

For council tenants and leaseholders

WORKING @ HOME



ON THE COVER: MINDFUL CRAFTS

Our Resident Engagement team was at Surrey County Council's Feel Good Fest in January, where they talked to tenants about their wellbeing and encouraged the practice of mindfulness using salt dough decorations.

Try it yourself at home. Turn to page 7 for our salt dough recipe.

IN THIS SPRING 2025 EDITION:

- Your spring cleaning guide
- Communal bin review
- 2024 to 2025 Tenant Satisfaction Survey launched



NEWS IN BRIEF

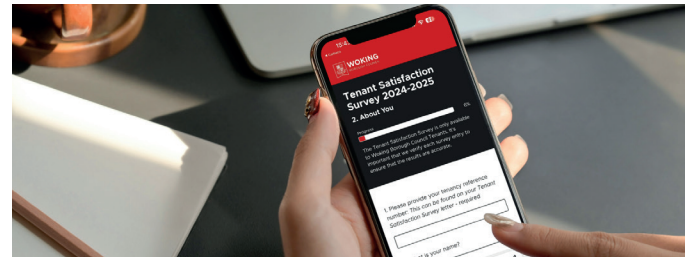
2025 TO 2026 RENTS



It is proposed that rents increase in April 2025 by 2.7% in line with the government’s rent setting policy for 2025 to 2026. Money from rent is kept separate from other council funds and is only used for housing related purposes such as repairs. Letters will be sent to all tenants towards the end of February to confirm the new rent and any changes to services charges. If you have difficulty paying your rent, please contact us as soon as possible on **0300 373 0373 (option 3)**.

We are currently drafting a new Rent Setting Policy which includes how we will engage with tenants in future years to set appropriate rents. The policy is currently being reviewed by the Resident and Landlord Partnership and will be discussed at Full Council.

2024 TO 2025 TENANT SURVEY LAUNCHED



We launched our 2024 to 2025 tenant satisfaction survey in January and you have until **midnight on 2 March 2025** to have your say.

The survey takes 10 minutes to complete and will enable us to benchmark our performance and identify areas for improvement.

We only require one response per household. Complete the survey by the deadline and you could be in with a chance of winning a £100 voucher or one of five £50 vouchers for sharing your thoughts.

To take part, you can:

- visit woking.gov.uk/tenantsurvey or scan the QR code to complete the survey online.
- call **0300 373 0373 (option 4)** to complete the survey over the phone or to ask for a printed copy of the survey to be sent to you.



OUR LONG TERM PLAN TO IMPROVE OUR HOUSING SERVICES

In December, councillors approved our new 30 year Housing Revenue Account Business Plan. This plan sets out how we will deliver safe, well maintained homes that meet modern standards, whilst ensuring the council’s long term financial stability.

It outlines how we will improve our services to council tenants and leaseholders and where we will prioritise investment in our housing stock.

Adopting this long term approach allows us to make more informed and sustainable decisions about investment in homes so that we can meet all regulatory standards in an affordable way.

Cllr Ian Johnson, Portfolio Holder for Housing Services, said: “For far too long, our social housing stock has suffered from massive under-investment, leading to a decline in standards that has negatively impacted our housing tenants.

“This plan prioritises the safety and quality of our homes and ensures greater clarity for tenants about the level of service they can expect. It marks a vital step in putting our house in order.”



To read a copy of our business plan visit woking.gov.uk/HRA-business-plan or scan the QR code.



DO YOU HAVE A QUESTION FOR IAN?

If you have a question for Ian, please email cillrian.johnson@woking.gov.uk. You can also have your question answered by Ian at a public meeting.

For more information, please go to woking.gov.uk/questions-to-council.

Cllr Ian Johnson, Portfolio Holder for Housing



YOUR SPRING CLEANING GUIDE

As we say goodbye to winter our attention now turns to opening up our homes to let the brighter warmer weather in and the enjoyment of our outdoor spaces.



SAY HELLO TO KRINKELS

From April 2025, Krinkels (formerly Continental Landscapes Ltd) will take over the council's street cleaning and ground maintenance contract from Serco.

Krinkels UK has been providing professional grounds maintenance services to organisations throughout the UK for over 30 years.

The £3 million a year contract includes:

- landscaping and cleaning of communal gardens and outside space
- 170 hectares of grass cutting
- maintenance of 65 sports pitches and 77 outdoor play facilities
- 19 hectares of public realm cleaning
- 340 kilometres of highway sweeping
- emptying of 700 public bins

The new contract also introduces cleaner, greener, environmentally friendly practices such as minimising chemical use, lowering energy consumption and reducing carbon impact.

ORGANISE A COMMUNITY LITTERPICK



A litterpick is a fun and engaging way to help clean-up your neighbourhood. It's also a free and rewarding activity to do with kids during the school holidays.

We can supply and drop-off:

- lightweight litterpicker sticks/grabbers
- high visibility vests for both children and adults
- bin bags

We will also take the litter away afterwards.

To organise a community litterpick, agree a date with your friends and/or neighbours, then email neighbourhoodteam@woking.gov.uk to book equipment.

PARK LIFE

Outdoor play has a fundamental role in a child's early development. It helps them develop social, emotional, and physical skills, stay active, and builds their resilience.

Many of our estates have their own pocket parks or are within a short walking distance of a public recreation ground. To help us keep these essential play areas free of hazards, and ensure they are pleasant places for the whole family to enjoy, please let us know if you see any of the following:

- overflowing bins
- broken glass
- faulty or broken play equipment
- other health and safety concerns



We don't mind multiple reports. If you spot a problem, please don't assume someone else has been kind enough to let us know. Contact details below.

PLEASE PICK UP AFTER YOUR POOCH

Whether your pooch poops on the path, off the path, under a bush or in the woods, please bag it and bin it. When you're out and about, any public bin will do as these are dual purpose and emptied regularly but closer to home, please



do not use the residential communal bins for your doggy deposits as these are only emptied fortnightly. Please use the dog bins provided on your estate.

HOW TO REPORT A NEIGHBOURHOOD ISSUE:

Web: woking.gov.uk/neighbourhood-issues

Email: neighbourhoodteam@woking.gov.uk

Call: 01483 755 855 before 1pm

YOUR BIN COLLECTION CALENDAR 2025

To check your collection day, please go to jointwastesolutions.org/collectionday

Recycling collection week

- Recycling bin
- Outside food waste bin.
- One small carrier bag for either textiles, small electricals, household batteries. Do not mix.

Rubbish collection week

- Rubbish bin.
- Outside food waste bin.
- One small carrier bag for either textiles, small electricals, household batteries. Do not mix.

May

M	T	W	T	F
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

June

M	T	W	T	F
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
30				

March

M	T	W	T	F
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31				

April

M	T	W	T	F
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30		

July

M	T	W	T	F
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	31	

August

M	T	W	T	F
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

September

M	T	W	T	F
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30			

October

M	T	W	T	F
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	31

November

M	T	W	T	F
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28

December

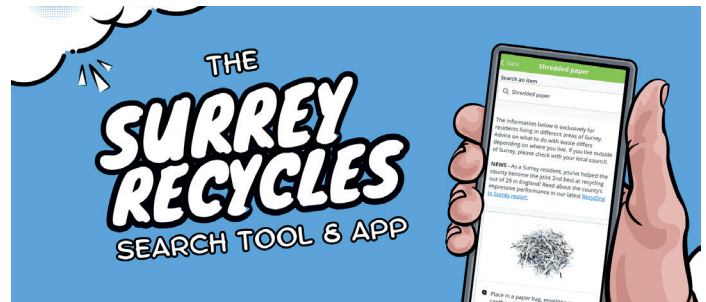
M	T	W	T	F
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
See 2026 calendar guide				

RECYCLING BIN clean, dry and loose

Dry paper	Dry cardboard	Metal tins	Metal cans	Foil
Plastic bottles	Plastic pots	Plastic tubs	Plastic trays	Glass bottles and jars

RUBBISH BIN bagged and securely tied

Plastic bags and cellophane	Black bin bags	Crisp packets and wrappers	Polystyrene	Nappies
Food and drink cartons	Tissues and wipes	Greasy pizza boxes	Coffee cups	Plant pots



CHECK BEFORE YOU CHUCK

It's tempting to recycle everything in sight, but not everything can be recycled. When non-recyclable items are placed in your recycling bin it's known as 'wish-cycling'. It's a big deal because it can ruin the rest of the recycling inside the collection truck and costs a lot to sort out.

To avoid wish-cycling you can check before you chuck. For any items you're unsure about (for example foil, shredded paper, food and drink cartons), use the Surrey Recycles search tool, also available as a free app. It's a quick and easy way to ensure you are putting the right things in your bins. Find out more at surreyep.org.uk

TOO BIG FOR THE BIN? REQUEST A BULKY WASTE COLLECTION

If the item you're getting rid of won't fit inside a black rubbish bag, it's too big for the bin - household or communal. Please take it to the Martyrs Lane Community Recycling Centre or arrange a bulky waste collection via the Joint Waste Solutions website: jointwastesolutions.org/request.

Residents receiving either Council Tax or Housing benefit are eligible for a concessionary rate. Please enter your benefit reference number at checkout.

Number of items	Standard charge	Concessionary rate
1	£42	£21
2	£67	£33.50
3	£92	£46
4	£117	£58.50
5	£142	£71
6	£167	£83.50
7	£192	£96
8	£217	£108.50
9	£242	£121
10	£267	£133.50

MONEY SAVING TIP

The cost per item gets cheaper the more items you have collected so it's worth coordinating bulky waste collections with your neighbours.

ALWAYS USE A REGISTERED WASTE CARRIER

It is your responsibility to make sure your waste isn't dumped illegally, even if someone is getting rid of rubbish on your behalf.

How to avoid a fine:

- Refuse unexpected offers to take away your waste. Also avoid traders who knock on doors or use unverified adverts eg contact through social media.
- You must ensure you use a registered waste carrier. You can see if they are registered by looking on the Environment Agency's public register or by calling **03708 506 506**.
- Ask your trader what will happen to your waste. Reputable waste carriers won't be offended by reasonable questions.
- Get a receipt or invoice including the waste carrier's contact details, and keep this safe.

FREE TRAINING: GREENER FUTURES



If you are passionate about the environment and want to further your knowledge and understanding of climate change and decarbonisation, register now for our **free** 'Greener Futures' one day training course.

Delivered by Ridge and Partners LLP, experts in the built environment, the training will cover:

- What is carbon literacy?
- Effects of climate change
- The global and local context
- Carbon myth-busting
- Our influence

The one day training course will take place in person, at the Civic Offices (Woking town centre) on **Friday 14 March 2025** between 10.30am and 4.30pm. Lunch will be provided. There are 16 places available. To register, please email residentengagement@woking.gov.uk or call **0300 373 0373 (option 4)**.

MARTYRS LANE COMMUNITY RECYCLING CENTRE

This facility is open 7 days a week, 9am to 4pm. The Revive re-use shop is open at the weekend, where you can pick up all sorts of treasures including garden furniture, shelving, and kids scooters for a bargain price.

Surrey residents need to show proof address to enter. Vans, pickups and trailers need a permit. Visit Surrey County Council's website for more information.



COMMUNAL BIN STORE REVIEW



Images like the one above are all too familiar and cause a problem for tenants, collection crews and estate cleaning teams.

Shared bins are a shared responsibility and we need to work together to ensure your waste is disposed of correctly and your bin stores remain clean, tidy and free of obstructions.

What we are doing:

- auditing and inspecting our 73 bin stores
- working with Joint Waste Solutions to identify the correct bin capacity for each block
- carrying out repairs and maintenance to bin stores where needed
- making sure bin stores are secure and have relevant recycling information
- sweeping bins stores weekly and jet washing them monthly

What we need you to do:

1. Report missed bin collections as soon as possible, online at jointwastesolutions.org
2. Please put the right items in the right bin (see page 4) and remember, recycling should be clean and loose, not bagged.
3. Close the bin lid. This helps to contain odours, stops vermin getting in, and prevents waste from falling out during collection. If the lid won't close, the bin is full.
4. If the bin is full, do not leave bin bags on the floor or pile them on top of the bin. Please take your rubbish to the Martyrs Lane Community Recycling Centre (the tip).
5. Do not obstruct the bins. Collection crews are on a tight schedule. If they can't get to a bin, they will not empty it and it becomes the responsibility of tenants to clear and dispose of the overflow.
6. Don't put batteries or vapes in bins as these can cause fires. Most supermarkets have battery recycling bins or you can pop them in a small clear bag and hand to your collection crew.
7. If you're moving out or having a clear out, do not use the communal bins. Filling them with unwanted household items, furnishings or excess packaging, makes it difficult for you and your neighbours to dispose of everyday rubbish and recycling. Go to the tip or arrange for larger items to be collected (see page 5).

PLEASE REMEMBER

Anything left in the bin store, not in a bin, is classed as fly-tipping. Those **'who breach their household waste duty of care'** will receive a £400 fine.

THRIFTY TIPS: CLEANING

SENT IN BY JOHN BRADSHAW

Our Victorian ancestors used what most people have in their store cupboards as cleaning agents. So can you.

Baking soda combined with water makes an effective abrasive paste to clean hard surfaces such as worktops, tiles and sinks.

Vinegar and water, in a 50/50 solution, is an ideal glass and mirror cleaner. Apply with crumpled newspaper to remove stubborn marks and buff to a shine.

Lemon juice can be used to dissolve stains on white clothes and linen. It can be applied directly on the stained

area and left for a few minutes before laundering. Half a lemon dipped into salt can be used to clean the inside of copper saucepans.

Tomato ketchup is an excellent brass cleaner.

Kitchen salt can prolong the life of cut flowers. Add a teaspoon to your vase.

Bicarbonate of soda and lavender oil can be sprinkled over smelly carpets and rugs. Leave overnight and vacuum the next day.

Walnut halves, gently rubbed over the surface of antique furniture can remove scratches.

Disclaimer: These cleaning methods are not tested by Woking Borough Council. We recommend doing your own research.

RESIDENT ENGAGEMENT UPDATE

Our Resident Engagement team has had another busy few months and has been pleased to see many of you getting involved and having your say.



MINDFUL CRAFTS AT FEEL GOOD FEST

We were invited to join in the fun at Surrey County Council's Feel Good Fest in January, which took place at Goldwater Lodge in Goldsworth Park. We talked to tenants about their wellbeing while engaging in mindful crafts such as colouring and painting salt dough decorations. You will see us at more community events like this one as a way of keeping in touch with you, but in the meantime, scan the QR code to see our salt dough recipe and have a go at home!



RESIDENT AND LANDLORD PARTNERSHIP CHAIR APPOINTED



Hazel, Chair



Dee, Vice Chair

The Resident and Landlord Partnership is pleased to announce the appointment of Hazel Grobler as its Chairperson, and Dee Taplin as Vice Chair (pictured).

The Resident and Landlord Partnership meets monthly and attendees include tenant and leaseholder volunteers. The partnership reviews and scrutinises the performance of the housing service. Most recently, members have received updates and shared their views on:

- stock condition survey progress
- housing communications
- the council's Housing Improvement Programme
- the Housing Revenue Account Business Plan (see page 2)

WRITE FOR WOKING@HOME

We want our communication with you to be meaningful and engaging. If you enjoy researching and writing articles or generating captivating written or digital content - we want to hear from you! As a member of the Woking@Home editorial team not only will you be helping to create authentic content that resonates with readers, you'll also gain valuable, proven experience which you can add to your CV. Email residentengagement@woking.gov.uk to volunteer.

CHECKED BY RESIDENTS FOR RESIDENTS



You may have started to notice this stamp on letters and newsletters you receive from us. It means the document was checked by our tenant and leaseholder volunteers before it was sent to you.

Our volunteers ensure the information we send out is transparent, easy to understand and accessible. They are also helping us to improve the format and frequency of our communication so that tenants feel more informed.

Byfleet recreation ground, Hazel Grobler



NEW PHOTO COMPETITION

Send your seasonal snaps or community photos to residentengagement@woking.gov.uk. Not only could you win a £25 Amazon voucher, your photo may also feature on the front cover of Woking@Home. Remember to seek permission from anyone featured in your photos before taking them.

USEFUL CONTACTS

HOUSING SERVICES

For all housing related enquiries, issues or emergencies, please call **0300 373 0373 (24hr)** and select one of the following options.

- Option 1 – Gas servicing and repairs
- Option 2 – Make an automated payment
- Option 3 – Paying your rent or service charge
- Option 4 – All other housing queries (excluding housing benefit)

HOW TO REPORT A REPAIR

To make reporting repairs as easy as possible, you can contact us via the following methods:

- ☎ **0300 373 0373** (option 1, then option 3)
- ✉ **housingrepairs@woking.gov.uk** please include your full address and photos of the issue where possible.
- 🖱 **woking.gov.uk/report-it**

For urgent heating issues, please call Smith & Byford on **0208 722 3431**.

If you suspect a gas leak, you must call the National Gas Emergency Service on **0800 111 999** immediately.

OTHER COUNCIL SERVICES

Housing benefit
Call **01483 755855**

Report a missed bin
Go to **jointwastesolutions.org/report**

Report ASB
Go to **woking.gov.uk/asb**

Make a complaint
Email **housingcomplaints@woking.gov.uk**

Sign-up to a focus group
Email **residentengagement@woking.gov.uk**

SIGN UP TO THE COUNCIL'S WEEKLY E-NEWSLETTER

Go to **woking.gov.uk/enewsletter**

FOLLOW US ON SOCIAL MEDIA

- ✕ **x.com/wokingcouncil**
- f **facebook.com/WokingBC**
- @ **instagram.com/wokingcouncil**

WHO'S KNOCKING AT THE DOOR?

We are currently working with the following contractors who might require access to your property for the following reasons. You will never be asked to provide any personal details such as your date of birth or banking details. All contractors working on our behalf will carry identification (ID).

Contractor	Works
COMMUNAL AREAS ONLY	
Bailey Partnership	Fire safety surveying
In-Line Fire Safety	Fire door inspections
Integrated Water Services	Water hygiene testing and maintenance
Just Ask Estate Services	Estate cleaning
Surrey Fire and Safety	Fire alarm system inspections
Lawtech Group	Lakeview cladding installation
IN PROPERTIES AND COMMUNAL AREAS	
T Brown Group	Kitchen, bathroom and adaptation installations
AD Construction Group	Door and window installations
Beechwood Fire Protection	Fire safety works
Milestone South East	Roof replacements
Mountjoy	Repairs and maintenance
NRT Group	Electrical testing and maintenance
Ridge & Partners LLP	Stock condition surveying
Smith and Byford	Heating and hot water maintenance

DO YOU NEED HELP UNDERSTANDING THIS INFORMATION?

এই তথ্যটা বুঝতে আপনার কি কোনো সাহায্য লাগবে ?
 শুনুন আমা মাঙিতীনে সমজবামাঁ সভায়নী জরুর ছে ?
 کیا آپ کو مدد درکار ہیران معلومات کو سمجھنے کے لئے ؟

Czy potrzebujesz pomocy w zrozumieniu tych informacji?

☎ **01483 743 824**

✉ **marketing.communications@woking.gov.uk**