



Community  
Housing

# Our Community News



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# Welcome



Keeping it local

**These have been unprecedented times and I acknowledge they have been very challenging for many in our community. You may know that during lockdown SW9 operated a reduced housing management service which was necessary so that we could prioritise the most important areas of the service provision in a manner that was safe for residents and SW9 staff. We are grateful to you for the understanding and support that you have shown during the pandemic and I am pleased that we are now beginning to return our services to something approaching normality.**

As a mark of how we are returning, I want to share with you three matters of good news for Stockwell Park and neighbouring street properties.

Firstly, the latest phase of the Stockwell Park regeneration programme is now complete – the new development on Stockwell Road, Thrayle House, was transferred into the management of SW9 in July. Those residents that have lived on Stockwell Park for many years will recall the estate has had its difficult and challenging times, and on occasion people did not want to live here. It is now a place of choice. The regeneration of the estate is an example of how to merge the new with the old whilst retaining the heart of the community. This

transformation started in the mid-nineties under the previous Tenant Management Organisation and has been continued by Network Homes over the last 13 years.

Secondly, our Board has agreed that SW9 will take our cleaning service in-house from September 1 2020. This fulfils a long held promise by SW9 and means that we will be able to continue improving the service we provide to you, our residents. Having an in-house cleaning team not only means that we will be operating a model that has proven successful at other resident-led housing organisations, it also brings us a step closer to fulfilling the long held goal of the Board – to bring our repairs service in-house.

Finally I am pleased to welcome to the team our new Community Engagement and Communications Manager, Komal Doan. Komal will be working hard to make sure the resident voice is heard at SW9, as well as delivering activities at our new Resident Community Hub and separate Leaning Centre at Thrayle House.

**Stay safe and best wishes**

**Delroy Rankin**  
**Executive Director**

## Name your new community spaces

As part of the regeneration programme, SW9 has two new community spaces – a Resident Community Hub and separate Leaning Centre – just for the benefit of the SW9 community.

This is an exciting time for us as we can run activities and events to bring residents together. Although we have some great ideas about what we could run, we are sure you have even more amazing ideas.

This is your chance to let us know what kind of activities you'd like to see run at these two centres. Simply pop us an email to [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) with your suggestions or visit our website to complete an online form.

### Competition time

The two new community spaces need a name. Do you have the winning name in mind? If so, this is your chance to stamp your mark permanently as the winning names will be used to name the two spaces. All you have to do is email us your suggestions to [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk). Don't forget to include your name, age, and address as well as the reason behind your name choice.

The winning names will be announced in our next newsletter.

The deadline for name entries and activity suggestions is 14 September 2020.



# Coronavirus (COVID-19) service update and advice

## The new normal

Following the government's recent relaxation of the national lockdown measures, a number of SW9's services are now beginning to return. Some of these will be delivered in a slightly different way, so please do read the following pages to make sure you know how to keep yourself, your household and the wider community safe when dealing with SW9.

### SW9 Office reopens



The SW9 Office is now open full time. The opening hours are:

<b>Monday:</b>	<b>9.00am – 5.00pm</b>
<b>Tuesday:</b>	<b>10.00am – 5.00pm</b>
<b>Wednesday:</b>	<b>9.00pm – 5.00pm</b>
<b>Thursday:</b>	<b>9.00am – 7.00pm</b>
<b>Friday:</b>	<b>9.00am – 5.00pm</b>

When visiting the office please be aware of your own social distancing and maintain a two metre distance from others.

In addition, several other COVID-secure protocols will be in place during your visit:

- Only three people will be allowed into the reception area at any one time.
- Only two people will be allowed at the reception desk at any one time.
- Queuing positions will be clearly marked.
- You will be required to make use of the sanitising station at the door.
- Screens will be in place to minimise risk of transmission.
- Regular cleaning of the reception area will take place throughout the day.
- Public toilet facilities will be closed.

- Reception seating will not be available.
- Community computer terminals, the coffee machine and water dispenser will not be available.
- Meeting rooms will not be in use – if you require a meeting with an Officer, please contact SW9 by telephone in the first instance to arrange a way in which this can be carried out safely.
- Information will be clearly displayed reminding you of what is expected.

We thank you for your understanding and patience as we do all we can to keep you, your household and our staff safe during this time.

During periods when the office is closed, you can still use the following contact methods:

**Telephone:** 0207 326 3700

**Email:** [info@sw9.org.uk](mailto:info@sw9.org.uk)

**Website:** [www.sw9.org.uk](http://www.sw9.org.uk) using the 'Contact us' page.

### Support for older and vulnerable residents

In our sheltered schemes we've been supporting our residents through self-isolation, reaching out in particular to those who do not have support from family and friends. This includes those who do not live in the schemes. We have been following the Government's advice closely around social distancing to prevent the virus spreading and have now begun to reintroduce workshops for residents in a safe and socially distanced manner.

# Repairs return



**Simon Hall, SW9's Property Services Manager, wrote to all residents on Monday 29 June to let you know our plans to reinstate the Repairs service.**

Since the middle of July, SW9 has been working through the backlog of non-emergency repairs (including communal repairs) that built up during the lockdown period.

While we work through these, responding to urgent or routine repairs may take longer than normal. We will be completing work based on our

existing repairs priority scales and, although this means we won't be reintroducing routine repairs immediately, the intention of prioritising works in this way is so that a normal service can resume as quickly as possible. It is currently anticipated that may be likely by early September.

**In addition, the SW9 relationship with Chigwell (London) Ltd will end in October 2020. SW9 are actively procuring a new repairs contractor to take over at the end of this contract.**

## Managing your rent

We understand that some of our residents may have had their household income impacted during this time and that many have applied to Universal Credit. If you have any concerns about paying your rent and/or service charges, please contact our Income Team via the following contact methods. Advice and support are available.

**Telephone:** 0207 326 3700

**Email:** **Tenants**  
[rents@sw9.org.uk](mailto:rents@sw9.org.uk)

**Shared owners**  
[SharedOwner.Income@sw9.org.uk](mailto:SharedOwner.Income@sw9.org.uk)

**Leaseholders**  
[Leasehold.Income@sw9.org.uk](mailto:Leasehold.Income@sw9.org.uk)



## Parking restrictions back in force

Parking restrictions are now once again in force on Stockwell Park. This means you will be required to make your parking permit application from the date it expired. If you have any queries about parking, please do call the office on **0207 326 3700**.

Please note, vehicles must only be parked in designated parking areas. Vehicles parked on yellow lines, cross hatched areas or other unauthorised areas will be issued with a Parking Charge Notice.



## Should I let you know if I'm self-isolating or have symptoms?

In the interest of everyone's safety, please tell us if you're currently self-isolating, have symptoms or have been confirmed as having Coronavirus. Also, let us know if someone in the household has an underlying medical condition.

It is important we know this information to ensure members of the household and our contractors are not put at risk. It will also help us to better support you with your query and be prepared if we need to visit your property to carry out an emergency repair.

You can contact us by phone on **0207 326 3700** or by email at **[info@sw9.org.uk](mailto:info@sw9.org.uk)**



## What should I do if I'm self-isolating or unwell but have an emergency repair scheduled?

Please contact us to let us know if you're self-isolating, showing symptoms of Coronavirus (COVID-19) or have been confirmed to have Coronavirus. This is to protect you, our staff and contractors.

We will put measures in place to complete your emergency repair. If we're not able to do this, we'll speak with you about how and when we can safely gain access to your home to complete the repair.

You can contact us by phone on **0207 326 3700**, email at **[repairs@sw9.org.uk](mailto:repairs@sw9.org.uk)** or by using our website at **[www.sw9.org.uk](http://www.sw9.org.uk)**

## Can I still be evicted?

On 18 March 2020 the Government announced that, due to the current Coronavirus (COVID-19) pandemic, they will be introducing emergency legislation so that landlords will not be able to start proceedings to evict tenants for at least a three-month period.

SW9 Community Housing only ever use evictions as an absolute last resort. We will continue

to support you if you're in financial difficulty proactively and compassionately, in line with our normal processes.

Your rent (and service charges) continue to be due on an ongoing basis and any payments will have to be made to ensure that your account is not in arrears. Remember, if benefits currently cover your rent in full they should continue to do so.





## Estate playgrounds open

**SW9's playgrounds on Stockwell Park have now reopened, in line with other facilities across Lambeth.**

In order to ensure that these spaces are used safely, please follow the guidance below to stay safe during your visit.

- Use your hand sanitiser throughout your visit.
- Keep a safe distance from others at all times.
- Use a sanitising wipe on all equipment before and after use.
- Remember not to touch your face or put fingers in your mouth.
- Please do not eat or drink during your visit.
- Wash your hands with soap and water for 20 seconds when you get home.
- Please use bins provided for all rubbish, especially tissues.

**If in doubt, stay out.** Playgrounds can get very busy. If you think the playground is too busy to stay COVID-safe, please go back at another time.

## Your gas service

As they are a legal requirement we have been continuing with gas safety checks throughout the lockdown period. If you are notified about a check, please let our contractors in to carry this out, unless you're self-isolating or extremely vulnerable, and wait in a different room at least 2 metres away, for the duration of the visit.

We are not carrying out gas servicing visits to homes where someone is:

- Self-isolating or has a confirmed case of Coronavirus (COVID-19). We will reschedule this visit for four weeks later.

When an engineer visits your home, they will follow these guidelines:

- Confirm prior to entering your home whether anyone is self-isolating, or has been in contact with anyone who has been diagnosed with Coronavirus or has recently gone into self-isolation.
- Keep a minimum of 2 metres apart from other people.
- Wash their hands frequently.
- Wipe down all surfaces.



## What if I need support?

If you are unable to leave your home and need support, you are not alone. SW9 can help in the following ways:

- Picking up shopping.
- Picking up urgent supplies.
- Picking up medication.
- Giving you a friendly phone call.



Just give us a call and we will do our best to help you in any way we can. We can leave anything you need on your doorstep to ensure you are not put at risk.

Please call:

**Lana on 07950 270 776**

**Novelette on 07958 408 471**

**Elsa on 07825 113 945**

**Davison on 07949 686 629**

## Updates to SW9 Parking Charges

From Tuesday 1 September 2020 SW9 will be updating its charges for parking cars on Stockwell Park. The charges are as follows:

### PERMIT TYPE COST

Six-month On-Street Parking	£90
Annual On-Street Parking	£180
Garage Charge (under-croft) Lidcote House / Cumnor House	£7.60 per week
Garage (under-croft) Lambert House	£7.60 per week
Garage (under-croft) Bedwell House	£10.15 per week
Garage (under-croft) Crowhurst House	£5 per week
Garage (under-croft) Burrow House	£5 per week
Garage (under-croft) Fitzgerald House	£5 per week
Garage (under-croft) Chute House	£5 per week
Six-hour Visitor On-street Parking (8am-2pm or 2pm-8pm)	£2.50
Twelve-hour Visitor On-street Parking (8am-8pm)	£4

Please note: Disabled car owners/residents must have a valid annual parking permit (issued free of charge) to park on the estate.

You can apply for a permit by visiting the SW9 Office at 6 Stockwell Park Walk, London, SW9 0FG. Please note we are currently only accepting card payments.

For more information:

Telephone: **0207 326 3740**

Email: **[info@sw9.org.uk](mailto:info@sw9.org.uk)**

Website: Using the '**Contact us**' page at **[www.sw9.org.uk](http://www.sw9.org.uk)**



## Thrayle House completion

SW9 Community Housing is delighted to be taking into management 177 new homes at the recently completed Thrayle House development by Network Homes on the Stockwell Park Estate.

The mixed-use development will offer homes for private sale (76), shared ownership (20), supported housing (40) along with a mix of affordable and social rent homes (41), which includes four-bed town houses. The development is a key gateway onto Stockwell Park and is the latest phase of £150 million of inward investment by our parent organisation Network Homes over the last 13 years.

As well as the new homes, the development included several added benefits during construction such as local employment, apprenticeship opportunities and practical skills-based training. The scheme also includes new non-residential commercial space which provides much needed small retail/office space.

As part of the regeneration legacy, Network Homes has agreed to a revenue split with SW9 for the rents received. This new source of revenue income for SW9 as a resident-led organisation will be ringfenced to support our ambitious community engagement plans.

Included within the development, which was agreed by Network Homes, is the provision of new community facilities in the form of a Resident Community Hub and a separate Leaning Centre. We are currently working with a number of our stakeholders and partners to ensure these purpose-built facilities are used to increase life chances for our residents and local young people, and for the benefit of the community.



## SW9 bring cleaning in-house

**SW9 is incredibly excited to announce that, from Tuesday 1 September, we will be bringing all cleaning on Stockwell Park in-house.**

This is great news for residents, staff and the wider community as it means:

- SW9 will directly employ its own cleaning team.
- We will be able to offer increased value for money.
- We will be able to deliver a more responsive service.
- We can offer greater employment opportunities for local people (with SW9 committed to paying the London Living Wage).

The decision, taken by our resident-led Board, fulfills a long-held promise by SW9 and means that we will be able to continue improving the service we provide to you, our residents.

In addition, as many of the staff will be transferring from our previous contractor Zing, the new service will be in a position to hit the ground running,

maintaining and improving on current performance levels.

Having an in-house cleaning team means that SW9 will be operating a model that has proven successful at other resident-led housing organisations. It also brings us an important step closer to fulfilling the long held goal of the Board – to bring our repairs service in-house.

Along with this newsletter you will find a leaflet containing everything you need to know about what this means for you. If you have any other queries about SW9's cleaning moving in-house, please contact us on:

Telephone: **0207 326 3700**

Email: **[info@sw9.org.uk](mailto:info@sw9.org.uk)**

Website: Using the '**Contact us**' page at **[www.sw9.org.uk](http://www.sw9.org.uk)**

You can also find a set of Frequently Asked Questions (FAQs) and a video about the cleaning service moving in-house on our website.

## Crowhurst House ramp

**The ramp connected to Crowhurst House is being removed to make way for the redevelopment of Aytoun Road/Aytoun Court.**

As part of the redevelopment, a lift is to be installed at the other end of Crowhurst House near to the pond. Network Homes and SW9 would like to apologise in advance to residents who use the ramp for any inconvenience caused by the removal of the ramp ahead of the new lift being installed.

## Network Homes moves to a new Wembley Park head office



**SW9's parent organisation, Network Homes, has moved to a new Wembley Park head office.**

The new address is The Hive, 22 Wembley Park Boulevard, Wembley, HA9 0HP.

Although Network Homes' reception is still closed to visitors due to Coronavirus, please do update your records and use the new details if you need to get in touch or send any documents to them in the post.

In the meantime, all other contact details for Network Homes remain the same:

Telephone: **0300 373 3000**

Email: **[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)**

Website: **[www.networkhomes.org.uk](http://www.networkhomes.org.uk)**



# Get involved

## SW9 Festival postponed

**Due to the ongoing safety measures in place due to Coronavirus, SW9 has made the difficult decision to postpone this year's annual Festival of family fun and opportunities for personal development.**

Despite this, we are making plans to deliver some Festival activity during the October Half Term. There are also hopes to deliver more activity remotely in the time being, starting with the Wise About Food cookery workshops (see page 10).



This will be the fifth consecutive year that the Festival has been held and it remains something that we are extremely proud of. This year may be different but we hope to still be able to deliver something great.

If you would like to be involved in the planning of this year's activities please contact Komal Doan, Community Engagement and Communications Manager, on **0207 326 3700** or email **getinvolved@sw9.org.uk**

## SW9 needs YOU! Join the Improvement Panel today!

**SW9 is on the look-out for resident volunteers to join its new Improvement Panel. This is your chance to work in partnership with us, influencing positive change by making sure we continue to provide excellent services.**

The Panel will work closely with management and officers to identify areas in need of improvement, conducting reviews and making recommendations for how SW9 could make the services you receive better.

### **Benefits of joining the Panel include:**

- Free training and development opportunities e.g. project management experience and attending conferences.
- Gaining in-depth insight into how a social housing provider works.
- Learning new skills and meeting new people.
- Influencing real change for SW9 residents and the wider community.

### **All you need is:**

- A willingness to learn and participate in training.
- An ability to communicate effectively and share ideas.
- To challenge constructively and make balanced judgements.

For a chance to make a real difference please apply today on our website using our interactive application form. Alternatively, please contact Komal Doan, SW9's Community Engagement and Communications Manager, using the details below.

Telephone: **0207 326 3700**

Email: **getinvolved@sw9.org.uk**

Website: Using the 'Contact us' page at **www.sw9.org.uk**





## Are you Wise About Food?

**Would you like to know more about healthy eating? Learn how to cook delicious family meals? All in the comfort of your own kitchen?**

As part of our Community Chest Grant Funding scheme, SW9 is joining up with Wise About Food to carry out a series of online workshops that will teach you everything you need to know and more.

This exclusive course is free for SW9 residents and workshops will begin in August. We will even supply the ingredients! Sessions promise to be fun for all the family and all levels of ability.

Plus, at each workshop, participants (per household) will be entered into a free prize draw to win a delicious box of fresh fruit and veg (supplied by Able & Cole) so that you can create your own healthy and tasty meals.

**The first workshop is all about bread making and will be held on Saturday 29 August between 10-11.30am. To sign up for a space please visit our website at [www.sw9.org.uk](http://www.sw9.org.uk)**

For more information please contact us on telephone **0207 326 3700** or email at [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)

## Customer Promise and Charter

When SW9 began operating we developed a Customer Promise and Charter.

The Customer Promise stated that:

***We are dedicated to providing you with a high level of service.***

***We want to be a leading housing provider known for the quality of our homes and customer service offers as well as our highly-satisfied customers and partners.***

***We believe that all our customers have the right to know what level of service they can expect from us.***

To make this promise a reality, we are now working on a new Customer Charter. This will set out exactly what you can expect from us when you get in touch or use any of our services.

If you would like to help SW9 in creating its new Customer Charter, please contact Komal Doan, Community Engagement and Communications Manager, on **0207 326 3700** or email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)



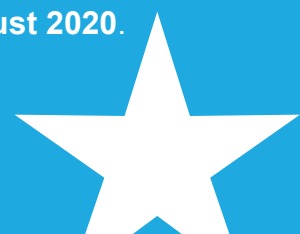
## SW9 are keen to hear your views on how you find the service you receive from us



Every three years we carry out a STAR survey that will help us to make the service improvements outlined by you when completing the survey.

We are very keen to hear your views and would like you to take part. The survey will take no more than 10 minutes and three households will be in with a chance to win **£50 worth of gift vouchers** as all completed surveys will automatically be added into a free prize draw.

To complete a survey, please visit our website [www.sw9.org.uk](http://www.sw9.org.uk) before **23 August 2020**.





# Your team

**Each issue we interview a member of your SW9 team.**

This issue we speak to Community Engagement and Communications Manager, Komal Doan, who has very recently joined SW9.



## Komal Doan, Community Engagement and Communications Officer

**Hi Komal, welcome to SW9! How long have you been here now?**

Hello! This is now the start of my second month with SW9.

**Tell us a little bit about what you do and what you're hoping to achieve at SW9?**

As my job title suggests, my aim is to encourage residents and household members to get involved in a number of varied activities. I will work in partnership with them to make the SW9 community stronger.

**Starting a community-based job during lockdown must be quite tricky?**

Absolutely! It certainly is a very tricky time. Whilst community engagement is all about face to face interaction with residents and building bridges I am currently finding ways in which we can continue to interact with our residents and make sure their voices are being heard and offer different methods of engagement.

**What do you enjoy about your job?**

I'm very much a people's person and so the most enjoyable aspect of my role is meeting new and different people of all ages and building positive relationships with them.

**Can you tell us a bit about yourself?**

I'm a glass half-full kind of person and see the positive in all that I do. Having been running community engagement activities for 10 years now, I simply do not seem to get bored with it because I have seen first-hand the difference it makes.

**And finally...**

Residents are at the heart of not only what I do but in all that SW9 does. I'm very keen on developing a myriad of opportunities for residents to get involved in and hearing what they have to say about service improvement. For example, SW9 is currently launching its new Improvement Panel, where residents will have a direct say in the way in which we conduct some of our services. The Improvement Panel will investigate services, hold SW9 accountable and make recommendations to the Senior Leadership Team. This ultimately will have a positive impact for the wider community.

This issue of Our Community News includes a leaflet all about how you can join the Improvement Panel, so please do get in touch!

# My home and neighbourhood

## Fly tipping – unsightly, antisocial and dangerous



**Lately we have seen an increase in fly tipping on Stockwell Park, especially at weekends.**

Fly tipping is a criminal offence and one that SW9 Community Housing takes very seriously. Not only is it unsightly, it is anti-social and dangerous to children.

It can also lead to increased service charge costs as dumped items need to be removed from the estate. To help keep our public areas clean and tidy, our Board has agreed a policy that will allow us to fine fly tippers up to £1,000.

Says SW9's Property Services Manager:

"It is important that everyone keeps the estate safe. There is CCTV in operation at all times. We can trace dumped rubbish back to an individual and we will fine them."

There is actually no need to dump rubbish. From the beginning of September, SW9 Community Housing's cleaning team will be on hand to collect bulk rubbish for only a minimal charge or, in certain circumstances, for free. Just call the team on **0207 326 3700**.

## Rough Sleepers

**During the lockdown period, SW9 has seen an increase in rough sleepers on Stockwell Park.**

If you should discover someone sleeping rough near your home, please report this immediately to the SW9 Housing Team on **0207 326 3700**.

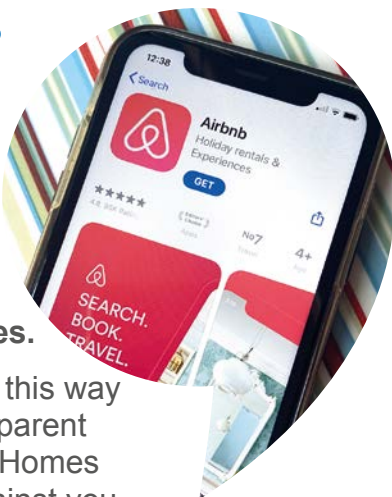
The team can then liaise with the individual to make sure they are receiving the support they need and assist them with finding more suitable accommodation.





# A reminder about Airbnb lets

SW9 is reminding leasehold residents that it is a breach of their agreement to let their properties through Airbnb and other similar schemes.



To let your property in this way could result in SW9's parent organisation Network Homes taking legal action against you and you could even lose your property.

This is for the following reasons:

- Use of your property for temporary lettings such as Airbnb is a breach of your lease as it amounts to subletting.
- You do not have Network Homes' consent to sublet the property.
- Use of such companies means you are using your flat for a commercial use instead of residential, which is a breach of lease.
- You are in breach of the clause in the lease requiring planning permission for use of temporary lettings.
- You would be in breach of Health and Safety Regulations such as fire safety.
- Your property insurance could become invalidated.
- You would be in breach of your mortgage conditions.
- Causing noise nuisance by having loud parties and disturbing your neighbours is also a breach of your lease (this has been reported following some commercial lets).

A letter explaining this will be sent to all leaseholders in the coming weeks by SW9's Leasehold Property Manager, Carolyn Reece. If you would like more information, please contact Carolyn on **0207 326 3700**



## BBQs on balconies

**The SW9 Housing Team is reminding all residents that BBQs are not allowed on balconies.**

This is for the safety of you, your neighbours and the wider community.

Says Olu Adedotun, Neighbourhood Services Officer: "Between 2017 and 2019 there were 400 balcony fires in London. BBQs on balconies pose a significant fire risk and we need all residents to play their part to keep everyone safe."

"We hope you have a great summer, but please don't put it at risk by having a balcony BBQ."



## Join us on a Block Inspection

**During the coming months, you are invited to join the SW9 Estates Team on a Block Inspection. Meet with our officers to help point out local issues and flag potential problems for the future.**

To find out when the team will be in your area please visit the Block Inspections section of our website [www.sw9.org.uk](http://www.sw9.org.uk) or follow SW9 on Facebook and Twitter.

Please note: All attendees are asked to observe social distancing during Block Inspections in order to ensure the safety of residents, staff and the wider community.

# Regeneration

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## Development update

**SW9 is in the process of going through some very positive changes. The regeneration of Stockwell Park, managed by Network Homes, is now in full swing. During this exciting time we want to keep you up to date about what's been happening and our plans.**

Network Homes are currently working on several buildings. You may be living in these or pass them regularly when you walk around the estate. Here is a quick update on everything that is happening.

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### Thrayle House

After being signed off by building control and our warranty providers, Thrayle House is now beginning to be occupied by all tenures. Using socially distanced measures we have already been able to move in a number of people to the Active Elderly units at 2 Rumsey Road. The first move-ins have also taken place in the rented flats of 1 Benedict Road and the private sale units at 9 Benedict Road. The large tower of 151 Stockwell Road by the Skate Park began occupation on 24 July with only some minor snagging works going on in some of the flats.

Commercial Unit 1 on the corner of Stockwell Road and Rumsey Road is now being fitted out by contractors employed by Ekaya Housing Association who are leasing this unit for use as their new office.

Externally the finishing touches are being made to the landscaping including new lamp posts, paving works and more trees and planting. We anticipate all of the works will be completed by early August.

### Park Heights

**At Park Heights, leasehold block works are continuing with the scaffold dismantle and floor level cladding. Level 10 slab edge 'H' and 'L' section cladding are nearing completion and works are still in progress. In addition, the scaffold strike to the level 10 west elevation is now completed. This in turn means that all elevations currently stand at level 9.5 structural lift.**

All decking works to the leasehold core (with the exception of level 1) have now been completed and signed off by our quality inspector Rund. The reason why level 1 is yet to be completed is due to a Domus cladding issue that we are looking to resolve imminently.

The programmed completion date, with all new COVID measures in place, is now December 2020 for the leasehold core.

We have also experienced some delay to our rented core programme due to the delivery of materials coming from China. They are now in transit, but are taking longer than anticipated to arrive in the UK. The materials are due on 31 August and following their arrival we will require approximately three weeks to fabricate the panels. Contractor Hill has agreed to increasing working hours at the factory in order to turn the panels around in a shorter time period. It is worth noting that although works are coming to a halt on the rented core, we still anticipate completing the work within two weeks of the previously advised date.

Cladding works to the rented sky garden have now been completed, along with all balcony cladding works to level 14. Balcony cladding works to level 13 are nearing completion and will be going through the snagging process by Hill and our quality inspection team. In addition, Hill continue to strip the old cladding and backing structure, and are currently working on level 4. The rented core block lift overrun backing structure has now been completed too, and panels have been installed.

Decking to the rented core sky garden has now been completed. Hill is now finishing up decking works to level 14 and will be moving down to level 13 imminently.



### Tyler House

**Tyler House is starting to make real progress again since the start of lockdown with labour on site slowly retuning back to normal.**

**Henry Construction has now got a new site Manager, John Lynot, who was previously working on Thrayle House.**

Henry Construction has completed the refurbishment to core 1 and 2 flats of the existing block and core 3 flats are nearly complete. They are now working to finish off core 3 flats and make progress in cores 4 and 5.

Windows and flat front entrance doors are now installed to the whole block (with very few left to install). The scaffolding is being dropped and will soon be all gone so the block will look a lot different.

Progress on the new build (flats 49-61) is as follows:

- The external wall to the new build is very close to completion with scaffolding due to come down imminently.
- Kitchens have been fitted to all flats except flat 58.
- Half of the bathrooms are now installed and tiled.
- The majority of the mechanical and electrical works are complete.
- Winter gardens glazing and all windows are installed.
- The lift is being installed.

Groundworks are ongoing in the rear courtyard to Tyler House and the benches and play equipment are awaiting delivery.

Both the new build and the refurbishment elements of the project are forecast to be completed in the Autumn.

**With Tyler House due for completion in the coming months, here is some information about the new development.**

The Marketing name for Tyler House is REZ. The creative was vibrant, eye catching and strongly lifestyle led. The message was bold and uplifting and the colours stood out particularly on the outdoor media elements.

The REZ residences have been built on top of an existing fully refurbished building. There are 13 shared ownership properties comprising a mix of 1 and 2 bedroom properties. They are contemporary, sustainable, well-connected and rooted in community.

One of the unique selling points of REZ has been the Winter Garden which is available on selected apartments. Winter Gardens are not something that is usually seen in new build apartments and has proved to be very popular with the buyers.










Since launching the scheme in February, Network Homes has continued to see large amounts of interest. In fact, the majority of these properties were reserved during lockdown through virtual viewings. Even in this difficult time and current market, these properties have continued to be well liked.

For enquiries, please have a look at [www.networkhomes.org.uk](http://www.networkhomes.org.uk)



# Our performance

## How we are doing

Performance Indicator	Target	May	June	Our Improvement Plan
Percentage of antisocial behaviour (ASB) cases responded to within target.	100% 	100% 	91% 	It has been a busy time for the Neighbourhood Team as there was an increase in antisocial behaviour (ASB) cases reported during the lockdown period. The team has been working hard to make sure any issues are dealt with. If you have any problems with ASB please contact the Neighbourhood Team on 0207 326 3700.
Percentage of playground inspections completed.	100% 	100% 	100% 	Our Estate Services Team inspect all of the SW9 playgrounds to make sure they are clean and safe. Please make sure you are careful when using one of our playgrounds and follow the new COVID rules on display.
Percentage of telephone calls answered by the Repairs Team.	90% 	93.4% 	91.7% 	Our Repairs Team has been working hard taking emergency calls during lockdown. We are now beginning to work through the backlog of routine repairs.



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