



Community  
Housing

# Our Community News



**Inside:**

Grand launch	03
Would you like to get involved?	07
Estate inspections	08



Part of  
**Network  
Homes**



# My SW9

## Welcome

Welcome to our first SW9 Community Housing newsletter. You will have received a lot of information through the post recently explaining all about SW9 Community Housing - why it has come into existence and what we hope to achieve with you in the coming years.

This newsletter is your chance to see exactly how we're putting these plans into action and what we have going on. The new SW9 Community Housing team is now in place and ready, willing and committed to making a difference.

As I enter my 17th year working in Stockwell, I genuinely believe that our best days are yet to come. Our parent organisation Network Homes has given us an exciting opportunity to move forward together as one community with a clear focus – to deliver excellence locally to you, our residents.



**Best wishes,**  
**Delroy Rankin**  
Executive Director

## Friends and neighbours

**I have lived here as a tenant for over 30 years and I've seen many changes. Veterans like me will tell you just how awful it was. We suffered years of neglect, crime rates were high and we didn't feel safe.**

But things have changed. In the 1990s, through our efforts, we brought in millions of pounds of government funding to begin making this once more a decent place to live and bring up our families. We've worked together as a community to make it happen.

When the money ran out from government and Lambeth Council we voted for the transfer of our homes to Network to ensure the big regeneration programme could be completed successfully. In the last ten years Network have invested nearly £175 million in the regeneration of Stockwell Park, working closely with us so we get the homes we need.

The results of our combined efforts are there for all to see. It's not perfect yet, but we now have secure homes and some of the lowest crime rates in London.

As I walk round the estate I am amazed by the beauty of the gardens that didn't exist before,

especially gorgeous in spring when the blossom is out.

SW9 Community Housing continues our proud history of being a resident-led community. We now have the best of both worlds. The Board features five tenants and five leaseholders, all working in your interest and united in one cause: to build on the brilliant work this community has already done and continue to make SW9 a great place to live.

Behind this, we have the financial strength and development skills of Network Homes, making sure our fantastic regeneration programme is fully completed, and with the back office skills and strategic commitment to Stockwell that allows the SW9 Community Housing staff to concentrate on managing our homes well.

I don't need to ask you to join us, you're already are part of us. We are a united community moving forward. Be part of the change.



**Tom Fawcett**  
Chair

# Grand Launch

**On Thursday 16 June over 200 residents and members of the local community came together to celebrate the Grand Launch of SW9 Community Housing at the new housing office, 6 Stockwell Park Walk.**

Residents were able to meet the teams responsible for looking after their homes, share experiences and raise any issues. They also got to enjoy a glass of something fizzy, pick up a goody bag and treat the kids to an ice cream!

Pete Adams, Community Engagement Officer, says: "The Launch was an incredible success and a real chance for the community to come together and let us know what is important to them. Now that SW9 Community Housing is live we can use this information to really start making a difference across the estate."

Residents also had a chance to see future plans for the estate and speak to some of those involved in the development.





# Our new Customer Charter

You will have recently received a booklet in the post called Our Customer Charter. This is all about the excellent level of customer service we will deliver and how the local community will be kept at the heart of everything we do.

We are already working hard to deliver

everything in the Charter, especially to make sure that we answer your calls, respond to them quickly and deliver repairs consistently within set timeframes.

If you have not seen a copy of Our Customer Charter, please visit our new website [www.sw9.org.uk](http://www.sw9.org.uk) or email us at [info@sw9.org.uk](mailto:info@sw9.org.uk)



# Answer survey to win £20

**Would you like to win £20 in Argos vouchers?**

**The next time you call us we will be giving you that chance.**

We are asking callers to take part in a short, two-minute survey at the end of their call. The survey is carried out by our partnership organisation Bright Navigator and will give us important information about how we handle calls and what you want from our service in the future.

Everyone who takes part will be included in a monthly prize draw to win £20 in Argos vouchers. Please take the time to let us know your thoughts and be in with a chance to win!

# My Rent

## Do you want support with your finances?

Recently there have been lots of changes to benefits: Universal Credit, 'Bedroom Tax' and other changes may mean that you have been finding it difficult to balance your finances.

Says Ade Akitoye, Income Manager: "We know this can be difficult and that you may have worries about keeping your rent balance up to date and in credit.

"If you have been affected by any of the changes to benefits, or are struggling in any way with your finances, then our team are here to help."

Please contact your Income Officer or Neighbourhood Officer. They can offer lots of advice and will help find a solution that is right for you and your family. You can reach them by calling **0207 326 3700** or emailing [info@sw9.org.uk](mailto:info@sw9.org.uk)



# My Community



## Are you looking for work?

If you are looking for paid employment, training or help and guidance with your CV then Worksmart is for you!

Delivered in partnership with our parent organisation Network Homes, all residents of SW9 Community Housing are eligible for referral to Worksmart. There's lots of useful help and support on offer. If you want, you can even have a meeting with Worksmart advisor Zoe each Thursday at the office, helping you take the steps necessary to find a job.

For more information, to book a meeting with Zoe or get referred to Worksmart, contact us today by phone on **0207 326 3700** or email [info@sw9.org.uk](mailto:info@sw9.org.uk)



# Pottery Club

Are you over 55 and looking for a free, new social activity?

If so the SW9 Community Housing Pottery Club is for you. Born from the Garden Project, this brand new group meets every Tuesday between 10am and 1pm at Helmi House. You can learn everything there is to know about creating fantastic pottery while making new friends and having lots of fun.

If you would like more information, contact us today by phone on 0207 326 3700 or email [info@sw9.org.uk](mailto:info@sw9.org.uk)



“We are always on the look out for new members. All the sessions are free and you don’t have to be a supported housing resident to take part.”

Naomi Schillinger, Project Leader

# Stockwell in Bloom

This summer we will host our second Stockwell in Bloom competition for our residents.

This is a great chance for residents with green fingers and a love of the outdoors to win £25 in gift vouchers.

This year we have five categories:

- Best garden
- Best veg garden
- Best balcony
- Best eco garden
- Best window box

Last year’s competition was a great success and the judges were incredibly impressed with the quality of the entries.

To enter, send your name, address and the category you would like to enter to Peter Adams, Community Engagement Officer, at [peter.adams@sw9.org.uk](mailto:peter.adams@sw9.org.uk) or call him on 0207 326 3740.

Closing date Friday 12 August.  
Judging will take place by the end of August.



# Would you like to get involved?

The arrival of SW9 Community Housing means it’s an exciting time for resident engagement at Stockwell. We know that the only way we can deliver great services is with your help, so we’re busy developing ways in which you can have your say.

Says Peter Adams, Community Engagement Officer: “We want to make sure that everything SW9 Community Housing does is as good as it can possibly be. We now have a resident-led Board that is committed to enhancing involvement opportunities.

“This year we will introduce a whole new Menu of Involvement with lots of opportunities for you to help shape what we do. These will all offer you the chance to make a real difference to both the organisation and your community.”

If you would like more information on any of these opportunities, go to our website [www.sw9.org.uk](http://www.sw9.org.uk) or contact Peter on 0207 326 3740 or [peter.adams@sw9.org.uk](mailto:peter.adams@sw9.org.uk)

# SW9 Community Housing Festival Week

This August, SW9 Community Housing will be doing something different. In the past we have put on an annual fun day, but we’ve been told that this doesn’t always deliver what you want.



From Monday 15 to Friday 19 August we will be staging a whole week of activities for you and your family, giving everyone something to do in the summer holidays!

Activities will include coach trips, fun sessions for all the family and opportunities to make a difference in your local community.

Watch out for a leaflet through your door telling you everything that’s going on. We’re expecting places to fill up fast so keep an eye on your letter box!

# Helmi House Canteen now open

The canteen at Helmi House is now open and you don’t have to be a resident to get great food at affordable prices!

Every day Jennifer and her team are cooking up a delicious menu of food including curry, peppered steak, jerk chicken, roast chicken, beef stew, pork chops and shepherd’s pie.

Meals can be eaten at Helmi House or delivered straight to your door. The canteen is open between 9am and 4pm.

If you’d like to get a copy of the menu, or request a delivery, call Jennifer on 07463 413918.





# My Home



## Meet your housing officer

Have you met your housing officer yet? Our dedicated team is on hand to help you with any issues surrounding your tenancy. They can also help if you are suffering from anti-social behaviour (ASB) or need a change to your housing.

Each housing officer looks after a specific area and can be contacted by phone on **0207 326 3700** or email on [info@sw9.org.uk](mailto:info@sw9.org.uk)



**Shereen Robinson (above)**  
Fitzgerald House, Aytoun Road, Cumnor House, Dalyell Road, Nealden Street, Chute House, Bellefields Road, Hargwyne Street, Gateley Road, Crowhurst House, Robsart Street, Combermere Road, Wayland House.



**Olu Adedotun (above)**  
Barrett House, Bedwell House, Burrow House, Denchworth House, Dudley House, Moat Court, 142 & 143 Stockwell Park Road, Mordaunt Street, Lambert House, Pulross Road, Sidney Road, Tyler House, Chantry Road, Thornton Street.

## Estate inspections

We know that it is important to you that all SW9 Community Housing streets and properties are kept neat, tidy and in a good state of repair.

For this reason, every month our Estate Services team carries out a number of inspections. Says Sherin Cemal, Estate Services Team Leader: "No one knows the issues an area has like the people that live there so we would like you to come along on our inspections and have your say."

A full list of inspections for the next three months is given below. All residents are welcome to come along and get involved. If you would like more information please contact the team by phone on **0207 326 3700** or email on [info@sw9.org.uk](mailto:info@sw9.org.uk)

Date	Time	Location
Mon 1 August	11am	Fitzgerald House
Mon 8 August	11am	Moat Court
Mon 15 August	11am	27, 29, 31 Macaulay Road Meet outside Block
Mon 22 August	11am	Trinder, Laye, Burney House, Blairderry Road Meet outside Block
Mon 29 August	11am	Burrow House
Mon 5 September	11am	Turberville House
Thurs 8 September	11am	4 Stockwell Park Walk
Mon 12 September	11am	8 Stockwell Park Walk
Thurs 15 September	11am	33 Robsart Street
Mon 19 September	11am	370 & 372 Brixton Road
Thurs 22 September	11am	35 Robsart Street
Mon 26 September	11am	43 Robsart Street, Helmi House
Thurs 29 September	11am	Wynter House
Mon 3 October	11am	11 & 17 Robsart Street
Mon 10 October	11am	1-9 Thornton Street
Mon 17 October	11am	Tyler House 1-8, 9-16, 17-24
Mon 24 October	11am	Tyler House 25-32, 33-40, 41-48



[www.sw9.org.uk](http://www.sw9.org.uk)   
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