



Community  
Housing

# Your SW9 News



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# Summer Was Fun!



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# Welcome

**It's unbelievable that we are so quickly faced with the end of 2024. With our final residents' newsletter of the year, I would like to take the opportunity to reminisce and take stock, and to look forward to celebrating the festivities of Christmas and the beginning of the New Year.**

During the early part of the year, we were able to bring in new contractors for our window cleaning and grounds maintenance services on the estate. We hope that you have seen the positive effects this has made. Our Income team held a series of Advice & Benefit sessions during early spring. The team was able to offer invaluable advice on issues surrounding Universal Credit, Housing Benefit, and other related subjects. If you were able to attend one of these sessions, we hope you found it beneficial.

We started a new service, the Self Care, Health & Wellbeing Drop In Hubs – in partnership with AT Beacon Project - in which confidential advice on a range of subjects and health checks are given. The Self Care, Health & Wellbeing service is free, as is the continuing online Tenant Support & Wellbeing Service from our partners Life & Progress, which has been successfully running for over a year.

We introduced our new Head of Customer Services, Kellie Carson who joined us in August. Kellie continues to lead and support our Neighbourhood Services, Supported Housing, Community Engagement & Communications teams.

Alongside the drop in surgeries hosted by our Repairs and Estate Services teams throughout the year, I wanted to give you the chance to speak with me directly in hosting regular 'A Conversation with Delroy' sessions which commenced during the summer. For those of you that I met, and will hopefully meet in the near future, I thank you for presenting your views.

A considerable number of you were able to join us on our Summer coach trips. If you were able to join us, we hope you enjoyed the days, and I'm sure that next year's "Summer Away Days" will be just as enjoyable. And of course, it was lovely to see so many of you at the Summer fair, which was co-hosted with Ekaya Housing Association. The petting zoo was a great draw for all; the JESSUP craft stalls and the slime making stall proved popular; demonstrations of the Afro-Dance workshops and African drumming went well; the caricaturists were an immense success, and the Mayor of Lambeth didn't want to leave! I hope you have seen our video of the event as it brings back



some great memories. You can still see it on our website; please enjoy the memories!

At the end of 2024, several of our existing Board members will have served the requisite nine years on the SW9 Board. Their collective experience, knowledge and insights of our organisation and our community, has been invaluable. I would like to take this opportunity to thank them all and wish them all good fortune in their future endeavours.

And so, with the festive season upon us, we are busily finalising plans for our forthcoming Christmas Fair. We will be able to share further details with you very soon, but in the meantime, we hope to see many of you enjoying the festivities that we have in store.

## Christmas and the New Year at SW9

**For our office opening hours, please see page 16.**

If you have an emergency repairs issue during the Christmas and New Year period, please call our Out-of-Hours service on **020 7326 3700**.

SW9's patrol service, Parkguard, will continue to operate on the estate throughout the festive season. You can call Parkguard's dedicated phone line on **020 7737 1164**, which is monitored regularly. If you have an emergency, please dial **999** for immediate assistance.



In closing, we hope that you enjoy our looking back over the events from the past year, and although it's not here yet, my colleagues and I wish you all a Very Merry Christmas and a Safe and Happy New Year.

**Delroy Rankin**  
Executive Director



# The SW9 Board & Committee Groups Members

**A huge thank you to the SW9 Board members** – Dee Alapafuja, Olu Ajisebutu, Daniel Garza, and Paul Brett - for their contributions, advice and insights during their tenure which ends in December 2024.

After a successful application process, we will be welcoming several new invitees to both the Board and Committee Groups in the New Year. Thank you to those of you who participated in the process, and to the successful candidates and our existing members, we are greatly looking forward to working alongside you all in the hope that SW9 Community Housing and our residents will continue to thrive throughout the coming year.



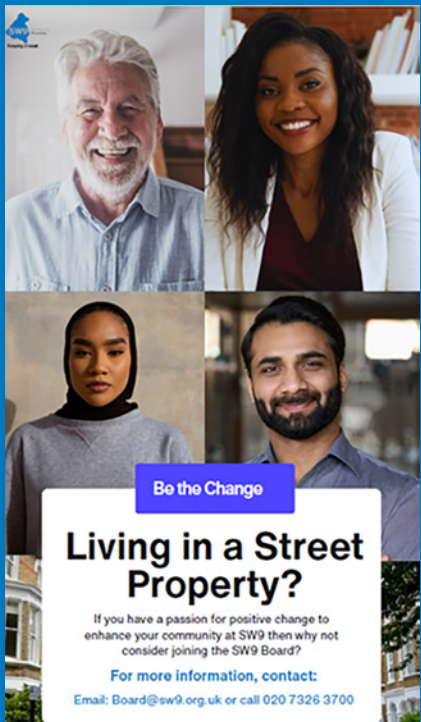
## Calling our Street Properties' Residents!

**We are looking for Street Properties residents to join the SW9 Board.**

SW9 is a resident-led organisation where resident involvement is encouraged. Becoming a member of the SW9 Board or on one of our Committees would place you at the heart of the strategic planning of the direction and future of SW9, working collaboratively with our senior management team.

If you are a resident in one of our Street Properties and are interested in helping to shape the future of SW9, then why not apply to become a SW9 Board or Committee Member!

If this sounds of interest or you would like some further information, please email us; **Board@sw9.org.uk** or **contact us on 020 7326 3700.**



# Paying Your Rent during the Festive Period

**Even as the festive season is a time to enjoy, rent payments still need to be made during this time and over the New Year.**

Missing payments in December and January means that you start the New Year in arrears; this may put you at risk of losing your home. To ease worries about money during this time, please see our tips to help you keep out of debt:

- Decide how much you can afford to spend in advance and stick to this budget.
- Please continue to pay your rent and service charge; could you add a little extra each time? You'll be up to date or even a little ahead when the New Year arrives.
- Ensure you inform relevant parties such as the DWP of any change in your circumstances that may affect your benefit entitlement.



If you feel you might be under financial pressure at this time of year, please contact us our Income team on **020 7326 3700** or email **Rents@sw9.org.uk** for advice and support. Plan your budget wisely and you can ensure in enjoying the festive celebrations to the full!

## Don't place combustible items onto balconies

**You may be aware of recent media coverage on the subject of fires breaking out on balconies of properties across the country.**

The storing and usage of combustible items on your balcony is a fire risk to both you and your neighbours. Please see advice on how to ensure your safety, and of those around you, in regard to balconies:

- Do not use any cooking equipment on balconies
- Items like plastic plant pots should not be kept on balconies where smoking takes place
- Ensure there are not copious quantities of combustible materials such as cardboard boxes and similar items on your balcony

- Always ensure you stub out cigarettes properly and dispose of them carefully
- Never leave lit cigarettes or cigars unattended
- Empty ashtrays carefully, ensuring all smoking materials are stubbed out and cold

Please note, this is not an exhaustive list.

Every month, our Estate Services officers conduct Block Inspections throughout the estate and balconies are included as part of these inspections. You may be asked to remove items from your balcony if they are deemed hazardous when conduct the inspections. The monthly schedule for Block Inspections can be found on our website

and we display date and time information for individual blocks on noticeboards.

Any resident found to be disregarding the above will be in breach of their tenancy or lease.

Contact us at **info@sw9.org.uk** for further information.

Please help us to keep you and your neighbours safe; don't place combustible items onto your balcony.





# Visitor Parking, Electric Vehicle Charging Points & The Car Club

We wanted to let you know about forthcoming EV charging installations, alongside parking etiquette and the Stockwell Park Car Club.



We have an existing public EV charging bay at 190 Stockwell Park Road and hope to install two further charging installations at Central Estate Square and Robsart Village in the near future. We would ask that if you need to charge your vehicle, please consider other users, and not charge over an extensive period of time. The bays are exclusive to electric vehicles and we ask that you remove your vehicle to park in your allocated parking space once charging is complete, in order that another user can charge their vehicle.

Located on the map shown here are the proposed locations for visitor parking – adjacent to Dudley House, in Central Estate Square and on Benedict Road – as well as the current locations for the Zip Car Stockwell Park Car Club. There are two cars and one transit van made available from Zipcar for members of the Car Club to use. The vehicles are located on Aytoun Road, Robsart Street and Benedict Road. For more details on the Zip Car Stockwell Park scheme, please scan the QR code shown here.



# Repairs & Estate Services Drop-In Surgery

The final Repairs & Estate Services Drop-In session for the year takes place on Thursday 5 December between 5pm and 6.30pm, and will be held at the SW9 Resource Centre, 13 Benedict Road, SW9 0FS.

Please pop in and speak with our officers on concerns or issues you may have. There's no need to book.



# Brixton North January Ward Panel

The first Brixton North ward panel meeting of the new year will be held on Wednesday 15 January at the Marketing Suite, Park Heights, 25 Robsart Street SW9 0FA, from 6.30pm to 8.30pm.

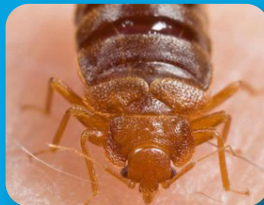


The panel will be setting key priorities for the Neighbourhood Police Team, who will also be on hand to answer any concerns you may have regarding safety in and around the local community.

The meeting is open to all and there is no need to book. If you are unable to attend, you can contact the panel at ASMailbox-. [BrixtonNorth@met.police.uk](mailto:BrixtonNorth@met.police.uk)

# Watch out for those pesky Bed Bugs!

We recently produced a fact sheet on the household pests we all fear the most – the bed bug!



They can be found hiding away in one's luggage; in the seams of mattresses; in cushions, and other places. The fact sheet offers some advice and tips on how to control the pests in case you find them in your home.

Regular washing of bedding and general vacuuming and checking around your bed, especially the mattress edge and headboard, can help in alleviating any issue.

Please scan the QR code shown here for more details and... Don't Let The Bed Bugs Bite!





# A new Repairs & Maintenance contractor coming soon!

As part of our ongoing commitment to you in offering the best possible services, we will be introducing a new Repairs & Maintenance contractor in early February. This will not affect the services that are currently in place. Our Repairs team is dedicated to providing the best possible repairs service.

We will advise further details about the new contractor in the New Year.

If you need to report a repair, please contact us on **020 7326 3700** or use the online Report a repair form which you can scan via the QR code below.



# Get Your Blood Pressure in Order

SW9 have partnered with AT Beacon Project in providing a weekly drop-in service for our residents where you can get your blood pressure checked, speak with health professionals, and receive advise all at your doorstep.

This wellbeing service has seen many residents' mental health and other health worries put to ease. No appointments required, just pop in any time during the sessions.

Every Thursday from 2pm to 5pm and every Friday from 9:30am to 12pm at the SW9 Learning Centre, 153 Stockwell Road, SW9 9FX.





## Self Care Drop-In Hub

SW9 Community Housing in partnership with A.T.Beacon Project continues to provide free health & wellbeing services to all of the SW9 community on your doorstep.

Led by trusted professionals including nurses, doctors and mental health specialists, you are invited to come along for a tea and a chat, health check, talk about your worries and get the right support you need without judgment.

**When?**  
Thursdays 2pm – 5pm  
Fridays 9.30am – 12pm

**Where?**  
SW9 Learning Centre  
153 Stockwell Road  
SW9 9FX  
(opposite the Skate Park)

**Contact:**  
020 8329 9645  
info@beaconproject@ascensiontrust.org.uk



Our members speak many languages including Yoruba, Igbo and Jamaican Pataw



# Let's Take A Trip Down Memory Lane

## SW9 Residents at Brighton and Chessington World of Adventures

Coach loads of high-spirited residents enjoyed two fantastic days out to sunny Brighton for some scrumptious fish and chips and Chessington World of Adventures for the thrill seekers. These trips are a highlight for SW9 because it's such a wonderful way to spend time with the local community whilst experiencing some time-out.



## SW9 Community Fair

The recent summer saw hundreds of residents embark to Slade Gardens for an afternoon of fun and laughter. From an animal petting zoo to slime making, the annual SW9 Community Fair was attended by Lambeth Mayor, John-Paul Ennis, along with local residents of SW9 and Ekaya Housing. If you haven't yet seen the video, simply scan this QR code and enjoy.

SW9 Community Fair video





# JESSUP's Corner

Resident volunteers from your JESSUP committee group have a great treat of engagement opportunities lined up for you. Read on and take part.



## Calling Number 29 – Rise and Shine

On the last Saturday of every month JESSUP hosted Bingo Nights at our SW9 Resource Centre.

Fun, games, and prizes galore were on offer, with doors opening from 4pm and games beginning at 4.30pm; £2.50 per card.

All are welcome for a free and entertaining Saturday night of fun and laughter. And prize-winning!

Details of the dates of early New Year's Bingo Nights will be available shortly.

## Have a Cuppa and get Crafty

Discover an inner talent and a new hobby; come along to the JESSUP Coffee & Craft Mornings.

Re-commencing in the new year, the Coffee & Craft Mornings give you the chance to have a chat and make new friends over a cup of coffee, followed by making items using embroidery, knitting, or crochet, or sewing, playing word searches and much more besides.

Stress-free and soothing – it's a morning of crafting and fun!

Please look for more details on the new year dates and times coming soon.



## Open Yu Mout', 'Tory Jump Out!

An evening of history and entertainment happened in mid-November, presenting a detailed exploration of the meaning of Black History Month, which took place at the SW9 Resource Centre. Historian Dr H Patten, MBE, offered an insight of the original Spiderman, Anansi, and Trevor Antonio led a Junk percussion workshop, which had the colourful tonal rhythms of Brazil. Prizes galore were given, following playful and inclusive competitions throughout the evening and fun was had by all.





# Recent Events

## October's Black History Month

SW9 marked this year's Black History Month with an exhibition and celebratory video. The theme for this year's commemoration was Reclaiming Narratives, calling on taking ownership of the stories of Black British culture, identities, and contributions. We highlighted several well-known, and not so well-known historical and present-day persons from the world of sport, art, literature, and from the local community, whose narratives are celebrated and reclaimed.

Please scan the QR code and have a look at our Black History Month video.



## Coffee With Thanks!



Local resident and JESSUP member Helen Jackson recently hosted a Macmillan Coffee & Cake Morning at the SW9 Resource Centre.

£111.00 was raised during the morning for Macmillan Cancer Support. Thank you for your generous donations; the cakes went down a treat!



## SW9 2025 Calendar

The theme for our 2025 calendar is "Shapes and Design".

The designs were created during two art workshops which were led by local resident Salome Russell. Each month's design has been created by SW9 Community Housing young residents, displaying their talent.

Thank you to all for sharing your colourful design and thank you, Salome, for hosting the workshops.



# Regeneration

## Stockwell Park Estate Environmental Works Update, Autumn 2024

### Loop Road Renovation

The Loop Road renovation is nearly complete, with Chute House to the end of Bedwell still in progress. To accommodate these works, garage entrances in Chute and Bedwell will be temporarily closed, and car owners have been relocated to alternative areas.

### Early Years Centre Refurbishment

The refurbishment of the Early Years Centre is underway, with plans to reopen it as an extension to the community

centre. This facility will focus on programs for younger residents, offering educational activities in the arts, technology, and more.

### Play Area and Pond Designs

We're preparing to consult residents on designs for the play area and pond. Look out for announcements on how to participate and share your thoughts.

### Bin Stores and Waste Management

Kingsbury's construction of the new bin stores is in progress, and we aim to encourage



proper use of these facilities. Clear signage will be installed to ensure all residents understand how to dispose of waste correctly.

## Additional Improvements

- **Tree Grids:** New tree grids are being installed based on designs chosen by residents during consultations.
- **Speed Humps:** These have been installed to help manage vehicle speed throughout the estate.
- **Bollards and Planters:** Existing bollards will be reused to protect footpaths near the school, and new planters are currently being installed.




## Parking Strategy

SW9 is developing proposals to ensure visitor parking meets residents' needs, with regular patrols keeping roads clear and accessible. We'll keep residents updated and will reach out with more details as soon as plans are finalised.

Thank you for your patience and cooperation as we work to make the Stockwell Park Estate a safer and more beautiful place to live. Keep an eye out for future updates and opportunities to Get Involved!



# How we are doing?

Performance Indicator	Target	Sept 2024	Our Improvement Plan
Repair Appointments kept	95%	83%	83% of repairs survey respondents reported that their repair appointment was kept. We hold monthly meetings with our contractors to monitor their performance and to ensure that they receive any feedback provided from our monthly repairs survey.
Rent collection	101%	97.9% 	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 0207 326 3700 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 <a href="#">Block Inspections</a> page on our website to see when your block's next inspection is due.
Fire safety inspections completed	100%	100% 	Here at SW9 your safety is important to us. SNG undertakes Fire Risk Assessments to your blocks on a regular basis – this depends on the type and number of floors in your block.

## CCTV Access

SW9 has CCTV placed across the estate to deter against crime and anti-social behaviour. If an incident has taken place, our control room can provide footage to your Neighbourhood Officer, the police, insurance companies and other professional bodies. Some examples would be to help them deal with tenancy breaches, crime or to process an insurance claim.

There are strict laws in place which control how organisations can use CCTV and who is allowed to access the footage. These laws mean that we can't

give CCTV footage directly to residents or other members of the public. If you have been a victim of a crime, anti-social behaviour or need to assist an insurance company with a claim you can speak to one of our Neighbourhood Officers. They will be able to put in a request on your behalf, but they can only provide the footage directly to the police, insurance company or other relevant organisation. The only exception is if you are asking for footage of yourself as part of a Subject Access Request. Even in these cases, we can

only provide images if nobody else is visible in the footage. We keep CCTV images on file for 1 calendar month.

If you have any questions, please contact us on 0207 326 2700.




# 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 and rectify the issue. This will also give us the opportunity to learn and improve our services.

Please be advised that we do not treat repair requests or reports of anti-social behaviour as complaints. You can report a repair online by using our 'Report a repair form' and our online ASB form can be used to report anti-social behaviour. Please scan the QR codes below.



Report a repair online



Report anti-social behaviour online







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.

In Quarter 2: July to September 2024, SW9 received 26 Stage 1 complaints and 10 Stage 2 escalation requests.

Reasons for residents raising complaints were:

-  Regular loss of heating and hot water.
-  Lack of communication.
-  Delay in completing repairs.
-  Communal cleaning.

## Lessons Learned

We are changing the way in which we take your calls; from recent complaints, you have been telling us that it takes far too long for us to respond to you when you call. You will now notice that when you call us through our switchboard, you will be able to speak with an SW9 officer who will direct your call to the correct department. This will eliminate you having to choose from an extensive list of options. We hope this change will reduce waiting time and that you will be able to speak with an officer the first time you call.



# Contact us



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

## **Christmas and New Year Opening Hours**

Monday 23 December **9am - 5pm**  
Tuesday 24 December **10am - 1pm**  
Wednesday 25 December **Closed**  
Thursday 26 December **Closed**  
Friday 27 December **9am - 5pm**  
Monday 30 December **9am - 5pm**  
Tuesday 31 December **10am - 1pm**  
Wednesday 1 January **Closed**



[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



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