said:

“The problem is the extra 200 people who need to park at night”

Improved landscaping to incorporate parking more ‘aesthetically’ is a good thing

“Bicycles are great, but this is an estate full of families which cannot all get on a bike!”

Key issues raised:

- New housing and residents should not add to the traffic and parking pressures
- Existing residents value having free and accessible parking
- New landscaping and better routes for walking and cycling would be beneficial

We did:

We carried out a Parking and Traffic Flows survey in May 2023 and additional surveys in September 2023 to better understand the existing condition of parking and traffic in the Lennox Estate and to understand the impact of the proposed new development.

Existing condition



- The Council cannot currently restrict parking within the estate.
- There are currently **368 kerbside parking spaces** and **10 accessible bays** in the northern part of the estate. Only around **80%** of these spaces are occupied at night in the north of the estate, and around **70%** in the south of the estate.

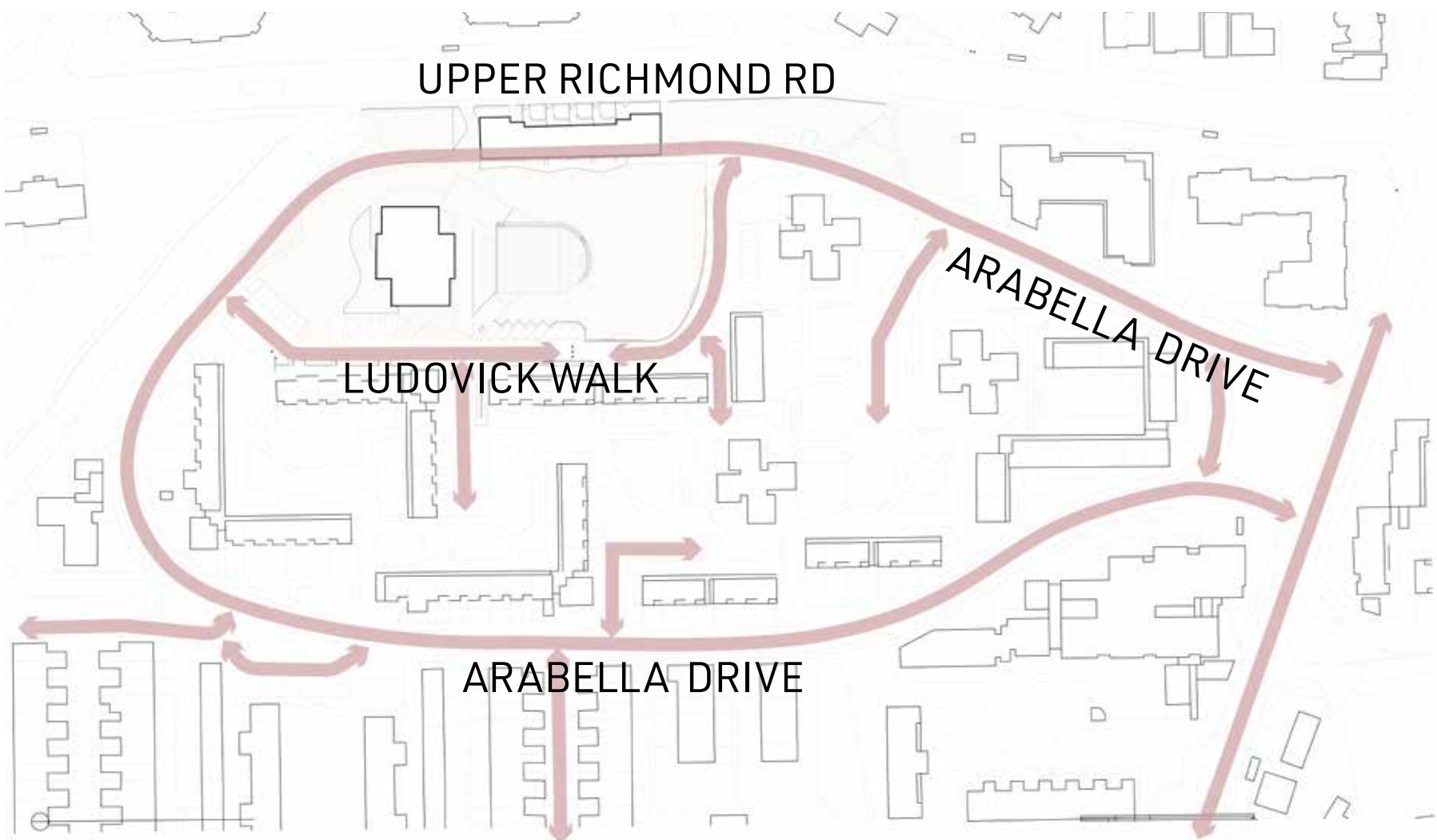
Proposed changes across Lennox Estate

- A Parking Regulation Scheme (PRS) is proposed across the full extent of the Lennox Estate meaning that only residents can park here.
- **346 PRS parking bays** will be provided across the estate, meeting **100% of the current demand**.
- **10 accessible bays** (blue-badge holders) will be re provided across the estate and additional accessible bays will be provided for new residents.
- **Only the existing residents of the estate can apply for a parking permit** for the PRS parking bays. These permits will be free of charge to existing estate residents with a maximum of four permits and one visitors permit available per household
- **Visitor parking permits can be obtained free of charge** from the Council so that visiting friends / family / carers / tradespersons etc will be able to park.

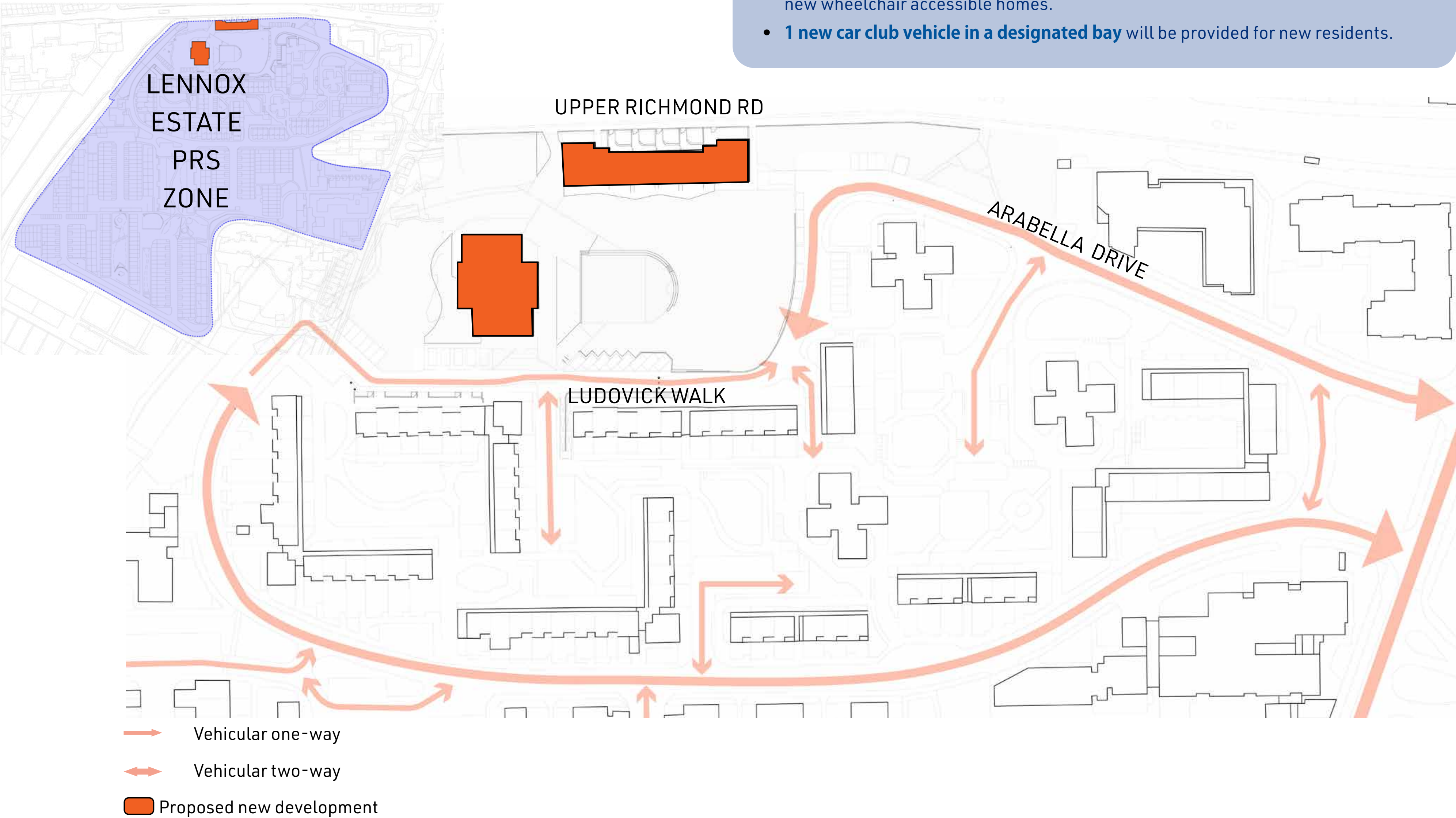
Proposed changes for the new development

- The section of Arabella Drive that currently runs around the northern and western edge of the site will be removed.
- A **new one-way road** along Ludovick Walk will connect with Arabella Drive.
- **No general needs car parking** will be provided as part of this development for new residents.
- **9 accessible parking bays** (blue badge holders only) will be provided as part of the new development as we are required to provide enough parking to cater for the 9 new wheelchair accessible homes.
- **1 new car club vehicle in a designated bay** will be provided for new residents.

Existing condition



Proposed layout parking provision



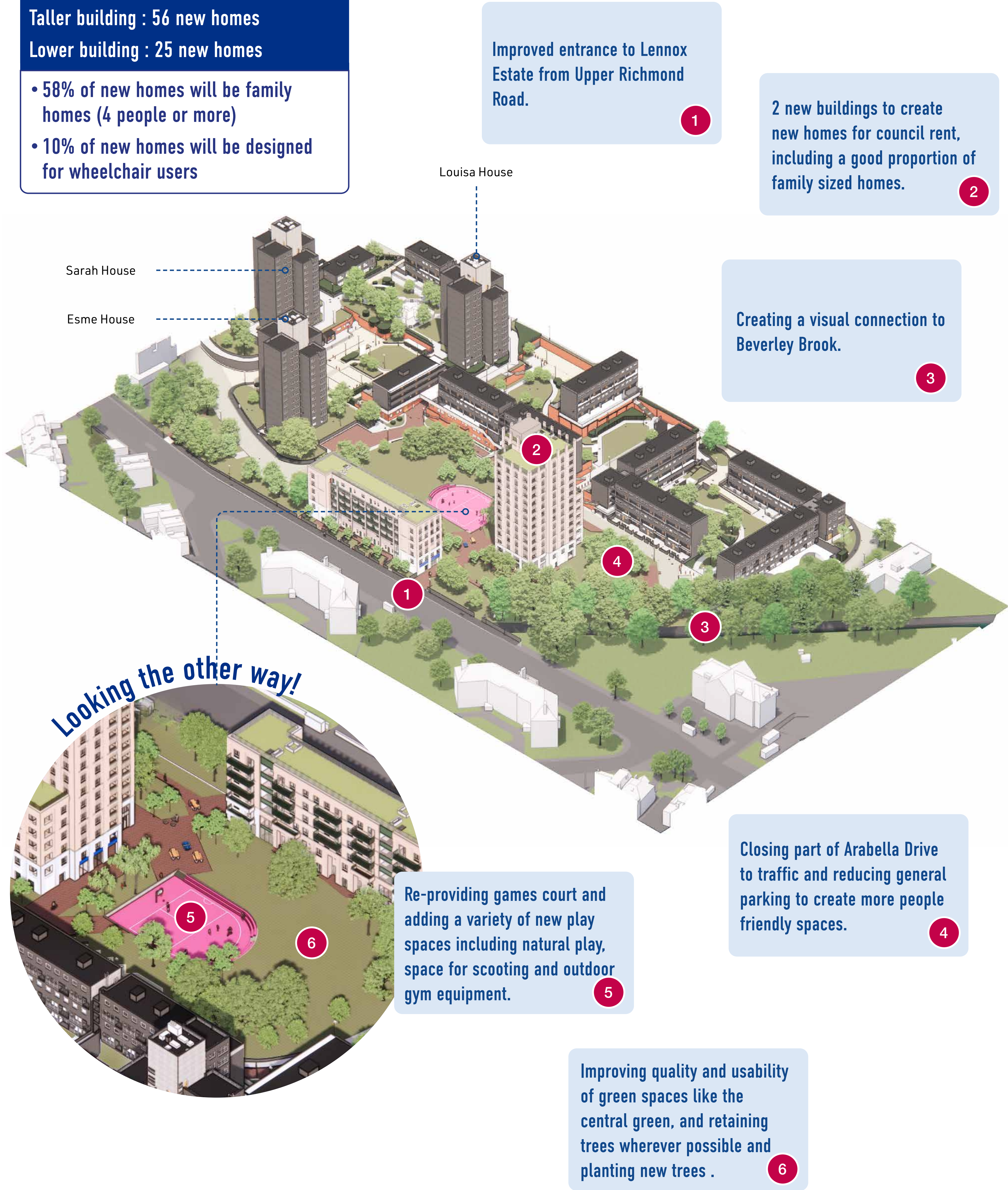
Proposed new development

Key moves and interventions

81 new homes for council rent!

Taller building : 56 new homes
Lower building : 25 new homes

- 58% of new homes will be family homes (4 people or more)
- 10% of new homes will be designed for wheelchair users

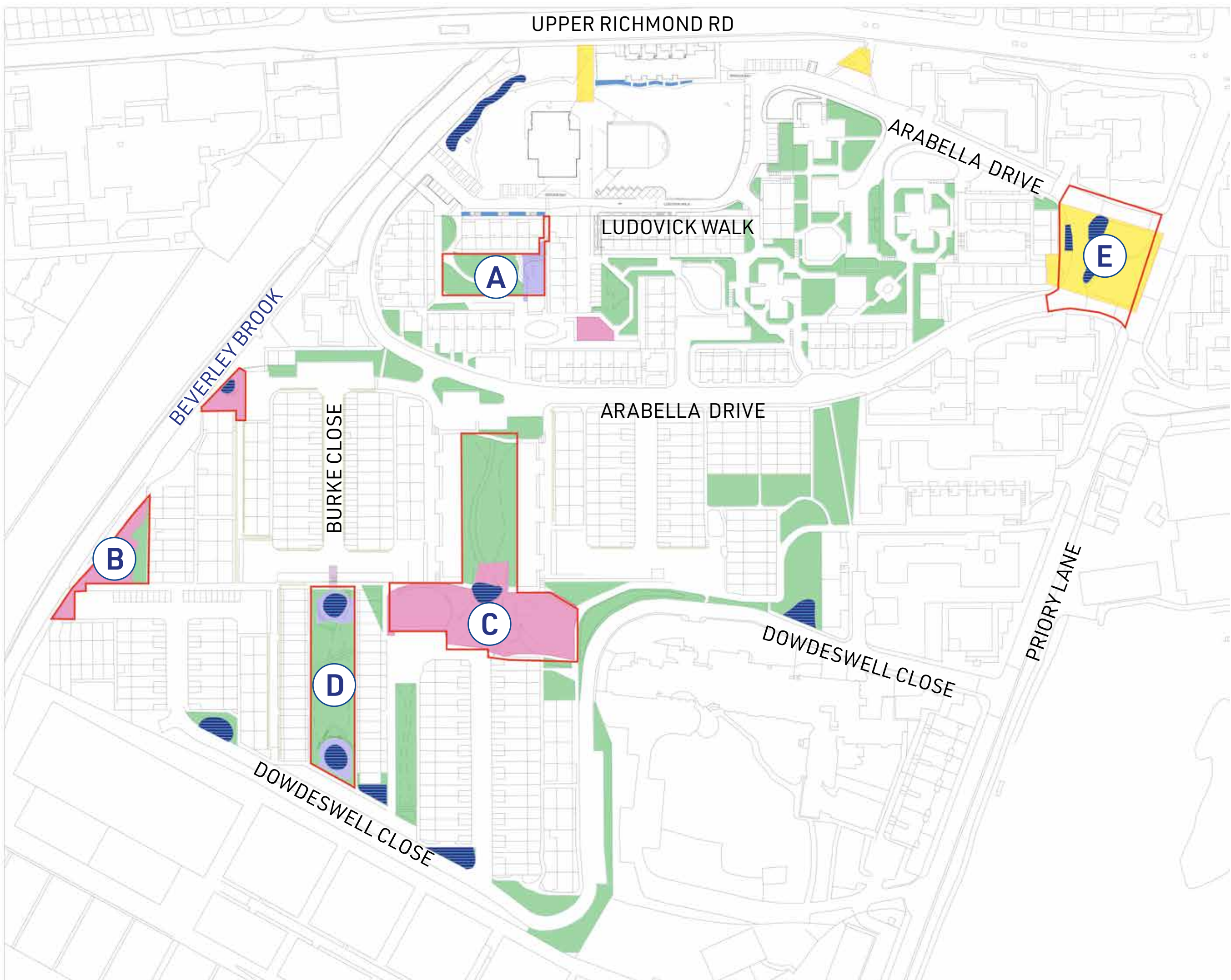
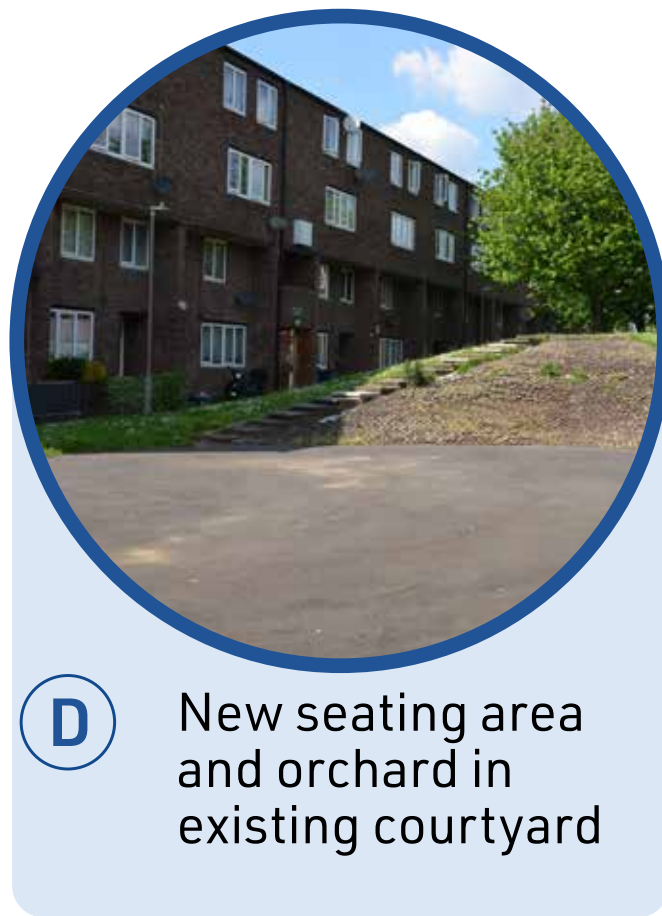


Wider Estate improvements

Improvements across Lennox Estate

Investment through the new development is enabling wider improvements to the estate.

We have identified the following improvements that will take place as part of this project:



These improvements include:

- Improvements to walking and cycling routes - to better connect different part of the estate together!
- Improved lighting across the estate, making routes and open spaces feel safer!
- Enhancements to open and green spaces across the estate!
- Make underused spaces around the estate greener and more playful!
- Improve the play facilities to meet the needs of children of different ages, backgrounds and needs!
- Manage flooding and puddling on roads and public spaces through landscape

Wider improvements around the estate:

- Improvements to play facilities and public realm
- Landscape and planting enhancements
- Public realm improvements outside community facilities
- Public realm improvements at key entrances and gateways to the estates
- Sustainable Urban Drainage (SuDS) features including raingardens and swales



Swales and rain gardens will make the landscaped spaces transform after rainfall, creating new watery environments and habitats for wildlife



Playspaces will be transformed to provide a range of facilities catering to different ages, genders and backgrounds



Landscape and lighting improvements to the eastern forecourt will mark the gateway to Lennox Estate from Priory Lane



Improvements to pedestrian and cycle routes will make them more attractive and safe for a wider range of users

Case study

Homes for Wandsworth Programme, which aims to deliver 1,000 new homes for council rent across Wandsworth. We will own and manage the new homes, and local residents will be prioritised. Fontley Way was a scheme that completed in spring 2024.

What residents have told us on ...



Interior

“It’s a beautiful place to be in, and for my eight year-old son it’s very beneficial for his health.”
- April

“This is absolutely beautiful.”
- Mahamud

“The space has been amazing, especially for my 10-year-old son, as he is diagnosed with diabetes, asthma and ADHD.”
- Donna

Landscaping and community facilities

“We’ve got space down here to ride bikes and a garden for a little football pitch.”
- Mason

“The Manresa Clubroom is about a minute’s walk from here, which is great,”
- April

“We’ve got a lovely green area in the bottom and the play park in the corner.”
-April



Building design

“We feel so relaxed and comfortable here, we really love the house so much because of the garden, the safety and the storage”
- Mrs Farah

“There’s more space and it makes me feel calm.”
- Mason

“This is completely brand new and not far away from where we used to live. The kids were happy, 100 per cent.”
- Mahamud

Other Council Services

Useful contacts

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

Housing contacts

Housing Customer Centre
90 Putney Bridge Road London SW18 1HR
(serving Central, Eastern and Southern Area Teams)

Western Area Housing Office
Roehampton Parish Hall, Alton Road,
London SW15 4LG

Housing Area Teams
Central: 020 8871 5333
Eastern: 020 8871 7439
Southern: 020 8871 7288
Western: 020 8871 5530

If you do not know your area team email:
hms@richmondandwandsworth.gov.uk
Housing hotline: 020 8871 6161

Joint Control Centre (formerly known as Wandsworth Emergency Control) (housing emergencies, out of hours) 020 8871 7490

Home Ownership
housesales@wandsworth.gov.uk

Downsizing options
allocationteam@wandsworth.gov.uk

Landlords looking for tenants
privatelandlords@wandsworth.gov.uk

Details of how to make a complaint are on our website at www.wandsworth.gov.uk/complaints

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

■ For properties across the borough where heating is supplied by a central communal boiler.
Smith & Byford 020 8722 3431 or 0808 196 1791 CommercialServices@smithandbyford.com

■ **Battersea, Central Wandsworth and Earlsfield** with an individual domestic heating system.
PH Jones 020 3657 0304 or 0333 004 2333 wbc repairs@phjones.com

■ **Putney, Roehampton and Tooting** with an individual domestic heating system.
T Brown 0800 977 8472 or 020 8786 1244 repairs@tbrown.com

To find out your gas contractor call 020 8871 7040

Housing Ombudsman

If you have made a complaint to your landlord and you feel your complaint is not being dealt with correctly, you can escalate your case to the Housing Ombudsman who will provide impartial advice and support to try and resolve the matter for all parties.

The Housing Ombudsman can be contacted via:
Email: info@housing-ombudsman.org.uk
Telephone: 0300 111 3000
www.housing-ombudsman.org.uk

Housing Service Standards

Following a public consultation on the Housing Service Standards, we have used the feedback to make changes and to align with the recently published proposed consumer standards from the Regulator of Social Housing.

The majority (71%) of respondents agreed or strongly agreed with our proposed standards. From the comments received, you have told us that it is important to ensure the commitments set out in the Housing Service Standards are followed through and met. To enable this, we will put a plan in place so staff at all levels are familiar with these standards when carrying out their daily activities. You have told us that the Annual Report is one of the preferred options for you to keep track of how we are doing against our service standards, and we will be reporting this in our Homelife newsletter and on the council's website.

To view our new Housing Service Standards, visit: [wandsworth.gov.uk/housing](https://www.wandsworth.gov.uk/housing)

Other council contacts

Adult social services 020 8871 7707

Births, Deaths, Marriages and Voting 020 8871 6120

Child 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

2 Homelife

Cost of Living

Wandsworth Council are committed to supporting local residents through the Cost of Living Crisis and this includes help and advice for getting winter-ready.

We are opening a network of Community Spaces, some run by the council and others by community groups, including libraries, children's centres and community centres. You can go along to any of these warm and welcoming spaces to enjoy a hot drink, keep warm and chat with your neighbours.

Some locations also have free snacks, free hot meals and activities. Community spaces can also help you find other advice and support on offer in the borough. Find your nearest Community Spaces on our website: [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub)

Free specialist advice is available on how to cut your energy bills, this could include a free home visit, free energy-saving items such as insulations, radiator reflector panels and LED lightbulbs, and in some cases you may be eligible for larger grants. You can find out more at: [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub)

Make sure you are not missing out on any help you are entitled to by using our free online support calculator. This takes just ten minutes and can help you identify any entitlements you may not be claiming: [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub)

Wandsworth Council have funded Citizens Advice Wandsworth to provide free, independent and confidential advice for local residents. You can contact them for support with benefits, housing, debt, money, employment and many other issues: [cawandsworth.org](https://www.cawandsworth.org)



Wandsworth Council

Cost of Living support

■ Help with grants, bills and benefits

■ Support for families

■ Where to turn in a crisis and more

visit: [wandsworth.gov.uk/hub](https://www.wandsworth.gov.uk/hub)
call: 0808 175 3339

THE BRIGHTER BOROUGH

Wandsworth

homes@wandsworth.gov.uk

Tenancy Support SERVICES



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

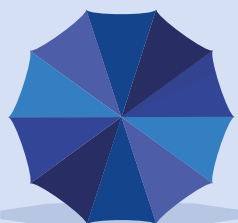
Call us: **020 8871 6617**
(Monday to Friday 9.30am - 1pm and 2pm - 4.30pm)

Email us: housingtenancysupport@richmondandwandsworth.gov.uk



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

Wandsworth
Supported
Housing
Information
and advice



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Illustration: David G. Jones, D. Jones

Damp and Mould

Wandsworth Council manages about 33,000 homes and spends nearly £70m each year to repair, maintain, and improve these properties.

Like other social landlords, the council regularly deals with reports of damp and mould and after reviewing our approach to these reports, we found that our processes were generally suitable. However, we relied on contractors to clean mould and address the underlying causes and we have since decided to change our approach to remove the mould and reduce the associated risks.

To achieve this, we formed a small in-house mould removal team of trained staff. This team, which operates within Estate Services, was established

in March 2023 and so far, they have responded to 264 individual reports of mould. Residents can report mould directly to the team using a dedicated email address and hotline. The team can quickly remove the hazardous mould and provide residents with advice on preventing future occurrences. Afterwards, an Estate Manager will visit to assess the underlying cause of dampness and arrange any necessary work, such as improving ventilation.

To report mould within your property, you can contact the mould removal team directly at **020 8871 8887**, mouldremoval@richmondandwandsworth.gov.uk or via Housing Online on the council's website [wandsworth.gov.uk/housing](https://www.wandsworth.gov.uk/housing).

