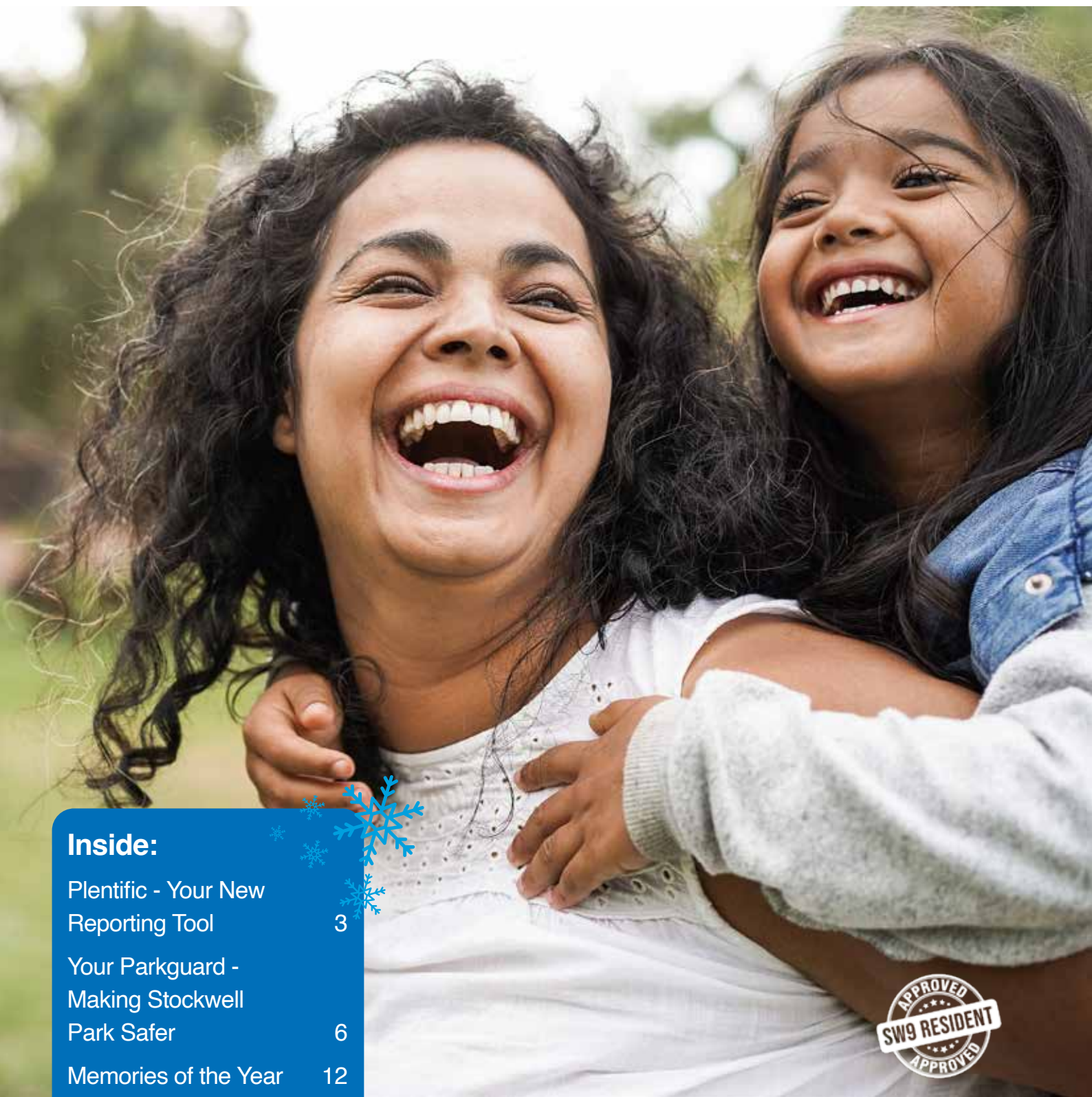




Your SW9 News



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Welcome



The festive season is nearly here, and SW9 is gearing up for some exciting activities we will be delivering to you.

Before we look forward to the year's end, we are taking the opportunity in looking back over SW9's 2023.

On October 1, Sovereign Housing, and our parent company Network Homes, merged to form Sovereign Network Group (SNG). The proposed merger was announced in March and was approved in early September. SW9 Community Housing remains your resident-led, social housing charity, responsible for delivery of services and engagement opportunities, and will continue to do so.

We are looking to recruit members from our community to serve on the SW9 Board. I encourage you to consider and apply. More details can be found on page 11.

Early September saw the return of the SW9 Community Fest, which was held in Slade Gardens. We were very lucky with the weather – one of the hottest days of the summer – and amongst the highlights of the day was seeing so many of our residents and community 'partners' enjoying themselves. Some images of the day are featured in following pages. If you were able to join us, we hope that you had a good time.

We hope you enjoyed the SW9 Christmas Fair in early December; a feast of festive fun.

And from all of us at SW9 Community Housing, I wish you and your families a safe and happy Christmas and hope to see you in 2024.

Delroy Rankin
Executive Director

Our Christmas and New Year Opening Hours

Here are our Opening Hours for Christmas and New Year

December 25 Closed
 December 26 Closed
 December 27 9am - 5pm
 December 28 9am - 5pm
 December 29 9am - 5pm

2024
 January 1 Closed
 January 2 10am - 5pm



Plentific - Your Repairs Online Reporting Tool

We now offer our General Needs tenants the ability to report and track repairs that are inside their home. Plentific is an easy, step-by-step tool you can use to log a repair. To access the service, please visit our website.

You will need your Rent Payment Reference Number and full contact details for us to let you know when we can attend your repair, or to give you updates on the progress of your repair.

Once you have logged your repair, we will send you a confirmation email.

Plentific is for repairs that are inside your home only, and again, is only available to our General Needs tenants.

More information can be found on our website or scan the qr code here.



Sovereign Network Group

The formal agreement to merge Sovereign Housing and Network Homes was confirmed on 1 October with the new organisation now known as Sovereign Network Group (SNG).

The organisation has over 82,000 homes, and over 210,000 customers across London, Hertfordshire and the south of England.

Mark Washer is the Chief Executive Officer of SNG and Helen Evans the Deputy Chief Executive.

For more information on the merger, please visit our website.



The 2024 Community Calendar

Local resident and artist Salome Russell held workshops with some of our younger residents to create our 2024 calendar for you to enjoy. This year's theme was Natural Phenomena.



Parking Changes around the Stockwell Park Estate

As part of the vast regeneration programme that is being undertaken by Sovereign Network Group, the roads and pavements across the estate are being transformed.

The changes will lead to an increase in off-road parking, major investment in upgrading the undercroft garages, increased security, and easier driving through the estate, amongst other benefits.

We advised you on the changes that were to commence in mid-August; here's a summary of the changes so far.

The Stockwell Park Walk Car Park, situated outside Lambert House, was permanently closed in August. If you have previously used this car park and are still trying to find an alternative space, please contact us by email at neighbourhoods@sw9.co.uk or visit our reception.

No vehicles can park on the western side of Stockwell Park Road, from Chute House and the section of Aytoun Place that runs alongside Lambert House; this part of the estate is now double yellow lined. Again, please contact us if you are experiencing problems finding an alternative space.

If you are a Blue Badge holder, contact us and we will work with your specific requirement.



These changes, forming part of the wider regeneration project, will lead to a more secure and pleasant environment for everyone.

Please contact us by email at neighbourhoods@sw9.co.uk or visit our reception.



Help us to keep our Estate clean and hazard-free

A lot of you have let us know that you don't like to see dumped waste across Stockwell Park. Fly tipping – the illegal dumping of solid or liquid waste – is a nuisance, a health & safety, and fire hazard. It is also a form of anti-social behaviour and can be dangerous for children.

We want to encourage the continued use of the bins and chutes provided rather than dumping food waste and bulky items. Dumping items encourages others to follow suit. Waste needs to be disposed of correctly to avoid the blocking of chute openings. Dumped food waste encourages vermin such as foxes and rats.

Please ensure that all shared, communal areas are kept clear. Again, any build-up of items in these shared areas causes a fire, and health & safety hazard.

We want to keep our estate as clean and hazard-free as possible, and we ask you to help us with this. SW9 offers a bulk waste collection service – and it's free! If you have bulk waste to be collected, please email our Estate Services team: EstateServices@sw9.org.uk, or call us on 0207 326 3700, option 1. More information can be seen on our website.

Lambeth Council also offers a bulk waste collection service. The council has partnered with a charity – Emmaus – allowing residents to book a free collection of reusable bulky items. For the removal of non-recyclable bulky items, there is a charge. You can contact Lambeth's Streetline – Bulk service on 0207 926 9000, option 1. More information can be seen on the council's website.

Let's all try to avoid the unsightly issue of fly tipping and help towards keeping our Estate clean and a pleasant place to live.



Condensation, Damp and Your Home

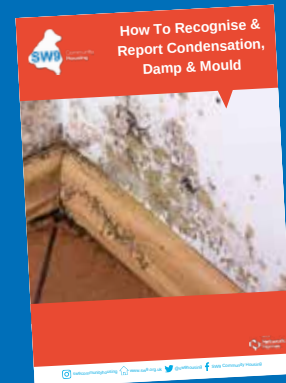
At any time but especially during the winter months, condensation can become an issue.

We start to feel the cold more and spend more time inside our homes, which can lead to greater humidity and an build-up of moisture. Condensation can turn into damp and mould, but there are a great deal of things we can do to prevent this. These include ensuring our kitchen and bathroom doors are closed to avoid excess moisture; wiping

down and drying surfaces after we finish using them; not over-filling wardrobes or cupboards to enable good air circulation; opening windows slightly in regularly-used rooms.

If you recognise a build-up in condensation, you can follow simple steps including using fungicidal wash to wipe down affected walls and window frames, and using fungicidal paint for interior decorating.

However, if you think the problem is more severe, you should contact our Repairs Team on **020 7326 3700**, or email **Repairs@sw9.org.uk**



We produced a leaflet, Condensation, Damp & Mould, which contains more information on how to recognise and report any sign. Please see our website for more details on how we can work together to combat this.

Please do not use Allpay to pay your rent or service charge



In early July we brought in new payment methods to be used when you need to make a payment to us. One of the changes that came into effect was that we no longer use the Allpay options.

We would ask that you discontinue to use the Allpay card or the Allpay online website service, to pay your rent or service charge. Our new payment provider is PayPoint.

If you need further information, please contact our Income Team on **0207 326 3700** or email **Rents@sw9.org.uk**. You can also visit our website which highlights the payment options available.





What Does Parkguard Do?

Parkguard provides a patrol service for the SW9 community. This services helps towards making a positive contribution to keeping your home and the estate safe as possible.

Information is gathered monthly and collected for review throughout each quarter of the year. The table below has figures relating to the first quarter of 2023 (April to June 2023).

Incidents	Q1	Commentary
Drug Paraphenalia	141	Waste relating to drugs and/or equipment is reported and removed.
Littering	173	Reported and removed.
Fly Tipping	25	Reported to be removed/further action taken. We have a Bulk Waste Collection service which is free of charge. Fly Tipping is a form of ASB.
Weapon Sweep	38	The whole estate is swept every month.
Homelessness	66	Homeless persons are moved to a safe space and are referred to Social Services.
Urination	10	Moved on and/or reported so area can be cleaned.
Requested to Leave Estate	80	
Warning & Advised at Scene	93	

If you witness ASB, you can contact Parkguard on 020 7737 1164. If it is an emergency, you must dial 999.

Providing the data and commentary above, Parkguard helps us towards keeping our community as safe as we can.

What's Been Happening At SW9?

Sunny Trip to Margate

In early September we were joined by 45 of some of our more vulnerable residents as we took a coach trip to the coastal town of Margate.

And because we wanted the day to be as jovial as possible, it was a very leisurely time to enjoy informally; fish and chips, having some ice cream, and just taking in the late summer sun. The whole day went well.



We received a letter from one of our residents of Helmi House, saying how much she enjoyed the day, and our Tenancy Support Officer, Novelette Ellis, received a lovely message from one of our residents, Mary, who stated that she

“just wanted to say thank you to all the team regarding the wonderful coach trip to Margate. Please bear me in mind for any future trip”.

We certainly will, Mary!

SW9 Community Get Together in Numbers

This last summer saw the return of the SW9 Community Fest, after almost four years since the previous event.

With over 200 SW9 Community Housing residents gathering at Slade Gardens on what was the hottest day of the year, there was laughter, cheer, and plenty of ice cream!

The summer also saw our popular trips and activities take place; from a day trip to Brighton to young ones letting loose at Laser Quest, over 120 residents took advantage of the great opportunities.



What's Been Happening At SW9?

Black History Month

Did you enjoy the exhibition we held throughout the month of October at our SW9 reception?

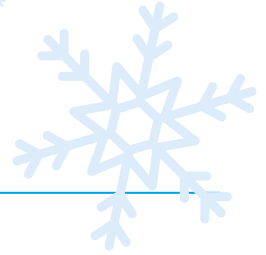
Titled 'People & Power', the display looked at how many local people have fought for racial equality in the community, during the past 100 years.



Training

At SW9, we have a huge selection of training opportunities for our residents, from our Educational and Employment Grants service, online training and face to face training which include first aid courses and truck driving training.

With the New Year coming, you probably have some resolutions to learn a new skill and so we encourage all our residents to take up these great opportunities. Simply check out the Get Involved section on our website.



JESSUP

In the last edition of Our Community News, we featured a SW9 local committee group, JESSUP, who have since been busy, busy, busy!

From volunteering with SW9 events, they are currently planning for the SW9 Christmas Hampers for delivery to 100 of our most vulnerable residents. JESSUP personally shop around, pack and deliver these hampers and more importantly, bring shiny smiles for our community. The group is also planning to hold a New Year's lunch gathering; look out for more details coming soon.

If you're thinking of joining JESSUP please contact the group at jessupunited1@gmail.com.

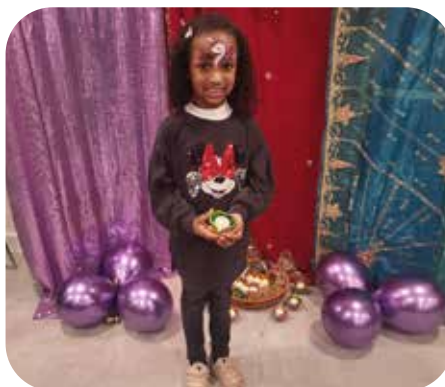
JESSUP's Christmas Market was held at the Resource Centre in late November. Our residents and local community were able to purchase and sell gifts and pre-loved items, including vintage clothing, cakes, homemade goods and stocking fillers, all just in time for Christmas.



Cultural Diversity

SW9 hosted its first Diwali celebrations - Festival of Light, as it's popularly known as – on the 18th November.

There was an exhibition on the meaning of Diwali for Hindus, Sikhs and Jains, as well as plenty of dancing, adornments of henna and colourful clothing and traditional Indian snacks.



Forthcoming Events



Christmas Events at The Trust

Friday 15th December 5pm

FREE 'Cocktails and Karaoke with The Brixton Chamber Orchestra'

Festive drinks and karaoke at 5pm followed by a performance by The Brixton Chamber Orchestra at 7pm!

Friday 22nd December

FREE 'Christmas Dinner & Company'

A free Christmas meal for those who may be feeling lonely or are sleeping rough this Christmas

Events are FREE and open to everyone!

Stockwell Park Community Trust
21 Aytoun Place, Stockwell, London,
SW9 0TE

www.thetrust.org.uk
0207 924 9899



New Year, New You!

Women only free exercise classes

- Every Mondays (from 8 January 2024)
- 6:30pm to 7:30pm
- SW9 Learning Centre,
153 Stockwell Road
SW9 9FX

SW9 is proud to team up with Personal Trainer, Cherrise Lorenza, for a 12-week women-only, full body conditioning sessions with a mixture of strength and cardio exercises.

No equipment required, just your willpower!

A great chance to create a healthy body and mind whilst meeting new people. Open to SW9 female residents aged 18 years and over, and of all abilities.

Places are limited, so book your place by 31 December 2023 by emailing getinvolved@sw9.org.uk or call 020 7326 3700.

Places for the classes are limited, so book your place by 31 December 2023 by emailing getinvolved@sw9.org.uk or call 020 7326 3700.

Join the SW9 Board or Committees

The Board Needs You!

Did you know that SW9's Board and Committees are comprised of residents like you? If you would like to make a positive difference to living and working around the estate, then we'd welcome you to get involved. There is no experience required, and we will provide training, and the chance to attend one of our committees so that you can see what it's all about.

We are actively recruiting for members; why don't you apply?

Email us at Board@sw9.org.uk or telephone 020 7326 3700 for more information.



Collaborating with Residents to Improve the Estate



We'd love you to join us on a scheduled inspection of the block where you live. This is a great opportunity for us to listen and act on any concerns that we need to address for you.

Please see the Block Inspections' calendar on our website, to find out when the team will next be visiting your area, which is updated every month. We will also display the date for when we are visiting your block for an inspection, on your communal noticeboard.

On the Your Home page of our website, you will be able to see the results of the Block Inspections; this will be updated monthly. The scoring of the results is also explained and is based on the Housemark Window Cleaning and Grounds Maintenance Standards guide which also features on our website.

If you need to speak to our Estate Services team about the Block Inspections results, you can contact them on EstateServices@sw9.org.uk or via telephone on 020 7326 3700, option 1.

Memories of the Year

During this past year, we hosted several activities and events for the community. Take a short a trip here down memory lane...



Crafting at the Community Fair



Celebrating Eid Mubarak together



Yes, I can be a pilot!



Several Laser Experience 'sharp shooters'



Margate, sunhats, amusements and Fun, Fun, Fun!



Long-standing resident and member of the JESSUP Committee, Marcia, with an Easter Hamper



One of our younger residents with her Easter Egg prize



SW9 hosted its first Diwali celebrations - Festival of Light

Christmas Spot the Difference!

Spot 8 differences correctly to be entered in a prize draw to win a gift card of your choice, up to the value of £30.



When you've found the differences, please return your answers by email to GetInvolved@sw9.org.uk. Send your entries by **8 January 2024**.

Regeneration

We've started the ambitious programme of undercroft refurbishment at Barret House and Crowhurst House. As a result of the wider project you'll have seen the double-yellow lines on Stockwell Park Road, this is so that vehicles can circulate safely whilst works roll out across the estate. Aytoun Road is now blocked to through traffic.

Works to Aytoun Road, Aytoun Place, Stockwell Park Road and Rumsey Road are due to be completed by March 2025.

Please ensure you and your children do not enter secure construction areas at any time.

Noisy working hours are between 8am-6pm Mon-Fri, 8am-1pm Sat.

We will continue to liaise with individual homes on front doors' access.

You can contact Aleks Aydin (Resident Liaison Officer) between the working hours of Monday - Friday 9am - 5pm.

- Email: aleks.aydin@sng.org.uk
- Telephone: **0300 373 0015**



Aytoun Road Project:

We are pleased to report that all site activities are on track as per the current schedule.

Works to the reinstated play area are progressing well.

Practical completion is expected by the end of November with handover of units scheduled for mid-December. Aytoun House will be ready in the early New Year.

Crowhurst Lift:

We are delighted to inform you that the lift installation has been successfully completed.

Our next step is to install a steel railed security gate to the main lift entrance.

Crowhurst Lift is scheduled for handover mid-December.

How we are doing?

Performance Indicator	Target	Oct 2023	Our Improvement Plan
ASB Cases Responded to on time	100%	85%  (YTD)	We have now updated our ASB process and hope to see an improvement in speed of our responses. We also have Parkguard on site who are helping us to deal with ASB that is happening across the estate as incidences occur. They work closely with our CCTV team to make sure any issues are dealt with promptly
Blocks with valid fire risk assessments	100%	100% 	Fire Safety is incredibly important to us. We work closely with our parent organisation, SNG, to ensure that all blocks have a fire assessment on a regular basis.
Rent Collection	101%	95.08% 	Our Income Team is here to provide you with help and support when paying your rent. If you would like to speak to a member of our team, please contact 020 7 326 3700 .
Residents who took part in community engagement activities	500 per year	147 	Thank you to everyone who attended our community events, especially our summer festival which was a real success. Watch this space for our upcoming Christmas events...


Contact us



There are several ways in which you can contact us as seen below. You can also visit us in person:

Opening Hours

- Monday – 9am – 5pm
- Tuesday – 10am – 5pm
- Wednesday – 9am – 5pm
- Thursday – 9am - 5pm
- Friday – 9am – 5pm

-  www.sw9.org.uk
-  info@sw9.org.uk
-  020 7326 3700
-  6 Stockwell Park Walk, London, SW9 0FG
-  @sw9housing
-  SW9 Community Housing
-  sw9communityhousing
-  SW9 Community Housing



Making payments over the Christmas Break

With the festive season approaching it's always a challenge to juggle the costs of food and presents with other day-to-day costs like gas, electricity and your rent.

It can really help to get a budget together, and list out all the payments you have planned, so that you don't miss any rent payments that are due in December and January.

SW9's support and wellbeing service, Life and Progress offers around the clock support for all our residents, and can help with creating a budget, and other money matters including avoiding debt.

You can visit the website www.tenantcare.co.uk and enter the username SW9247 and the password tenant365. Alternatively, you can call free on 0330 094 5593

It's important to stay in touch with us if you feel you might be under some financial pressure towards the end of the year. If you are worried, please contact our Income Team on 020 7326 3700 option 1 or send us an email at Rents@sw9.org.uk.

If you are in receipt of benefits, be sure to keep the DWP informed about any changes in your circumstances, and avoid any repayments becoming due.

Life & Progress

