



Community
Housing

Our Community News



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Part of

**Network
Homes**



Welcome



Keeping it local

Our new repairs phone line is now operational, and you will have noticed that your waiting time to speak with an operative has been reduced.

The new repairs phone line is part of our Service Improvement Plan which has been developed with the involvement of all staff to ensure that each service area is included in ensuring that we deliver a first-class customer experience to our residents. In this edition you will read how we have increased the number of ways in which you can have a say and help us to deliver the service you deserve.

During these trying times when many households may be facing financial hardship, it is important for you to know that at SW9 we have the

support network that you may need. We have a dedicated Supported Housing Officer to work with vulnerable residents, our Income Team are here to support and guide residents who may be struggling as well as our engagement team who create opportunities for you to engage with us through training, panel memberships or through our eat well and digital inclusion scheme.

At SW9 the community is always at the heart of what we do and every resident can make a difference!

Best wishes

Delroy Rankin
Executive Director

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 we'd love to hear from you. If we include your question in our next newsletter then a £10 gift card will be all yours.

Recently, we have been asked:

I often hear music being played very late into the night. What can I do about this?

If loud music is being played after 11pm, call Lambeth Noise Team on 020 7926 5000 who will work with you to resolve the issue.

If you are experiencing this during the day, we ask you to have a polite conversation with the household playing the music, however, we also understand that this can be intimidating, therefore contact your Neighbourhood Officer on 020 7326 3700 who will work with you.

It is important to note that playing loud music after 11pm is a breach of the tenancy agreement and if any household is deemed to be party to this, SW9 will take further action.



Repairs Phone Line

020 3007 3170

Feedback from residents told us that getting in touch with the repairs team has been difficult, and as result of this feedback, SW9 have created a dedicated repairs phone line so that reporting or tracking repairs is quicker and easier for you.

You may still report any non-emergency repairs via:

Email: repairs@sw9.org.uk

Or scan this QR code for our online submission form:



Service Improvement Plan

We have been listening very carefully to feedback provided to us from residents during recent Meet and Greets and residents' meetings.

As part of ensuring that we improve our services, SW9 have developed a Service Improvement Plan (SIP) which is a road map to implementing service improvements. This plan will focus on achieving certain targets within 12 months. The SIP will be reviewed regularly and reports directly to our Board with input from our resident Improvement Panel.

Meet Paul our fully training electrician

Paul Bernard has been an SW9 resident for over 30 years and works as a freelance electrician. As Paul works for himself it is important for him to ensure he is up to date with all the latest regulations.

Paul learnt that SW9 offer a fantastic training package and he got in touch with the Community Engagement team where he learnt more about what's on offer. To cut a long story short, SW9 booked Paul onto a three-day intensive 18th Edition Electrician course, and he is now fully certified with the latest accreditation.

This accreditation will help Paul to progress and provide security as employers are likely to offer employment to those who come ready certified.

When asked how he felt on the process of signing up and taking part, here's what Paul had to say:

"From the time I contacted SW9 to having been booked onto a course was so swift and organised which provided me with the reassurance I needed.

The course itself was not easy and I was glad I did some homework prior to attending. I am so pleased that the hard work I put in paid off. I cannot thank SW9 enough for this great opportunity.

For others that read and see such opportunities from SW9, and you aren't too sure, my advice would be, if you don't ask, you won't know. Because nothing tried is nothing gained. It just takes a simple phone call or an email. Give it a shot, it can be life changing".

If you are inspired by Paul's journey and would like to learn more about training opportunities at SW9, please get in touch with us.



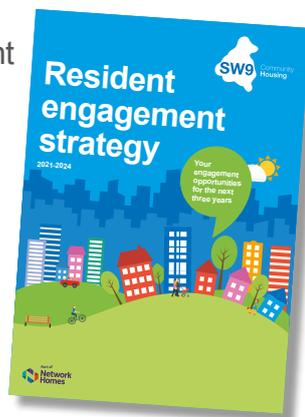
Resident Improvement Panel

SW9's Improvement Panel is a panel of residents involved in helping SW9 make service improvements. Since July 2021, the panel have been involved in the following projects:

Resident engagement strategy

Analysis of findings from the resident consultation were presented to the panel from which they gave feedback on and assisted in the final production of the strategy.

For a copy of SW9's Resident Engagement Strategy, scan this QR code:



Engagement bookings

The panel suggested to retrieve residents credit/debit card details for some engagement activities as in the past there have been "no shows" which has resulted in financial loss to SW9 as well as lost opportunity for other families on waiting lists.

Where there may be no shows, 10% of the activity will be withdrawn from their card.

Website mystery shopping

- The panel have been testing the SW9 website to ascertain:
- If the content is fit for purpose
- The look and feel of the website
- If information can be found easily
- If submission forms work sufficiently

Attendance to the Repairs Team Meeting

During this meeting, panel members were able to meet and speak with SW9 officers directly and provide them with feedback on how they feel the current service is being delivered. They also offered a number of service improvement suggestions.

If you would like to be part of the Improvement Panel, please email getinvolved@sw9.org.uk or call 020 7326 3700.

Busy Getting Busy!

During the past few months' residents have been busy getting involved in all the amazing activities SW9 have been running. Here's a roundup of what's been happening:

Science workshop

Young scientists got together to create amazing experiments.



Easter Egg Hunt and Easter Hampers

Local resident Marcia Scott once again did her magic and prepared Easter hampers for 100 vulnerable SW9 residents, bringing joy and laughter.

Young residents were hopping around finding eggs dotted around the estate. Follow our young resident Amber on her Easter Egg Hunt trail by scanning this QR code:



Mini Medic Training

This first aid training was aimed for young children aged 7+. They learnt how to deal with burns and cuts and even how to give CPR and use a defibrillator.



Flip Out

What a great way to release built up energy! Families got a chance on the laser tag, go-kart and golf at this great venue.



Go Karting

Adrenaline junkies' paradise! The competitive nature of our young residents really was evident.



River Cruise

A relaxing and calming way to spend the morning whilst learning about the wonderful history of our River Thames and its surrounding buildings.



Video Workshop

For those who want to get Tik Tok or Insta ready – this was a workshop for all future influencers.



Want to take part?

At SW9 we run activities throughout the year, to make sure you don't miss out, sign up to our texting service where you'll receive monthly updates on what's happening. Also, don't forget to visit our website regularly.



What's On!

Free Summer Activities

As always, we have a jam-packed summer of activities for you. Places are only for SW9 CH household members and are limited. You are not guaranteed a space until a confirmation is sent by SW9.

| Date | Activity | Time | Suitable for |
|--------------------|---|--------------------|---|
| Thursday 28 July | *Climb Top of the O2 arena in Greenwich | 11am | 8yrs + |
| Tuesday 02 August | *Kidzania Westfield, White City | 10.15am | 4 - 14 years |
| Thursday 04 August | Leeds Castle Maidstone, Kent | Day trip via coach | All |
| Tuesday 09 August | *Go Karting Mitcham | 10:30am | 8yrs + (<i>minimum leg measurement 25 inches</i>) |
| Thursday 11 August | Woburn Safari Park Bedfordshire | Day trip via coach | All |
| Monday 15 August | *Thames Beast Tower Millennium Pier | TBC | 2 years + |

To book a place, email getinvolved@sw9.org.uk ensuring you provide all the following details, any missing information will result in no booking:

- Name of activity
- Full name (adult)
- Children(s) names & ages
- Telephone number

- Email address
- Postal address
- Credit/debit card long number, expiry date, three-digit security code (no payment will be taken unless there is a no show where 10% of the activity costs will be deducted per head).

*Please note you are required to arrange your own transportation to these activities.

We're here to listen



As part of creating a two-way stream of dialogue between officers and residents, SW9 have developed a number of ways in which you can have a say and help make a difference.

Meet & Greets

The Repairs and Estate Team hold regular sessions where residents can pop in to meet officers, log or track repairs or simply to provide feedback.

Forthcoming Repairs & Estate Team meet and greets will take place on:

Thursday 08 September

Thursday 08 December

5pm to 7pm

SW9 Resource Centre,

13 Benedict Road SW9 0FS

The Senior Leadership Team have been meeting with residents and on page 10 you can read more about our latest meet and greet that took place on 14 June.

The next meet and greet with the Senior Leadership Team takes place online on:

Tuesday 01 November

6:30pm to 8pm

Street Properties Residents' Meeting

We have been holding regular meetings with residents from our street properties. These meetings are important to us because we get to hear first-hand about how our residents living in street properties feel about our service, which often differs from the service our estate-based residents may receive.

Forthcoming Street Properties Residents' Meeting will take place on:

Tuesday 19 July

Tuesday 04 October

6pm to 7:30pm

SW9 Resource Centre

13 Benedict Road SW9 0FS

Housing Surgeries

Our Interim Housing Services Manager, Patricia Aihie holds regular housing surgeries. These surgeries are here for you to discuss anti-social behaviour, your tenancy, transfers, parking, rent and service charges.

Surgeries are held face to face and via telephone. To learn more or to book a slot with Patricia, please contact: info@sw9.org.uk or call **020 7326 3700**.

Block Inspections

Residents are invited to join the Estates Team on Block Inspections. This allows you to meet with officers to help point out local issues and flag potential problems for the future.

Street / Block Champion

SW9 Street and Block Champions are the eyes and the ears for the area in which they live. Champions will inspect the block/area they live in and report any issues such as communal repairs, cleanliness, graffiti, or any other concerns they may have to SW9 Community Housing. By working together, we can tackle important issues that affect our community.

Residents' Association

A collective voice is a powerful voice. Being united with other people who share your living environment, means that you have the opportunity to influence and shape the quality of the services to your local community and improve residents' quality of life.

Groups of residents might start a resident's association for the following reasons:

- To campaign for something positive
- To campaign against something or get services improved
- To give your community a greater voice than you would have as an individual
- To create a better sense of community in your area
- To keep residents informed of what's happening in your neighbourhood

For more information on setting up a residents' association, contact getinvolved@sw9.org.uk or call **020 7326 3700** or use this QR code.



Eat Well Scheme

In the past 12 months, SW9 have given away over 100 food bags to residents in need.

With the current financial crisis the nation is experiencing, we are well aware that some households may struggle to put food on their plate. SW9's Eat Well Scheme is here to help those who may be facing difficult times.

Our next Eat Well Scheme will take place on:

Tuesday 26 July
11am to 12pm
SW9 Resource Centre,
13 Benedict Road SW9 0FS

This is a walk-in service, so no need to book. Simply bring with you a proof of address.

You do not have to wait for us to run these schemes, if you find that you are struggling, please visit our office where we can provide you with a food bag.

Digital Inclusion Scheme

The digital inclusion scheme is here to support households to get online.

We have so far supported over 20 households with refurbished laptops. These have helped our residents with completing homework to making job applications.

If you would like to receive a laptop, please complete an application form using this QR code:



Calling all residents of 1 Benedict Road and 2 Rumsey Road

To enable SW9 resolve the inaccurate meter numbers and MPAN number held by National Grid and several Electricity Providers we would like to hear from the residents to supply us with your electricity meter information.

Please send a clear photo of your electricity meter and provide us with your electricity meter and MPAN numbers (also called Supply Number). For help or for more information, please email Neighbourhood. Enquiries@sw9.org.uk or call 020 7326 3700. Remember - Insite is for hot water and heating not electricity.

Struggling with the high cost of living?

It is now the norm to hear about the high cost of living.

From the cost of petrol to food to utility bills rising, we understand that this affects every single one of us in one form or another. If you are finding yourself struggling to make ends meet and would like to talk to someone about this, please contact our Income Team who can provide you with support and guidance.

Call us on **020 7326 3700** or email rents@sw9.org.uk.

SW9 have plenty of support networks in place to help any household facing hardship.

Here are some of the ways in which we can help:

- Hardship fund
- Employment and Educational programme and grant
- Training opportunities
- One to one welfare advice
- Housing surgeries
- Eat well and digital inclusion schemes
- Money advice service through our website

Meet Gloria

Each issue we interview a member of your SW9 team. This time we are speaking to Gloria Nelson, SW9's Leasehold Services Officer about her role, what she does and why it's important for the local community.

Hi Gloria, how long have you worked at SW9 for?

I've been with SW9 for just under three months.

Tell us a little bit about what you do?

Initially compiling Management Packs (for leaseholders wanting to sell their property). Dealing with email and phone enquiries as well as dealing with refunds and arrears.

What do you enjoy about your job?

I find the staff comradery in the office fantastic; we truly do work as one big family.

There is also something new to deal with every day whilst learning something new daily.

I really enjoy that all properties SW9 manage are in one location which means if I ever have to pop out to meet a leaseholder on site, I can do so in a jiffy.



Can you tell us a bit about yourself?

I'm a Cancerian, a summer baby! Full of vavavoom. I have worked in the music industry, and I really enjoy socialising and travelling.

And finally...

I will be working with our Communications team to explore ways in which we can improve our methods of communications with leaseholders and shared owners. For this I will be seeking to consult with residents, so if you hear from me, please get involved because I want to ensure that the information and service delivered is what you want and need.



Q&A Round Up from the Senior Leadership Team Meet & Greet

On Tuesday 14 June SW9 held their third meet and greet with the Senior Leadership Team at a local school. As mentioned on page 3, these meet and greets are part of collaborative working between SW9 and residents to make service improvements and to hear concerns that are important to you.

Here's a roundup of all the questions and answers from the evening.

Panel Members:

- Dee Alapafuja, Chair of SW9
- Dipak Patel, Head of Corporate Services
- Orane Lewis, Head of Finance

ADVANCE QUESTIONS

Q What steps are being taken to rectify the insufficient level of heating and hot water to our flats and what is the timeline for completion?

What steps are being taken to fix the alarm system shutting off the lift, heating and hot water?

If the system cannot be changed how are you going to improve the response time to rectify the problem? (*Benedict Road*)

A SW9 is working in conjunction with Network Homes on this matter. The management of the energy centre is currently being transferred to the Gas team at Network where there will be greater accountability of the issues faced by residents.

Q What steps are being taken to stop residents with dogs from using the communal garden area as a dog park and what is the timeline?

What steps are being taken to tidy up, make safe and hygienic the communal garden area and what is the timeline for this? (*Benedict Road*)



A Dogs have now been prohibited from the communal courtyard and letters have been sent to both leaseholders and General needs residents.

Q When the CCTV was reviewed to investigate whether non-residents were coming into the block and who desecrated the lift and common area what was the result of this investigation?

If non-residents are entering and/or desecrating the block what is SW9 doing to increase security and safety for residents and what is the timeline? (*Benedict Road*)

A The result of this investigation has been liaised directly with the resident who raised this question. This particular incident involved a residing resident giving a non-resident access into the block.

Some blocks have no tailgating signs. The secondary door is a deterrent for unauthorised access into the main building. Our CCTV operators report matters of concern to police who often attend the control room to review the footage, however, they do not always have the resources to cater for such incidences.

Q How are SW9 improving communication and feedback from incidents reported by residents?

A We were previously short staffed, with that now being resolved, our response times have improved.

The Repairs team have put in place a new way of working which includes calling back residents with updates.



QUESTIONS FROM THE FLOOR

Q The postcode at Benedict Road is not recognised by a number of service providers. What is being done about this.

A SW9's Interim Neighbourhood Manager, Patricia Aihie, is currently working with Project Manager, Steven Leonard of Network Homes to tackle this issue.

Q Attempt to submit questions in advance were made, however, I waited for 25 minutes on the phone without any luck. I attended the SW9 office where I was informed that questions in advance were not required.

A We encourage advance questions so that we can assure answers are given on the night. Why reception staff would inform residents otherwise, will be looked into.

Q Issues at Crowhurst House and surrounding area:

- **Constant ball games being played causing nuisance.**
- **Playground is dirty.**
- **Dog waste as the ground is raised.**
- **Why are estates not being checked?**
- **Attended three estate walkabouts with no feedback thereafter.**

A Officers will work households individually where they feel there is anti-social behaviour taking place and work together to tackle these.

We currently:

- Display all forthcoming estate walkabouts monthly on noticeboards and on our website.
- Encourage street and block champions to work with us.
- Carryout monthly inspections on play equipment.
- Work with a specialist play equipment company who conduct thorough check and servicing annually on all play equipment.

Q Threading on the steps at Fitzgerald House is unsafe. Staff have looked into this, however, there seems to be no further progress. Is it because it is an old block?

A Network Homes and SW9 does not differentiate between blocks, estates and streets.

The threading on the steps at Fitzgerald House is currently being looked into and appropriate action will take course.

Q Staff do not respond.

A SW9 is aware that they still have some work to do to improve their customer services.

We have put in place a Service Improvement Plan which will work towards making improvements in each team. This includes how we feedback to residents.

We are also working with Bright Navigator to conduct a customer satisfaction survey where findings from the consultation will help us to make further improvements.

Q Shower has a step which cannot be used due to arthritis. Contact to SW9 has been to no avail.

A Our Supporting Housing Officer will be in touch with you and provide you the support you need.

Q We have applied to purchase our property. The process began in March however, when contacting Nathan, no response is given.

A This process is handled by Network Homes. SW9 does not have any staff member by this name. However, SW9's new Leasehold Manager, Gabriel Aboyeji will speak to you separately to support you through the process. It is important to note that the process of purchasing your home can often take up to nine-months.

Q The Hall of Fame attracts hostile users.

A SW9 will be installing signs at the graffiti pen indicating hours of operation as well as reminding users of their behaviour and 24-hour CCTV in operation.

Q Who are our Housing Officers?

A Jessica Cinik, SW9's new Neighbourhood Officer hand delivered an introductory letter to all residents within her patch. We will do the same with Olu Adedotun's patch. A full list is currently on our website.

Q I experience constant anti-social behaviour. I feel I am being ignored.

A A member of the housing team will make direct contact with you to tackle these issues and provide support.

Q All meetings are the same with very little traction.

A Concerns raised during these meetings are dealt by officers by working directly with residents who raise concerns.

We continue to work on backlog of issues as well as introducing new ways of working.

Through feedback from these meetings, we have so far:

- Developed a Service Improvement Plan.
- Introduced a dedicated repairs phone line.
- Carried out a process mapping exercise with the repairs team and our contractors, Seville.

- Recruited fully in the repairs team.
- In the past two weeks introduced a call back system to residents.

Q Parking near Robsart Street is an issue. Dedicated bays are being used by others.

A Consideration for a new gate to be fitted in front of Dudley House is currently being pursued with access provisions given to residents that are the rightful users of the spaces within the scheme.

Q I live in a street property and for the past 10 years I have been complaining about the rotting windows.

A This has now been progressed with Network Homes and will be rectified within the next 10 weeks.

Q I have been asking for an explanation about the service charges as I believe I am paying for services which I do not receive. Why is it taking so long for someone to provide me with this information?

A The resident has been contacted and full explanation provided.

Q Staff need to ensure they are proactively keeping an open dialogue with residents. Residents should not have to continually chase for feedback.

A Staff have received customer care training and we are putting in place a number of changes such as dedicated time to follow up on phone calls, reviewing our customer charter and more collaborative working between teams.

Q What is SW9's missed appointment policy? Is it true that residents can claim some form of compensation if appointments are missed by the contractor?

A If a contractor does not turn up or fails to turn up, they (contractor) are liable to provide a notional payment to the resident. This is dependent on the contractual terms.

Q I am currently in rent arrears with a £4k debt on my electricity bill due to the Guru metres being inaccurate and not working sufficiently.

A SW9 and Network Homes are working with the original contractors on this. A meeting has been set for tomorrow (15 June) where we will agree on taking over the management of the entire system which will leave us in a better position to handle the issue on hand and rectify the problems directly and efficiently.

A member of our team will contact you and work with you in regard to your current debt.

Q Is there a system in place for SW9 officers to contact residents to confirm whether a repair has been completed sufficiently?

A For the past two weeks our officers are calling a percentage of residents to confirm this information and to get feedback. This method will continue moving forward.

Q Due to bins have no lids, foxes are causing a huge disturbance with litter thrown everywhere. Are SW9 planning on putting lids on bins to address this issue in the short-term?

A Network Homes are currently working on redesigning the bin storages which will include bins are no longer on the road. However, this piece of work will take time.

In the meantime, SW9 will continue to educate residents and provide hints and tips on how to dispose of garbage responsibly.

We have trialled lidded bins in other parts of the estate, however, this made the issue worse as residents began to place their rubbish bags on the floor rather than inside the bins.

SW9 will continue to have a dialogue with Lambeth Council on how to best tackle this in the meantime.

Q Is CCTV monitored 24 hours?

A Yes. All videos are held for a period of one month.

Q Not all cameras are working in the estate, is this true?

A We have identified a handful of cameras that were out of use due to contractors disabling some cables for which we are asking to be compensated on.

Q CCTV is the second largest service charge we pay. Is there a service level agreement with contractors to fix cameras within a certain timeframe and if the costs can be returned to residents?

A Yes, we have a contract in place with all our contractors and we are currently in talks with them about such issues as well as challenging their performance.

Q How inclusive is your Board?

A SW9's Board currently has:

- 4 tenant members
- 4 leaseholder members
- 4 independent members

The Board are representative for the welfare of the whole community. No individual concerns are discussed.

Q Can your residents' newsletter include what work is being carried out by SW9 following residents' meetings?

A Yes.





Women in Housing Awards

We are incredibly proud to have been finalists at the recent Women in Housing Awards.

Lan Chuong, SW9's Interim Income Team Leader, was shortlisted as Professional of the Year for her tenacity in assisting residents with welfare advice and guidance.

Lan's attitude in helping residents making sure they are comfortable in their financial situations is very evident.



Tenancy Fraud

In the month of July we are providing residents an opportunity to hand back keys for illegal sub-lets without any formal legal action being taken. After 15 August, should SW9 discover properties are being illegally subletted, formal legal action will be taken.



Career insight sessions for the construction, architecture and gas engineering industries



Are you interested in a career in architecture, construction or building maintenance? Even if you don't want to work on site, there could be a career for you in the industry!

There are many industries and job roles that are involved in the process of building the homes you see in your community, from design to construction to maintaining the buildings once people have moved into their homes. As a developer of affordable housing, our parent company Network Homes is committed to helping residents and people in the communities they work in to gain a better understanding of the many opportunities available.

Find out how to kickstart your career in the industry at Network Homes' career insight sessions with gas service and maintenance contractors Oakray, construction contractor ARJ and architecture consultants BTPW.

Who are they for?

This series of insight talks is an opportunity to hear directly from Network Homes' contractors about how their industry works and how you can start or develop your own career in architecture, construction or gas engineering, both on and off site.

These sessions will be perfect for you if you are exploring options to find the right career path for you, or if you are looking for a career change from your current industry. **You don't have to be a Network Homes or SW9 resident to attend - everyone is welcome!**

Event details

1. Insight talk with BPTW Architects

Date and time: Tuesday 12 July 2022, 11am-12pm (online via Teams)

Industry overview: Architects create designs for new construction projects, alterations and redevelopments. They use their specialist construction knowledge and high-level drawing skills to design buildings that are functional, safe, sustainable and aesthetically pleasing.



Event overview:

- Introduction to BPTW
- Our partnership with Network Homes
- An introduction to the industry
- Opportunities and pathways at BPTW (including apprenticeships and work experience)
- Success stories
- Interview techniques, top tips and CV guidance
- Q and A

2. Insight talk with Oakray (Gas, electric, access and security contracts)

Date and time: Wednesday 13 July 2022, 11am-12pm (online via Teams)

Industry overview: Every gas engineer can install, service, maintain and repair gas appliances. While they may specialise in installation or services, they will still be able to install your gas cooker, or heating system, or even larger systems for industrial or housing estates.

Event overview:

- Introduction to Oakray
- Our partnership with Network Homes
- An introduction to the industry
- Opportunities and pathways at Oakray

- (including apprenticeships and work experience)
- Success stories
- Interview techniques, top tips and CV guidance
- Q and A

3. Insight talk with ARJ Construction

Date and time: Thursday 14 July 2022, 10:30am-11:30am (online via Teams)

Industry overview: Development, in terms of land and homes, is a complex process of coordinating various activities to transform ideas and plans into reality. As a business process, it involves the financing, construction, renovation or refurbishment of buildings and land.

Event overview:

- Introduction to ARJ
- Our work with Network Homes
- An introduction to the industry
- Opportunities and pathways with ARJ (including apprenticeships and work experience)
- Success stories
- Interview techniques, top tips and CV guidance for securing a job on site or with a construction company
- Q and A

Regeneration

Aytoun Road

The build of the Aytoun Road development continues to make progress with brick work now complete to Block A and on the 6th and final floor of Block B. Roof covering and waterproofing of the building is now 85% complete and should be watertight within the next month. First fix of mechanical and electrical works has now started internally along with the screeding of the floors.

We have had planning approval to change the energy strategy of the building meaning we will now be installing Air Source Heat Pumps on the roof of the building which will provide heat and hot water to all units without the need for gas. This brings the development in line with the latest London Plan guidance and will significantly reduce the carbon impact of the properties for years to come. This will also involve works to clear out the redundant CHP and Bio-mass equipment in the Norton House Energy Centre and replace with new tanks and plant equipment to support the new development.

While the build of the development is still on track to complete in mid-October 2022 we may have to delay occupation until December when the full commissioning of the air source heat pumps are completed.



Crowhurst House Lift

Groundworks within the current hoarding line including digging of the lift shaft are underway.

The hording line has been extended to the full width of the access road. This means that there will be no vehicle access to the South, pond facing, side of Crowhurst House until mid-August 2022. If you have a car parked in this area, please relocate to another space on the estate or enquire at the SW9 office about access to the newly refurbished under-croft car park at Burrow House opposite.



Our performance

How we are doing?

| Performance Indicator | Target | Year to Date (Apr '21 – Mar '22) | Our improvement plan |
|---|-----------------|---|---|
| ASB cases with an action plan in place. | 100% | 74%  | 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% | 86%  | 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% | 94%  | We will use the feedback received during the month to improve how your queries are dealt with by our staff. If you visit the office, please use our smiley feedback survey. Your feedback is much appreciated. |
| Percentage of tenants in arrears. | 2.75% (maximum) | 2.92% (for March 2022 only).  | 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 or email rents@sw9.org.uk |

At SW9 we want to provide the best customer service for our residents, and so, have partnered with Bright Navigator who will conduct this piece of work on our behalf. We therefore, invite you to complete our SW9 Customer Satisfaction Survey.

This is your opportunity to provide invaluable feedback which will help us shape and improve our services to you. Simply use this QR code or visit our website www.sw9.org.uk. If you would like to complete this face to face or via telephone, please call us on **020 7326 3700**.



Contact us

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