



Housing Operations Support Team

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Community & Estates Development Newsletter Summer '25

Contents

Introduction.....	2
A new way to keep you informed.....	2
Block safety.....	3 – 4
Outdoor Clothes Drying.....	5 – 6
Report an abandon vehicle.....	7
Tenants Cookbook.....	8
Share Your Feedback and Get Involved...	9

Introduction

Hello and welcome to the first edition of the Waverley blocks newsletter. In this twice-yearly newsletter we will cover issues relating to communal shared areas including block safety, cleaning, ground maintenance, etc. If there is anything you would like us to cover then please get in touch.

A new way to keep you informed

We recognise that our customers are increasingly accessing information online; therefore, we have decided to create a new online newsletter while providing a limited number of paper copies for residents of our senior living schemes.

Why we are going digital:



Eco-friendly. Going digital is environmentally friendly. It reduces paper waste, ink usage and transport related emissions caused through postage.



Lower costs. Digital newsletters are more cost-effective than print as there are no costs related to printing, paper, or postage.



Interactive content. Digital newsletters support immersive content. We can include graphics, audio, videos, and clickable links. We'll also be able to analyse what our customers are reading and interested in.



Accessible content. Readers will be able to change font size, have 'read aloud' and translate where English isn't their first language.

Block Safety

Waverley Borough Council is responsible for ensuring that communal areas are kept free from obstructions, items left in a communal spaces present significant high fire and health & safety risks therefore it is prohibited for residents to leave items in communal areas.

Items left in communal areas can be flammable, encourage a fire to spread, cause trip hazards and block exit points which could result in a delayed evacuation should an emergency occur.

Please do not put the lives of your family and other residents in the block at risk by leaving items in the communal areas.

Residents will be charged a fee for collection, storage, and disposal if obstructions are identified by our team.

Cupboards located in communal areas:

- All cupboards should remain locked.
- Do not store any items in meter cupboards.
- Do not store flammable materials in cupboards.



DO NOT PROP OPEN FIRE DOORS, INCLUDING COMMUNAL FRONT AND BACK DOORS, IN COMMUNAL AREAS



Garden Maintenance and Gutter clearance – path work repair

The Team have appointed High Clean to carry out gutter clearances across the borough. Aitken House, Fieldway, Middlefield, Weavers Gardens, Oglethorpe and Vernon Court have all had spot gutter clearance work & a number of flats have had gutter clearance as part of our roofline works.

Looking ahead the team are planning to tender for a regular service will keep tenants updated in the next newsletter.

Path work repairs

Good news that we are setting aside a new responsive repair budget in 25/ 26 for spot path work repairs and potholes in communal block areas.

This year we have managed to improve path work at The Meads, Vernon Court, Broom squires, Kiln Avenue, Hill House at Glen Court

Grounds maintenance

Introducing Jess our new Green Spaces monitoring officer who we work closely with in reporting areas not up to the required standard in Grounds maintenance.



E-Scooters and E-Bikes

Charging your e-Bike or e-Scooter

The majority of fires related to e-bikes and e-scooter have happened in homes. These fires are often caused when charging batteries.

- Please pay special attention to bike conversion kits. Do not attempt to modify or tamper with the battery. Always follow the manufacturer's instructions.
- Reduce the risk of overheating.
- Batteries can get warm during their use. Allow them to cool down before attempting to re-charge.
- Batteries should always be charged on hard flat surfaces where heat can dissipate.
- Batteries can also pose a risk if they have been damaged, so try to ensure they are not getting knocked around while in use or while being carried.
- Batteries should also never be exposed to extremes of temperature.

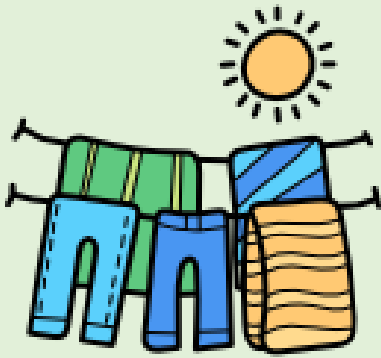
Follow the instructions

- Always follow manufacturers' instructions when charging
- Never leave it charging unattended or charge it while you are asleep.
- You should always make sure you unplug your charger once it's finished charging.
- Always use the correct charger for your batteries and buy any replacements from a reputable seller.



Where to charge your batteries

- Never block your escape route with e-bikes or e-scooters
- Store and charge them somewhere away from a main through route or exit
- Make sure you and your family have an escape plan in place in the event of a fire.
- Always call 999, never try to fight the fire yourself



The Resurgence of Outdoor Clothes Drying: More Than Just Energy Savings

In an era of increasing environmental awareness and rising energy costs, a traditional practice is making a comeback: drying clothes outdoors. While tumble dryers have become essential in many households, there's a growing recognition of the multiple benefits associated with hanging laundry outside to dry.

Energy and Cost Savings

The most obvious advantage of outdoor drying is the significant reduction in energy consumption. A 2023 survey revealed that over a third of households reduced their tumble dryer usage to cut energy costs. With an average household spending nearly £200 annually on tumble dryer operations, the potential for savings is substantial.



Environmental Impact

Beyond financial considerations, the environmental impact of tumble dryers is considerable. A household using a dryer 200 times a year could generate nearly half a tonne of CO2 emissions. In contrast, line-drying clothes produces zero emissions, aligning with efforts to reduce carbon footprints and combat climate change.

Weather Considerations

While British weather is notoriously unpredictable, there are still opportunities for outdoor drying. The UK experiences between 40 to 70 days of ideal drying conditions annually, with the best times typically between midday and 5 PM. July, August, and September offer the most favourable conditions, particularly in south eastern England and eastern Scotland.



Additional Benefits

Outdoor drying offers several advantages beyond energy and cost savings:

Natural Bleaching: Sunlight acts as a natural bleaching agent, helping to keep white clothes brighter.



Antibacterial Properties: UV rays from the sun help eliminate residual bacteria, resulting in fresher-smelling laundry.

Longevity of Clothes: Line-dried clothes typically last longer than those subjected to the heat and tumbling of dryers.

Fresh Scent: Many people prefer the fresh, outdoor smell of line-dried clothes to the artificial scents of dryer sheets.



Practical Considerations

To maximise the benefits of outdoor drying, consider the following tips:

Check local weather forecasts to plan laundry days.



Invest in a sturdy, weather-resistant clothesline or drying rack.

Use clothespins to prevent items from blowing away in the wind.



Consider a retractable or foldable system for space-saving when not in use.

While tumble dryers offer convenience, the multiple benefits of outdoor drying – from cost savings and environmental protection to improved laundry quality – make it a practice worth reconsidering. As energy costs continue to rise and environmental concerns grow, the simple act of hanging clothes outside to dry represents a small but significant step towards more sustainable living.

By embracing this traditional method with modern considerations, households can contribute to energy conservation, reduce their carbon footprint, and enjoy the numerous benefits of sun-dried laundry.

Report an abandoned vehicle

If you suspect a vehicle has been abandoned, please check to see if it has road tax and valid MOT by entering the registration number and make of vehicle on [GOV.UK](https://gov.uk)



Important

If the vehicle has road tax, MOT and there are no parking restrictions where it is parked on the public highway, we probably won't be able to treat it as an abandoned vehicle.

What is an abandoned vehicle?

We consider several issues to decide whether or not the vehicle can be classed as abandoned and it is likely that at least some of the following will apply:

- Has no registered keeper on the DVLA's database and or is untaxed, without MOT or subject of a Statutory Off-Road Notice
- Has been stationary for a significant amount of time
- Is burnt out
- Is significantly damaged, run down, hazardous or unroadworthy, for example, has flat tyres, missing wheels and or broken windows or other hazards
- Number plates are missing

How to report an abandoned vehicle?

Situation	What to do
Vehicle on the public highway which is untaxed , with no other issues.	Report an untaxed vehicle on gov.uk
Vehicle on the public highway which is registered as being subject of a Statutory Off Road Notice (SORN) , with no other issues.	Report an untaxed vehicle on gov.uk
Vehicle on the public highway, with a number of the above issues Or Vehicle on open land - includes WBC Housing land and private land or private roads, that is accessible and open to the public.	Use our online form to Report an abandoned vehicle You need to tell us: <ul style="list-style-type: none">• Your name, address and contact details• Information about the vehicle - registration number, make, model, colour• Where the vehicle is abandoned• What is wrong with it – refer to the list above• What actions you have taken so far You can also call us on 01483 523524
Vehicle is blocking a public road or footpath	Call the police on 101
Vehicle is on fire or being vandalised	Call the police on 999

Homemade Ice-Cream

Prep Time: 15 Mins
Freezer Time: 3 hours
Quantity: 1 Litre



Tenants Cookbook

Ingredients

- 2 cups* double cream (approx. £1.00)
- 1 can Sweetened Condensed Milk 300ml (about 10.14 oz) can size (approx. £1.15)
- 2 tsp vanilla extract (£1.50 investment ingredient)
- In cooking, a cup is a standard unit of measurement equivalent to approximately 240ml (about 8.12 oz).



Optional ingredients



- 1 cup of your favourite biscuits, sweets, or fruit, crumbled.

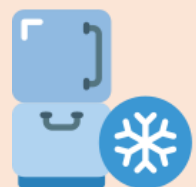


Instructions



- Using a stand or hand mixer, whisk whipping cream for about 2 minutes. You want to create a stiff cream so do not rush.

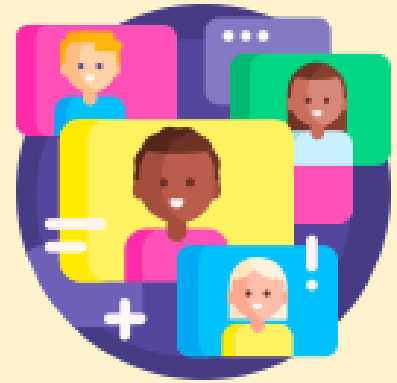
- Set it aside.
- In another bowl. Add the condensed milk and the vanilla whisk together until smooth.
- Now scoop out 50% of the whipped cream into the condensed milk bowl
- Using a rubber spatula gently fold the whipped cream into the condensed milk
- Be gentle as we do not want to crush the whipped cream and force the air out,
- Now, fold the whipped cream + condensed milk combo into the remaining whipped cream.
- Fold gently and mix
- This is when you can gently fold in your flavouring of choice!
- Pour the mixture into a loaf tin and place into the freezer for 3 hours.
- Enjoy!



Share Your Feedback and Get Involved

The Community Estates & Development officers are committed to understanding what it takes for your community to thrive.

Listening to and focusing on activities that support and involve the community, whilst working to ensure all activities are focused on the day-to-day management of all sites and delivered efficiently, to a high standard, ensuring financial value and tenant satisfaction.



We value your feedback



- What do you think of our new online newsletter?
- Are there any topics you'd love to see featured in the next issue?
- We'd also love to hear any suggestions you have for making our newsletter even better.

Please take a moment to share your thoughts through our quick feedback survey using the link [Here](#) or scan the QR Code—your feedback truly matters!

Help us make our housing better by getting involved

If you are interested in helping us to make our housing service better, we have several tenant involvement opportunities and activities available. As a tenant or a leaseholder, you can have your say, and influence future changes and improvements to our housing services.

You can visit [Our tenant groups](#) page on the Waverley Borough Council Website



You do not need to join a group to be involved with us, we are always looking for residents who are just willing to give their views on our housing service. If you would like more information on getting involved, or will like to have an informal chat with our tenant involvement officer, please call us on 01483 523196 or email TenantInvolvement@waverley.gov.uk

