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Keeping it local

To say "what a difference a year makes" may be an understatement when we look back on 2020.

It's been 12 months that began with SW9 working hard to complete its restructure (making sure that the organisation was running its services in an effective and meaningful manner), and is ending with us continuing to wrestle with the challenges of ongoing COVID-19 restrictions and doing our best to maintain services, often remotely.

I would like to thank our management team and staff for their hard work during this challenging time. We have also been incredibly fortunate to have a committed resident-led Board in place that have helped steer us, as well as the ongoing support of our parent organisation Network Homes.

Since the last newsletter, I am pleased to update you on the inhouse cleaning service. As you may recall, on the 1st September, SW9 brought cleaning in-house. I hope you have noticed some improvement in the service since then. I accept there is much to do, and I remain committed to

ensuring we deliver all the promised improvements whilst ensuring costs don't increase during the next two financial years at least; because ultimately you as residents pay for this service.

The coming year will undoubtedly have its own challenges, not least as we continue to strive to return our services to something approaching normality. I am incredibly grateful to all of our residents for the understanding and support that you have shown during the pandemic and look forward to all that we can build together going forward.

On this note, I am pleased to introduce to you our RISE programme of community engagement opportunities on page 9, which I hope you will sign up to in the coming months.

Until then, I wish you all a very happy Christmas and a peaceful New Year.

Stay safe and best wishes

Delroy Rankin Executive Director

## Your Annual Report 2019/20

At SW9 we have recently published your Annual Report for the financial year 2019/20. This includes information on everything the organisation did during the past financial year, along with facts and figures on both our achievements and where we still have improvements to make.

If you would like to read the report, you can find it now on the 'Publications' page of our website. Alternatively, if you'd like to receive a copy in the post, please let us know using the contact details below:

- Telephone: **0207 326 3700**
- Email: info@sw9.org.uk
- Website: www.sw9.org.uk using the 'Contact us' page.

A video version is also available on the SW9 Community Housing Youtube channel.



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



## Wash hands. Cover face. Make space.

Along with the rest of England, at the time of writing Stockwell Park is under lockdown restrictions. This means that SW9 can continue to operate, although we are required to provide some services in a slightly different way. Please do read the information below to make sure you know how to keep yourself, your household and the wider community safe when dealing with SW9 during this time.

In addition, we have also published our 'Post-COVID Safe Working Guidance' which details everything that SW9 has put in place to make sure that staff, contractors and visitors to the office are kept as safe as possible during this period.

You can read the Guidance on our website 'Publications' page at www.sw9.org.uk

### Your SW9 office



We are currently planning for the SW9 Office to be open from Friday 4 December:

Monday:9.00am - 5.00pmTuesday:10.00am - 5.00pmWednesday:9.00pm - 5.00pmThursday:9.00am - 7.00pmFriday:9.00am - 5.00pm

Please note: Your office will also be closed for Christmas between 25th December - 4th January.

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

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

- Only three people are allowed into the reception area at any one time.
- Only two people are allowed at the reception desk at any one time.

- Queuing positions are clearly marked.
- You are required to make use of the sanitising station at the door.
- Screens are in place to minimise the risk of transmission.
- Regular cleaning of the reception area will take place throughout the day.
- Our public toilet facilities are closed.
- Reception seating is not available.
- Community computer terminals, the coffee machine and water dispenser are not available.
- The meeting rooms are not currently in use –
  if you require a one-on-one meeting with an
  Officer, please contact SW9 by telephone so we
  can arrange a way in which this can be carried
  out safely.
- Information will be clearly displayed reminding you of what is expected during your visit.

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

Website: www.sw9.org.uk using the

'Contact us' page.



## Your repairs service

Your repairs service is currently operating almost normally, although we ask residents to maintain social distancing when we are visiting – preferably by remaining in a different room.

If you have a repair that needs carrying out, please report it to us in the normal way at:

- Telephone: 0207 326 3700
- Email: repairs@sw9.org.uk
- Website: www.sw9.org.uk using the 'Report a repair' page.

In addition, the SW9 relationship with Chigwell (London) Ltd has now come to an end. Your new repairs contractor is Seville. More information about this can be found on page 6.

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

Please let us know if you're self-isolating, showing symptoms of COVID-19 or have been confirmed to have Coronavirus.

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 work. This is to protect you, our staff and contractors.

You can contact us by telephone on 0207 326 3700, email at repairs@sw9.org.uk or by using our website at www.sw9.org.uk

## Your gas service



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 two metres away, for the duration of the visit.

We are not carrying out gas servicing visits where a resident 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/has recently gone into self-isolation.
- Keep a minimum of two metres apart from others.
- · Wash their hands frequently.
- Wipe down all surfaces.





### Should I still 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 that members of the household, our staff and 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 home in an emergency.

You can contact us by phone on **0207 326 3700** or by email at **info@sw9.org.uk** 

## 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 using the details below. Advice and support are available.

- Telephone: **0207 326 3700**
- Email:
- Tenants rents@sw9.org.uk
- Shared owners SharedOwner.Income@sw9.org.uk
- Leaseholders Leasehold.lncome@sw9.org.uk



## 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.



## Seville – a new repairs contractor for SW9



SW9 is delighted to announce that we have appointed Seville, a new contractor which will be responsible for all repairs on Stockwell Park and surrounding street properties.

The new contract began on Friday 23 October 2020 and is already delivering a new era for delivery and responsibility for repairs at SW9.

SW9's Property Services Manager says: "I am delighted to have welcomed Seville to SW9. The last year has been a challenging time in terms of getting repairs right, and we know that this service is incredibly important to you. By partnering with Seville we can now move forward, clear the backlog and begin to build a brighter future."

If you would like more information on the appointment of Seville, please take a look at our Frequently Asked Questions below.

Although Seville have a base on site at Bedwell House, all repairs should still be reported to the SW9 team in one of the following ways:

• Telephone: **0207 326 3700** 

• Email: repairs@sw9.org.uk

- Website: www.sw9.org.uk using the 'Report a repair' page.
- In person: by visiting our office at 6 Stockwell Park Walk, London, SW9 0FG.

### **About Seville – Frequently Asked Questions**

#### Who is the new contractor?

The new contractor is Seville. Seville delivers a complete facilities maintenance service helping to fully maintain building assets. Seville will be doing responsive repairs, void properties, drainage and roofing works only. They will not be doing longer term planned programmes of work such as repaint repairs and cyclical redecoration, component replacement (including kitchen and bathroom upgrades), or window and door replacements.

### I was happy with the previous contractor (Chigwell), why are you making this change?

The SW9 management team and Board did not believe we were getting the high level of service that our residents deserve.

#### Who made the decision to appoint Seville?

The decision was made by Chigwell to terminate the contract. This left SW9 in a position whereby we had to procure a new contract. This has been agreed and approved by the Senior Leadership Team and SW9 Board. The new relationship with

Seville will ensure that we get value for money and the delivery of a highly responsive, accountable and professional repairs service at SW9.

#### What does this mean for service levels?

The appointment of Seville means that we will now be able to deliver the levels of service that we have long promised on Stockwell Park. Our first priority will be to focus on the backlog but this will not impact on 'business as usual'. In some instances this may involve a previously booked job returning to the initial inspection stage. This is necessary to ensure that we can now complete the work correctly.

#### What if I want to find out more?

If you would like any more information about SW9's appointment of Seville, please contact us on:

• Telephone: **0207 326 3700** 

• Email: info@sw9.org.uk

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

### **News in brief**

#### **Hot water**

If you are a resident at 1 Benedict Road or 2 Rumsey Road and are experiencing issues with hot water then firstly please check your guru metre to see if there is enough credit. If it is below £10 please top up within 48 hours. If credit is showing but you are still experiencing issues please call the Aftercare team on 0300 373 3000 – option 3 – or by email at aftercare@networkhomes.org.uk

### **Tenancy Agreements**

If you are a Lambeth Stock Transfer resident and do not have a signed tenancy agreement, please contact the Neighbourhood Team on **0207 326 3700**.

## **Home Contents Insurance**

If you currently do not have home contents insurance, please contact your Neighbourhood team on **0207 326 3700**. It is strongly recommended that all residents should have insurance and the team can help you to get adequate cover.

## Do you have a parking space?

If you do then please get in touch on **0207 326 3700** to make sure we have the correct contact details for you. Maintenance works are planned and it may be necessary for us keep you updated.

### Register your fob

The Housing Team are asking all new Block A, 2 Rumsey Road and Block B, 1 Benedict Road residents to contact the office to register their fob numbers. Telephone: **0207 326 3700**. Email: **info@sw9.org.uk** 

# Fire safety at Christmas

With Christmas coming there are a number of things you can do help keep you, your family and the wider community safe when it comes to fire.

- Check your Christmas tree lights carry the British Safety Standard sign.
- Never place candles near your Christmas tree or materials that can catch light easily.
- Test your smoke alarms monthly and only remove batteries when replacing them.
- Most fires start in the kitchen. Avoid leaving a cooker unattended. Avoid cooking when under the influence of alcohol
- Make sure cigarettes are put out properly.
- Decorations can burn easily do not attach them to lights or heaters.
- Keep candles, lighters and matches out of children's reach. Never leave burning candles unattended.
- Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.

















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## **SW9 Community Christmas Party**

Due to the ongoing Coronavirus safety measures in place, SW9 has made the difficult decision not to hold some of our traditional Christmas activities this year.

This includes the annual Community Christmas Party where we officially switch on the estate lights.

Despite this, the tree and lights will still be up from December outside the office and we wish you all a very merry Christmas and Happy New Year.

## SW9 Community Calendar 2021

Included with this edition of Our Community News is your Community Calendar 2021.

Every year we produce the calendar which is created with artwork produced by children at our Calendar Club Art Classes, led by local artist and resident Salome Dutt.

If you have a child aged between 7-16 years who enjoys art, then please get in touch so we can sign them up for a place in the New Year. All precautions possible are



Keeping it local

## Paying your rent this Christmas

The Income Team at SW9 are reminding residents of the importance of paying their rent during the festive season to ensure that you don't face any difficulties in the New Year.

Things to do during the festive period:

- Never borrow money from loan sharks if you are struggling, contact us.
- Always make sure you are paying your rent and/ or your service charge.
- If you find yourself out of work, make sure you are claiming the benefits you are entitled to.
- If you are in debt and struggling, contact us. We can help you.

If you need money advice, please contact the team so that we can arrange an appointment for you with either a Welfare Adviser and/or an Income Officer.

- You can call us on 0207 326 3700.
- You can write to us at: SW9 Community Housing Office, 6 Stockwell Park Walk, London SW9 0FG.

Or you can email us:

- Tenants: rents@sw9.org.uk
- Shared Owners: SharedOwner.Income@sw9. org.uk
- Leaseholders: Leasehold.lncome@sw9.org.uk

The SW9 Income Team wishes you lots of fun and a happy New Year!

### **Your Christmas Tree can live on!**

This year, instead of throwing out your real Christmas tree, Lambeth Council are encouraging everyone to recycle them and give them a new life.

Full details of how your tree can be collected can be found on their website: www.love.lambeth.gov.uk/make-your-christmas-tree-live-on-and-help-the-environment/

If you can't wait, you can take your tree to one of three recycling sites in Lambeth

between 2 and 13 January. There'll be lots of signs up to show where the tree goes:

- Streatham Common, rear of Upper Common car park, SW16
- Clapham Common, Windmill Drive, SW4
- Lambeth Re-use and Recycling Centre, Vale Street, SE27 (Open year-round, closed Tuesday and Wednesday)



## **Get involved**

## Time to RISE with SW9!



SW9 is entering a new era of community engagement with opportunities for you to get involved with the organisation, have your say in how services are run, develop your talents and help us build the future of Stockwell Park.

As part of the regeneration programme, SW9 now has two new spaces just for the benefit of the community:

- SW9 Resource Centre, 13 Benedict Road, SW9 0FS
- SW9 Learning Centre, 153 Stockwell Road, SW9 9FX

This is an exciting time for us as we can run activities and events to bring residents together. A full list of what we have going on can be found on pages 14 and 15.

In addition, we have also completely overhauled our engagement opportunities, giving you a number of different ways in which you can work alongside SW9 to make sure that you can make a real difference to how housing services are provided to your community. Full details of these can be found on page 11.

If you would like to speak to someone about any of these opportunities, 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

## Black History Month at SW9



During October 2020, SW9 supported Black History Month. We focussed this year's activity on those that have brought so much to our modern society and way of life, but that you may not be aware of.

We created three displays that were on show in our office reception focussing on Black Inventors, Sportspeople and eminent Victorians.

You can still see these displays by visiting our Black History Month 2020 webpage on the SW9 website, www.sw9.org.uk

In addition we also ran an all-ages wordsearch competition. The winners of which have both received a copy of the inspirational 'Little Leaders' books by Vashti Harrison.



## Health and wellbeing at Helmi House

Since September, we have been running both exercise and cookery sessions at our supported housing scheme, Helmi House.

The sessions, which are exclusively for Helmi House residents, have been designed to encourage healthy living while also combatting the loneliness that we know has been an issue for many residents during the lockdown period.

To find out more or to sign up for a place in the sessions, please speak to your Scheme Manager or contact Komal Doan, SW9's Community Engagement and Communications Manager.

## Keeping you COVID-safe

SW9 has put in measures to to ensure that all our activities are COVID-safe.

At sessions where you are required to attend one of our community spaces, measures have been taken to keep all residents safe with restricted numbers in attendance. All participants will be provided with the necessary equipment to minimise risk. We encourage you to download the NHS COVID app in order for you to scan our QR code at the beginning of each workshop.

## **Calling all** IT gurus!

As SW9 enter a new era of engagement through the introduction of our two new community spaces, we are looking for SW9 residents who are able to provide the two centres with IT support.

This is a great opportunity for a possible new business start-up or an IT savvy resident that is keen on supporting the local community. If you would like to work in partnership with SW9 to provide ad-hoc IT support then please email getinvolved@sw9.org.uk

As part of the regeneration programme, SW9 now has two new spaces just for the benefit of the community:

- SW9 Resource Centre, 13 Benedict Road, SW9 0FS
- SW9 Learning Centre, 153 Stockwell Road, SW9 9FX







## How can I get involved?



We have a range of opportunities available for you to sign up to today.

#### **Board**

SW9 Community Housing is a resident-led organisation which means we encourage resident involvement at every level, including the Board.

Five tenants, five leaseholders, two independents and one Council appointee form our Board with a responsibility for the organisation's strategic direction and future.

#### Leaseholder Forum

Beginning in 2021, we will be setting up a new Leaseholder Forum, for all those that wish to have a say regarding how this service is provided.

If you are a Leaseholder, then this will allow you an opportunity to join with others and SW9 to discuss shared issues and find new. effective ways of working.

#### **Resident Comms Group**

We often need to create new documents. leaflets and other information in order to let you know how best to access our services. It is important that everything we produce is easy to read and accessible to all.

If you have an eve for detail and know how to get a message across, this is a great opportunity to get involved with us from the comfort of your own home.

#### **SW9 Improvement Panel**

SW9 is on the lookout 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.

#### **Block Inspections**

At SW9 Community Housing we carry out monthly inspections of every block.

We encourage residents to come on these inspections, meet with Officers and discuss any concerns you may have about any of the blocks.

#### Consultation

As a resident-led housing organisation we regularly hold consultations to seek your views about aspects of your service. This might take the form of surveys, feedback forms or even focus groups, where participants are invited to discuss a particular topic or issue. This helps us to make sure that the decisions we make reflect the opinions of the community.

#### Supported Housing Residents' Meetings

We hold quarterly meetings to give residents a chance to meet with staff and have their say about the services they receive in our supported housing schemes.

Occasionally guests are invited to speak at these events, making them great opportunities to find out more about what is taking place in the wider community.

#### Procurement

Procurement is an incredibly important part of SW9 Community Housing's work. This is because it involves deciding what contractors to hire using your rent money. It is important that they offer not only a great deal for the organisation, but also great service to residents.

Procurement takes place on an ad hoc yet regular basis and we are always on the lookout for residents with an eye for getting a good deal.

#### Residents' Associations

At SW9 we are committed to providing a high quality service to our residents. To achieve this, we need to know that residents' needs and expectations are being heard and where possible, acted

One way of achieving this is by setting up a Residents' Association to help improve communications between you and SW9.

## Sign me up!

If you are interested in any of our involvement opportunities, please contact Komal Doan, **SW9's Community Engagement and Communications Manager:** 

- Telephone: 0207 326 3700
- Email: getinvolved@sw9.org.uk
- Website: www.sw9.org.uk, using the 'Contact us' page.





SW9 are proud to present to you our RISE programme of engagement. Here you will find a number of exciting ways in which you can get involved. Whether you want to learn a new skill or meet new people, we have something for everyone.

#### **Acrylic Nail Extension Diploma Workshop**

On this professional one day course, you will learn how to create an Acrylic Nail Extension as well as learning to apply natural nail overlays in clear and permanent French.

You will learn all the basics of Acrylic including hygiene, tip application and blending as well as new techniques.

This is a professional qualification and is insurable, allowing you to use this therapy with the general public and charge for it.

All equipment and manuals will be provided.

Missing any element of the session will mean you do not achieve the accredited diploma.

#### Requirements:

- 18yrs +
- SW9 resident

### Work and Education Programme for 16 – 24 year olds (online)

This is a 6 week online programme for residents aged 16 to 24 years who are currently not in any form of education or employment. Participants are asked to commit to 4 sessions per week (Monday to Thursday, 2 hours a day) for 6 weeks. Your dedication to this programme will result in increased confidence, a professional CV and cover letter, new interview techniques and practice job/education applications. This programme will see you progress into either work or education to fulfil your potential.

Once you are part of this programme you will receive:

- 12 months of personalised support
- job application support
- access to exclusive job opportunities
- · regular career coaching.

#### **Requirements:**

- 16 to 24 years not in work or education
- SW9 resident

#### **Gel Nail Extension Diploma Workshop**

On this professional one day course, you will learn how to create gel nail extensions and gel polish as well as learning hygiene, health and safety, UV/ LED gel nails and after care.

This is a professional qualification and is insurable, allowing you to use this therapy with the general public and charge for it.

All equipment and manuals will be provided.

Missing any element of the session will mean you do not achieve the accredited diploma.

#### **Requirements:**

- 18yrs +
- SW9 resident

#### Start Your Own Enterprise (online)

Knowing where to start is a major challenge for anybody who is thinking of setting up in business. This course is led by experienced entrepreneurs and will help learners turn a business idea into a real business plan.

Designed to meet the needs of residents with no previous business experience or academic qualification, the delivery style is inclusive and welcomes any business idea.

The course also offer you 6 business clinic / mentoring sessions, a site visit to Glows (a workspace just for new start-ups), a chance to market and promote your new business with networking opportunities and a certificate of completion.

Once your registration is confirmed, you are expected to attend all ten sessions.

#### Requirements:

- 18vrs +
- SW9 resident

### **Earn More Money Through Financial Inclusion Boost Course (online)**

These one to one courses will be delivered remotely online with a specialist. Participants will take part in 11 core subjects:

- 1. Earning money online part 1
- 2. Groupon
- 3. Banking apps
- 4. Reducing energy costs
- 5. Resolver & demotivator
- 6. Negotiating bills
- 7. Earning money online part 2
- 8. Earn on Ebay
- 9. The Gig economy
- 10. Applying for grants
- 11. Universal Credit

This course will give you the confidence boost to tackle these 11 core subjects and give you the knowhow about earning more money from the comfort of your own home.

Dates and times for when sessions take place will be determined between yourself and the trainer.

#### **Requirements:**

- 18+
- SW9 resident

#### Literacy, Numeracy and Science Homework Club (online)

Our extra-curriculum study support programme offers additional help with literacy, numeracy and science for young people of primary and secondary school ages. The subject topics are delivered in line with the national school curriculum and each session is led by a qualified tutor.

Once your registration is confirmed, you are expected to attend all ten sessions.

#### Requirements:

- Year 1 to 9 school children (ages 5-14)
- SW9 resident

### How do I sign up?

To register your interest simply email **getinvolved@sw9.org.uk** or call the Community Engagement team on **0207 326 3700**. Please ensure you provide your full name, address, contact phone number and email address, as well as specifying which activity you would like to attend.

Spaces are limited so to secure your place please register your interest without delay. You will be notified of your successful booking by the Community Engagement team by early January 2021.

**Please note:** All activities must be booked in advance and are available for SW9 residents only.

## Want to take part in an online course but don't have access?

Some sessions will be held online. Details of these will be sent one week before to registered participants only.

SW9 have a limited amount of IT equipment for use at our new community spaces for free, supporting residents wishing to participate in any of our online programmes.

For more information please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- Telephone: 0207 326 3700
- Email: getinvolved@sw9.org.uk
- Website: www.sw9.org.uk, using the 'Contact us' page.

## Calendar of events



	JANUARY 2021				
DATE	ACTIVITY	VENUE	TIME	NUMBER OF SPACES	
Tuesday 12	Acrylic Nail Extension Diploma One Day Workshop	Resource Centre	10am to 5pm	6	
Wednesday 13	Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)	Online	5pm to 7pm	15	
Thursday 14	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18	
Wednesday 20	O Literacy, Numeracy and Science Online 5pm to 7pm 1 Homework Club (for 10 weeks for 5 to 14 year olds)		15		
Thursday 21	Start Your Own Enterprise (10 week course)  Online		10am to 1pm	18	
Tuesday 26	Gel Nail Extension Diploma One Day Workshop	One Day Resource 10am to 5pm 6 Centre		6	
Wednesday 27	Sday 27 Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)  Online 5pm to 7pm 15		15		
Thursday 28	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18	
Jan to March	March Earn More Money Through Financial Inclusion Boost Course (one to one sessions)		Three sessions of 2.5 hours	10	
From Tuesday 12 Jan to 18 Feb	Work and Education Programme for 16 – 24 year olds (6 week programme)	Online	Mon – Thurs Two hours a day	Unlimited	

	FEBUARY 2021				
DATE	ACTIVITY	VENUE	TIME	NUMBER OF SPACES	
Wednesday 03	Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)	5pm to 7pm	15		
Thursday 04	Start Your Own Enterprise (10 week course)  Online  10am to 1pm 18		18		
Tuesday 09	Acrylic Nail Extension Diploma One Day Workshop Resource Centre 10am to 5pm 6		6		
Wednesday 10	Vednesday 10 Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)		5pm to 7pm	15	



	FEBUARY 2021				
DATE	ACTIVITY	VENUE	TIME	NUMBER OF SPACES	
Thursday 11	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18	
Wednesday 17	Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)	Online	5pm to 7pm	15	
Thursday 18	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18	
Tuesday 23	Gel Nail Extension Diploma One Day Workshop Resource Centre		10am to 5pm	6	
Wednesday 24	Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)	Online	5pm to 7pm	15	
Thursday 25	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18	
Jan to March	Earn More Money Through Financial Inclusion Boost Course (one to one sessions)	Online	Three sessions of 2.5 hours	10	
From Tuesday 12 Jan to 18 Feb			Mon – Thurs Two hours a day	Unlimited	

MARCH 2021				
DATE	ACTIVITY	VENUE	TIME	NUMBER OF SPACES
Wednesday 03	Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)	Online	5pm to 7pm	15
Thursday 04	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18
Wednesday 10	Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)	Online	5pm to 7pm	15
Thursday 11	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18
Thursday 18	Start Your Own Enterprise (10 week course)	Online	10am to 1pm	18
Wednesday 24	Literacy, Numeracy and Science Homework Club (for 10 weeks for 5 to 14 year olds)	Online	5pm to 7pm	15
Jan to March	Earn More Money Through Financial Inclusion Boost Course (one to one sessions)	Online	Three sessions of 2.5 hours	10

## You're hired! Community Engagement Apprentice wanted!

## At SW9 we are looking for a new Community Engagement Apprentice to join our team.

The successful applicant will:

- Help develop, promote and run community engagement initiatives.
- Help with the smooth running of two new community spaces.
- · Help to re-design SW9's website.

The new Apprentice will also be supported to attend Lambeth College every Friday to study a Business Administration Level 3 course for 18 months.

You can find out all about this exciting position, including how to apply, by visiting the 'Careers' section of our website, www.sw9.org.uk

**Deadline for applications: 14th December** 



If you would like to find out more, please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- Email: getinvolved@sw9.org.uk
- Telephone: 0207 326 3700
- · Website: Using the 'Contact us' page.

### Your team

Each issue we interview a member of your SW9 team.

This time we are speaking to Zoe Christodoulou, SW9's Policy and Performance Officer. Although her role involves the important back office work that keeps SW9 on the road, Zoe can often be found at community events and she is a big part of running the annual SW9 Festival.



### Hi Zoe, how long have you worked at SW9 for?

I have worked here for three years, since October 2017.

#### Tell us a little bit about what you do?

My main responsibilities are around Policy and Performance. I put together the monthly scorecard, which gives us an overview as to how well each department is performing. I send out surveys to you, our residents, and report the results back to the relevant teams, so they know what they are doing well, and what needs improvement. I also provide assistance to managers when they need to write or review a new policy. Then I help them to run a training session with all of our staff, so everyone is familiar with our policies.

## That sounds like you have to have an eye for detail?

Yes, my job involves a lot of data and I have to make sure I work closely with managers to ensure that it is accurate and useful for their needs.

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

I love the community focus of the organisation and the fact I get to give something back to the

community – not too far from where I grew up in South East London. I also like how friendly my colleagues are, we are like one big family.

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

I worked as a chef and a care worker before coming to SW9. I am glad to have had the chance to work in such a diverse range of jobs with so many people from different backgrounds and with a wide range of experience.

#### And finally...

Thank you to everyone who has completed our recent STAR resident survey – your feedback is really appreciated and it has been reported back to staff. I have been helping the team put together an action plan so we can begin work where improvement is needed. You can find some detail about this on page 18. If you would like to get involved further with helping to shape our service please contact the Resident Engagement Team on:

• Telephone: **0207 326 3700** 

Email: getinvolved@sw9.org.uk

Website: www.sw9.org.uk

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## Star Survey update

SW9 would like to give a big thank you to everyone who took part in the 2020 STAR survey. This survey is undertaken every three years and the questions are selected from a list put together by a company called Housemark, who are experts in housing association customer satisfaction.

The aim of this survey was to find out what you think of the services we provide, how you think we can improve and so we can see how we compare. We based our targets for this year on the results from the last survey. Our aim is to increase the target each year until we reach 80%.

#### Results

	Result 2017	Target 2020	Result 2020
Tenants	62%	70%	74%
Homeowners	39%	60%	36%

Our tenant satisfaction has increased by 12% since 2017. We are very glad that tenants feel that our service has improved since 2017 and that we met our target. However, there are some areas that you feel we can do better at and as a result we have put together an action plan to make sure we can deliver the services to the highest possible standard.

The areas you think we perform best at were "community events, supported housing and income collection."

The main areas you think we need to improve on are "the repairs service, how we communicate with you, and keeping promises"

Leaseholder satisfaction was lower at 36%. This is down by 3% compared to 2017. We know this is an area where we need to do better. We aim to:

- Create a Leaseholder Forum where you can have your say in how our leaseholder services are run and how we communicate with you
- Continue with Leaseholder service charge dropin sessions
- Create an FAQ sheet on service charges so you have a better idea of how your service charge money is spent.

If you want to have more of a say on how your services are run and what goes on in the estate, please contact the Community Engagement Team on:

• Telephone: 0207 326 3700

Email: getinvolved@sw9.org.uk

Website: www.sw9.org.uk

You said	We will
You feel SW9 does not always	<ul> <li>Encourage residents to sit on various panels such as the SW9 Improvement Panel where you have a direct say in the way in which we provide our services</li> </ul>
listen to you	Bring back Q & A sessions
	Make sure front line staff are given up to date customer services training
You are	Hold regular meetings with our contractors
dissatisfied with repairs	Give you realistic timeframes for when your issues will be resolved
	Undertake more post-inspections to ensure repairs are of high quality
We don't always keep our promises	More customer care training for front line staff
	Encourage staff to take ownership of their work and to follow through on queries
	Remind staff of SW9's values
You don't always understand your health and safety	Ensure our website has all the relevant up to date information
	Update our Tenant Handbook
responsibilities	Run campaigns throughout the year to raise awareness

## My home and neighbourhood



## Noise nuisance on Stockwell Park

Ever since lockdown began during March, the SW9 Neighbourhood team has noticed an increase in the number of complaints it has received about noise issues.

Everyone has the right to the quiet enjoyment of their home and surrounding environment, a right that is protected by law and your tenancy terms.

As excessive noise is deemed an environmental health matter, it needs to be reported to Lambeth Council. The Council's telephone number is **0207 926 5000** and its opening hours are:

• Monday to Wednesday – 9am to 5pm.

- Thursday 8pm to 4am.
- Friday and Saturday 9pm to 5am.

You MUST also inform SW9 that you have reported it.

SW9 will work with all parties involved in the case and we will seek to resolve the issue informally at first. If this approach fails, an abatement notice may be served by the Council requiring that the nuisance is stopped or restricted. A breach of this notice is a criminal offence and may result in a fine of up to £5,000 and/or prosecution. The police will also deal with noise that amounts to a breach of the peace, or where it is associated with threatening, violent or other anti-social behaviour.



## **Rough Sleepers**

Throughout the summer and autumn months, 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 in finding more suitable accommodation.

## **Building balcony structures**

The SW9 Housing Team is reminding all residents that structures of any sort should not be built on balconies.

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

Says Olu Adedotun, Neighbourhood Services Officer: "We've had a number of instances recently where people have built something on their balcony to protect against the weather. Although this may make the balcony a more pleasant place to be, it can also pose a significant fire risk and is therefore not allowed. Between 2017 and 2019 there were 400 balcony fires in London. We need all residents to play their part to keep everyone safe."





Fly tipping is a criminal offence and one that SW9 Community Housing takes very seriously. Not only is it unsightly, it is antisocial, dangerous to children and will be reported to the Police.

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 allows us to fine fly tippers up to £1,000. Says Michelle Levy, Estates Manager: "It is important that everyone keeps the estate safe. There is CCTV in operation

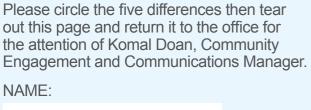
at all times and we are tracing dumped rubbish back to individuals, issuing fines to recover the cost of clearing these items from the estate."

There is actually no need to dump rubbish. You can contact Lambeth Council's Street Care Team on **0207 926 9000** to book a bulky collection at £16.50 for up to two separate items or two bags. Additional items cost an extra £7.50 each.

SW9 also offer a bulky waste service at a standard fee of £20 for up to three items. Call us on **0207 326 3700** and select option 3 to make a payment and book your collection.

## **Spot the difference**

Take part in our festive spot the difference to be in with a chance to win a £20 gift card.



ADDRESS:

**CONTACT NUMBER:** 



## Are you looking for a career in Construction?

If yes, then Network Homes has a variety of opportunities coming up on our Lambeth Regeneration scheme, Aytoun Road.

Opportunity Type	Role	Positions Available	Recruitment Drive	
Job	Welfare Operative	1	Currently Recruiting	
Apprenticeship Trainee Site Manager		1	Currently Recruiting	
Work Experience Groundworker La		2	Currently Recruiting	
Work Experience	RC/Formwork Labour	2	January 2021	
Work Experience	Site Administrator	2	April 2021	
Work Experience	SFS Installer	2	June 2021	
Apprenticeship	Trainee Plumber	1	July 2021	
Apprenticeship	Trainee Electrician	1	July 2021	

If you're not sure what career path you are interested in or have been out of employment for a little while completing work experience, then these opportunities might be worth your consideration.

#### Benefits of doing a Work Experience **Placement**

Become more employable – build your skill set with voluntary work experience. Apart from making you stand out to prospective employers, work experience has many other benefits. You can gain valuable insights about the type of organisation you want to work with and get a feel for the career sector you want to work in.

Alternatively, are you thinking of changing careers, wanting to gain a new qualification or simply learn and get paid? Why not consider doing an apprenticeship?

#### Benefits of doing an Apprenticeship

- Earn while you learn
- Receive a recognised qualification
- Gain real work experience
- Improve your employability
- Discover your skills

If you are a Lambeth resident who has current or previous experience working in the Construction sector, we also welcome speculative applications.

Please send your CV or query to Building.Futures@networkhomes.org.uk. Alternatively contact Kamara Jackson, Employment and Skills Manager, on **07920 782 061**. You can also access local opportunities in Lambeth. Visit and register on https://opportunity.lambeth. qov.uk/



## Regeneration 2



#### **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 is 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.

#### **Aytoun Road**

The old buildings at Aytoun Road have now been fully demolished and rubble crushed and removed. Work is underway to remove any underground services and asbestos with piling works now complete.

Part of Aytoun Road that provides access to Sidney Road has been closed off to vehicles due to the set up space required to complete the works safely. The old ramp leading from Aytoun Court to Crowhurst House has also been demolished. This ramp was not compliant with wheelchair access standards and had to be removed due to the structure being attached to the now demolished building. The ramp is due to be replaced by a new wheelchair compliant platform lift which is to be located at the opposite south corner of Crowhurst House, providing better access to Brixton amenities and a safer entry point to the building.

The new platform lift is due to be in place at Crowhurst House by the end of May 2021.

The Aytoun Road development is due to be completed in May 2022.

#### Sales

We have two developments in SW9, Thrayle House and Tyler House. Thrayle House (aka BRX) is all reserved and we have had over 50% completed. We anticipate having the remaining residents moved in by Christmas. Our other site is Tyler House (aka Rez) where homes are also all reserved. We are now just waiting for handover before scheduling completions.

### **Tyler House**

Tyler House is progressing well. The new roof works are now complete and we expect the contractor to complete the new shared ownership flats in November 2020.

We are currently arranging for all the communal equipment to be commissioned including the new lift in core 5 (flats 33 – 40). The contractor is also progressing well with the refurbishment of the existing flats and we are expecting flats to be handed back to us regularly so that we can move residents back into their homes.

The majority of the scaffolding has now been taken down and the contractor is also working on the communal garden plus the hard and soft landscaped areas surrounding the block.











#### **Park Heights**

**Contractor Hill are continuing to progress** broadly in line with the current programme. Scaffold is being struck to level 3.5, with works to the level 4 slab edge ongoing.

All cladding to balconies is completed down to level 2. Level 1 soffit panels are now ongoing and nearing completion.

On our affordable housing block, balcony cladding works to levels 15 to 7 are completed and signed off, with level 6 balconies complete and snagged.

#### 4 Stockwell Park Walk

Scaffold at 4 Stockwell Park Walk has now been erected.

Cladding installation to levels 7 and 8 are now complete. Levels 6 and 5 have now been stripped and the CP board, fire barrier and membrane installation is ongoing.

#### 8 Stockwell Park Walk

**Contractor Henry are continuing to progress** with the installation of new cladding panels. Light wells and all vertical cladding is substantially complete. Ceiling panels have now started to progress too.

The slab edge fire stopping and fire stopping above doors has also been completed, and inspected by BB7. Both items have been agreed and signed off by BB7. BB7 have now confirmed that they will issue the EWS1 form. It is anticipated that all cladding should be completed within the next two weeks.





## Wheels when you want them

We want to give our residents the benefits of our Zipcar incentives.

Did you know that all residents that live on Stockwell Park or Robsart Village can use our Zipcar vehicles? New residents get two year free membership and £50 driving credit. You can download the app to hire by the hour or day.

Zipcar pay for fuel, parking, Congestion Charge and insurance – so you get access to a car without all the hassle and cost of owning one!



Stockwell Park Estate Zipcars are currently located as follows:

- One in Thornton Street off Robsart Street
- A car and a Transit Van in Stockwell Park Road outside Fitzgerald House.

As demand grows, locations in Rumsey Road and Aytoun Place have been identified for additional

For more information please visit https://www.zipcar.com

## Our performance



## How we are doing

Performance Indicator	Target	Aug	Sep	Our Improvement Plan
Block and Estate inspections rated 'very good' or 'good'.	90%	93%	94%	Our Estates Team are here to make sure that your block is kept clean, tidy and that any maintenance problems are fixed. To come along on one of our block inspections please call <b>0207 326 3700</b> .
Percentage of rent collected.	100%	90.87%	92.6%	We know that some people are having a difficult time at the moment due the continuing effect of COVID-19. If you would like help and advice on paying your rent or other bills our Income Team are here to help. Please call us on <b>0207 326 3700</b> .
Percentage of playground inspections carried out.	100%	100%	100%	Our Estates Team inspect SW9 playgrounds once a month to make sure that they are clean and safe. If you are using the playgrounds at the moment, please be sure to follow the COVID-safe guidance on display.
Number of visits to the SW9 website.	1,275	1,653	2,320	You can find out a lot of information on our website including block inspection dates, parking charges, events and the latest COVID-19 guidance. www.sw9.org.uk







www.sw9.org.uk info@sw9.org.uk 020 7326 3700 SW9 Community Housing

@sw9housing



