



Community
Housing

Our Community News



Inside:

What's happening this Easter

03

Your new Repairs phone number

04

Meet & Greet round up

08



Part of

**Network
Homes**



Welcome



Since we held the first Meet & Greet in November 2021, we've created a number of new ways in which we can meet with you and give you an opportunity to have your say.

This has included Meet & Greets with the Repairs and Estates Team, a Q&A session for residents living in street properties and Surgeries with the Housing Team.

It's our sincere hope that these activities give you a great chance to meet the team, find out more about the different services and ask any

questions. It also gives us an important chance to understand directly what is important to you.

In this issue you can read a round up of the questions and answers from the latest event with the Senior Leadership Team, which provided us with a number of great ideas for our improvement plans.

It's an exciting time to be at SW9.

Best wishes

Delroy Rankin
Executive Director

Join us on a Block Inspection

At SW9 Community Housing we carry out monthly inspections of every block. We encourage residents to come on these inspections to discuss any concerns you may have.

If you would like to come on an inspection, you can view the schedule by using the QR code to see when we will next be inspecting your block. Let us know you are joining by emailing info@sw9.org.uk or calling 0207 326 3700. You can then meet us at the Housing Office or we can knock on your door when we arrive.

Please note: Attendees are asked to observe all COVID-safe measures currently in place in order to protect residents, staff and the wider community.



Join us on our

EASTER ADVENTURES!

Science Party!

Tuesday 12 April

10am - 1pm

SW9 Resource Centre,
13 Benedict Road, SW9 0FS



Easter Egg Hunt and Lunch

Thursday 7 April

11:30am

SW9 Learning Centre,
153 Stockwell Road, SW9 9FX



Don't miss out on the fun. To book your place, email getinvolved@sw9.org.uk or call 0207 326 3700 | www.sw9.org.uk

Removal Date: 11/04/2022



Coronavirus (COVID-19) service update and advice

At the time of writing, the vast majority of COVID-safe restrictions in the UK have been lifted.

Although this means there are far more freedoms available than we have had access to in the last two years, COVID-19 is still a very real concern.

SW9 will continue to do all it can in order to protect you, your family and the wider community during this period.

Please do keep up to date with national guidelines to make sure you know how to keep yourself, your household and the wider community safe when dealing with SW9 during this time.

Digital newsletter

We are currently considering moving to a digital version of this newsletter. We would send this out to you via email and text message.

This would mean a big change in how you receive information from us as it would mean that we go “digital by default”, only printing and sending physical newsletters to those that specifically request them.

Your new Repairs phone line

The number for reporting repairs to SW9 has now changed to: **020 3007 3170**

This new and dedicated phone line has been installed as a result of resident feedback. It will make reporting repairs quicker and easier.

For any non-emergency repairs you can still report a repair to us via:

- Email: repairs@sw9.org.uk
- Website: Using the QR code below.



Important information for all residents about rising energy costs

What is happening?

As you may already be aware, the UK is currently experiencing rising energy costs.

This is due to the wholesale costs for energy rising, leading to price increases for the consumer.

What it means for you

It is expected that this will impact on all SW9 residents to some extent through considerable energy cost increases.

Advice and support available

We are aware that price rises may be of great concern to you and we are advising all households to plan their budgets to help them through this period.

If you are worried about how these will impact you, please do not suffer in silence. Our Rent and Leasehold teams are here to help you with advice, guidance and to sign post you to support.

You can contact the team today on:

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



The ‘Debt and money support’ page on our website also has a number of links to organisations that may be able to help, including the Lambeth Household Support Scheme – just click on the QR code for more information.

Do you know about SW9 funding?

SW9 residents can now apply for Education and Employment Grants and the SW9 Hardship Fund.

Educational and Employment Grant

SW9 residents can now apply for an Educational and Employment Grant of up to £300. This can be used towards training fees, course materials or childcare provision whilst attending a course.

SW9 Hardship Fund

The Hardship Fund is a discretionary scheme for our residents that can provide a safety net in an emergency or after a disaster, provide assistance to enable independent living in the community, and can assist some families under exceptional pressure.

To find out more about funding, please contact SW9 on:

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

Or scan the QR code.



Dear SW9...

Do you have a question for SW9 that you think other residents might benefit by knowing the answer to?

If you do, then why not write in? If we include your letter in our next newsletter then a £10 gift voucher could be yours.

Recently, we have been asked:

Q. Who is in charge of SW9?

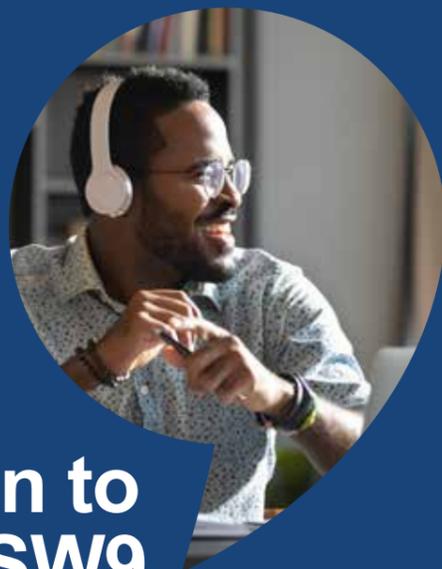
A. SW9 Community Housing is a resident-led organisation. This means we encourage resident involvement at every level, including the Board.

At capacity, four tenants, four leaseholders, four independents and one Council appointee form our Board. Together they have responsibility for the organisation's strategic direction and direct the work of SW9's Senior Leadership Team.

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

- Telephone: **0207 326 3700**
- Email: getinvolved@sw9.org.uk

More information can be found on both the Board and the Senior Leadership Team by following these QR codes.



Listen to The SW9 Podcast

Created specifically for residents of SW9 Community Housing, The SW9 Podcast is now available for you to listen to.

You can listen to The SW9 Podcast now via most major podcast distribution services – just search for 'The SW9 Podcast'.

Follow SW9 on Instagram

SW9 Community Housing is now on Instagram! Please follow our account to keep up to date with everything that we have going on.

You can follow us by visiting Instagram and searching for 'sw9communityhousing'.

And don't forget, you can also follow us on our other social media channels too:

- Facebook: **SW9 Community Housing**
- Twitter: **@sw9housing**
- Youtube: **SW9 Community Housing**
- LinkedIn: **SW9 Community Housing**
- Podcast: Via most podcast distribution services

Need help updating your Universal Credit journal?

It's that time of the year when you will need to inform Universal Credit about your new rent amount. Please note that this can only be done on or after the new rent has taken affect.

If there are any difficulties accessing your online journal, you will need to get in touch with Universal Credit on telephone number 0800 328 5644.

We are here to help. Please feel free to pop into our surgery in April or to visit the office.

Surgery details:

Date: Monday 4 April

Time: 9.30am - 4.30pm

Venue: SW9 Resource Centre (near the Skate Park)

If you don't tell the DWP about your rent increase, your Universal Credit won't be increased to cover your new rent. This means you could miss out on benefits you are due and are liable for any arrears.



Winter activities round up

Although it was necessary to cancel some planned activities this winter due to the emergence of the Omicron Covid-19 variant, we are incredibly proud that we still managed to deliver a number of activities, kick-starting a programme that will run throughout 2022.

Activities included coffee mornings, the Rumsey Road Residents' Meeting, Homework Clubs, the Brixton Artists' Circle Print Workshop, the Eat Well Support Scheme, the Helmi House Christmas Lunch (and regular Lunch Club), an Improvement Panel meeting, Neighbourhoods Surgery and a Street Property Residents' Meeting.

In total a staggering 372 members of the local community got involved with SW9 during this time and we hope to see many of these faces again in the year to come.





Q&A round up from the Senior Leadership Team Meet & Greet

On Tuesday 8 March, residents attended an online Meet & Greet session with Delroy Rankin (Executive Director), Orane Lewis (Head of Finance) and Dipak Patel (Head of Corporate Services) – SW9’s Senior Leadership Team.

Below is a round up of all the questions and answers from the event.

Staff in attendance:

- Delroy Rankin, Executive Director, SW9
- Dipak Patel, Head of Corporate Services, SW9
- Orane Lewis, Head of Finance, SW9
- Dee Alapafuja, resident and SW9 Board Chair
- Gabriel Codjoe, Director of Housing, Network Homes
- Simon Hall, Interim Property Services Manager, SW9
- Michelle Levy, Estates Manager, SW9
- Patricia Aihie, Interim Housing Services Manager, SW9
- Komal Doan, Community Engagement and Communications Manager, SW9
- Peter Adams, Communications Executive, SW9
- Kelly Tran, Community Engagement Apprentice, SW9

1 All covid restrictions in England have ended. Does SW9 intend to end working from home? The point of SW9 is that you’re community based.

Dipak Patel: SW9 moved to a hybrid system before Christmas 2021, meaning staff worked a certain period of each week from home and a certain period from the office. However, key frontline staff (such as the Estates Team) had been working from the office since long before that time.

Although we reintroduced homeworking for a short period in December 2021 due to the emergence of the Omicron variant, we have now returned to the hybrid system.

As an Estate-based organisation, our onsite presence is front and centre to what we do. However, with the new national environment, we have had to incorporate some flexibility to incorporate hybrid working, especially for administrative staff.

2 To the leadership team – What actions have you taken since our last Meet and Greet event that shows you have acted on feedback received?

Delroy Rankin: We took the feedback we received at the November Meet & Greet very seriously. Since then, the SW9 Senior Leadership Team have agreed with the Board the necessity for a wide ranging Service Improvement Plan. This was approved by the Board two weeks ago and will be launched on 4 April. Some of the actions are already in place while others will be completed against this timescale:

Meet & Greet SW9

Since we held the first Meet & Greet in November 2021, we’ve created a number of new ways in which we can meet with you and give you an opportunity to have your say.

This has included Meet & Greets with the Repairs and Estates Team, a Q&A session for residents living in street properties and regular Surgeries with the Housing and Income Teams.

The latest Meet & Greet Session was an online event with the SW9 Senior Leadership Team on Tuesday 8 March.

This was a great opportunity to meet the team, find out more about the different services and ask any questions. It also gave the team an important chance to understand directly what is important to you.

If you would like to Meet & Greet a particular team, why not let us know using the contact details below.

- Telephone: **0207 326 3700**
- Email: **getinvolved@sw9.org.uk**
- Website: using the ‘Contact us’ page at **www.sw9.org.uk**

- Priority 1 actions – quarter 1.
- Priority 2 actions – quarter 2.
- Priority 3 actions – quarters 3 and 4.

We expect these to deliver an improvement in both the customer experience and customer satisfaction.

Other actions have included a new dedicated Repairs line to make the service quicker and easier, the creation of a new About SW9 leaflet (with a second – The Relationship between SW9 and Network Homes – currently being signed off), the cementing of Meet & Greets as an integral part of the resident engagement process and the completion of 10 individual repair reports.

Since the Meet & Greet in November, SW9 has introduced a series of similar activities including Meet & Greet sessions with the Repairs team, Housing Surgeries and Income Surgeries. Meet & Greet Sessions with the Senior Leadership Team are now booked into the diary and two more are due to take place this year. Activities are also being undertaken online (such as this Meet & Greet meeting) and via telephone (some Surgeries).

3 To the Chair – What measures have you taken since our last Meet and Greet that have enabled our representatives to listen to our collective voice and speak up on residents' behalf?

Dee Alapfuja: The SW9 Board work separately but collaboratively with the Senior Leadership Team in order to address customer issues and speak up for them. Since the Meet & Greet in November both Board and its Committees have been undertaking closer scrutiny over customer issues and complaints, worked with the Senior Leadership Team to develop the Service Improvement Plan and become more involved in day to day delivery. The team have also been attending the newly introduced resident meetings in order to address highlighted matters at Board level. The ship is turning around.

4 What is being done about our hot water and heating?

Simon Hall: SW9 have been working with residents at Rumsey Road and Benedict Road due to ongoing issues with heating and hot water. This is potentially due to a latent defect although there may also be other contributory factors. A report has been put together and passed to Stephen Leonard (Senior Construction Project Manager) at Network Homes. Contractor Henry are now due to feedback on the report and I am currently following up on this.

Gabriel Codjoe: I will also liaise with the team at Network Homes tomorrow and ask them to respond to Simon Hall.

4a I've made similar reports in the past. Does this work include my flat?

Simon Hall: The survey has not been blockwide but I will be doing a sweep to ensure we know all the properties that share this issue. This will take place week commencing 14.03.22 with the Gas Team and Project Manager.

Since the meeting: Network Homes and SW9 have been in contact regarding this issue and a meeting is due to be held to seek resolution. Letters were sent to all residents on 15.03.22 to ensure that no properties have been missed.

5 And are we going to be compensated? Energy prices are going to rise and we are already paying a steep bill for energy that we are not even getting.

Orane Lewis: In the first instance SW9 is concentrating on liaising with Network Homes and contractor Henry to resolve the issues with heating and hot water at Rumsey Road. When this is completed we will then be in a position to discuss the question of compensation and liability.

6 I understand that the Gas supply to SW9 Estate is provided by Gazprom. In light of the recent invasion of Ukraine and sanctions imposed on Russia, what steps are being taken to cancel our current contract and switch providers?

Delroy Rankin: The current gas contract for Stockwell Park is with Gazprom. This is due to expire on 31 March 2022 and SW9 is working with Network Homes to procure a new contract with a different supplier that will begin on 1 April 2022. This is of great importance to SW9.



7 In your annual report, you have said your KPIs are already sky-high, some as high as 100%. Regarding Delroy's comments that we will see improvement, will these be measured in a realistic and honest way that reflects the feelings of residents?

Delroy Rankin: We have found that, in the past, some KPIs have had wrong weightings. We are going to work with independent auditors in future to ensure they're accurate.

Dipak Patel: My team are responsible for the metrics that create KPIs. We found that some customer service KPIs weren't reflecting true service delivery. We have therefore come up with a new system / algorithm to allow greater weighting to areas of importance such as repairs. These will also be audited independently so residents can have greater confidence in the data we present.

8 I've been trying to find out for two years who supplies my gas but I haven't heard anything – I can't get answers and I'm not allowed to switch. I have a Guru meter. The cost is high and between August – March I paid £900 in top ups. It is freezing in my flat and the electric radiators are causing financial stress and rent arrears.

Dipak Patel: I'm sorry to hear that we've not come back to you about this properly. We will liaise with you to understand the issues fully, provide the answers and offer support.

Since the meeting: Simon Hall, SW9's Interim Property Service Manager, has made contact with the resident. He is also making contact with Insite Energy to have checks carried out on the Guru meter at the property.

9 In June 2021 I had a leak coming into my bathroom. I sent emails and went to the office reception. Surveyors visited but I've had no updates since. Is there anything you can do? I haven't been able to get an answer.

Orane Lewis: I'm sorry to hear that no one has come back to you about this. I will get someone to contact you by close of business tomorrow – 09.03.22.

Since the meeting: Simon Hall, SW9's Interim Property Service Manager, has made contact with the resident and visited the property.

10 Thanks Delroy for the information on energy supplier contract conversations. As a follow up, is SW9 looking at any longer-term measures to reduce gas and electricity consumption such as installing solar panel roofing on more buildings?

Delroy Rankin: We do already have solar panels on some blocks which are used for communal supply. SW9 is looking to assist people who will be impacted the most by the ongoing energy issues.

11 I'm a Leaseholder at Norton House, will there be a service charge meeting? We get lots of information on programmes but nothing on why increases are happening. Buildings Insurance would be good to know more about.

Delroy Rankin: We used to have these meetings annually and we have tried to move them online during the pandemic but they were not very successful. We are happy to consider these again if some blocks wish to have them but there is nothing currently planned. I will also ask the Leasehold Team to contact you personally.

Regarding service charges, for cleaning and CCTV we've held costs and in some areas we've brought them down. Building Insurance has seen increases though, some of which were due to Grenfell. We procure Building Insurance groupwide and then split it out but there have been significant increases to which SW9 also contributes.

11a Have you been to six different companies when getting quotes? If there is more than a 10% increase it would be good to know more information about why.

Delroy Rankin: I agree that more information should be given and that we should also communicate how quotes are sourced. We will discuss this with Network Homes to get more information so we can offer better explanation and justification.

12 Is the Benedict Road communal garden for animals? There is fouling in the area and our kids now can't use it. I have raised this but no one has come back to me. Is someone looking into this? What are the rules? They need to be clarified. People from other properties are bringing dogs to the area and I have spoken to them but they still come. It is unhygienic as the artificial grass means the fouling just sits there. Pet owners are acting in a disrespectful manner and they need to know where they can exercise their animals.

Simon Hall: Communal spaces are for all but not designed for animals. We probably haven't made this clear enough so will look into what we can do. We will also communicate the importance of responsibility. When we took on the building, pets were not at the forefront of our thoughts. We will put out information this

month. We also have CCTV in the area so we can consult with them to identify perpetrators and write to them / issue fines in the same way we do for fly tipping.

Michelle Levy: There are also foxes in the area which we are taking action on. However people should not use this area for their pets.

13 When are the Crowhurst House garages going to be refurbished? My garage has been broken into by SW9 and I had items removed. If you were not ready why did you take my items? Also, now you have done this it is not secure and drug users get in. They insult us. I am scared. I need a padlock to stop them. Why did you move my items in November but not those of others? How can I collect my belongings?

Delroy Rankin: Work has now been approved for garages. I will ask a colleague to contact you about your belongings and to secure the area before works start. I apologise for the delay but we had some unforeseen delays with this project.

Patricia Aihie: I will arrange for a member of the team to visit you. When this project began we put out notices as spaces were being used for storage and not cars. This is not allowed. When people move to the new spaces these will only be for cars and all current spaces will need to be cleared.

Simon Hall: Crowhurst House TORT Notices were delivered with a strict deadline which we extended by 4-6 weeks before we started moving items. However, we also found combustible items and, due to the proximity of a gas main, these had to be removed immediately. Ultimately these spaces are for cars.

14 What is happening with parking for Benedict Road social housing tenants? Leaseholders have been offered parking in nearby undercrofts. We were told we would be offered parking at Barret House once the refurbishment was complete but now we are being offered Burrow House. This is a long way with young children and shopping.

Patricia Aihie: A section of Burrow House has been kept for residents of 1 Benedict Road as it's closer to their homes. However, you will be able to swap to Barret House when it comes available, which will be during 2023. If you would like to meet with me I can show you where the Burrow House parking is – it is only a difference of about one minute.

15 Why are on street parking fees being increased? It was explained to me by the receptionist these would be doubled.

Patricia Aihie: I have proposed an increase in order to encourage the move to secure parking. No final decision has been made but the final cost will not be double.

15a So is there no financial need to increase the cost? It's a strange way to go about it. There should be consultation and discussion with residents and you should explain when parking won't be available.

Patricia Aihie: Another driver for this project is the need to resurface the roads. Our aim is to make on street spaces available for visitors while residents use secure parking. We have done a parking survey and we will publish the results when it has been seen by the Senior Leadership Team.

Delroy Rankin: There will be further consultation and we'll use one of these meetings to present proposals so people clearly understand the motivation. It's not about raising revenue. We're trying to create a shared space but probably haven't articulated that well enough. We will arrange a meeting before any final decision is taken.

16 I'm a Sidney Road leaseholder and I want to back up the importance of scrutinising service charge increases. Also, regarding the spin off of SW9 from Network Homes – what's the update?

Dipak Patel: This is a process that is long and drawn out. When SW9 formed there was an Options Review Agreement that sets out the route and milestones but not timescales. We invoked this process last year. The next step – valuing the estate – was successfully

completed last year. A draft valuation document has been produced and is now ready to be presented to SW9 and Network Homes. There will be more steps to go before we can consider a ballot of residents. One of these is the need to create an SW9 business plan to ensure the financial viability of the undertaking. To aid us with this, SW9 has hired consultants. Discussions continue between SW9 and Network Homes however we don't want the process to go on forever. We are currently looking for agreement so we can hold a potential ballot 12 months from now.

16a Thank you that's helpful. Can you consider fire defects and cladding as part of this? Network Homes has significant financial resources to help with this issue and, if SW9 went independent, many fear they may not be able to assist.

Dipak Patel: That's a good point and I will make sure it is included in the Business Plan we are creating.

17 The BRX Residents' Association has raised an official audit of our service charges. A notice was sent to SW9 about 3 weeks ago. The statutory requirement is for you to reply within a week yet we have not heard back. It was sent by email to info@sw9.org.uk, to the Leasehold Manager directly and via registered post.

Orane Lewis: Please accept our apologies for not having come back to you. We will acknowledge receipt by close of business tomorrow – 09.03.22.

Since the meeting: SW9 has acknowledged receipt of the letter and is working with the association on the next steps.



Ever considered becoming a lorry driver?

SW9 has an unbelievable opportunity for committed residents to take part in HGV Lorry Class 2 Training.

This will take place at the local driving centre and, in some exceptional cases, may even lead to paid employment.

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

- Telephone: **0207 326 3700**
- Email: getinvolved@sw9.org.uk

One resident who has recently completed this training is Jose Filipe. We spoke to him about his experiences.

Hi Jose, congratulations on completing your HGV Lorry Class 2 Training!

Thank you very much.

How did you hear about the training?

One day I came to the SW9 office to sort some problems. I saw the advert on one of the tables. I asked reception how I can apply and I filled out the application form and sent it back by email to Komal. A few days after she called me

How long did the training take?

The training is five days – Monday to Friday – and on Friday you do your driving test. You go out for an hour with your examiner. I passed first time and passing on the first time is not easy.

So what's next for you?

As soon as I get my driving licence I will contact companies, say I got my licence and I'll probably go to some interviews. I hope I get a job soon. I know many companies are looking for drivers so I'm hoping.

What would you say to any other residents thinking about taking this training?

I recommend it! If you get the opportunity why not? I recommend it to all people. I'm happy and thank you very much SW9 for giving me this opportunity.



RISE



Welcome to RISE

The SW9 RISE programme continues to go from strength to strength.

RISE sees SW9 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.

This is an exciting time for us as we can run activities and events to bring residents together. 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 the 'Get Involved' page of our website or by scanning the QR code below. If you would like to speak to someone about any of these opportunities, please get in touch or take a look at your new Menu of Involvement.

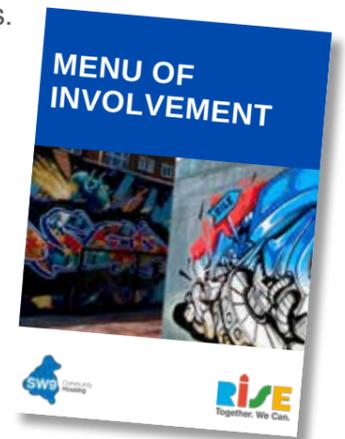


Your Menu of Involvement

As part of your SW9 RISE programme, which offers you a brand new suite of opportunities for personal development and ways to engage with the organisation, we have published a brand new Menu of Involvement. This can be found on our website or by scanning the QR code below.

This is a guide for those who would like to know what opportunities we are currently running and how they can get involved. It includes all the information you need to know about what we have to offer.

All sessions are free for SW9 residents and you may register on as many engagement opportunities as you wish. All we ask from you is your time and commitment. Reservations will be made on a first come first serve basis.



How to get in touch

If you would like to find out more about any of our RISE opportunities, you can find do so on the 'Get Involved' page of our website: www.sw9.org.uk

To get in touch please contact Komal Doan, SW9's Community Engagement and Communications Manager:

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

A note on 'no shows'

Recently the SW9 Improvement Panel worked on the issue of 'no shows' for SW9's fun family trips.

These can cause considerable headaches as every 'no show' not only incurs a cost to the organisation, it also means that another individual or family are potentially barred from enjoying an activity.

The Panel agreed that the following will be used on a trial basis for a six month period which began in January 2022:

- Participants will be asked to give 24 hours notice if they decide not to attend an activity.
- A 10% deposit per head per activity will be collected and failure to provide card details will mean no booking.
- If residents do not provide 24 hours notice and do not attend the activity, the 10% deposit will be withdrawn.
- A log of repeat 'no shows' and the loss incurred will be held.

Your Improvement Panel

The work of the SW9 Improvement Panel has now begun. Recently the five person team of residents just like you have been working on mystery shopping and a review of the SW9 website, offering us a number of ideas that we can use to improve some of our key services and their accessibility.

If you would like to know more about the Panel, or even join, please get in touch or follow the QR code below to the SW9 website where we have a number of frequently asked questions.



Become a Street / Block Champion

SW9 is looking for residents interested in becoming the Champion for individual streets / blocks across Stockwell Park.

This is your opportunity to make a difference to your immediate area and community, acting as a spokesperson, helping to improve your immediate environment as well as ensuring cleaning and maintenance is being carried out.

All Champions will be given training and guidance on how best to carry out their roles.

For more information please visit the website or scan the QR code.



Star Survey Update

STAR Action Plan Update

During 2021 we published the results of our STAR Survey of residents and let you know what actions we were going to put in place to improve our services.

Here is an update on what we have done since the last issue:

- We held our first Senior Leadership Team Meet and Greet with residents in November 2021 and followed this up with an online session in March. Meet and Greets are now a regular activity and you can find out what happened at the latest event on page 8.
- Our BRX Residents' Association held their first Annual General Meeting in February 2022. This Resident led panel has worked closely with SW9 in improving areas such as coordinating snag lists and window cleaning.

- We have now started to hold Meet and Greet sessions for our individual teams, such as our Meet and Greet the Repairs Team and our Residents Surgery with Housing Services Manager, Patricia Aihie. Visit our website to see when our next session is. There is no need to book, just turn up!
- We have installed a new dedicated Repairs phone line to make contacting the Repairs Team easier.
- The SW9 Improvement Panel have actively been involved in providing their input into SW9's services. This included participating in a number of Meet & Greets, attending team meetings and providing their first-hand experience on services received by SW9 and contractors. The panel also contributed to making changes to the way SW9 reserves spaces for engagement activities, provided recommendations to the development of the resident engagement strategy and are currently carrying out some mystery shopping on our website.

Advice and guidance

What to do in the event of a gas leak

Cadent Gas Ltd operates Britain's national gas emergency service 24 hours a day. Their emergency telephone number is **0800 111 999**.

National Grid will inform SW9 Community Housing if a problem is serious. If you smell gas in the street, report it at once to National Grid. Don't leave it to someone else to report it.

If you smell gas in your home:

- put out any cigarettes.
- contact National Grid immediately on **0800 111 999**.

- make sure all gas appliances and the burners on your stove are completely turned off.
- open all doors and windows.
- do not use matches or naked flames.
- turn the supply of gas off at the meter.
- do not operate any electrical switches or appliances including door entry systems.
- keep people away from the affected area.

My home and neighbourhood

Keeping balconies and communal areas safe

The SW9 Neighbourhoods Team is reminding all residents of the importance of keeping balconies and communal areas safe.

Heaters, flammable objects and barbecues are not allowed as they pose genuine fire risks. Smoking is also discouraged, although if you do smoke then cigarette butts should be extinguished completely and disposed of with care, preferably with water.

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

Says Michelle Levy, Estates Manager: "Between 2017 and 2019 there were 400 balcony fires in London. We need all residents to play their part to keep everyone safe. We are also asking residents not to build structures on their balconies to protect against the weather (these can pose a significant fire risk), or to leave chairs on top of tables as these could fall in high wind."



Rough sleepers

Throughout the end of last year, SW9 saw 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.

Lambeth Council also has a Rough Sleeping Outreach Team. You can contact them on

- Email: lambethoutreachreferrals@thamesreach.org.uk
- Telephone: **07814 080 143**

Our CCTV is operational at all times on Stockwell Park and the team work closely with the Police.



Despite this, if you witness anti-social behaviour (ASB) near your home, please do still let us and the Police know.

What is classed as sleeping rough?

Sleeping rough is classed as people sleeping, about to bed down or actually bedded down in the open air such as on the streets, in tents, doorways, parks, bus shelters or encampments.

How do you report someone sleeping rough?

If you are concerned about someone sleeping rough, you can send an alert to StreetLink by visiting www.streetlink.org.uk, via the mobile app, or by calling **0300 500 0914**.

What to do with your StreetLink Reference

When you are given a Streetlink reference, please call SW9 on **0207 326 3700** with the number and details. We can then liaise with Streetlink.

Don't dump – dial!

Call SW9 to book a bulky waste collection

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.

Says Michelle Levy, Estates 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 they can be fined up to £1000.

"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, or SW9 on **0207 326 3700**. There is a standard fee of £20 for the removal of up to three bulky items."

Please note: The Lambeth Council refuse van will only take household waste /

recycling and not bulky items (like wood, fridges, beds etc). These can be booked for collection via the Estates Team on:

- Telephone: **0207 326 3700**
- Email: getinvolved@sw9.org.uk
- Website: Using the 'Contact us' form at www.sw9.org.uk

The team is also asking residents:

- Not to leave bin room doors open.
- To dispose of your rubbish properly and safely in the bins provided. Do not use the bin room floor or leave items outside doors or near the refuse chute.
- To use the correct sized bin bag when using the chutes and not put items down that will cause blockages.
- To not block access routes for rubbish collection with vehicles.

Your SW9

The Stockwell Story

Homes and the people who live in them are important to us. They're the reason we do what we do. There's a strong sense of community and a tradition of resident involvement in the way that housing services here are managed. We think it's that tradition and heritage that makes the area so special.

But how did we get here? Where did we come from? And what does it mean to be a resident on Stockwell Park?

In each edition of *Our Community News* we run a small section on the recent history of the area. This article was first created for a booklet we produced some years ago called *The Stockwell Story*. The original version of this can be found on the SW9 website 'Publications' page – www.sw9.org.uk



2013 – Creating opportunities

During 2013, we created a new apprenticeship scheme for local people and took on three apprentices from the estate. This was an important opportunity to “walk it like we talk it” and we worked tirelessly to support our apprentices into full time employment.

Alongside our own apprenticeship scheme, we also worked with our contractors Higgins, Wates and Ardmore to deliver on-the-job training and provide permanent jobs for local people.

By partnering with organisations including Family Mosaic Ixion, Groundwork London, Wates, Bernados, Lambeth College, City Gateway, Cherry Tree Foundation and Plantos College, we provided education, training and employment to our residents and other local residents. We engaged with over 300 local people on these courses, training over 100 people in several courses including; Building, Health and Safety, First Aid, Food Hygiene, and Business Start-Up achieving over 20 job outcomes.

This was also the first year that, in conjunction with the Community Centre and local resident artist Salome Russell, we provided art classes for local children which we then used to create the Community Calendar we give to all residents at the end of the year.

In the years that followed, our commitment to taking on apprentices, working in partnership with other organisations and production of the Community Calendar has continued.



Regeneration

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

Brick work and window installation is now complete up to the third floor.

In the next four weeks externally we will see the remainder of the window installation, brickwork from level 3 through to completion, and works to the roofing membrane to make the building water tight. Internally we will progress screeding works along with first fix mechanical and electrical to all of the walls.

We have also submitted a request to Lambeth planning department to change the energy strategy so that the hot water is supplied via air source heat pumps rather than the old redundant CHP system located in Norton House Energy Centre. This will ensure the building is more sustainable in the long term and is in keeping with the most recent changes to London Plan legislation. While we await the decision from Lambeth planning department we are incurring delays to the programme meaning the project is now currently due to complete in October 2022.

Crowhurst House Lift

Trial holes have recently been dug to carry out final ground investigations before construction begins in April for the new platform lift.

The lift is due to be constructed by the end of July and fully commissioned and ready for use at the start of August 2022.



Regeneration

Tyler House

Tyler House renovations are nearly complete with just the last few repairs, defects and inspections taking place in the remaining properties. The courtyard is now fully accessible to all residents, and we are just waiting on the installation of the courtyard benches and the bike racks to be delivered and installed which will hopefully be by the end of April.

The slight refresh of some of the brick work on some of the edges of the building and the regrouting of bricks at the front entrance from white to grey is still outstanding. This will be actioned towards the completion of the project.

Thames Water have visited Tyler House to ensure all meter serial numbers are correctly associated with the correct meters on their system. This has

now been finalised and all billing queries should now be solved. Residents are asked to get in contact with Thames Water directly if they have any queries regarding their water bill. Access to your water meter can be obtained via the courtyard. To gain access to these please contact SW9's Estate Services team. They will also be able to provide you with access to your gas meters which are also located within the courtyard of Tyler House. The current gas supplier is with Ecotricity and residents may look for alternative providers if they wish. Residents are asked to get in contact directly with Ecotricity if they have any queries regarding their gas bill.

As most properties have come to the end of their 12-month defect liability period we remind residents to contact the SW9 Repairs team on **020 3007 3170** for any repairs that fall outside of resident responsibility. If you are still within your 12-month defect liability period and would like to report a defect please get in contact with our Aftercares team on **0300 373 3000** (option 3).



Our performance

How we are doing?

Performance Indicator	Target	Aug	Sep	Our improvement plan
ASB cases with an action plan in place.	100%	50% 	100% 	We take cases of anti-social behaviour very seriously. We put an action plan in place for all cases to ensure they are dealt with in an effective way. If you are experiencing ASB, please contact the Neighbourhood Team on 0207 326 3700 .
Percentage of repair appointments kept.	95%	72.2% 	93.1% 	Our Repairs Team are working with our contractors to improve our performance in this area. We hold monthly meetings with contractor Seville providing each other with feedback on how we can ensure the service runs smoothly and appointments are kept.
Percentage of residents happy with their visit to the office.	85%	97% 	94% 	We will use the feedback received during the month to improve how your queries are dealt with by our staff. If you call into the office, please use our smiley feedback survey. Your feedback is much appreciated.
Percentage of tenants in arrears.	2.75% (maximum)	2.94% 	3.01% 	We know that the cost of living increase has led to some people struggling to pay their rent. Our Income Team aren't just here to take your payments, they are also here to provide you with support and advice. If you feel like you are struggling, please call our Income Team on 0207 326 3700 .

Contact us

 www.sw9.org.uk
 info@sw9.org.uk
 020 7326 3700
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