

ADVANCE QUESTIONS & ANSWERS

ADVANCE QUESTIONS

Question 1	Why has SW9 senior leadership decided to run a face to face meeting without the option for online attendance during a pandemic and for those that cannot attend physically due to personal and work commitments?
Answer 1	<p>The Meet & Greet event on Tuesday 16 November has been arranged as a face to face event only. This is because the SW9 Board and Senior Leadership Team are keen on re-introducing such activity as primarily community events offering opportunities for residents to meet with staff in a personal environment. In October we held a similar Meet & Greet event focusing on our repairs and estate services team and have plans to hold further such events in future. This is likely to include online opportunities for engagement with our teams.</p> <p>Every precaution is being taken to ensure that the Meet & Greet event on Tuesday 16 November is held in a COVID safe manner, including requesting residents pre-book so that numbers are controlled, encouraging lateral flow tests carried out on the day (ensuring the result is negative, including staff members), asking residents not to attend should they have any COVID symptoms as well as providing face masks, gloves, wipes and hand sanitiser to use.</p>
Question 2	Why are SW9 never able to meet a deadline when responding to emails, complaints, information requests as per their own self-imposed deadlines or publish 5 day SLAs?
Answer 2	<p>We are aware that there are issues with making timely responses to residents and in keeping you up to date with progress. Recently we have added extra staff members to teams including Repairs, Estate Services, Customer Services and Leasehold Services in order to improve this. The publishing of 5 day service level agreements is a good idea and will be considered as a way in which this can be monitored. However it is not always possible to respond within 5 days. For example: Service charges queries are multifaceted and can span across departments and staff members. This means they can often take a long time for resolution to be found and agreed.</p>

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Question 3	What are the justifications by SW9 Senior Leadership to ask for 15% management fees when simple activities like meeting deadlines as per question 2, are not being managed? This is not the first time this has been asked and the value coming back from SW9 is limited to say the least for the fees paid.
Answer 3	<p>The management fee is charged in line with what is stipulated in the lease and is charged to cover the costs of administering the service charges (calculating the charges, income collection and dealing with homeowner enquiries).</p> <p>As with any organisation, SW9 is a business with overheads to cover. This includes the staff employed to manage the various contracts that supply services to you. We are aware that there are issues with some of the services you receive and are working to improve these. However, this cannot be done without paid SW9 staff to carry out the work.</p>

Question 4	Why is it difficult to get through on the phone to Repairs Team and certain other options?
Answer 4	<p>We are aware that there are issues with the SW9 telephone system. This was introduced some months ago and we have not found it to be suitable for the needs of the organisation or our residents. We are currently in discussion with Network Homes to introduce a new telephone system.</p>

Question 5	Given Network Homes believes SW9 has failed to adhere to its contractual responsibilities so badly it has commenced the formal dispute process to enable support to be provided and step-in rights, and that SW9 has not improved its services sufficiently, why does SW9 believe it is fit to try to take over the freehold of our properties from Network Homes?
Answer 5	<p>This statement factually incorrect. Network does not believe that SW9 has failed to adhere to its contractual responsibilities. However, over the next few months we will explore the possibility of becoming a stand-alone community housing association, which would operate independently of Network Homes and be regulated by the Regulator for Social Housing. At this stage no decision has been taken. We are at the beginning of a long process in which you – our residents, both tenants and leaseholders – will have the final say, by way of a ballot. If SW9 is to be successful in this ballot then we are aware that we need to make improvements to a range of our services in order to earn the confidence of the local community. We</p>

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	are not considering this lightly and ultimately desire the best outcome for residents of Stockwell Park and neighbouring street properties.
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Question 6	<p>One of the measures intend to be put in place to improve service delivery to Leaseholders was to introduce a Leasehold Steering Group. This group has met once. Despite asking who would continue to lead this group in the absence of a SW9 team member, I and others have received no further information on this group - despite taking the time to engage on it previously.</p> <p>Why has this group not continued? It is a disappointing sign of the lack of commitment to improvements in service delivery to Leaseholders; in all honesty, it feels like a box was ticked against a list of actions set for/by SW9 for improvement, but with no lasting value.</p>
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Answer 6	<p>We are sorry that delivery of the Leasehold Steering Group stalled. As the question rightly points out this took place due to the absence of a key staff member and efforts should have been made to continue the work of this group despite this. The SLT with responsibility for Leasehold Services is aware of this situation and the dissatisfaction it has caused, and is now making efforts to restart this activity asap.</p> <p>The Steering Group will be informed for the next scheduled meeting.</p>
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Question 7	Can SW9 release and organisation graph of all staff roles and responsibilities including allocated area (if any) and direct reports etc?
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Answer 7	Please see attached organisational chart.
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