

---

# RESIDENT

---

# HANDBOOK





# Contents

Welcome 3

Moving In 6

Your Tenancy 7

Your Wellbeing 9

Rent and  
Service Charges 21

Repairs 24

Getting Involved 29

Moving Out 30

Contact Us 32





# Welcome

**Delroy Rankin**  
**Executive Director,**  
**SW9 CH**

**SW9 Community Housing is a local management organisation that is responsible for your home and community on behalf of the landlord, Sovereign Network Group (SNG).**

At SW9, we aim to provide you with a first class customer service. We will continually aim to achieve this through feedback from you and ongoing reviews of our service.

This handbook for General Needs tenants contains all the information you need relating to your tenancy, including your rights and responsibilities, what to do when you move in and out, safety information and how to contact us. If you are a Leaseholder, please visit our website for information specific to you. Please also see our website for our Supported Housing Handbook.

Please keep this handbook somewhere safe and accessible as it is a useful tool that you may need to refer to in the future.

If you have any other queries that are not answered here, please turn to the last page for our contact details.

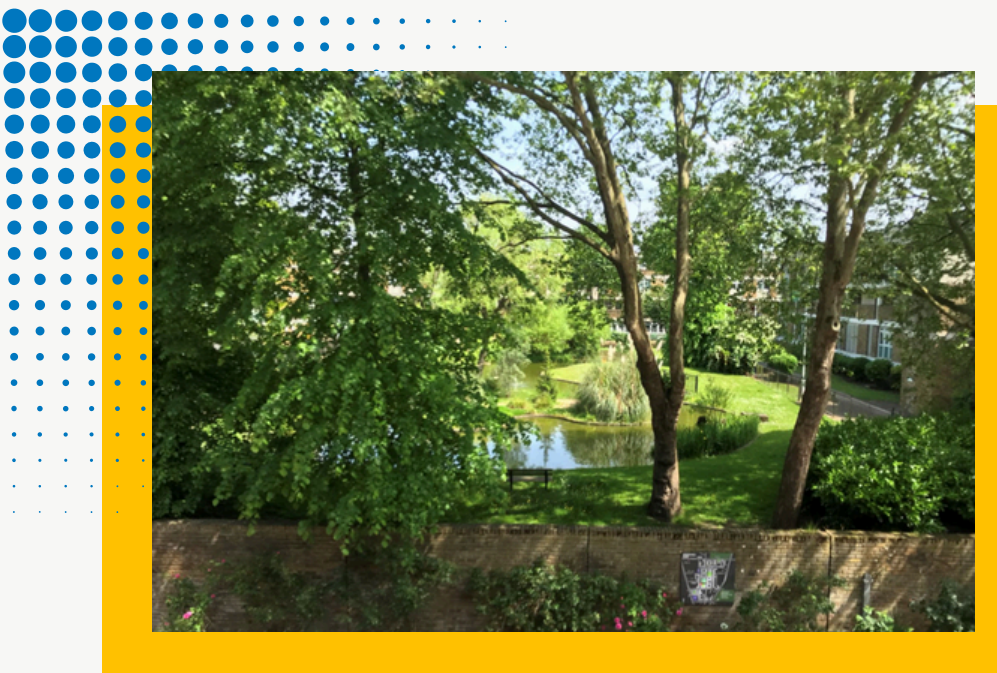
## Our Mission

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.”**

## Our Values

**Our values reflect** our commitment to providing excellent services and community cohesion through the empowerment of our residents:





## Independence

SW9 aims to operate as an independent socially responsible business.

## Local

SW9 wishes to retain its close local links and support local people and businesses.

## Quality

SW9 aims to provide good quality housing and services which will not only benefit residents but also enhance their quality of life. We will also demonstrate, deliver and promote recognised good practice within the resident-led housing sector.

## Working In Partnership

SW9 is keen to work in partnership with the local authority, other housing providers and organisations whenever this will benefit the provision of local housing and services.

## Value For Money

SW9 aims to ensure it delivers competitive, high quality services that represent value for money for our residents.

## Financially Sound

SW9 will be prudent in its financial management. This will ensure a strong and viable future with the ability to continue to maintain existing homes and offer a full range of services to a high standard.

## Integrity

The Board and staff will operate in an environment which supports the highest levels of integrity: where openness is encouraged across all our activities and with our stakeholders and partners. Our governance will be regularly reviewed to ensure appropriate controls and accountability across all areas of our business.





## Our Customer Service Promise

We are dedicated to providing you with a high level of service.

We want to be a leading housing provider known for the quality of our homes and customer service offers. We want highly-satisfied customers and partners, and to make sure we continue to provide you with excellent service. We believe that all our customers have the right to know what level of service they can expect from us. We have a Customer Service Promise which sets out everything that you can expect when you deal with us. This can be found on our website **[www.sw9.org.uk](http://www.sw9.org.uk)**.

## Compliments, Comments and Complaints

**We are committed to providing an excellent customer service and welcome all feedback from our customers. If you are pleased with our services, please let us know. We will use the information to thank our staff members.**

**We recognise, however,** that sometimes things go wrong. If you are dissatisfied with something we have done or not done, or with the level of service you received, we want to know so we can investigate what's happened and try to put things right. This also gives us the chance to learn and improve our services.

You can make a suggestion, comment or complaint by:

- Telephone: **020 7326 3700**
- Email: **[complaints@sw9.org.uk](mailto:complaints@sw9.org.uk)**
- Online: at **[www.sw9.org.uk](http://www.sw9.org.uk)** using the 'Contact us' page
- In writing: either by letter or using our **Compliments, Comments and Complaints form**.



# Moving In

**We know that moving into a new home can be a stressful business. In this section, we set out the most important things you need to know and do when moving into your new SW9 home.**

## Who needs to know?

When you move into your new home, there are several service providers that will need to know.

These are your:

- electricity/gas provider
- water supplier
- pension/pension credits provider
- next of kin (if you do not live with them)
- doctor
- dentist
- hospital services
- support or care agencies and services
- telephone/internet/media supplier
- TV licensing
- employer
- banks/building societies
- insurance companies
- solicitor
- mail order catalogues/companies

It is also important to update the local council about your new address, especially the departments dealing with:

- Council Tax
- Benefits (including Universal Credit, Housing Benefit, Income Support and Disability Allowance)

## New residents

**If you are a new resident, you will receive a welcome pack which explains a bit more about how to get started in your new home.**

If you are unsure about anything, please ask. Your Neighbourhood Services Team can give you lots of advice on what needs to be done before you move into a new home while your Income Team can help you complete a number of necessary application forms.

Please scan the QR code below to view the Welcome to SW9 Community Housing Teams Contacts' Details







# Your Tenancy

**This handbook forms part of your Tenancy Agreement. It is an important document that provides information on various matters that relate to your tenancy. It tells you what to expect from SW9 Community Housing and what is expected of you.**

## About your tenancy

**Your tenancy is an Assured Tenancy under the terms of the Housing Act 1988.**

An assured tenancy is a legal category which provides you with a degree of security of tenure. Before you moved into your home, you will have signed an agreement, setting out all the rights you hold as an assured tenant. Please note that if you were an existing secure tenant and signed an assured tenancy, you will have preserved rights.

## Your rights and responsibilities

Your tenancy agreement is the legal contract between you (the resident) and Sovereign Network Group (the landlord).

This agreement sets out your rights and responsibilities.

You have a number of rights as a tenant in your home.

These include rights about:

- when we can end your tenancy
- information we hold
- buying your home
- succession and assignment of a tenancy
- lodgers and subletting
- what happens should you face losing your home
- home loss and disturbance payments
- repair

Please contact us to find out more about your rights and responsibilities or refer to your tenancy agreement.



## A note about pets

**A pet includes any animal, bird or reptile.**

**You must obtain permission in writing before you keep any pet in the property.**

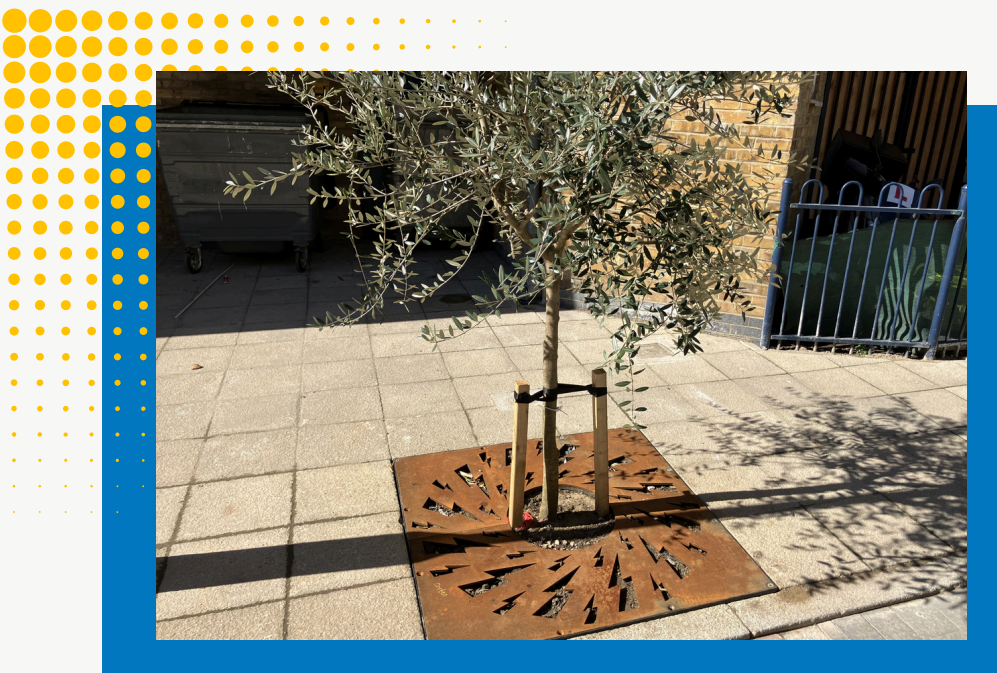
We will always give our permission when a resident needs a guide or hearing dog. Where permission is given, you will be responsible for ensuring that any mess is properly disposed of within the property, shared areas or outside the property on roads, footpaths or play areas in the local area.

You, your family, or anyone living with you or visiting the property must not do any of the following:

- Keep any pet in the property without first obtaining our permission.
- Keep any pet at the property for commercial breeding purposes.
- Allow any pet at the property to cause a nuisance to anyone in the neighbourhood, including our staff, agents or contractors.
- Keep any unsuitable or dangerous pets which are banned by the Dangerous Dogs Act 1991, Dangerous Wild Animals Act 1976 or any successive legislation.

We reserve the right to withdraw our permission, and you will be expected to find an alternative home for the pet. If you fail to do so we may take legal action against you.





# Your Wellbeing

**Your health, safety and wellbeing are important to us, and we take our responsibilities to protect you and your family very seriously.**

**As a resident you must also take all reasonable precautions to prevent risks to yourself and to others. In this section of the handbook, we cover most of the issues you might face and explain precautions you should take.**

## What makes a good neighbour?

**SW9 Community Housing is committed to ensuring that all our residents are treated fairly.**

The Good Neighbour Charter is designed to help you fully understand your responsibilities as residents of SW9 Community Housing, while ensuring that you are able to enjoy living in your home. We believe that you should feel safe, secure, and happy in your home. Being a good neighbour is more than meeting the rules set out in your tenancy agreement. A good neighbour will tolerate and understand the different lifestyles of others.

## The Good Neighbour Charter

**When you signed your tenancy agreement, we will have asked you to also sign The Good Neighbour Charter**

We would encourage you to commit to this Charter to agree that you, members of your household and your visitors will behave in a manner that will allow a positive experience for everyone.

We believe that all of our residents should be allowed to live in their homes without discrimination due to their gender, disability, race, ethnic origin, age, religion or belief, sexual orientation or any other reason. We expect that our staff, contractors or anyone working on our behalf will be respectful to you and deliver our commitments set out in The Good Neighbour Agreement.



## Your commitment

**As part of your commitment to be a good neighbour, you should:**

- Be respectful to your neighbours and their property at all times.
- Be tolerant and understanding of your neighbours' need for periods of quiet – appreciating that some people can tolerate noise better than others.
- Keep an eye on elderly neighbours and let us know if you have any concerns for their safety or wellbeing.
- Allow all your neighbours to enjoy any communal gardens and play areas.
- Respect the rights of children and young people to play and meet in a safe and happy environment.
- Be responsible for the behaviour of your children and ensure they are considerate of others.
- Be accountable for your children by ensuring they play responsibly, respect your neighbours' gardens and property, and ensure they are always supervised by an adult when playing in a communal garden or play area.
- Be responsible for your pets, where permission to keep them has already been granted from SW9, and not allow them to cause a nuisance to your neighbours or the community.
- Ensure that dogs are kept under control in public areas and clean up after them. Keep them on a lead and do not allow them to bark excessively.
- Make sure your cat isn't left out all day as cats can cause damage to people's gardens.





- Ensure to not use foul or abusive language or behave in a manner which can be perceived as intimidating by others.
- Keep your garden clean and tidy.
- Ensure that no rubbish builds up in your garden and use designated bins only - not keeping areas clean and tidy can lead to vermin.
- Ensure that children do not play or run around in the communal hallways and lifts.
- Keep balconies tidy and not use them for storing bikes, scooters, or for hanging washing.
- Ensure that no personal items e.g. motorbikes, bicycles, clothes, scooters, toys etc. are left in communal areas including the garden, play area, hallways or footpaths.
- Keep communal gardens, play areas and communal grounds tidy and free from rubbish.
- Ensure that bulky items are not left in the way – you should make arrangements with us for our cleaners to remove these.
- Be respectful to our staff and each other by not throwing litter, cigarette butts or any items over balconies.
- Ensure that you do not park in a way that will block access for emergency services, resident's drives or pathways, or park on grass areas, footpaths and dropped kerbs.



## Anti-social behaviour (ASB)

**We want to ensure our homes and communities are safe and pleasant places for our residents to live. This is why we won't accept any type of anti-social behaviour (ASB) by our residents, members of their household, visitors or pets.**

Anti-social behaviour includes, but is not limited to, the following:

- harassment – such as hate crimes including homophobic and racial harassment.
- domestic violence – such as abuse of a partner, child or elderly parent.
- noise nuisance – such as loud music, DIY activity, running up and down stairs, particularly late at night and in the communal areas.
- youth nuisance – such as groups of youths causing rowdy/threatening behaviour.
- animal-related problems – such as dogs barking and animals fouling communal areas.
- neighbour disputes – such as arguments about shared amenities and parking.
- environmental abuse – such as dumping rubbish in corridors and fly tipping.
- drugs – such as the use and supply of illegal drugs.
- vehicle-related nuisance – such as abandoned cars and car repairs.

We take reports of ASB very seriously and will take the steps necessary to protect our residents. We will always try to help and explain what action can be taken, including working with other partners such as local councillors, environmental health, community groups and the police to resolve ASB cases.





## What should I do if I experience ASB?

**In the first instance we always suggest trying to address the issue with the person, if you are comfortable doing so, to see if you can resolve the situation.**

The other party may not be aware they are causing a problem.

Alternatively, report the incident or contact us for confidential advice. If you are threatened with violence or witness someone doing something illegal, please contact the police immediately.

## How do I report ASB?

You can report ASB by :

- Telephone: **0207 326 3700**
- Email: **info@sw9.org.uk**
- Website: **www.sw9.org.uk**
- In person: at our office, **6 Stockwell Park Walk, London, SW9 0FG**
- By writing to us at our office address above.

Depending on the severity of the situation, your Housing Officer may want to meet with you to discuss the situation further.



## Domestic Violence

**We will not tolerate domestic violence or abuse in our properties. Domestic abuse is defined as:**

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: psychological, physical, sexual, financial or emotional. This can include forced marriage and so-called 'honour crimes'.

If you are experiencing domestic abuse, we would encourage you to report any concerns to the Police. They have specialist workers to help victims of domestic violence and abuse. If you are in immediate danger, please call **999**.

You can let us know if you have reported domestic abuse to the Police by calling us on 020 7326 3700. Your call will be treated in the strictest confidence.

Domestic violence and gender-based violence are unacceptable and support is available.

## Domestic Violence Support Services

**Men's Advice Line:** This is a confidential helpline for men experiencing violence by a current or ex-partner (in a heterosexual or same-sex relationship). Call on **0808 801 0327** or visit **[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)**

**National Domestic Violence Helpline:** This is a 24-hour helpline that provides information on how to access emergency refuge accommodation. Call on **0808 200 0247** or visit **[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)**

**The Gaia Centre:** This service (run by Refuge) is for anyone impacted by gender-based violence who lives, works or studies in Lambeth and offers confidential, non-judgemental, independent support. Call on **020 7733 8724** or email **[lambethvawg@refuge.org.uk](mailto:lambethvawg@refuge.org.uk)**





## Aids and adaptations

**Our aim is to help you live safely and independently in your own home for as long as possible.**

We may carry out adaptations to help you if your health or mobility needs have changed since you first moved in. An adaptation is an alteration to your home, to make it easier for you, or a member of your household, to carry out personal or domestic tasks.

Depending on the alteration required we may require these to be assessed by an Occupational Health Officer prior to us undertaking any works.

Lambeth Council's adaptations referral service is in conjunction with The Home Improvement Agency (HIA) and dependent on the work required, any owner, occupier, private or housing association tenant living in Lambeth can access our service.

For more details on Lambeth's adaptations referral service, please scan the QR code shown here.



## My Home Contents Insurance Scheme

**My Home Contents Insurance is a special insurance scheme arranged and managed by Thistle Insurance Services Limited on behalf of the National Housing Federation and available to all residents.**

They provide insurance for all SW9 Community Housing residents with affordable rates, no excesses, easy and flexible payment options and the choice of including extended accidental damage cover.



## Why should I have home contents insurance?

**Whilst we insure the building you live in, it is your responsibility to insure your personal possessions.**

While many people often hope that nothing will happen to their belongings, sometimes things can go wrong unexpectedly. In these cases, it is important that you have home contents insurance to cover any damage or loss caused by fire, theft, water damage, vandalism or floods to your household goods and contents.

Contents insurance can also cover the replacement of external locks if your keys are lost or stolen, and even the contents of your freezer. For more information:

- Visit the My Home Contents Insurance website – **[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)**
- Phone **0345 450 7288**
- Email **[myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk)**

## Health and safety checks

**Our Neighbourhood and Estate Services teams regularly check the communal areas of our properties for general health and safety hazards.**

We also carry out regular Health and Safety Risk Assessment visits and carry out Block Inspections in conjunction with residents. It is important you let us know of any issues that you notice, so that we can investigate the matter and ensure the health and safety of everyone in the building.

Any electrical appliances that we have supplied to your property meet with the appropriate Building Regulations and British Standards. Please do not use the gas boiler cupboard, electric panel areas, or water valves cupboard for storage. For your safety, please do not alter or interfere with the boiler, gas, electricity, water or other service applied to your property.





## Fire safety

**Most fires in the home start accidentally but the effects can be devastating.**

If you live in a flat you will have a building specific fire safety strategy (plan) advising you on what to do in the event of a fire. Details of the guidance are on a poster displayed by the main entrance, on the wall. Please take a moment to familiarise yourself with this fire safety strategy. If you would like any more information or assistance with developing an escape plan, please contact Sovereign Network Group's Fire Safety Team on **0300 373 3000**. Alternatively, please email them at [firesafety@networkhomes.org.uk](mailto:firesafety@networkhomes.org.uk)

## Smoke alarms

**Please make sure there is a working smoke alarm fitted in your home.**

All our rented homes are fitted with smoke alarms. This will give you early warning of a fire within your home and can prove lifesaving.

Whilst we check this as part of routine electrical tests and gas safety checks (if applicable); it's important that you too regularly test the detectors. If you think your detectors are not working please contact us on **0300 373 3000**.



## Gas safety

**As a landlord, Sovereign Network Group has a legal obligation to ensure gas appliances and flues are maintained and serviced.**

They undertake safety inspections to gas appliances every year to keep them safe and in good working order. Unsafe systems are dangerous and can have potentially fatal consequences. Sovereign Network Group (or the gas maintenance contractor) will send you notification in advance of any appointment, advising you of the date they will come to carry out your gas service. By law you must allow your landlord access to your home to carry out gas safety checks. If Sovereign Network Group is unable to carry out a safety check, they may have to take legal action which could result in forced entry to your home and any costs incurred recharged to you.

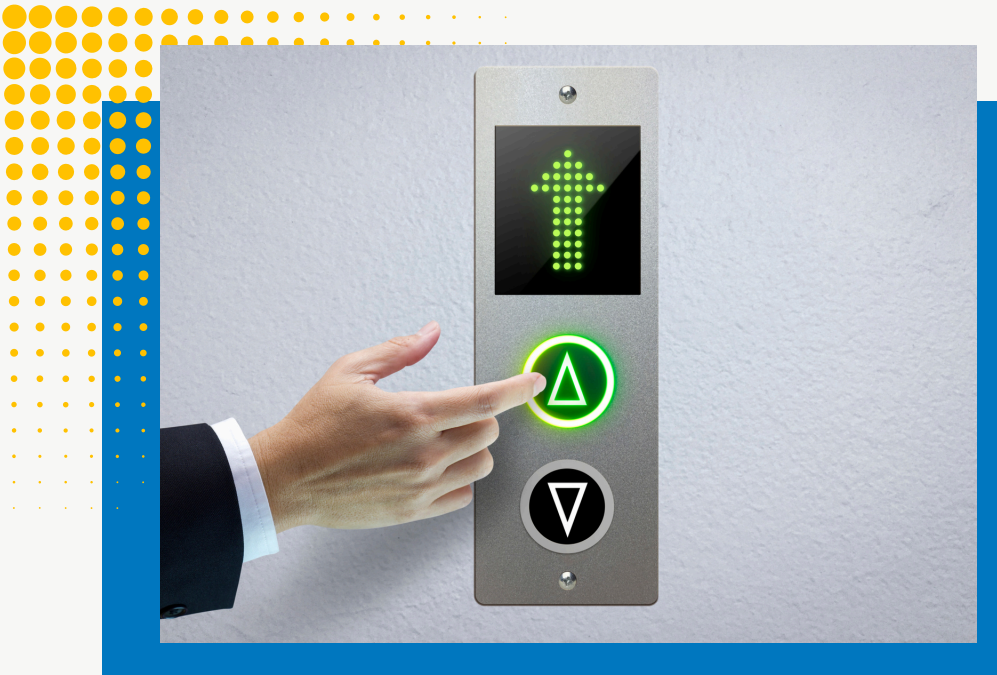
## Gas leaks

**Cadent Gas Ltd operates Britain's national gas emergency service 24 hours a day. Their emergency telephone number is 0800 111 999.**

National Grid will inform SW9 Community Housing if a problem is serious. If you smell gas in the street, report it at once to National Grid. Don't leave it to someone else to report it. If you smell gas in your home:

- put out any cigarettes.
- contact National Grid immediately on 0800 111 999.
- make sure all gas appliances and the burners on your stove are completely turned off.
- open all doors and windows.
- do not use matches or naked flames.
- turn the gas supply off at the meter.
- do not operate any electrical switches or appliances including door entry systems.
- keep people away from the affected area.





## Carbon monoxide

**Carbon monoxide (CO) is a highly poisonous gas which can be fatal.**

As a safeguard, we will ensure there is a working carbon monoxide alarm in any home with a gas appliance installed. This will alert you to the presence of CO. It is very important that the alarm is not moved, covered, damaged or painted over, otherwise you may not be protected.

If you have a gas appliance and do not have a CO alarm, please contact us on **0207 326 3700** immediately to arrange for one to be fitted.

## Lifts

**We have installed monitoring systems to our lifts.**

This provides us with the following:

- The ability to see the status of all of our lifts so we can see when they are out of service.
- An instant notification when a lift goes into fault mode, so we can contact our lift contractor and ask them to attend as soon as possible.
- The location of the lifts that require repairs enabling us to address the issue.
- The ability to monitor the service and maintenance of lifts.

This means we should be aware of any lift breakdowns but if your lift is not working please do still report it on 0207 326 3700.



## Other communal systems

**Digi Group carries out annual inspections on automated doors, gates and barriers and so forth.**

They also carry out repairs on:

- Intercom Systems – both the communal panel and in individual homes.
- Door access.
- CCTV.
- Automated gates, doors & barriers.
- Repairs to communal satellite and communal TV aerials.

## Car parking

**We provide parking spaces for our residents living on the Stockwell Park Estate.**

For further information on the Stockwell Park Estate and Robsart Village Parking Scheme, please contact us via email at [info@sw9.org.uk](mailto:info@sw9.org.uk) or call us on 0207 326 3700.



# Your rent and service charges

We aim to make paying your rent as easy as possible.

If you pay your rent monthly, it is due on the 1st of each month. If you would prefer to pay your rent at a different time of the month to fit with your pay day, please contact us to arrange it.

Your rent is due each week, in advance, unless you have agreed a different payment time with us (such as monthly payments), you have set up a Direct Debit or you are claiming full Housing Benefit.

## Rent levels

**Your rent level is set by your landlord, Sovereign Network Group.**

When establishing rent levels, Sovereign Network Group refers to Government guidelines.

If your rent amount is due to change, we will:

- give you at least one month's notice, in writing, of any change to your rent
- review the rent each year.

## Your service charges

**The level of service charge varies significantly from building to building, in line with the type of accommodation and extent of services provided.**

Therefore, each development will have a specific service charge element identified within it. Service charges cover the cost of services which benefit all residents in the same scheme such as:

- Lighting.
- Cleaning.
- Door security.
- Repairs and maintenance to your building and communal areas.
- Improvement work to your building.
- Ground maintenance for communal areas.
- Communal services (including lifts).
- Management costs.

Service charges will normally be divided equally between all the homes in a scheme. We review the charges once a year and these may increase or decrease based on the costs incurred in the previous year.





## Paying your rent and service charges

There are a variety of ways in which you can pay your rent including Direct Debit, standing order, online via the SW9 Paypoint website link, any PayPoint outlet or SW9 Payment app, and by phone.

To help you decide which option is the best for you, SW9 has a leaflet 'Ways to Pay Your Rent' which you will have been given when you signed your tenancy.

## Trouble paying your rent?

If you are struggling to pay your rent, the earlier you get in touch with us, the quicker we can support you.

Please call the Income Team on **0207 326 3700** to book an appointment for a free and confidential discussion regarding your rent account.

There are a number of ways we may be able to help you, including:

- Setting up a personal repayment plan
- Assessing if you are entitled to more benefits than you are currently receiving.

Please go to our website at [www.sw9.org.uk](http://www.sw9.org.uk) for further information.



## Rent arrears and parking spaces

**When you signed your tenancy agreement with us, you committed to keeping your rent account in credit at all times.**

If you are struggling to pay your rent, it could result in high arrears. We will write to you as well as contacting you by text, to let you know the amount you owe and ask you to make a payment.

Please note; if you have arrears on your rent account, you may not be eligible for a parking space and will need to agree to a payment plan to reduce your rent arrears in order to obtain a parking space.

If you are on a payment plan, we recommend that you consistently pay an agreed amount to lower your arrears. If you cannot make the agreed payments towards reducing your arrears over a period of three months, this could lead to us reclaiming your parking space (if applicable). This could also result in losing your home.

Please visit our website at **[www.sw9.org.uk](http://www.sw9.org.uk)** for further information.



## Your repairs service

**As set out in your tenancy agreement, we are responsible for carrying out certain repairs to your home. However, there are others that are your responsibility.**

**All residents have a responsibility to take good care of their home, and not to allow damage to occur through negligence or abuse by themselves, family members or visitors.**

### Who is responsible for your repair?

**As an SW9 Community Housing tenant, you are expected to take responsibility for putting right accidental or deliberate damage to your home.**

**You are responsible for:**

- Using the property in a tenant like manner.
- Internal decoration.
- Minor repairs, including small plaster cracks, wall and floor tiles, door handles, locks, hinges, letterboxes, toilet seats, bath panels, basin and bath plugs and chains, and tap washers.
- Keeping the property adequately heated and well-ventilated e.g. not drying washing in the property and opening windows.
- Adding extra security, for example fitting mortice locks.
- Replacing broken windows, except where we were responsible for the breakage or you have a police crime number.
- Glazing repairs to internal doors and cupboards.
- Maintaining gardens, including fencing.
- Clearing blocked sinks, toilets and baths where the blockage is in the property or was caused by your own misuse or lack of care.





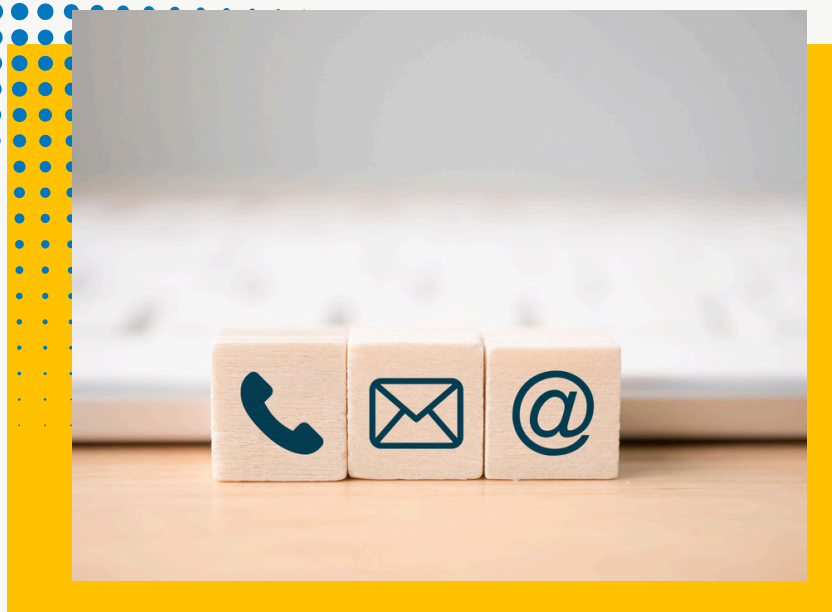
- Infestations of insects and mice (unless the infestation is a result of a structural defect).
- Replacing light bulbs, fluorescent tubes, electrical plugs, fuses and batteries in smoke alarms and carbon monoxide detectors.
- Replacing keys and locks when you lose the keys or members of your household are locked out.
- Fitting waste and supply pipes for washing machines and dishwashers and vents for tumble driers (except where we have fitted the items) plus cleaning extractor fans.
- Repairing any damage that you, a member of your household or a visitor caused.
- Repairing fixtures, fittings and equipment not provided by us.

#### **We are responsible for:**

- Keeping in repair the structure and exterior of your home.
- The roof, walls, windows, external doors and doorframes, floors, ceilings and plasterwork, skirting boards, drains and gutters.
- The installations for the water, gas and electricity supply to your home.
- The maintenance of heating systems.
- The maintenance of walls and fences at the boundary of the property (but not dividing walls), as well as pathways, steps and other means of access to the property.
- Maintaining and decorating common halls and stairways.
- Making good any plaster work or damaged decorations that have resulted from our error.

Please see your tenancy agreement for more details about who is responsible for the repairs in your home.

Please note that if SW9 attend a repair and establish that it is your responsibility, for instance where damage has in fact been caused by you, then you will be recharged.



## Reporting a repair

### You can report a repair by:

- Telephone: **0207 326 3700** (selecting the 'repairs' option).
- Email: **repairs@sw9.org.uk**
- Online: at **www.sw9.org.uk** using the 'Report a repair' page.
- Visit us in person.

### When you report a repair, you will need to:

- give us your name, address and contact details.
- describe the repair you need in as much detail as possible.
- give the dates and times when someone will be at home to let our contractors in.

**In an emergency out of normal working hours, you can call our usual number 0207 326 3700 and you will be automatically directed to our Out-of-Hours service provider where your enquiry will be logged.**

## Repair categories

All repairs fit into one of the following categories:

### **Emergency repairs (within 24 hours)**

If your repair is an emergency, please phone us on **0207 326 3700**.

We aim to fix emergency repairs within 24 hours.

**Emergency repairs** are situations where there is a risk to someone's life, health and safety, a home is not secure, or there is damage that is rapidly getting worse.



## Non-emergency repairs

There are three types of non-emergency repairs:

- **Urgent repairs**
- **Routine repairs**
- **Planned repair works.**

### **Urgent repairs (within 7 days)**

- Repairs that need prompt action but where there is no immediate risk to your health and safety.

### **Routine repairs (within 28 days)**

- Repairs that will take some time to complete.

### **Planned repair works (within 90 days)**

- Bigger pieces of work that take longer to arrange. These works are usually carried out by Sovereign Network Group and may need specialist contractors, surveys or more investigation.

## Tenant damage

If there is sufficient evidence that your property has been defaced due to tenant neglect or damage then you will be responsible for making good any damage caused by you, your household or your visitor.

If the damage is excessive, then SW9 Community Housing may take legal action against you, which could result in you losing your home.





## Newly built homes

If you are living in a brand new home built less than a year ago there are some differences to the way we deal with any repairs or defects.

### During the first 12 months

The contractor who has built the property has a responsibility to rectify any defects within the first 12 months since the date the building was first completed (not from the date you take occupation of the property). Sovereign Network Group's Aftercare team will liaise with the building contractor about defect issues. Should you encounter any issues that you think are a defect within the first 12 months, please contact the team on **0300 373 3000**.

### After 12 months

At the end of the first 12 months, inspections are carried out by the contractors to identify any final defects. Sovereign Network Group will give you sufficient notice period (usually two weeks), so that you are able to make arrangements to provide access.

**Following this period, repairs should be reported to SW9 in the normal manner.**

# Getting involved



**SW9 Community Housing is a resident-led organisation. This means we encourage resident involvement at every level.**

**Hearing from our residents about ways we can improve is important to us. We listen to the feedback we receive and use it to help shape our services. Many of our current improvement projects have been influenced by the feedback we receive from our residents.**

## What can you get involved in?

**SW9's programme of involvement activity is called RISE and includes a variety of ways for residents to get involved and help us to improve our services.**

We encourage all household members to actively engage with us. These range from one-off commitments to roles that can last over a year. Whatever time you are willing to give, we have a role that will suit you.

Opportunities include Board membership, the SW9 Improvement Panel, Block Inspections, Consultation, Procurement, Resident Communications Group, Training & Development and Residents' Associations. We also have a number of activities tailored toward our younger and more elderly residents.

## How does getting involved benefit you?

By getting involved you can:

- Shape services.
- Effect change.
- Monitor performance.
- Be involved in the management of your home.
- Create community cohesion.
- Improve or learn new skills.
- Be proud of where you live.



# Moving Out

## Ending your tenancy

**If you are moving out, then you will need to contact us to complete a form to end your tenancy.**

Your notice period will begin once we receive your completed form. The length of your notice period is specified in your tenancy agreement; please contact us if you would like any further information.

Please ensure that you provide us with a forwarding address, contact details and organise a mail redirection so that we can refund any money owed to you, including any deposit that you may have paid.

You must also return the keys back to the office on or before the end of your notice period. The property should be left empty, clean and cleared of your belongings. You may incur an additional charge if we need to clear the property. A SW9 officer will arrange to visit and inspect your accommodation shortly before you leave.

**If you pay your rent through standing order or Direct Debit you should contact your bank and cancel the arrangement once you have checked that your rent is all paid and there is no outstanding monies owed.**

## Bereaved relatives of tenants

**Please let us know as soon as possible if your relative has passed away.**

We understand that this will be a difficult time, and we will do our best to answer any questions you might have.

Please contact us for advice on how to end their tenancy. We will need to speak to whoever is responsible for their affairs/estate





## Moving on to a different tenure

**We know that your circumstances and needs may change over time and as this happens you may want to consider other types of housing arrangements such as Shared Ownership, General Rented or Supported Housing.**

If you would like to downsize to a property with fewer bedrooms, we can increase your priority, provide you with a financial incentive and help with moving. For further details please contact your Neighbourhood Officer. You may also have the right to a mutual exchange – swapping your home with another resident from SW9 or other registered providers.

## Moving to more tailored accommodation

**Our Sheltered Housing Schemes provide self-contained accommodation, with the added benefit of communal lounges, kitchens, laundries and gardens.**

Our state of the art Extra-Care Scheme with on-site care providers enables people with care needs to live independently in the community.

We have staff on-site to help with settling in, managing tenancies and organising activities and events to enable our tenants to be as active and busy as they choose. Our ethos is to help people live fulfilling, active lives with choice and control. Our staff carry out wellbeing calls with tenants and ensure the buildings are safe and welcoming.

If you are interested in considering this kind of housing, you are welcome to visit and take a look around. Please contact the office on **0207 326 3700**.

# Contact Us



**There are several ways in which you can contact us.**

**You can also visit us in person:**

## Normal Office Opening Hours

|           |            |
|-----------|------------|
| Monday    | 9am - 5pm  |
| Tuesday   | 10am - 5pm |
| Wednesday | 9am - 5pm  |
| Thursday  | 9am - 5pm  |
| Friday    | 9am - 5pm  |



PART OF



[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



@sw9housing



SW9 Community Housing



sw9communityhousing



SW9 Community Housing