



Community  
Housing

# Our Community News



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Part of  
 **Network  
Homes**

# Welcome

I am very proud of the achievements that SW9 Community Housing has made in the first seven months working with our parent company, Network Homes. We have had great success with our developments; Stockwell Park Estate won 'Best Regeneration Project' at the Evening Standard New Homes Awards and Silver for 'Best Regeneration Scheme' at the What House? Awards 2016. Our new building Park Heights won 'Best Design' at the National Housing Awards and The Junction won Gold for 'Best Starter Scheme' at the What House? Awards 2016. We had another triumph in August when we put on our first festival where we gave residents the opportunity to take part in a variety of free activities and trips. Feedback we received from residents was extremely positive.

We are continuing to develop as a stand-out resident-led organisation. We are now in the midst of recruiting some new tenants and leaseholders to fill the vacancies on the SW9 Community Housing Board. You can find out more about this in the 'Get Involved' section on page 8 of this newsletter.

I hope after reading about all the upcoming opportunities available to you, that you get involved and join us in making our community great.

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



## 60 seconds with Dan Gill, our new Neighbourhood & Customer Services Manager

### What made you want to join SW9 Community Housing?

When the opportunity came up to join a brand new organisation, I felt this was a chance to shape something special and make a real difference to residents. I was also very impressed with the redevelopment of the estate which will house families for generations.

### Where did you work before joining us?

I previously worked for Sentinel Housing Association in Hampshire as the Neighbourhood Manager for over 10,000 properties.

### What areas of Neighbourhood and Customer Services will you focus on improving?

I would like to improve our void (empty homes) process so we can turn around properties and move people into homes quicker. I am also interested in completing as many tenancy audits

as possible, which will help us further get to know the families who are living in our homes and to ensure our properties are not being sublet. As well as improving our services, I would also like to focus on improving access to them. We have recently installed kiosks in our reception, which link to our self-service online portal.

### What is your personal mantra?

My personal mantra is 'always challenge yourself'. Every year I set myself a challenge to complete.

This year I completed the London marathon in 3 hours, 44 minutes and 9 seconds. Next year I will be climbing Mount Kilimanjaro!



# Customer service

## Christmas and New Year office opening hours

Date	Opening hours
Friday 16 December 2016	9am to 12pm
Monday 26 December 2016	Closed
Tuesday 27 December 2016	Closed
Wednesday 28 December 2016	9am to 5pm
Thursday 29 December 2016	9am to 7pm
Friday 30 December 2016	9am to 5pm
Monday 2 January 2017	Closed
Tuesday 3 January 2017	10am to 5pm

## Call satisfaction survey winners

Customer feedback is extremely valuable to us. It helps us to identify where and how we can improve services. We are asking our callers to take part in a brief two minute survey at the end of their call. Everyone who answers the survey is entered into a prize draw and each month we randomly select a winner to receive a £20 voucher.

**So far this year our winners have been:**

May — Jason Rose

June — Gloria Maduka

July — Sandra Guzman

August — Howard Yorke

September — Ademola Adetoye

October — Linda Hayden

**So don't forget to leave your feedback to be in with a chance of winning a £20 Love2shop voucher.**

## Self service portal

It's easy to use our online self service portal to pay your rent, view your rent statements, request a repair to your home and communal area or monitor the progress of repairs.

You can access the portal at home via our website – [www.sw9.org.uk](http://www.sw9.org.uk).

To use the portal you will need to set up an account using your reference number found on your rent payment card. You will also need an email address to which your username and password will be sent.



We now have two self-service kiosks in our reception, which residents can use to access the online portal. On these kiosks you can also browse our website and rate the service you were given via our Office Visit Survey.

## Paying by direct debit – the easiest way to pay!

Direct Debit is a simple and safe way to pay your rent automatically from your bank account. All you have to do is agree the amount to be collected and the date of payment. After that it will be deducted from your account on a regular basis. Phone us on **020 7326 3700** for details. We can set your direct debit up while you are on the phone.



# My Community

## Festival week

In August, we held our first SW9 Community Housing Festival. It was a week of fun events, exciting trips, training and support for residents. We put on the following activities, giving our residents a chance to do something new, for free, during the summer holidays:

- Day out to Southend and Adventure Island
- Trip to see Wicked the musical at the theatre
- BBQ for everyone by The Pond communal garden
- Art and drumming lessons
- Tour of O2 Brixton Academy
- Treasure hunt on the estate
- Group trip to London Zoo
- Gardening and Cookery Session
- Health Advice Session
- Lambeth FACE Money Know How Session
- Pottery class
- Worksmart employment and training session to help you back into work



As well as providing great entertainment for our residents, the week also had many other benefits. It gave residents an opportunity to meet their neighbours and get to know each other, as well as the SW9 staff. We also had the chance to provide you with important information and find out who's interested in future resident engagement opportunities.

In total, 246 residents attended our activities and the Festival feedback was really positive. 91% of respondents rated the activity they attended as 'good' and 97% of respondents said they would rather have a Festival than a Fun Day.



# Christmas events at SW9 Community Housing

## Christmas Lights Switch-On Party, Wednesday 14 December

Come along to our Christmas Lights Switch-On Party on Wednesday 14 December. We will be gathering around the Christmas tree on the plaza outside our office, 6 Stockwell Park Walk, at 6pm as we celebrate the Christmas season with music, carol singing and Christmas nibbles. All SW9 Community Housing residents are welcome to come along with their family and friends.

## Winchester Cathedral Christmas Market Trip, Tuesday 20 December

We are organising a free coach trip to Winchester Cathedral Christmas Market on Tuesday 20 December. This festive market is recognised as one of the best in the UK with its beautiful location, high quality exhibitors and bustling atmosphere. There will be a range of wonderful Christmas gifts, decorations and festive foods. The trip is limited to 50 spaces (SW9 Community Housing residents only) so make sure you book a space as soon as possible by emailing [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk) or calling us on **020 7326 3700**. Places will be awarded on a first come basis.



# SW9 Community Housing residents go to Network Homes Residents' Day

On Saturday 24 September, SW9 Community Housing took a coach of nearly 50 residents along to Network Homes' Residents' Day.

It was a great opportunity for Stockwell residents to find out more about our parent company Network Homes and meet the Chief Executive, Helen Evans. Everyone got the opportunity to have their say as they engaged in a Q&A session and live voting. We also had our own SW9 Community Housing stand and our residents came and talked to our staff about issues affecting them. Thank you to everyone who came along. We hope you had a fun and informative day!



## Good Neighbour Award

We want to give a special award to SW9 Community Housing resident, Million Binyam, who displayed excellent community spirit when she helped a neighbour who had collapsed outside the housing office.

Million ran straight over to help the man and was first to call an ambulance. We presented her with a 'Good Neighbour Award' and £50 worth of Love2shop vouchers.

We would love to hear about other residents displaying community spirit around SW9 Community Housing so we can reward someone else in our next newsletter!

Contact Lily Goodwin about your Good Neighbour Award story on 020 7326 3700 or email [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk).



## Lambeth Healthwatch event at Helmi House

In October, our extra care scheme, Helmi House, hosted a fantastic Lambeth Healthwatch event attended by extra care residents from across the borough.

The aim of the event was to find out how connected those living in extra care feel and how charities, housing associations and the council can work together to improve this. Guests were treated to a beautifully presented cream tea, a performance from the choir at Clarence Avenue Extra Care Housing, and presentations from charities Age UK, Contact the Elderly, Alzheimer's Society and South London Cares, about all the social activities available to help them feel more connected.



# Stockwell in Bloom Winners

In August we ran our second Stockwell in Bloom gardening competition.

We judged people's gardens on the estate with the help of Naomi Schillinger who runs our Gardening Club every Friday. Congratulations to our winners for their impressive gardens who each received a £25 Argos voucher.

This year the awards went to:

**Best Garden – Mr and Mrs Gouviea**

**Best Balcony – Mrs Mary Feehan**

**Best Veg Garden – Mr Quoc Bao Muu**

**Best Eco Garden – Miss Alethea Steven**



Best Balcony – Mrs Mary Feehan



Best Garden – Mr and Mrs Gouviea

# Money management and employment workshops with Lambeth FACE

Managing money can be tricky but it can be made easier with the support of Lambeth FACE. Their workshop, New Direction, provides newly employed people with benefits and budgeting support, ensuring the transition into employment is successful. Attendees also receive a £40 Love2shop vouchers.

Their other workshop, Planning Your Journey, teaches budgeting tips and techniques in a relaxed way with games. Here you can learn more about the Benefit Cap and Universal Credit and receive advice about money problems. Everyone who attends this workshop will receive a £10 Love2shop voucher and certificate for attending.

For more information about the sessions or to enrol, contact Lola on 020 3535 4032 or visit their website [www.metropolitan.org.uk/lambeth-face](http://www.metropolitan.org.uk/lambeth-face).

# Creating a safe neighbourhood

We are proud of the journey that Stockwell Park Estate has been on with Network Homes to become a safe and pleasant neighbourhood to live in. This is the reason we take a no tolerance approach to drug dealing. In August we evicted a resident who had been causing serious anti-social behaviour (ASB) and who had been found guilty of dealing drugs on the estate. Thanks to our swift action, the safety of the estate will greatly improve.

# Get involved

## Join our Board!

Would you like to make a difference to the area you live in?

Could you help SW9 Community Housing manage neighbourhoods we can all be proud of?

Are you interested in setting SW9 Community Housing's strategic direction?

We have vacancies for two tenant and three leaseholder Board Member positions. We need our Board Members to be good at team working, self-management, decision making, analysing, challenging and communicating.

Our Board Member positions are voluntary roles but you will get a lot back. You will gain valuable experience, acquire new skills, help achieve change and have a positive impact on people's lives. You could also get the opportunity to represent SW9 Community Housing on the Network Homes Board.

**If you are interested in becoming a tenant or leaseholder Board Member please contact Lily via email [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk) or call our office and you will be sent an application form.**

**The deadline for applications is Tuesday 3 January 2017.**



## Lily is your Resident Engagement Officer

Lily Goodwin has now taken over from Peter Adams as the Resident Engagement and Communications Officer at SW9 Community Housing.

You may have met her already as she ran the Festival Week in August and took our residents to the Network Homes Residents' Day. We have great plans for involving residents more, some of which you can read about in this section.

**You can also email Lily to find out more information on how you can get involved at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk) or call our office on 020 7326 3700.**

## Help us improve our services

We are setting up a new SW9 Community Housing Scrutiny Panel. This panel of residents will help us improve our services by scrutinising a chosen area, interviewing staff, carrying out mystery shopping, and then producing a report, suggesting how to improve the service.

**If you are interested in joining this panel and helping us improve our services, then please email Lily at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk) or call our office.**





## Join our free, fun and creative clubs!

Every Friday our free Gardening Club meets at Helmi House's beautiful garden to learn new skills, grow tasty food and then cook with their produce! All SW9 Community Housing residents are welcome to join, just contact Naomi on [naomi.outofmyshed@gmail.com](mailto:naomi.outofmyshed@gmail.com).

Naomi also runs a free Pottery Club every Tuesday morning. Our current members have made some beautiful designs which we displayed in the Housing Office reception. All our residents are welcome to join.

The Art Club, run by Salome meet every Saturday, 2-4pm in the Early Years Centre. Residents aged 5-18 years old are invited to join in the free fun. To find out more email [salomessanctuary@gmail.com](mailto:salomessanctuary@gmail.com).

## Inspect your block with Davison and Roy

Would you like to have your say about the state of repair of your block and its cleanliness? We would love you to join our caretakers Roy and Davison on the inspection of your block. You can view the list of upcoming inspections on our website [www.sw9.org.uk](http://www.sw9.org.uk).

Alternatively you can email [info@sw9.org.uk](mailto:info@sw9.org.uk) or call our office to find out more information.



## Got a community project you would like help with?

Every year we have a budget set aside to support community projects that will benefit our residents.

If you have a community project that you would like us to support then we encourage you to complete our grant application form. This will then be reviewed by a senior member of staff as well as a member of our resident-led Board.

Please email Lily at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk) or call our office on 020 7326 3700 to request a grant application form.

# Regeneration Development update



The regeneration of Stockwell Park Estate by Network Homes continues to make excellent progress and in these exciting times we want you to know what developments are happening in your neighbourhood.



## Thrayle House

We have good news! Network Homes has chosen contractor, Wates, to complete the demolition and site clearance of Thrayle House. This is the first part of the process, before the main construction work starts.

Thrayle House, the site of our former office, is the latest phase of the £200m regeneration programme. The Thrayle House redevelopment will provide 177 new homes and over 1,000 square metres of retail and community space. It includes 81 social rented homes - 41 for families and 40 for older people.

Vicky Savage, Executive Director of Development at Network Homes, said:

“This is great news. This scheme has been designed in close consultation with the local community to preserve and enhance local facilities like the skatepark, while providing a range of much needed, well designed new homes for London.”



## Tyler House

Since the last community refurbishment consultation held in April 2016 the team at SW9 Community Housing and Network Homes have been working hard to refine designs and answer key questions asked by residents. The exciting proposal involves an additional floor of flats built on top of Tyler House to help subsidise the development and deliver even more benefits to residents. We hope this will define Tyler House as a stand-out development in Stockwell Park and improve the quality of life for all residents.

## Day Centre, 190 Stockwell Park Road

We should have planning consent for the Day Centre by the end of November, and we will start on site soon after. We recently held consultations with the neighbouring residents of the Day Centre. As this is still early days, more consultations may take place in order to progress plans.

# Work opportunities

**Our contractors are committed to providing employment opportunities to local people through apprenticeships, work experience and training. SW9 Community Housing residents have the opportunity to develop their knowledge and experience in construction, to help them into full time or permanent employment.**

The Network Homes Employment and Training Advisor will aim to maximise employment and

training benefits for residents from upcoming regeneration projects. Our Worksmart programme run by Network Homes provides employment training every Thursday at the SW9 Community Housing Office. They help you to create tailored CVs and to find employment.

**To find out more information contact Kamara Jackson on 0300 373 3000 or email [worksmart@networkhomes.org.uk](mailto:worksmart@networkhomes.org.uk).**



## Park Heights, 25 Robsart St

Park Heights, the winner of the National Housing Award for Best Design, is the new 159 home building which has replaced Wayland House, a poor quality 1960s tower block, which previously sat on the site.

The 20-storey building includes 84 homes for social rent and 75 apartments for private sale, and boasts a roof garden with panoramic views across London.

Many of the former residents of the old tower block chose to return and now have brand new homes still at social rents. The building was officially opened by television and film star Joanna Lumley in September. Five of the original families were able to join us at the opening event. A couple of them even got to show special guest Joanna Lumley around their new homes.

## 1-7 Aytoun Road and Aytoun Court

We are keen to continue working with Network Homes to deliver more affordable housing to meet the ever increasing demand. Development proposals are currently being considered for Aytoun Road and Aytoun Court.

1-7 Aytoun Road has four 4-storey Victorian terraced houses which were converted to flats some years ago. The properties are now vacant and in a poor state of repair. Within Aytoun Court there are nine properties (five social rented homes and four leasehold). Any development will be subject to consultation with residents and leaseholders.

Timescales for this project are not yet agreed, however, subject to agreement with residents and leaseholders we would anticipate a planning submission, for approximately 40 homes, to be made in the spring of 2017.

## Graffiti Court, Aytoun Road

We plan to carry out repairs to the Graffiti Court (also known as the Stockwell Hall of Fame) on Aytoun Road in the new year. Before we start any works, we would like to know from you if there are any other improvements you think we should make to this area. At the beginning of 2017, we will be in touch with you to find out your opinions.

# My Home

## New contractors



We are happy to announce that from 1 November 2016 Wates took over our responsive repairs contract from our previous contractor, Axis. The contract will last five years and after this we will have the option to extend if we are happy with their performance. For more information about our new contract with Wates, you can read the full article in the Network Homes newsletter.

From 1 December, T-Brown who was responsible for servicing and repairing all domestic boilers has also taken over the repairs service for all our communal boilers and our gas network supply.

We also have a new pest control contractor, Nightshift, whose contract started on 1 December. Nightshift has taken over from our previous contractor, Beaver.

You can request a repair to your home or communal area via several means:

- through our online portal available via our website [www.sw9.org.uk](http://www.sw9.org.uk)
- email [repairs@sw9.org.uk](mailto:repairs@sw9.org.uk)
- call us on 020 7326 3700.

## Our Performance

We are always working on improving our service delivery and we believe in transparency when it comes to our performance results. We are happy to share these results which we think would be of interest to you.

Performance Indicator	Target	Aug-16	Sep-16	Our Improvement Plan
Estate cleaning and maintenance rated 'very good' or 'good'	80%	87.7% 	95.3% 	We invite you to come along on block inspections to have your say about the state of your communal areas.
Telephone calls answered	90%	88.3% 	88.5% 	We have recruited a new Customer Services Advisor who should help us improve our performance.
Repair appointments kept	80%	80% 	70% 	We have a new repairs contractor starting from 1 November whose performance will be monitored closely.
Current tenant arrears as a % of the annual rent debit	2%	2.42% 	1.85% 	Our Income Team are working closely with tenants to collect arrears owed to us.
Residents involved in community engagement or development activities	500 per year	416 year to date 		We invite you to get involved in any of the opportunities advertised in the 'Get Involved' section of this newsletter.



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