



Welcome to SW9 Community Housing.

We hope you're settling in and enjoying your new home. We've attached some useful contacts for you below:

- **Neighbourhoods** - Neighbourhood.Enquiries@sw9.org.uk

For tenancy queries, Anti-Social Behaviour, Parking, CCTV requests.

- **Repairs** - Repairs@sw9.org.uk

For heating repairs, carpentry, plumbing, damp & mould, aids and adaptations etc

- **Income Team** - Rents@sw9.org.uk

Rent statements, service charge queries, rent payments, direct debits and payment arrangements.

- **Leasehold Services** - Leasehold.Enquiries@sw9.org.uk

For leasehold enquiries, service charge queries etc

- **Estate Services** - EstateServices@sw9.org.uk

For access to locked communal areas and communal cleaning

- **Bulk collections** – Bulkcollections@sw9.org.uk

For free collection of up to 3 large goods per fortnight, but only once confirmed via email.

- **Complaints** - Complaints@Sw9.org.uk

For reporting complaints, providing suggestions on service improvement and general customer engagement.

- **Parking** - parking@sw9.org.uk

Your Neighbourhoods team are as follows:

Anthony Akerele: Senior Neighbourhood Officer

Jeremias Johnson: Senior Neighbourhood Officer

Ebony Cooke: Neighbourhood Officer

Sonia Hinds: Office receptionist/ Administrative officer

Your Income team are as follows:

Lan Chuong: Income Collections Team Leader

Monique Jackson: Income Collections Officer

SW9 Contact details: Phone: 0207 326 3700 Website: www.sw9.org.uk