



Community
Housing

The relationship between SW9 and Network Homes

How SW9
Community Housing
and Network Homes
work together for
the local community



The relationship between SW9 and Network Homes

As the housing management organisation for the Stockwell Park Estate and neighbouring street properties, SW9 Community Housing provides the day-to-day housing services for around 1,700 homes on behalf of the landlord – our parent company, Network Homes.

Network Homes - who we are

Network Homes is your landlord and SW9's parent company. They own and manage around 20,000 homes in 36 local authority areas across London, Hertfordshire and the South East. Since 2007, Network Homes has invested £175 million into the regeneration of Stockwell Park Estate and surrounding street properties.



Working together

SW9 Community Housing and Network Homes work in close partnership to deliver your services. Network Homes is the freeholder and owns the buildings on Stockwell Park Estate and some surrounding street properties, while SW9 Community Housing provides the day-to-day housing management service on behalf of Network Homes.



SW9 Community Housing - who we are

SW9 Community Housing is a registered charity, set up in 2016 as a resident-led, locally-focused housing management organisation for the Stockwell Park Estate and some surrounding street properties. Stockwell Park has a long history of resident involvement in the way that housing services are managed. This is part of what makes our community special and unique.

The SW9 Community Housing mission is to: “work in partnership with local people to provide effective and sustainable housing services, enabling our community to flourish.”



A resident-led organisation

SW9 Community Housing is a resident-led organisation. This means we encourage resident involvement at every level, including the Board.

At capacity, four tenants, four leaseholders, four independents and one Council appointee form our Board. Together they have responsibility for the organisation's strategic direction and future.

If you are interested in getting involved, please contact Komal Doan, SW9's Community Engagement and Communications Manager:

Telephone: 0207 326 3700

Email: getinvolved@sw9.org.uk

Website: Using the 'Contact us' page.

The Board sets the direction for SW9 Community Housing and oversees our management and performance.

The responsibility split

To help you understand how we divide the management of your home and community, the table below shows the different responsibilities of SW9 Community Housing and Network Homes.

SW9 Community Housing	Network Homes
Tenant rent and service charge management	
<ul style="list-style-type: none"> • Collecting rent • Setting and collecting service charges • Rent and service charge enquiries • Managing arrears, including legal proceedings Housing Benefit, Universal Credit and welfare reform advice and liaison • Welfare advice 	<ul style="list-style-type: none"> • Setting rent
Property maintenance	
<ul style="list-style-type: none"> • Repair requests • Raising day-to-day repairs with contractors • Monitoring and inspecting repairs 	<ul style="list-style-type: none"> • Planned programme works e.g. new kitchens and bathrooms • Aftercare service (repairs to newly built properties for a period of two years)
Complaints	
<ul style="list-style-type: none"> • Dealing with Stage 1 and 2 complaints 	
Leasehold services	
<ul style="list-style-type: none"> • Leasehold management • Leasehold enquiries • Setting and collecting service charges • Collecting ground rent and administering major works 	<ul style="list-style-type: none"> • Right to Acquire/Buy • Shared ownership/staircasing • Lease extensions • New sales • Carrying out major works / refurbishment to the fabric or common parts of buildings • Managing Sinking Funds



SW9 Community Housing	Network Homes
Resident engagement	
<ul style="list-style-type: none"> • Community events and activities • Resident panels and groups • Housing management consultations • Upskilling opportunities • Training and employment grants 	<ul style="list-style-type: none"> • Development consultations • Network Homes events
Your estate	
<ul style="list-style-type: none"> • Garages and parking management and enforcement • Cleaning and maintenance of communal areas • Estate and block inspections (including health and safety checks) • Estate gardening 	<ul style="list-style-type: none"> • Building new homes • Renovating existing blocks and properties • Renovating roads, garages and community spaces
Your home	
<ul style="list-style-type: none"> • Sign-up process for new tenants • Dealing with breaches of tenancy, e.g. subletting and anti-social behaviour • Tenancy audits • Moving home • Inspection of fire safety equipment • Fire/asbestos risk assessments and water quality testing • Gas safety checks • ASB (anti-social behaviour) management 	<ul style="list-style-type: none"> • Contract management for fire safety equipment • Contract management for gas service

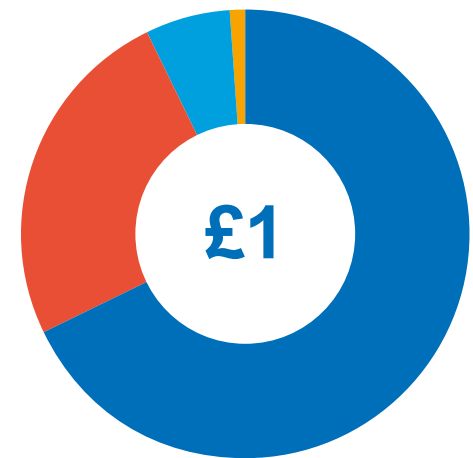
You can find more information about our services by visiting us online at www.sw9.org.uk and www.networkhomes.org.uk.

The financial split

The relationship, and the way the two organisations work together is set out in a legally binding contract, called a Management Agreement.

Within that agreement, SW9 retains 53% of the rental income paid by tenants and 100% of the service charge income paid by tenants and leaseholders. The income retained by SW9 is used to pay for the services delivered by SW9 and those services provided by third parties on behalf of SW9. The income SW9 received and the way it was spent in financial year 2020/21 can be seen below:

Where every £1 of income came from:



Rental Income	68%
Service Charge Income	23%
Other Income	7%
Reserve	1%
Total	100%

How we spent every £1 of income:



Network Homes Management Charge	36%
Management & Admin	24%
Service Costs	26%
Repairs Cost	13%
Total	100%

Other ways to get involved



There are many ways for you to get involved with SW9 Community Housing, for example by joining a resident panel. To find out more about how you can get involved, visit our website www.sw9.org.uk or call us on 0207 326 3700.

Alternatively please scan this QR code.





Contact us

-  www.sw9.org.uk
-  info@sw9.org.uk
-  0207 326 3700
-  6 Stockwell Park Walk,
London, SW9 0FG
-  @sw9housing
-  SW9 Community Housing
-  sw9communityhousing
-  SW9 Community Housing

