






Our ref: COVID-19 update

Friday 6 November 2020

SW9 Community Housing  
6 Stockwell Park Walk  
London, SW9 0FG

www.sw9.org.uk   
info@sw9.org.uk   
0207 326 3700 

Dear Resident,

### **Coronavirus (COVID-19) - service update and advice**

The government has announced that restrictions will once again be in place in England from Thursday 5 November. I am writing this open letter to update you on the measures that SW9 will take during this period to keep you, your family and wider community safe.

With most of our staff now working from home following government guidance designed to reduce social contact, SW9 will be operating as follows:

#### **The SW9 Office**

**The SW9 Estate Office will be closed to the public from 5pm on Wednesday 4 November until Friday 4 December.** This is to ensure the safety of residents and staff. Although the office is closed, you can still use the following contact methods:

- **Telephone:** 0207 326 3700
- **Email:** info@sw9.org.uk
- **Website:** www.sw9.org.uk

#### **Repairs**

The government advice currently states that repairs should continue. We will complete work based on our existing repairs priority scales and will do all we can to minimise disruption to your service during this period. We will publish the repairs protocols from our contractor Seville as soon as they are available.

#### **Contracted (out-sourced) Estate Services**

Some of the services we provide to you are outsourced. These include CCTV monitoring, parking control and the concierge at Park Heights. A significant number of the staff employed are deemed essential workers and therefore can use public transport to get to Stockwell Park.

SW9 Community Housing is part of Network Homes  
SW9 Community Housing is registered in England and Wales as a private company limited by guarantee - Registered number 09574528  
Registered office: 6 Stockwell Park Walk, London, SW9 0FG  
SW9 Community Housing is a member of the NFTMO – Number 312  
SW9 Community Housing is Registered Charity – Number 1170586.



SW9 will continue to work with our contractors and service providers to ensure that, as far as possible, these essential services continue. If we are forced to make changes to service provision, we will endeavour to notify you ahead of those changes.

## **Rents/Service Charges**

We understand that some of our residents will have their household income impacted during the coming weeks. Please contact our Income Team via the following contact methods if you have any concerns about paying your rent and/or service charges. 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)

## **Vulnerable Residents**

We will be contacting all vulnerable residents – especially the elderly – to ensure they are safe, well and have access to essentials. Lana Hunte, SW9 Supported Housing Manager, will be available to assist our elderly and vulnerable residents.

## **What you can do to help**

In the interest of everyone's safety, if you require a repair, you will be asked to confirm if:

- You or a member of your household is currently self-isolating, or have been confirmed as having Coronavirus.
- Someone in the household has an underlying medical condition.

It is important that we know this information to ensure contractors or members of the household are not put at risk.

## **Parking on the estate**

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

## **Playgrounds**

In line with government guidelines, SW9's playgrounds on Stockwell Park will be closed from Thursday 5 November. We know that these facilities are well loved by our residents and will seek to reopen them in a COVID-safe manner as soon as the guidance changes.

## **SW9 Board and Network Homes**

SW9 management are in regular contact with the Board members of SW9 and the Network Homes leadership team. We will continue to work closely with our Board and Network Homes as we navigate our way through the challenging times ahead.

## When will you hear from us?

Given that the situation may change again with little notice, it will not always be possible to keep you updated by letter.

Please use the methods below to keep informed of our latest updates:

- **Website:** [www.sw9.org.uk](http://www.sw9.org.uk)
- **Facebook:** SW9 Community Housing
- **Twitter:** @sw9housing

## Please take care

SW9 is a community. It is at times such as these that we need to do our best for ourselves, our families and each other. Please keep up to date with the latest government advice, follow the guidance, and support your neighbours where possible, especially those that are elderly.

Yours faithfully,



**Julie Alexander**  
**Head of Operations**  
**SW9 Community Housing**