



Community
Housing

Keeping it local Annual Report 2021/22

Everything we
achieved in our
sixth year!



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Welcome



Welcome to our Annual Report 2021/22, which offers an overview of everything SW9 has been doing during its sixth year in operation.

With COVID-19 still playing a huge role in the way we work; I am proud of our commitment in providing a great service to our community and opening doors to residents to have a say and have direct impact in the way in which we provide our services to you. We now have in place a number of meet and greets, an opportunity for you to ask us questions and provide us with feedback. Our parent company, Network Homes continue to work closely with residents and SW9 Community Housing to transform 1400 homes through their landmark regeneration programme to bring forward a thriving community at Stockwell Park.

I would like to thank everyone that has contributed to helping with service improvements and I hope to see more of you get involved.

Dee Alapafuja
Board Chair
SW9 Community Housing



Though it has been another challenging year, I cannot emphasise enough the power of the community coming together.

Residents have shown great strength and resilience during such trying times and at SW9 we are here to support you. Our RISE programme is a testimony of our commitment to you and in making a difference. Whilst meeting and listening to many of you during our Meet and Greets, we have put in place a new repairs phone line and started working on a service improvement plan which focusses on ensuring that the service we deliver is the service you want. There are still challenging times ahead and SW9 are working hard to put into place all the support network for our residents. Please continue to engage with us because there is nothing better than the power of unity.

Delroy Rankin
Executive Director
SW9 Community Housing



For the last year, Network Homes has been working with SW9 Community Housing to progress with the regeneration of Stockwell Park estate by bringing services back to normal following the challenges of the COVID-19 pandemic.

We continue to make improvements to your local community by delivering on our commitment to deliver new homes for people in housing need, refurbishing existing homes and investing in local projects that bring the community together.

A highlight for the year includes completing the rooftop extension at Tyler House that provides 13 new affordable homes, as well as refurbishing the existing block. Other notable highlights include our support of Lambeth Council's makeover of Stockwell Park Skatepark where we've donated £100,000 towards making improvements which are due to complete in Summer 2022, and the progress we've made with building new homes at Aytoun Road.

We hope you're pleased with your home and the improvements we're making to the Stockwell Park estate.

Helen Evans
Chief Executive
Network Homes

Our mission

Our mission is to: “work in partnership with local people to provide effective and sustainable housing services, enabling our community to flourish.”



Our values

Our values reflect our commitment to providing excellent services and community cohesion through the empowerment of our residents:

Independence

SW9 aims to operate as an independent socially responsible business that builds on the accomplishments of both Community Trust Housing and Network Homes.

Local

SW9 wishes to retain its close local links and support local people and businesses.

Quality

SW9 wishes to provide good quality housing and services which will not only benefit residents but also enhance their quality of life. We will also demonstrate, deliver and promote recognised good practice within the tenant-led housing sector.

Working in partnership

SW9 is keen to work in partnership with the local authority, other housing providers and organisations whenever this will benefit the provision of local housing and services.

Value for money

SW9 aims to ensure it delivers competitive, high quality services that represent value for money for our residents.

Financially sound

SW9 will be prudent in its financial management. This will ensure a strong and viable future with the ability to continue to maintain existing homes and offer a full range of services to a high standard.

Integrity

The Board and staff will operate in an environment which supports the highest levels of integrity: where openness is encouraged across all our activities and with our stakeholders and partners. Our governance will be regularly reviewed to ensure appropriate controls and accountability across all areas of our business.

SW9 Community Housing in numbers



The total number of properties we manage is 1718. This is made up of:

904
General Needs



642
Leasehold



57
Shared
Owner



27
Short-Term
Lets



48
Supported
Scheme
(Helmi House)



40
Active Elderly
(2 Rumsey
Road)



Our 2021/22 objective:

• Provide high quality housing services to our customers

Patricia Aihie, Interim Housing Services Manager:

Ensuring residents have the support network they need is an essential part of the Housing team's responsibility. The effects of COVID-19 have seen many struggle and it's our role to ensure we provide guidance and assistance and work with residents together in partnership.

Reinstating tenancy audits has been pivotal for us as it allows us to get back to meeting with residents face to face and listening to their needs.

Whilst we prepare for new challenges ahead, the Housing team have ensured services to our residents

continues. This includes ongoing support services to all residents, income surgeries for those wishing to seek advice, ensuring our website is equipped with essential tools for debt and money advice, dealing with anti-social behaviour, and promoting mutual exchanges to residents affected by bedroom tax.

Whilst other teams run Meet and Greets, the Interim Housing Services Manager runs regular housing surgeries where residents can discuss their tenancy, succession, rent and anti-social behaviour. This is just another great example of how we are here to listen to you and make a difference. We cannot achieve change without your direct input.



Improvement Panel

The SW9 Improvement Panel is a panel of resident volunteers who meet regularly to work in collaboration with SW9 Officers to make service improvements.

To date, the Improvement Panel have been involved in the following projects:

- Production of the Resident Engagement Strategy

- SW9 website mystery shopping
- Attending repairs and estates team meeting

Further projects the panel will be looking at includes:

- Parking
- Service improvement plan
- Cost of living increase



In numbers

Overall customer satisfaction



Up 12.9 from 2020/21 (76%)

Stage 1 complaints responded to within 10 days

44%



Down 51% from 2020/21 (95%)

New tenants' visits completed within 6 weeks

83%



Up 19% from 2020/21 (64%)

Train With Us

You hear about SW9 wanting to work with residents in improving services, but we also want to work with residents to achieve their goals.

Meet Jose Filipe and Paul Bernard. Two SW9 residents who took advantage of our training opportunities.

Jose successfully achieved obtaining a Class 2 Truck training qualification and licence, which now opens doors to endless employment opportunities in the truck driving industry.

Jose had this to say:

"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".

With the support of SW9 Paul achieved his 18th Edition Electrician accreditation allowing Paul to progress as employers are likely to offer employment to those who come ready certified.

Says Paul "It just takes a simple phone call or an email. Give it a shot, it can be life changing".

Listen to Jose's journey on the SW9 podcast by using this QR code:



Our 2021/22 objective:

- **Manage the housing stock and associated assets effectively, and to high standards for the comfort, safety and benefit of our residents and for the well-being of the community as a whole.**

Ray Hussain, Repairs and Maintenance Manager:

We know the importance of repairs carried out effectively and efficiently and more importantly correctly the first time round. SW9's close relationship with our contractor Seville has strengthened in the past 12 months. We meet regularly to ensure that the views and concerns of our residents are addressed with urgency.

Through the Repairs and Estate Team Meet and Greet you have been telling us that our telephone system needs improving. Therefore, in early 2022 we introduced a new dedicated repairs phone line. This means that your waiting time to contact the repairs team has lessened and you get to speak to the relevant officer straight away. We continue to improve our customer service; this includes carrying out a process mapping exercise to identify any gaps and to put in new mechanisms to improve your customer journey with us. We hope you will see the benefits in the coming months.

We are also very pleased to see that a number of residents volunteering as street / block champions increased, allowing us to work in partnership with residents to make improvements to your direct community.

We have reintroduced street properties residents' meetings and at SW9 we are working with our parent organisation Network Homes to carry out a full review of our street properties.

Our in-house cleaning team is in its second year of operation, and you will note the cleaning standard of your communal areas are impeccable.

We have set ourselves high standards and we encourage residents to continue to engage with us and provide constant feedback which allow us to make improvements.



Become a Street or 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.

Champions are a huge asset to the area in which they live because they are in the best position to know the issues that impact the community and have a better idea of how to make improvements that result in a better place for everyone to live.

To learn more about how to become a Street / Block Champion visit our website www.sw9.org.uk

In numbers



Number of block and estate inspections completed

95%

(target 100%)



Repair appointments kept

86%

(target 95%)



Urgent repairs completed within 7 working days

84%

(target 85%)



Resident Associations

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 an 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 resident's association, contact getinvolved@sw9.org.uk or call 020 7326 3700.



Our 2021/22 objective:

- **Demonstrate high standards of governance and business effectiveness through scrutiny and due diligence by the board of management.**

Dipak Patel, Head of Corporate Services:

As a resident led organisation our community is at the very heart of all our decision making. Our Board is made up of tenants and leaseholders as well as independent members which puts SW9 in a unique and admirable position where decisions made are decisions that seek the prosperity of the SW9 community.

In late 2021 the Board proposed a 12-month plan to the senior leadership team to improve customer service in all areas. This led to the development of the Service Improvement Plan which sets out steps each service team will take to make improvements. The plan will be monitored regularly to ensure we are on track with updates provided to residents through panels, meetings and in newsletters on how we are meeting our targets.

The Board and committee members of various committees have shown great dedication and strength in the past 12 months, challenging the

organisation and ensuring that we are constantly thriving to deliver at our most optimum level in order for our residents to receive a quality service whilst ensuring safety of all involved is never compromised.



In numbers

Board appraisals carried out

72% 

Down by 10% from 2020/21 (82%)

Attendance at Board meetings

100% 

Up 18% from 2020/21 (82%)





Your Board for the coming year

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 future.

If you are interested in getting involved, please contact:
Telephone: **0207 326 3700** Email: getinvolved@sw9.org.uk
Website: Using the 'Contact us' page at www.sw9.org.uk



Dee Alapafuja
Chair and Tenant Board Member



Olu Ajisebutu
Leasehold Board Member



Adebayo Ajibade
Tenant Board Member



Daniel Garza
Tenant Board Member



Steven Warren
Tenant Board Member



Benjamin Peart
(Resigned in May 2022)
Vice-Chair and Leasehold Board Member



Daniel Cromb
Leasehold Board Member



Paul Brett
Leasehold Board Member



Colin Faulkner
Independent Board Member



Andrew Sternberg
Independent Board Member



Kieran Godwin
Independent Board Member



Tazeem Abbas
Independent Board Member



Cllr Jessica Leigh
Lambeth Council
Appointee Designate

You can contact your Board by emailing board@sw9.org.uk or writing to them at SW9 Community Housing Board, 6 Stockwell Park Walk, London, SW9 0FG.

Our 2021/22 objective:

- **Make SW9 a great place to work by valuing our staff through recognition, training, development, coaching and leadership.**

Orane Lewis, Head of Finance and Resources:

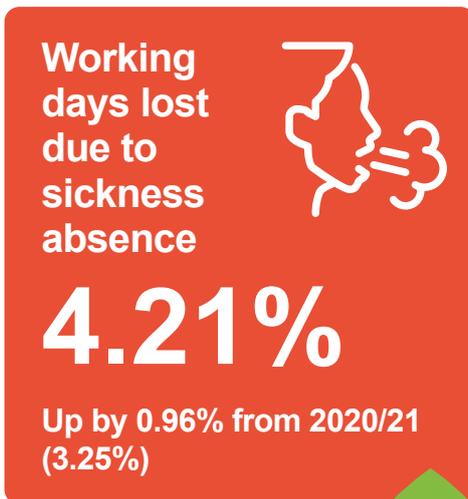
The SW9 family work together to ensure we provide residents with the service they need. Retaining and recruiting talent is crucial because we understand that a happy workforce reflects on the service we provide our community.

The wellbeing of our staff is critical whilst ensuring that they have the tools required to carry out their role. This includes introducing a programme of training to support their duties such as customer services and introduction of lunch and learn sessions where colleagues can learn about elements of other teams.

Seeing the buzz back in the office is a joyous occasion because it means life is slowly normalising meaning we can begin to introduce face to face engagement opportunities to our residents.



In numbers





Cost of living increase support services

It's become part of the norm to talk about COVID-19, however, at SW9 we understand the following year will bring new challenges. We have put in place a support system to help our residents. Below are ways in which you can access support from SW9.

Housing Surgeries

The Interim Housing Manager hosts regular surgeries with residents on Thursdays. Sessions are held via telephone and face-to-face at the SW9 office every fortnight.

Residents can discuss issues such as anti-social behaviour, parking, tenancy transfers, succession, tenancy termination, rent and service charge account queries, and arrears.

Hardship Fund

The SW9 Hardship Fund is a discretionary scheme for SW9 residents. It 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. It is intended to help with one-off needs rather than ongoing expenses.

Eat Well Scheme

The Eat Well scheme is to support households that need the additional support of food supplies. We run collection days usually before the start of school holidays as well as having food bags available in our office should a need arise.

Digital Inclusion

We understand that getting online is no longer a luxury. This scheme provides households with a laptop to help them get online whether to look for employment, do homework or to keep in touch with family and friends.



SW9 Website

Our website hosts a series of toolkits through our partners at the Money Advice Service. These offer support in self-managing finances, understanding debt and budgeting. Please use this QR code for more details:



Income Collection Officers

We have a dedicated team who provide specialist advice on welfare benefits and debt budgeting, income maximisation, banking, and fuel poverty and debt advice to residents.



Our 2021/22 objective:

- **Contribute to sustainable tenancies through the support and advice we provide to tenants, in particular with regard to the impact of universal credit.**

Lan Chuong, Interim Income Team Leader:

Ensuring our residents receive the ongoing support and guidance they need is crucial for us. The past couple of years has demonstrated just how important it is to ensure that any money worries are tackled as early as possible. SW9 have a great support system for residents ranging from one-on-one advice, employment and education programme, training to help those looking for employment as well as a digital inclusion and an eat well

scheme which enables us to ensure households who may be facing hardship are provided with support.

Providing such assistance allows SW9 to help residents to sustain their tenancies.

As a result of our support, residents have gained £151,341.00 through welfare advice which they may not have accessed otherwise and that is why it is important for an open dialogue between residents and SW9 officers to continue.

Money Manager for Universal Credit claimants

If you are on Universal Credit or think you might be using it in the future, our Money Manager tool can help guide you.

We've made sure it:

- supports you if you're making a new claim or moving to Universal Credit from another benefit
- helps you budget while waiting for your first Universal Credit payment
- helps you if you've recently had a change to your benefit payment

- gives you guidance for budgeting when you're getting regular monthly payments
- helps you if you have been affected by the temporary coronavirus Universal Credit payment increase ending

For more information on this, use this QR code:



UC *Universal Credit*



In numbers



Number of referrals to Welfare Advisors

45



Down 33 from 2020/21 (45).

Monetary gain to residents from Welfare advice

£151,341



Up by £68,426 from 2020/21 (£82,915).

Tenant arrears as % of the annual rent debit

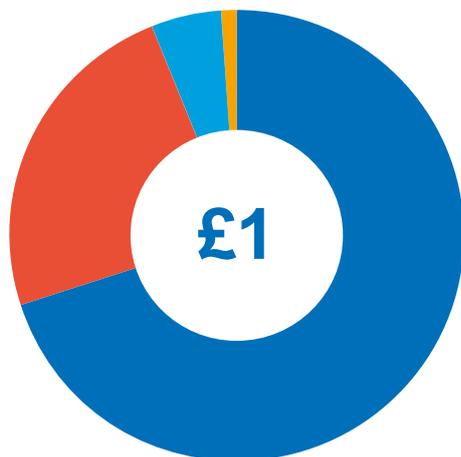
2.92%

(target 2.75%)



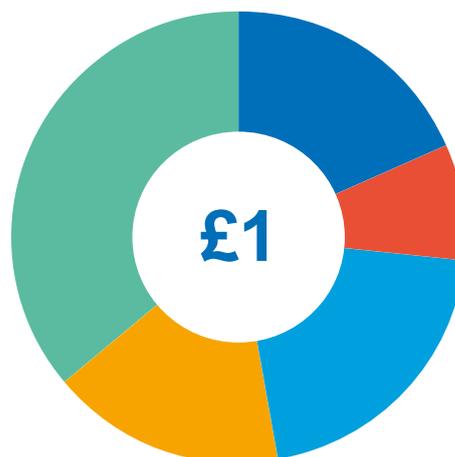
Money, money, money

Where every £1 of income came from:



■ Rental Income	70p
■ Service Charges	24p
■ Other Income	5p
■ Reserves	1p
Total	£1

How we spent every £1 of income:



■ Administration	20p
■ Surplus	9p
■ Repairs	22p
■ Services	18p
■ Management Fee	39p
Total	£1

Our 2021/22 objective:

- **Contribute to the development of our community with the support of our parent organisation, Network Homes, and where possible provide opportunities for residents to help meet their non-housing needs and to participate in the decision-making process.**

Komal Doan, Community Engagement and Communications Manager:

SW9's RISE programme continues to go strength to strength with over 1,100 residents getting involved. With so many challenges thrown our way, I am incredibly proud of the opportunities SW9 offers to its residents.

Those that have taken advantage of our training opportunities make me exceptionally proud because of their dedication and commitment in making a difference in their own lives.

Our resident Improvement Panel have contributed greatly and their feedback in the way we deliver our services is invaluable. When residents engage with us through panels, they have a direct impact on our service delivery and that is why I urge more residents to get involved.

Our online presence is also a reason to be proud. SW9 are one of very few housing association's that produce podcasts and this year we produced six which are available on major streaming sites.

I am excited about the future of engagement at SW9 and meeting residents, whether this is through our many meet and greets, resident panels or through the amazing family activities, you all play a huge role in making the SW9 community a great one.



In numbers

Number of engagement activities carried out

145



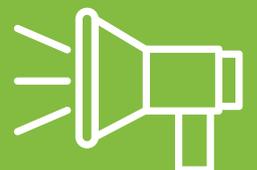
Number of residents involved in community engagement or development activities:

1,125



Number of new engagement activities developed

22





RISE with us!

Our RISE programme offers our residents a suite of opportunities. At SW9 we believe life is more than just four walls and our RISE programme is here to deliver a variety of meaningful ways to get involved.

At times, it may seem too good to be true and many residents look for a catch, however, there is no catch. As long as you are living within a Network Homes / SW9 home you can take part.

Our menu of involvement includes:

- Employment and educational grants and programme
- Training opportunities
- Digital inclusion scheme
- Eat Well scheme
- Improvement Panel
- Resident Associations
- Street and block champions
- Meet and greets
- Resident meetings
- Coffee mornings
- Homework club
- Family activities

As part of the regeneration programme, we have acquired two community facilities where we are able to host a number of our meetings and activities.

Learning Centre, 153 Stockwell Road SW9 0FX

Resource Centre, 13 Benedict Road SW9 0FS

To learn more about our engagement opportunities please contact check out our menu of involvement by using this QR code:



Your team for the coming year

Senior Leadership Team

Delroy Rankin
Executive Director

Dipak Patel
Head of Corporate
Services

Orane Lewis
Head of Finance and
Resources

Felicity Dunmall
Head of Housing and
Estates Services

Operational Management Team

Patricia Aihie
Interim Housing Services
Manager

Komal Doan
Community, Engagement &
Communications Manager

Lan Chuong
Interim Income Team Leader

Michelle Levy
Estates Manager

Krishanthan Senthivel
Finance Manager

Andrea Lewis
HR Manager

Gabriel Aboyeji
Leasehold Property Manager

Ray Hussain
Repairs and Maintenance
Manager

Finance and Human Resources Team

Melita Da Silva
Finance Officer

Belief Orite
Service Charge Accountant

Alaha Nourzai
HR Adviser

Property Services

Aemiro Kassa
Property Services Officer

Veronica Sanchez Aguirre
Customer Services Assistant

Glenn Franks
Senior Technical Surveyor

Georgia Roachford
Customer Services Assistant

Musa Ndengu
Temporary Technical Surveyor

Housing Services

Olu Adedotun
Neighbourhood Services Officer

Lana Hunte
Supported Housing Scheme
Manager

Cassima Hanson
Housing Assistant

Jessica Cinik
Neighbourhood Services Officer

Elizabeth Tedla
Housekeeper

Sonia Hinds
Receptionist & Admin Assistant

Novelette Ellis
Tenancy Support Officer

Estate Services

Davison Hunte
Estate Services Officer

Roy Miller
Estate Services Officer

Andrew Woodman
Estate Services



Corporate Services

Jessica Johnson

Executive Assistant and Office Manager

Lauren Stocks

Graduate Policy and Performance Officer

Zoe Christodoulou

Policy and Performance Officer

Benjamin Robinson

Business Support Officer

Income Team

Tosin Owasanoye

Income Collection Officer

Community Engagement and Communications

Kelly Tran

Communications Assistant

Denise Bailey

Communications Executive

SW9 Clean Team

Veronica Mendoza Villa

Fnot Bekretyen

Alganesh Habte

Juan Rojas Florez

Walter Masaquiza Diaz

Catherine Egbine

Hidat Weldegiorges

Ricardo Candelo Moran

Alem Kahsay

Diego Guzman

Jose Da Costa Gomes

Yordanos Birhane

Peter Howley

Avelino Silva Rodrigues

Leasehold Services

Gloria Nelson

Leasehold Services Officer





Contact us

-  www.sw9.org.uk
-  info@sw9.org.uk
-  020 7326 3700
-  6 Stockwell Park Walk,
London, SW9 0FG
-  [@sw9housing](https://twitter.com/sw9housing)
-  [SW9 Community Housing](https://www.facebook.com/SW9CommunityHousing)
-  [sw9communityhousing](https://www.instagram.com/sw9communityhousing)
-  [SW9 Community Housing](https://www.youtube.com/SW9CommunityHousing)

