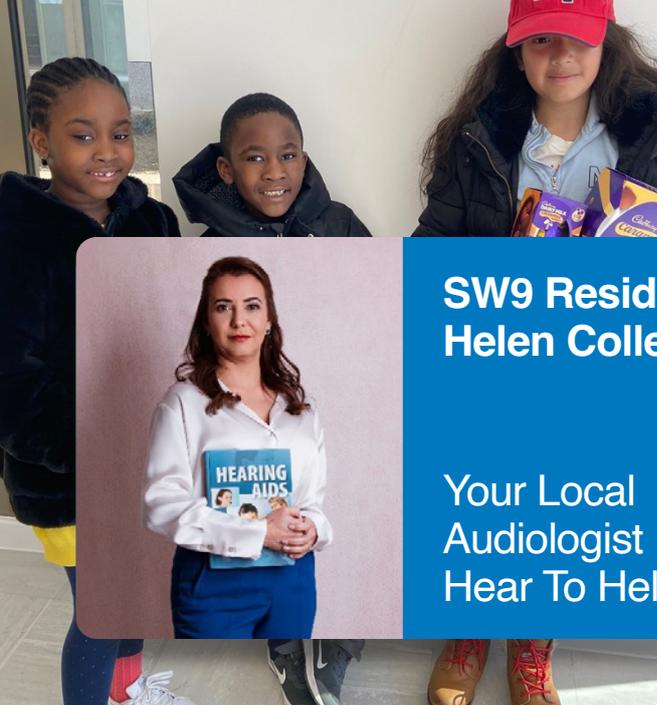




Community Housing

# Your SW9 News

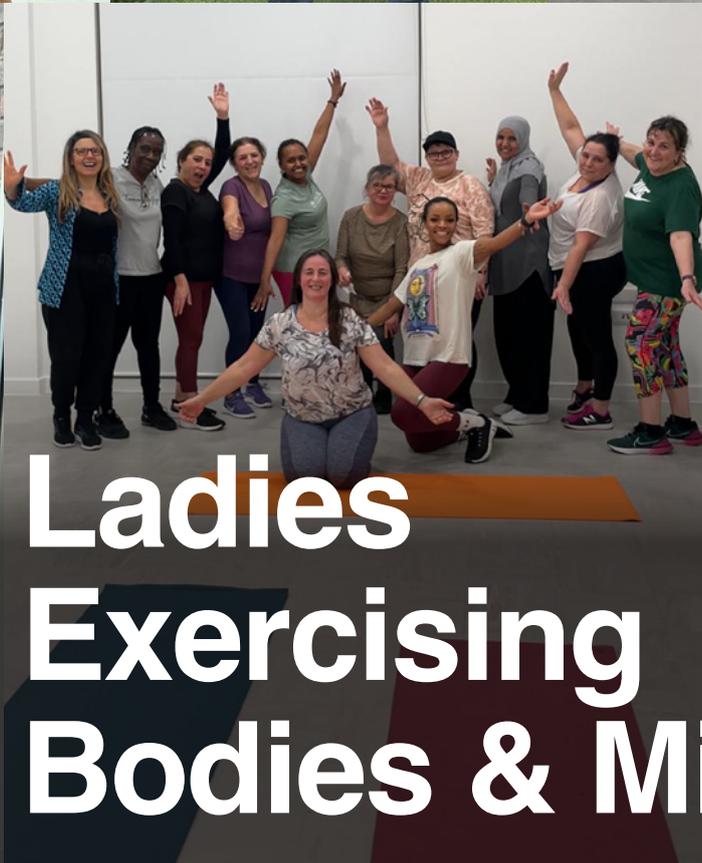


**SW9 Resident,  
Helen Colle**  
  
Your Local  
Audiologist  
Hear To Help



**Inside:**

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# Ladies Exercising Bodies & Minds



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# Welcome



**Spring is finally here which gives us all the opportunity to look forward to new beginnings. In this edition of Your SW9 News, we highlight some of the events and services which we will be delivering to you.**

We also address various points of interest that will enhance the way in which we live and work within the estate.

We touch upon Unlawful Subletting and Tenancy Fraud, an issue that has been highlighted in the national news recently. Here, we discuss how we are committed to stamping out this illegal process if found on the estate.

We also discuss the anti-social behavioural issue of fly-tipping, and on how we offer a free collection service for bulk waste. And with the regeneration of areas on the Stockwell Park Estate, disabled bay parking is also a topic we address.

We recently spoke with local resident and specialist audiologist, Helen Colle who is our cover star, about the Hertz Audiology Clinic, which is featured in this edition. And of course, we look back at some of the events that have occurred recently, including the successful Women-Only Exercise Sessions, which were held in the New Year. Some images of the sessions, and of other past events from the early part of the year, are featured.

On behalf of all of us at SW9, I hope that you have a great Spring and look forward to seeing you throughout the season.

**Delroy Rankin**  
Executive Director

# You Said, We Listened

**Following comments and feedback from you, we added updates on our dedicated page You Said, We Listened on our website. These updates cover the New Year and early spring period. We will showcase the commitments in delivering high standards of services delivery through the You Said, We Listened forum.**

The most up-to-date comments include details on our current news on Procurement for the Stockwell Park estate, feedback on how we are tackling

graffiti, and an update on the further development of our Neighbourhood Team, amongst others. Please scan the QR code to view the latest updates from You Said, We Listened.

We continue to work on our Service Improvement Plan, where our focus will be on continued excellent services delivery. We are developing the Plan for the next three years and will share with you once finalised.



# Unlawful Subletting and Tenancy Fraud



**We wanted to address on how SW9 is approaching the subject of tenancy fraud, for example, when a resident rents out their home without their landlord's knowledge or permission, or when someone is living in a home without the right to do so.**

We are committed to tackling unlawful subletting and tenancy fraud on the Stockwell Park Estate and from 1 May onwards, SW9 will be starting to undertake detailed investigations on any property that we suspect may be the subject of unlawful subletting. If we find unlawful subletting, we will prosecute the perpetrator(s) because it is a criminal offence.

If you are currently subletting unlawfully, between the grace period of April 1 and April 30, you can hand in your keys voluntarily and we will take no further action against you.

If you have reason to believe or you are aware of a property that you think might be the subject of unlawful subletting, you can contact our Neighbourhood Services team via email at **Neighbourhood.Enquiries@sw9.org.uk**.

We will be commencing investigations from 1 May, so if you are still in a property that we believe is the subject of unlawful subletting after 1 May, we will be pursuing further action. As and when we receive

a report of unlawful subletting, the information will be used to form a list for tenancy auditing, and we will be within our right to enter the property and establish who is living there.

For greater context, the Tenancy Fraud Forum, a national body formed to focus solely on tenancy fraud issues, states that there are at least 148,000 social housing homes in England that are subject to fraud. It has also been reported by the National Fraud Authority, that "tenancy fraud costs the public purse £1.9 billion per annum." SW9 Community Housing is very much committed in ensuring we stamp out any occurrence of tenancy fraud on the Stockwell Park Estate.

## Fly Tipping, Please, No. Bulk Waste Collection is free

**We all enjoy living and working on and around a safe, healthy, and visually pleasing estate. Fly-tipping – the illegal dumping of solid or liquid waste – unfortunately, seems to be on the increase. This anti-social behavioural action is not only illegal, but also a nuisance, a health & safety, and fire hazard, and is dangerous to children.**

We have a bulk waste collection service which is free of charge.

This service is available to help combat fly-tipping on the estate. SW9 has the authority to fine any fly-tipper up to £1000 and will report any instances to the police; it's an offence under Section 33 (6) of the Environmental Protection Act 1990.

More details on our bulk waste collection service can be found on our website.

For the removal of bulk waste, please contact us by telephone on **020 7326 3700** option 1.



You can also email us at **estateservices@sw9.org.uk**, or the 'Contact Us' form which is on our website which can be accessed via the QR code shown here.



# Rent Increases for 2024

**We want to make sure everything goes smoothly for you, so it's important to check that your housing benefits and Universal Credit payments are up to date.**

You would have needed to send a copy of your new rent increase letter to Housing Benefit or updated your Universal Credit journal on 1 April, when the new rent charges came into force. If you still have not received your new rent increase letter, please contact our Income team as soon as possible.

If you need any help or assistance, feel free to book an appointment with our Income team starting from April 2024 onwards – they're here to support you!

To avoid any hiccups, we have been updating direct debits to make sure the correct rent for April is deducted seamlessly.

If you've got a standing order in place, please ensure you adjust your payments to cover the new rent.

The Department of Works & Pensions (DWP) only pays up to 52 weeks of rent per year. The DWP works out the weekly rent for persons on Universal Credit by taking the total yearly amount and dividing it by 52 weeks. For example, £10,400 per year divided by 52 weeks equals £200 per week rent amount.

The DWP has now confirmed that it will not pay for the 53rd week.

Therefore, persons on Universal Credit would have to pay the additional week themselves.

SW9 recommends that, to lessen this impact, that you pay a little amount each week over the course of the year. For example, if you pay £200 a week for rent, divide this by 53 weeks and pay only £3.78 per week for 53 weeks.

Please contact the Income Team if you have any questions on **020 7326 3700** or **Rents@sw9.org.uk**. There is also a further Benefits & Advice Drop-In Session which takes place on April 18, 4pm - 6pm at the SW9 Resource Centre, if you require general advice and support. Please scan the QR code below for more information.



## Are you a Blue Badge holder?

**There are dedicated disabled bays for people with disabilities throughout the estate. SW9 operates a first come, first served principle, allowing residents to park within the estate with a valid disabled blue badge.**

If a disabled bay is available, you may park in the space but please ensure your blue badge is clearly

visible and displayed on your vehicle's dashboard.

If a vehicle does not have a blue badge displayed and is parked in a disabled bay, a Penalty Charge Notice will be served. SW9's parking attendants have the right to request a closer examination of your blue badge to check validation.

Remember, do not allow others to use your blue badge - this is a criminal offence.

For more information on disabled parking please email **info@sw9.org.uk**.



**Blue badge holders only**

# EVICTIION NOTICE

Date: \_\_\_\_\_

Tenant: \_\_\_\_\_

Address: \_\_\_\_\_

## The reasons why we may need to evict tenants

**We recognise that together with the excessive cost of living and energy costs, rent increases may only add to additional financial burden for some of our residents. But it must be stressed that non-payment of rent is not acceptable and that SW9 is within its right to pursue eviction when rental payments are not met.**

Recently, we have had to serve a Section 21 notice for eviction on three separate cases. The amount of arrears incurred was £15,564.31, £11,679.87 and £8,777.45, respectively.

SW9 attempted to work with the individuals concerned to prevent this action. Unfortunately, there was no follow-up communication from the tenants. The evictions were actioned.

Before issuing a Section 21 notice for eviction, SW9 will do everything possible with the tenant to avoid this action, including discussing a payment plan, offering support and advice, and signposting to outside agencies.

We want to stress that an open dialogue between you and our Income team is paramount to avoid the above outcome. If you are worried about your financial wellbeing, please do not hesitate to contact us.

If you have had a change in circumstances, for example, you have stopped working, please contact us for advice on what benefits you could apply for, and for other relevant advice. The Income team is available Monday to Friday, 9am to 5pm, at [Rents@sw9.org.uk](mailto:Rents@sw9.org.uk), or by calling **020 7326 3700**.

The Income team will also be available on Thursday 18 April, 4pm-6pm at the SW9 Resource Centre, 13 Benedict Road, SW9 0FS, if you require benefits advice or support.

# Number Four, Knock at the Door!

Fun times are had, and friendships are formed at the JESSUP Committee Group's Bingo Nights, which are held in the Lounge at 2 Rumsey Road. Open to all our residents, the Bingo Night event is normally hosted by a JESSUP Committee member who calls out those lucky numbers, and at the last event which was held on a Saturday evening in late March, there was a lovely gathering of residents who were concentrating on the numbers on their cards, and maybe Lady Luck being on their side, to win one of the prizes available.

JESSUP is hoping to hold another Bingo Night very soon, so please look out for details coming your way.



## SW9's Equality, Diversity & Inclusion Strategy

We invite you to look at the Equality, Diversity, and Inclusion Strategy, setting out our vision, purpose, and our plans on why and how we will fulfil the commitments outlined, and is aimed for both our management and employees, as well as for the community we serve.

You can view the Strategy by visiting our website. Please scan the QR code shown here.



# What's Fun, What's Not?

Every summer, SW9 delivers a jam-packed events and activities calendar for the SW9 community to enjoy.

This year will be no different, but we'd like to hear from you what kind of events or activities you would like us to put on and one's which you will get involved

in. We also want to hear what doesn't really rock your boat too. Please send in your comments and suggestions to [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk).

## Brixton North Ward Panel Meeting

The Brixton North Ward Panel is holding its quarterly meeting on Tuesday 23 April, 6.30pm, at the Marketing Suite, Park Heights, Robsart Street SW9 0BF.

The meeting will highlight key priorities to be set for the dedicated Neighbourhood Police Team for the next quarter, and members of the

Panel will answer any queries you may have from the first quarter of the year.

Please scan the QR code for more details.



**METROPOLITAN POLICE** Brixton North April ward panel

We invite you our Brixton North ward panel meeting on the 23rd of April at the marketing suite on Robsart street SW9 0BF within the SW9 estate. The meeting will run from 6:30-8:30pm.

We are working hard to tackle the issues that matter to you working with partner agencies to find solutions. Our quarterly meeting sets key priorities for the dedicated Neighbourhood Police Team. The Team will be there to answer questions. If you cannot attend, you can contact them on the below email address.

**Brixton North Ward Priority's:**

- Prevent serious violence and knife crime by proactive patrols and youth engagement throughout the ward.
- Reducing and targeting the drug use in and around the BNT2 '(Stockwell triangle up to Dalryell Road)' area of the ward.
- Working alongside the Brixton Town Centre team to reduce aggressive vagrancy and keep people safe.
- Targeting Drug use in and around Max Roach Park and St John's Crescent.
- Increasing engagement with young people, and community groups focusing on the Angell Town and Loughborough areas of the ward.

Contact Us: [ASMailbox-BrixtonNorth@met.police.uk](mailto:ASMailbox-BrixtonNorth@met.police.uk)

**METROPOLITAN POLICE**

## Huge congratulations to our colleague, Aemiro Kassa. 10 Years and Counting.



Our Property Services Officer, Aemiro Kassa, recently celebrated 10 years of service at SW9 and we are proud of his commitment to colleagues and our residents. SW9's HR manager Andrea Lewis, has put into words our collective thanks:

**“Congratulations to Aemiro. Well done on this huge milestone. You’ve experienced many changes here in the past decade and**

**you’ve navigated them along with the team. Your growth is noticeable, from starting as a Health and Safety Data Inputter to successfully evolving into a Property Services Officer; your journey here is truly an inspiration. Your hard work, skills and contributions have been invaluable to our success. Thank you for being you!”**

**Well done, Aemiro!**

# Your Local Audiologist Is Hear To Help You

**Did you know that earwax build-up can affect your hearing, can cause earache, increase tinnitus and dizziness? Independent audiologist and local resident, Helen Colle, runs a private hearing clinic, Hertz Audiology Rehab, offering personalised sessions consisting of hearing tests, microsuction (safe and painless wax removal method), tinnitus assessments and even custom-made ear plugs.**

Hertz Audiology Clinic opened for two days in mid-April and was available for our elderly residents at 2 Rumsey Road. Later in the month, the clinic was open to SW9 residents aged 55 years and over and was based in the SW9 Learning

Centre. The 40-minute sessions consisted of a hearing test and wax removal. An individual report was provided after the session, to present to an individual's GP, along with referrals.

Helen Colle is a long-standing resident on the Stockwell Park Estate, is a mother of two and has gained a BSc at University College London in Audiology and a Masters' degree from Aston University, Birmingham, in Advanced Hearing Therapy. She's also a specialist in Microsuction, Cognitive Behavioural Therapy for Tinnitus and a Mindfulness teacher, with over 20 years' experience in the NHS and private sector. She strongly believes that offering this hearing rehabilitation clinic to our elderly residents would help those hearing difficulties, to learn more about how hearing loss can have an impact on the quality of life.



In wanting to offer her services to the community, Helen approached us to see if we could support her in anyway. SW9 was happy to be able to assist Helen in the promotion and locations of both clinics in April. We are hoping that The Hertz Audiology clinic will open on the estate again soon. We hear it was a great success!



# Compliments, Complaints & Comments.

**We welcome all comments and feedback from our residents on our commitment to providing excellent customer service. If you are pleased with our services, please let us know by completing the Contact Us form which can be found on the dedicated Compliments, Complaints & Comments page on our website. Your comments will be used to inform our officers.**

Nonetheless, we appreciate that sometimes, things do go wrong. If you are dissatisfied with something we have done or not done, or you are unhappy with the level of service you have received, we would like to know so that we can investigate what has happened and put things right. Your comments will also give us the opportunity to improve our services. We do not treat anti-social behaviour or repairs requests as complaints.

We may ask you, from time-to-time to kindly complete surveys for us on a variety of issues, including engagement opportunities, or on our services, or general communications. These will be posted onto our website, or we will display posters in and around the estate, with details on how to take part.



Please scan the QR code to access our Compliments, Complaints & Comments website page.

The details also include the process on how to raise a complaint when necessary.



# Plentific - The repairs reporting platform for General Needs residents



**Plentific is the portal through which residents can log their own repairs on an open market platform.**

You will need your Rent Payment Reference Number (found on your rent statement) and contact details, for us to let you know when we will attend to your repair or to give updates on the progress of your repair.

Click on the icon that corresponds to your repair, i.e., no hot water. If it is an emergency, do not use Plentific. Follow emergency instructions.

Describe the repair with as much detail as you can. Complete your booking preferences.

Your repair will then have been logged and you will be sent a confirmation email.

We are busy in a procurement exercise to engage a company to oversee our day to day repairs service across the estate under a 3 year contract. We will update you as soon as we have further information.

# Spot The Difference Winner & Spring Competition

Congratulations to one of our younger residents, Arianna, who was awarded a £30 Gift Card upon winning our festive Spot The Difference competition.

Please see page 14 for our Spring related competition, with a Gift Card up to the value of £30 given to the winner. The winner's picture will be in our autumn newsletter, just like Arianna's.

Please send in your answers by Friday 17 May to [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk).

**Good luck!**



# Thank You!

Several well-known organisations kindly donated their time, and some gifts to our Easter Egg Hamper Packing Day, which took place on 21 March. Alongside SW9 colleagues and volunteers from the JESSUP Committee Group, a “factory-styled operation” was put into place, and the hampers were joyfully filled.

So, thank you to our Easter Egg Hampers' sponsors; T-Brown Group Ltd., United Guarding Services Ltd, Fair Education Alliance and Lidl GB. Thanks to the

JESSUP ladies. And thanks to our SW9 volunteers – it was an enjoyable day, which led to many an Easter smile.



T-Brown and Residents Volunteers



# What's Been Happening At SW9?



## Easter Egg 'Hunters' from last year



## Find The Easter Egg

In early March, we invited you to join us for an afternoon of art and crafts to help us design the Easter Egg Baskets for delivery to 100 of our most vulnerable residents. The baskets are delivered as part of our Easter Hamper project which is held every year.

As part of our Easter festivities, we held the annual Easter Egg Hunt, with eggs placed in and around the estate, clues given, and prizes of chocolate treats given to young participants. Were you able to join us? Did you find the eggs? Did you solve the bonus question? We hope you enjoyed the Easter Egg Hunt day.



# What's Been Happening At SW9?

## How we marked International Women's Day



This year's International Women's Day's theme was #InspireInclusion. At SW9, we produced a video which showcased several famous females who in history and today, inspire inclusion and empowerment. Several of our colleagues also joined in the celebrations – you can see some of the pictures here.

SW9's IWD Celebratory Video can still be seen on our website; please scan the QR code here to look.



## Women-Only Exercise Classes

We teamed up with personal trainer Cherrise Lorenza who hosted, women-only, full body conditioning sessions. The classes were held at the Learning Centre and consisted of a mix of cardio and strength exercises. The sessions were highly popular and were not just an opportunity to create a healthy body and mind, but a great chance to meet some new people.

The sessions continue until 24 June. There is no need to book; you can just turn up!

# Regeneration

## Upcoming Works on the Stockwell Park Estate: Stockwell Park Road Renewal

As works complete in Aytoun Road, works will commence renewing Stockwell Park Road from outside the Community Centre. The work will progress section by section along Stockwell Park Road.

Works will necessitate the temporary closure of each parking undercroft and car park along Stockwell Park Road while the road is renewed.

All vehicles from each consecutive undercroft will be relocated temporarily into Crowhurst (south) undercroft; the first of these will be from Lambert House.

Please see map below of areas affected:

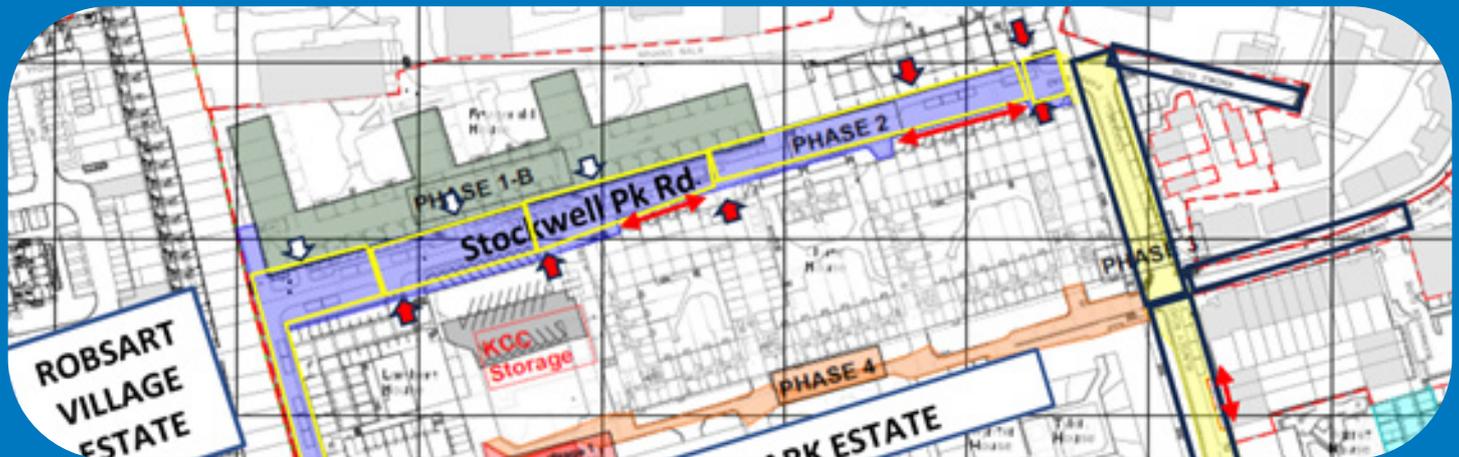
We will give notice a few weeks prior so that the works can continue uninterrupted and to give enough time for you to move your vehicle.

**The Lambert/Chute courtyard parking will not reopen as resident parking, and the renewed Stockwell Park Road will not have resident parking bays.**

Therefore, it is recommended that residents who still have street parking permits opt to take spaces in parking undercrofts.

Please contact us if you wish to obtain an undercroft parking space, and we will arrange allocated bays and fobs.

You can contact us by phone of **020 7326 3700** or visit us in person at the Housing Office, 6 Stockwell Park Walk.



## Aytoun Road & Crowhurst

Completion of the new road and paths along Aytoun Road is anticipated to be completed by the beginning of May 2024.

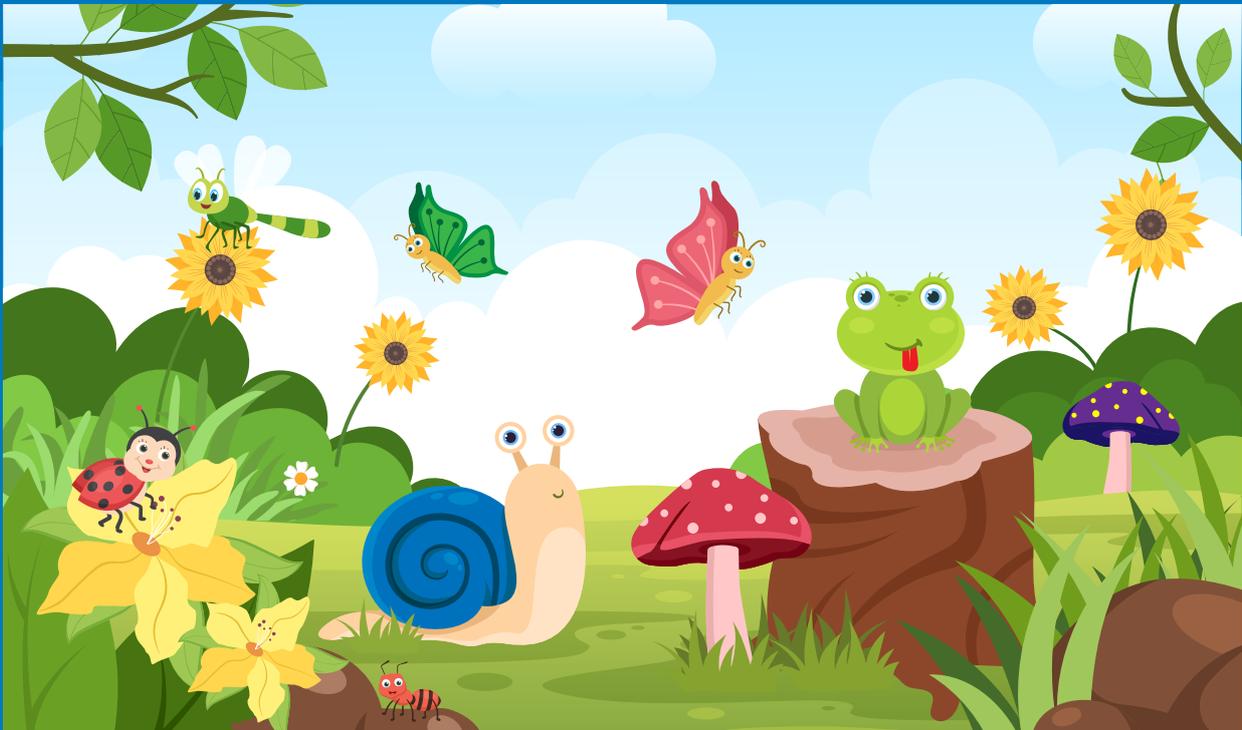


Aytoun Road will be re-opening at Rumsey Road. Cars will have access from Sidney Road.

Aytoun Place will remain closed.

Completion of the refurbishment of Crowhurst undercrofts 1 & 2 is due for the end of March 2024.

# Spot The Difference Spring competition



Please send in your answers by **Friday 17 May** to [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk).

# How we are doing?

Performance Indicator	Target	February 2024	Our Improvement Plan
Complaints Responded to on time	95%	93%	We strive to provide the best customer service as possible to our customers but there may be times where we get it wrong. Complaints help us learn lessons and improve our service. If you would like to make a complaint, give us a compliment or have any other feedback about our services please visit <a href="http://www.sw9.org.uk/complaints">www.sw9.org.uk/complaints</a>
Rent collection	101%	98%	We understand that times are difficult with the cost-of-living crisis, and our Income Team is here to support you when you are struggling. Please give us a call on <b>02073263700</b> if you would like to speak to one of our Income Officers.
Block inspections completed	100%	100% 	Every month we inspect all of the blocks on the Stockwell Park Estate to make sure that everything is clean and that any repairs are dealt with. We would love it if you would like to attend with one of our Estate Officers. Please visit our website to see when the next inspection is for your block.
Gas safety inspections completed	100%	100% 	Here at SW9 your safety is important to us. We have a legal obligation to undertake a gas inspection at your property annually. You will receive a letter from our contractor when it is time for your inspection.

## Contact us

There are several ways in which you can contact us as seen below. You can also visit us in person:

### Opening Hours

- Monday – 9am – 5pm
- Tuesday – 10am – 5pm
- Wednesday – 9am – 5pm
- Thursday – 9am - 5pm
- Friday – 9am – 5pm

-  [www.sw9.org.uk](http://www.sw9.org.uk)
-  [info@sw9.org.uk](mailto:info@sw9.org.uk)
-  020 7326 3700
-  6 Stockwell Park Walk, London, SW9 0FG
-  @sw9housing
-  SW9 Community Housing
-  sw9communityhousing
-  SW9 Community Housing

**Return Address:**

SW9  
6 Stockwell Park Walk  
London  
SW9 0FG

The Delivery Group



If you would prefer not to receive the SW9 Community Housing newsletter you can opt-out by emailing [communications@sw9.org.uk](mailto:communications@sw9.org.uk) or writing to Communications team, SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG.