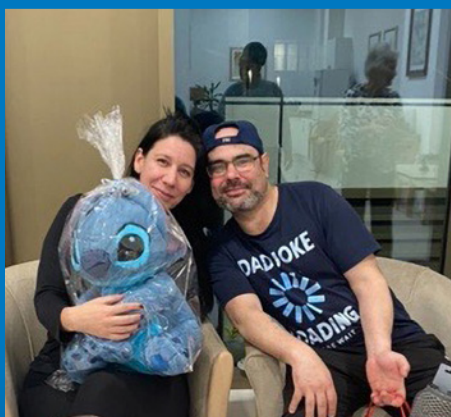




Community
Housing

Your SW9 News



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Celebrating Our Residents

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Welcome

Welcome to the summer edition of Your SW9 News. And who can believe that summer has finally arrived, or that we're over halfway through the year. Time seems to be moving faster, but at SW9, we've slowed just a little, in order to rejuvenate our commitments for all our residents – for summer and beyond.

We're in the process of updating our Service Improvement Plan for the next three years, continuing to develop a strong and fair relationship with our residents. We are particularly focussed on improving our customer service delivery to you. We wish to put "community" back into SW9, getting to know our residents and improving the customer experience and service delivery.

I am hoping to start a series of 'conversations' with you in the near future, where in a less formal setting, you can let me know about your experience of living on the Estate. Further details will be announced soon.

The Aytoun Road handover from earlier in the year, marks the last of the development for the regeneration of the Stockwell Park Estate, which formed part of the key regeneration promises pledged to you back in 2005 during the Stock Transfer. An exciting development which sits proudly within the estate; we are hopeful that further key regeneration measures can take place. Aytoun Road marks an important milestone.



As previously said, time truly flies, as this year marks the period of the SW9 Board Renewal. Several of our existing Board members have served the requisite nine years, so we are saying goodbye to four founding members at the end of the year and look forward to welcoming our new members soon thereafter.

We are looking forward to delivering some exciting activities throughout the summer including a visit to Chessington World of Adventures, and the Summer Fair in September, which this year is being co-hosted with colleagues from Ekaya Housing Association. Please look out for more details coming soon.

We will continue to deliver great services and activities throughout the summer, and I wish you all the very best for the coming months.

Delroy Rankin
Executive Director

A Conversation With Delroy

Our Executive Director Delroy Rankin will be hosting regular surgeries where you will have the opportunity to raise any concerns on the housing services we provide. The sessions will be on a first come, first served basis and by appointment only. The first surgery will be on Wednesday July 10, 10am to 1pm, at the Resource Centre, 13 Benedict Road, SW9 0FS.

If you would like to have a conversation with Delroy, please register at Getinvolved@sw9.org.uk, or call 020 7326 3700.

A CONVERSATION WITH DELROY

An opportunity to meet with our Executive Director and raise any concerns you have relating to the housing services provided by SW9.

Delroy Rankin
Executive Director
SW9 Community Housing

JULY 10, 2024
10.00 - 1.00

Book your appointment as soon as possible - time slots are limited and on a first come, first served basis.

REGISTER NOW

020 7326 3700
Getinvolved@sw9.org.uk

SW9 Community Housing | Rents@SW9
Keeping it Local

Our recent Benefits & Advice Sessions – did you find them useful?

Earlier this year, the Income team held a series of benefits drop-in sessions, giving our residents the opportunity to discuss any issues or queries they may have had. The team wanted to set out the sessions in a one-to-one, less formal environment in recognition that the subject can be quite daunting to understand. The team offered advice and support, signposting to outside

agencies if further advice was needed, and resolved several benefits' issues.

If you were able to attend any session, we hope that you found it useful; the team would love to hear your feedback as we are looking to hold similar drop-ins in the near future.

And if you are facing any financial difficulties or you need advice and support, please

Speak to a member of our Income team. You can contact the team on our Contact Us form (scan the QR code below), email Rents@sw9.org.uk or call **020 7326 3700**.



Introducing the Neighbourhood Team



Although there have been some personnel changes within our Neighbourhood Services team recently, we now can introduce you to the officers who will be on hand to advise and support your housing needs.

Anthony Akerele, Interim Housing Manager oversees general responsibilities, and is supported by two Neighbourhood Services Officers, Rachida Bangura and Michael Curle.

Our Extra Care Housing Scheme and Supported Housing Scheme are managed by Lana Hunte, Supported Housing Scheme Manager.

Leasehold properties are the responsibility of the Leasehold Property Manager.

Please scan the QR code below to see the areas of responsibility for the Neighbourhood Services team.



Repairs & Estate Services Drop-In Surgery

Mark your diaries for the autumn Repairs and Estate Services Drop-In surgery which will be taking place on Thursday 5 September, 5pm to 6.30pm, at the SW9 Learning Centre, 153 Stockwell Road, SW9 9FX. There is no need to book to attend these sessions, but they present an opportunity to speak with our officers about issues that you have concerns about and where you can comment on the services delivery. We look forward to seeing you.



Update Your Details and Win!



We are updating the details we have on file for residents, so that we can communicate about any changes to our services as well as letting you know about our engagement activities and events that are happening in and around our community.

We would ask that you complete the Update Your Details survey, which is currently on our website, which only takes about a minute to complete. You will be automatically entered into a prize draw to win a £50 Gift Voucher of your choice.

Scan the QR code below for more information.



New Services

We've recently appointed contractors for window cleaning and grounds maintenance services on the Estate. The appointments of both Aquamark and Walkers follows an extensive procurement process.

We would welcome your feedback on the new services. Please contact our Estate Services team on **020 7326 3700**.



Keeping it Local

New Window Cleaning and Grounds Maintenance Services



We are now able to introduce our new window cleaning and grounds maintenance services contractors, who will be commencing works upon the Estate very soon.

Aquamark will be responsible for window cleaning and Walkers are our new grounds maintenance contractors. The team from Walkers will be present on the estate from Monday 17 June, and Aquamark soon after.

The appointment of both contractors follows an extensive procurement process.

Please contact our Estates Services team on 020 7326 3700 or email EstateServices@sw9.org.uk with feedback on the new services.



Helping Towards Self Care and Wellbeing

We have partnered with local organisation **A.T. Beacon Project**, for a new service, **Self Care, Health, Wellbeing**.

A.T. Beacon Project works towards developing trusting relationships with people who may have any health concerns, or just want to chat. The drop-in hubs are on Thursdays and Fridays, at the SW9 Learning Centre. Please scan the QR code for further details.



SW9 Improvement Panel



Becoming a member of the SW9 Improvement Panel would give you the chance to work in partnership with us, ensuring we continue to provide excellent services and influencing positive change.

The Improvement Panel works in close collaboration with both management and officers in identifying areas that may need improving; conducts reviews; make recommendations and other aspects towards making living in and around our community as positive as it can be.

We would love to hear from you. Please scan the QR code for more details.



What's Happening During The Summer?

Summer Fun!

SW9 summer Trips



Day Trip to Brighton

Tuesday 30 July 2024



Chessington World of Adventures

Tuesday 6 August 2024

**Trips are free for SW9 Community Housing residents only.
Includes Coach and Entrance to Chessington.**

To join our waiting list, please register by completing our online form by scanning this QR code.



getinvolved@sw9.org.uk | 020 7326 3700

Afro-Dance Workshops

Fancy hitting some Afro-Beats rhythms whilst getting fit? Stella Capapelo is holding Friday evenings dance-for-fitness workshops at the SW9 Resource Centre, 13 Benedict Road, SW9 0FS. The workshops, hosted by JESSUP in collaboration with African Heritage UK, are £5 per session and are for persons 18 years and over. Everyone is welcome. If you want further details, please contact jessupunited1@gmail.com.



Women-Only Exercise Classes

Exclusive to our female residents, our Monday evenings fitness classes are held at the SW9 Learning Centre, 153 Stockwell Road, SW9 9FX, from 6.30pm. Open to all women 18 years or over, of all abilities, the classes offer an opportunity to create a healthy body and mind and also to meet new friends; just pop along as there is no need to book. Please scan the QR code for details.



Walk & Talk Initiative

As a woman, do you feel unsafe living and working around your local area?

The Metropolitan Police Walk & Talk Initiative is available in Lambeth. You can speak to a local officer during a walk and talk event, about your experiences and concerns.

Registration is free and the Walk and Talk will take place at a time convenient to you. Please scan the QR code for more details.



**Forthcoming
Summer Fun**

Keeping it Local | Your SW9 News

Your SW9 & Ekaya **COMMUNITY FAIR**

Fun For Everyone

Face Painting

Slime Making

Bouncy Castle

Trampoline

Ice Cream

Cartoonists

& Much More!

Saturday 7 September

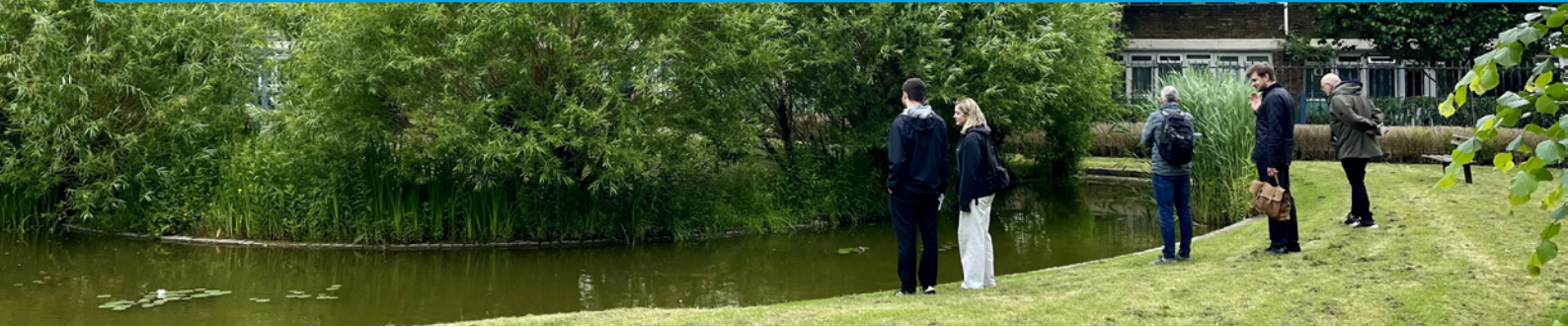
2pm - 5pm

Slade Gardens, Stockwell Park Road, SW9 0DL

Free Entry



Recent Events



The Estate's Green Credentials

Our SNG colleagues from the Development & Regeneration and Green Sustainability teams hosted a tour of the Stockwell Park Estate and Pond Ecology Session, in late May, as part of the Green Fortnight Ecology project. Tim Godwin, SNG's Regeneration Manager, said of the day's events;

"It was great to welcome visitors from across SNG to the Green Fortnight Ecology session at Stockwell Park Pond. Dr Iain Boulton, Lambeth Council Environmental officer explained the designation of the Pond as a site of local scientific interest and gave us all an insight into pond-life, and the wider ecology of the green spaces on the Estate. We were joined by SW9 and Community Centre staff, residents, landscape architects and the manager of the new Grounds Maintenance Contractor for

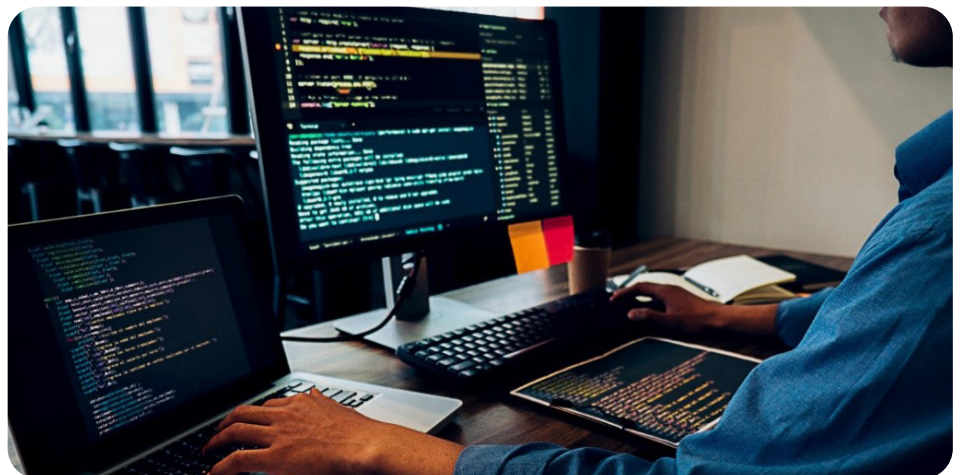
SW9. We drank cordial made with elderflowers growing by the Pond, and visitors enjoyed a tour of the Estate to see other environmental elements of the Regeneration." If you were able to join the tour, we hoped you enjoyed it.



Are you a web developer?

Would you be interested in collaborating with us in developing the SW9 website?

If the answer is yes, please contact us at **Getinvolved@sw9.org.uk** for further details.



40 Years of Volunteers' Week



This year marks the 40th anniversary of Volunteers' Week; a national celebration of the people who give up their precious time and efforts towards helping others in their communities and contributing to making life a little more bearable.

SW9 Community Housing endeavours to place our residents at the heart of everything we do. And our wonderful volunteers also place their fellow residents at the heart of everything they do. Without their invaluable contributions, SW9 Community Housing would not be the same.

To recognise the hard work our resident volunteers put in, SW9 held a ceremony to celebrate the contributions of our well-known and well-respected, volunteers, including JESSUP and the SW9 Improvement Panel. Conversation flowed throughout the evening, and Delroy's effusive thanks to all our volunteers was coupled with the awarding of certificates and small gifts of thanks.



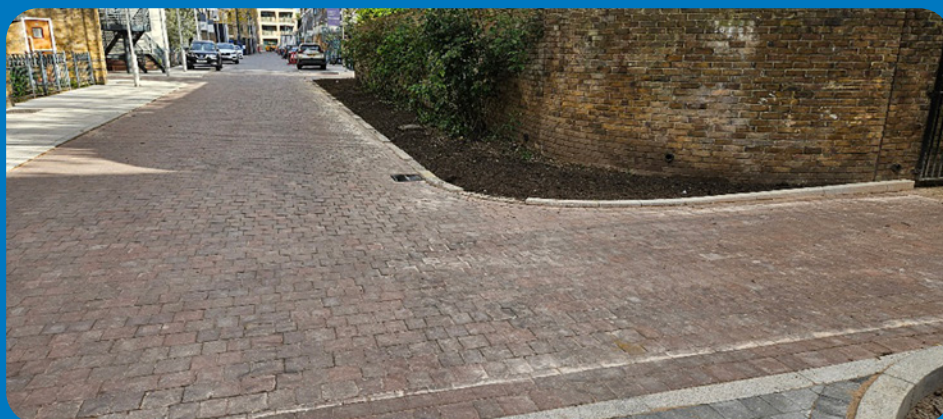
**VOLUNTEERS'
WEEK**
40th Anniversary

Regeneration

The Road renewal works have begun along Stockwell Park Road and will work round in sections to Rumsey Road by autumn. We are planning to jump ahead to tackle Knowle Close, however, during the school summer holiday.

But as residents will know, each undercroft has a single entrance, so will need to be emptied of cars while the road outside is done.

The renovation of Crowhurst undercroft is complete, making ample space to enable both undercroft users along Stockwell Park Road and those parking on the road to be relocated. Residents still with street permits can kick-start their permanent undercroft space at no additional initial cost, from the SW9 office,



before renewal at £5/week. There will be very few street parking spaces or SW9 street permits in future.

We are working with SW9 to take advantage of decant periods in each undercroft for other repairs and cleaning to be done.

The finished roads will be largely parking-free, with 24/7 parking controls, supported by traffic calming speedhumps, signage, bollards and raised tree planters for new street trees.

Within the current works we will also create ground floor bin-stores to replace all existing unsightly external bin locations, and six or seven large cycle stores.

We are grateful for your patience and cooperation during these external and environmental improvements. Your ongoing support is invaluable as we continue to enhance the quality of life on the Stockwell Park Estate.





JESSUP

AGM

11 July 2024

You are invited to JESSUP's Annual General Meeting to celebrate the past year and to learn about what community initiatives they have in store for the coming year ahead.

All Welcome!

6pm - 8pm

SW9 Resource Centre





13 Benedict Road

SW9 0FS

Refreshments provided



How we are doing?

Performance Indicator	Target	April 2024	Our Improvement Plan
Complaints Responded to on time	95%	100% 	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 our Compliments, Complaints and Comments page on our website.
Rent collection	101%	110% 	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 02073263700 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 the Block Inspections page on 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.

Complaints

We recognise that sometimes things do go wrong. If you are dissatisfied with something we have done or not done, or with our service delivery levels, please let us know so we can investigate the issue and try to put things right. This will also give us the opportunity to learn and improve our services.

We do not treat repair requests or reports of anti-social behaviour as complaints. You can report a repair online via our repairs section and our online ASB form can be used to report anti-social behaviour.

If you are unhappy with the service you've received and you want to make a complaint, we have a **2-Stage** complaints process.



Please visit our Compliments, Complaints and Comments page on our website for further information.

During the last quarter (January to March 2024), we received 21 new Stage 1 complaints and 9 Stage 2 escalations.

The reasons for Stage 1 complaints included:

- Hot water & heating
- Anti-Social Behaviour - Noise nuisance/HMO (House in multiple occupation)
- Lack of communication

Some of the lessons learned.

SW9 is aware that our record keeping processes need to be improved, and all staff are to receive the relevant training.

SW9 will be working more closely with our parent company, Sovereign Network Homes, to address on-going losses of heating and hot water issues in some of our blocks.

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



info@sw9.org.uk



020 7326 3700



6 Stockwell Park Walk,
London, SW9 0FG



@sw9housing



SW9 Community Housing



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SW9 Community Housing

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