

Keeping it Local

SW9

Community  
Housing

Your SW9 News



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# Looking Forward To Summer Smiles

PART OF

**SNG**

Sovereign  
Network  
Group

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# Welcome

**Welcome to the summer edition** of Your SW9 News containing a number of important updates and features, as well as details on exciting events that we will be holding during the forthcoming months.

**We have** recently introduced a newly-revamped Bulk Waste Collection service which came into affect in early July. A few points on the service can be found in Your SW9 News but you can find a more complete breakdown and frequently asked questions by visiting our website.

Our Responsive Repairs partner, MNM Property Services, is now fully-embedded into the fabric of the Stockwell Park Estate; you may have noticed their vans seen driving around the estate.

If you have required us to attend to a repair, we hope that your experience has been more positive than it may have been previously. Our Repairs team, led by the Head of Property Services, Hayley Matthews, continue to strive to offer the best service delivery we can. We would welcome your feedback and direct you to our new Repairs Survey which can be accessed via our website.

Although summer can be fun, it can also be an expensive period. Major household matters such as paying bills or rent payments cannot be neglected. The Income team have added some useful tips here; if you feel that you are struggling, please do not hesitate to contact us for further advice.

**If you have recently** moved on to the Stockwell Park Estate (welcome, by the way), you should have received a Resident or Leaseholder Handbook. These useful guides contain information on the services SW9 offer our residents. Both guides are published on our website; details can also be found in the newsletter.

Our contribution to this year's Volunteers' Week celebration is revisited here. People throughout the country volunteer in making their communities brighter and friendlier, every year; this is also the case within our community. We remember Volunteers' Week and our volunteer partners with grateful thanks.

And on the note of celebration, we were proud of the recognition given to one of our Resident Groups, and colleagues, within the housing industry. Please read more in our General News.

On a more sombre note, we cannot ignore issues such as domestic abuse and rough sleeping, both prevalent in society as a whole. Further reading is contained in our features in the newsletter, but if you need to speak with us or are seeking further advice, our contact details are available [here](#).

We work and live in one of the most built-up areas in south London; we all would like bright, colourful and green surrounds. We've embarked on a Community Gardening Project in which we hope to enhance chosen areas in and around the estate.

Our first Gardening Day was in early July, with colleagues, armed with trowels, gloves and sturdy footwear, planting flowers and shrubs around Tyler House and Wynter House. Please look out for more information about future Gardening Project Days.

We are all looking forward to our annual summer events later this year which are always popular. Read on to find out more. We have also highlighted several events that will be happening throughout the capital during the summer months.

And finally, you can see more about the events currently being hosted by our colleagues at the Community Trust.

We at SW9 continue to strive to deliver effective services to you all, to enable you and the community to prosper.

We wish you a safe, healthy and sun-filled summer.

**Delroy Rankin**  
Executive Director





# General news

**The Estate Services team** continues to conduct Block Inspections where officers visit your block or street property area to examine the standard of overall cleaning and ground maintenance.

Block Inspections' schedules are posted on our website each month. Results of the preceeding month's Inspections are also on our website.

Scoring of the Inspections is based on the **Housemark Window Cleaning and Grounds Maintenance Standards**.

For further details, please visit the '[Your Estate](#)' page on the website.



If you would like to feedback on a recent repair you may have had or comment on the cleanliness of the estate, then we invite you to complete the short surveys from our Repairs and Estate Services teams. Your responses will help us to assess on improvements needed.

Both surveys are currently open and are reviewed on a regular basis.

You can access both the [Repairs Survey](#) and the [Estate Services Survey](#) here or via our website.



# General news

**Two prestigious national housing awards' organisations** recently celebrated both SW9 residents and colleagues.

The G15 Ethnicity in Housing Awards 2025 nominated the JESSUP Committee Group for **Community Group of the Year**.

The organisation also recognised SW9's Supported Housing Scheme Housekeeper, Elizabeth Tedla, and Income Team Leader, Lan Choung in the categories of **Colleague Resident Focus** and **Supportive Colleague**, respectively.



And in the Women in Housing/Housing Heroes Awards 2025, JESSUP member and resident Mrs. Marcia Scott, was shortlisted in the category **Tenant of the Year**.

We would like to congratulate them all, and thank them for all their hard work and dedication.





# The SW9 Bulk Waste Collection Service

**We** all appreciate living and working on and around a visually-pleasant estate. Fly-tipping - the illegal dumping of waste - is a form of anti-social behaviour; a health and safety hazard and is dangerous.



We have updated our Bulk Waste Collection service is available to help combat fly-tipping on the estate. The amendments to the service came into effect in July.

A number of changes to the service include;

- You can request up to **5 items** per collection. We offer residents two collections per year.
- You can book a collection via [bulk@sw9.org.uk](mailto:bulk@sw9.org.uk). If you contact us by telephone, your request will be redirected to the email address.
- We will require your full name and address, your preferred contact number and a list of items you wish to be collected when you make your booking request.

For more details on the Bulk Waste Collection service including the items we can or cannot collect, please scan the QR code below.



# Helpful Tips from the Income Team

**Did you know** that Direct Debit is the easiest way to pay your rent and service charge? It is a safe and simple way to pay automatically from your bank account. Visit our [website](#) for more information on the number of ways you can make your rent and service charge payments.



Please let us know if you believe you might be struggling to make your rent payment. We will attempt to contact you in writing and by text, to let you know if you are running into high arrears. You can contact the Income team on 020 7326 3700 to make an appointment to discuss any issues you may have, or if you are making a payment, please choose the '**rent and service charge**' option.

There are several national agencies and organisations that can offer free and independent advice including **National Debtline**, the independent debt advice charity which is regulated by the Financial Conduct Authority. Please scan the QR code shown here to access the website.

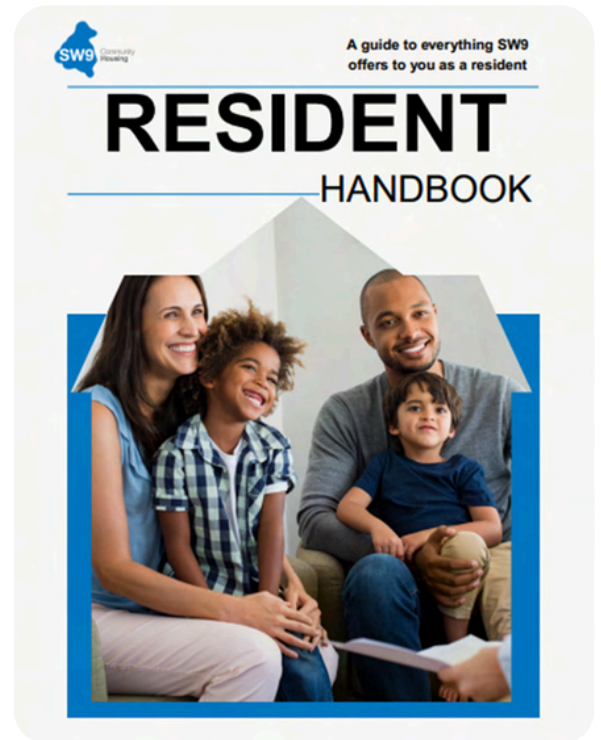
**NATIONAL  
DEBTLINE**



# Your guide to everything we can offer you

**As** your local management organisation, responsible for looking after your home and community on behalf of the landlord Sovereign Network Group, SW9 aims to provide you with excellent customer service and various engagement opportunities.

We've recently updated and published our Resident Handbook for our General Needs residents, and the Leaseholder Handbook; both contain details relating to your tenancy and your lease; safety information; your wellbeing; your rights and responsibilities and more.



**We** would ask that you keep the handbooks somewhere safe and accessible, as you may need to refer to them for ongoing reference. Our contact details are also in both publications.

Both guides are available on the Publications page of our website; you can also scan the QR code shown here to access them.





# Can I keep a pet?



**A pet includes any animal, bird or reptile,** and you would need to obtain our permission in writing before being able to keep any pet.

If you need a guide or hearing dog, we will give our permission.

You are responsible for ensuring that any mess is properly disposed of within your property, in shared areas or outside the property on roads, footpaths or play areas.

You, your family, or anyone living in your property or visiting, must not do the following;

- Keep any pet without first obtaining our permission.
- Keep any pet for commercial breeding purposes.
- Allow any pet to cause a nuisance to neighbours, staff, agents or contractors.
- Keep any unsuitable or dangerous pet which is banned under the Dangerous Dogs Act 1991, Dangerous Wild Animals Act 1976, or any successive legislation.

Please scan the QR code below for further information including details on dog owner responsibilities, pet welfare and noise complaints, as well as access to **Sovereign Network Group's Pet Policy**.



# Domestic Abuse Where To Find Support

**The United Nations** defines domestic abuse (or domestic violence) as “a pattern of behaviour in any relationship that is used to gain or maintain power and control over an intimate partner...anyone can be a victim of domestic violence, regardless of age, race, gender, sexual orientation, faith or class.”

Many forms of domestic abuse are crimes, including harassment or assault; keeping a person locked up in a property; criminal damage, attempted murder and rape.

The subject of domestic abuse is highly sensitive but we have a duty to address it.

We do not want **ANYONE** to either suffer in silence or believe there are obstacles to accessing support services and advice.

If you need to speak with someone, please call **020 7326 3700** and we will connect you with a member of our Neighbourhood Team. Your call will be taken in the strictest confidence.

If you believe you are in immediate danger, always dial **999** and ask for the police.

If you can't speak, call **999** followed by **55** when the operator answers (or tap or cough into the phone). This will alert both the operator and the police to respond.

For support services and safety resources, you can download the Bright Sky app onto your mobile phone. Please scan the QR code shown below to access the website.

Our **ASB Toolkit** has more information on support agencies and specialist help you can access, including Refuge, Childline, Stonewall and Hour Glass, for older victims.

We are here to support you.





# Recent Events

## Volunteers' Week 2025

The annual celebration took place during the first week of June. SW9 hosted an intimate party on Wednesday 4 June at the Learning Centre, to thank all our volunteer partners who give their time and effort on a regular basis and help towards making our community an engaging and inclusive place. Music, refreshments and all-round fun was the order of the evening. Thank you to everyone who was able to attend and we look forward celebrating Volunteers' Week in 2026!



## The SW9 Community Gardening Day

Did you happen to join fellow enthusiastic gardeners at the Community Gardening Day which happened on Saturday 5 July?

Many of us had little or no experience with gardening, but we all did our best and the enthusiasm was infectious.

Please look out for details on forthcoming gardening days as we collectively brighten up our estate; and learn more about nature too.



# Recent Events



In early June, members of the King's College Hospital Bowel Cancer team delivered a workshop on Bowel Cancer Awareness, in association with SW9 partners AT Beacon Project. The event, held at the Learning Centre, was very informative and well attended. Please look out for details of future one-off health and wellbeing workshops ; and don't forget about the Self Care & Wellbeing Drop-in sessions which take place on Thursdays and Fridays. Scan the QR code for more details.



## Meeting Our Residents

We are considering holding a Residents Meeting with SW9 in September.

Please look out for further details in the coming weeks.





# Future Events

**JOIN US AT THE MIND AND ME SUMMER FEST**  
Lambeth

FREE pizza and drinks!

Connect with your community and learn about social action

FREE to attend!

Take part in games, activities and much more...

DATE	TIME	VENUE
21st July, 2025	2PM - 6PM	Stockwell Park Community Centre (21 Aytoun Place, London, SW9 0TE)

Scan to get your tickets here:

Don't forget to bring your family and friends!

**SCULPT**  
SHAPE YOUR FUTURE

Logos for various partners including Lambeth Council, SNG, and others.

**We will be hosting our second Community Gardening Day** on Tuesday 5 August from 10.00am, meeting at the Housing Office. Please join us as we set about planting some colourful flowers and shrubs around the estate. It should be a fun-filled day.

## The Mind and Me Summer Fest

coordinated by local youth partner Sculpt and in partnership with SNG, takes place on Monday 21 July. Staged within the Community Trust Centre on Aytoun Place, the free event will feature a range of activities, opportunities to learn about social action...and free pizza!

**SW9 Community Gardening Day**

Calling All Budding Gardeners!  
Join Us for a Fun Day  
Of Planting Bright and Colourful  
Flowers and Shrubs

Tuesday 5 August, 10.00am  
Meet At  
SW9 Housing Office  
6 Stockwell Park Walk  
SW9 0FG

**Everyone Is Welcome!**

For more info, email  
[Getinvolved@sw9.org.uk](mailto:Getinvolved@sw9.org.uk)

SW9 Community Housing

Logos for various partners including Lambeth Council, SNG, and others.

**JESSUP**

Making memories as a community

## JESSUP Corner

Despite the hot and humid weather, several of you came along to the Bingo Night at the end of June.

The group received some lovely comments about the event, some of which you can see here.

"I enjoy the Bingo. It's a good game to play and it takes me out the house. Thank you very much."



"I enjoyed attending bingo Keep it up!"

"I enjoy getting out of the house for a hour, I wish more people would come and support JESSUP."



The group loves hosting the monthly event; you're more than welcome to come along to  
**You never know Lady Luck may shine upon you!**  
The next event will be in September.

**The JESSUP  
Bingo Night**

**Last Saturday Of Every Month  
SW9 Resource Centre  
13 Benedict Road  
SW9 0FS**

**Doors From 4.00pm  
Games From 4.30pm  
£3.00 Per Card  
Prizes Galore**

**JESSUP**

Supported By

SW9 Community Housing



# Join us on our day out to Brighton on 12 August



**Register your interest by scanning  
the QR code.**

**Registration closes Monday 4 August**

**For more information contact:  
[getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)  
020 7326 3700**



We Are Not All  
Brand New  
We Are Not All  
Perfect  
But We Are All So  
**Special**

# CHARITY EVENT FOR SMILE TRAIN

**RAISING FUNDS  
AND AWARENESS  
FOR THOSE WITH  
CLEFT LIP &  
PALATE**



**JOIN US ON SAT 16  
AUG 12PM-4PM  
SW9 RESOURCE  
CENTRE  
13 BENEDICT ROAD  
SW9 0FS**

## WHAT'S IN STORE:

- Snacks & drinks available to purchase
- Raffle £2 per ticket
- Prizes including Dolls Bunk-Beds, Wardrobes & more
- Pre-loved Dolls & Accessories to buy







SW9 COMMUNITY HOUSING

# SUMMER FAIR



**SATURDAY**

**6 September**

• ICE-CREAM • GAMES • FOOD AND DRINKS  
• GARDENING WORKSHOP • AND MORE



THE HALL OF FAME (GRAFFITI PEN)  
AYTOUN ROAD  
2PM TO 5PM



# Regular Events at The Community Trust



## Arts Class

Arts & Crafts Group with a focus on reusable material. Vulnerable people and carers welcome  
Mondays 12.00pm - 4.00pm  
Tuesdays 10.00am - 2.00pm



## Sewing Group

Mixed media crafts group for all skill levels.  
Materials provided.  
Knitting Tuesdays 2.00pm - 5.00pm  
Sewing Thursdays 2.00pm - 5.00pm  
Jewellery Making Fridays 2.00pm - 5.00pm



## Pilates

Female-only club session geared towards every activity level. £5 per session  
Fridays 6.30pm  
(from July 7)

## Tai Chi

Free and relaxed classes focussing on movement, pain relief and breath-work. Free pain clinic available afterwards for those who would like additional support.  
Fridays 1.00pm - 2.00pm, followed by pain clinic ending 2.30pm



## Clear Community Web

1 on 1 digital literacy support.  
No booking needed, walk-ins welcome.  
2nd and 4th Tuesday of every month,  
11.00am - 2.00pm





# Regeneration

## Completed & Upcoming Environmental Improvements as of June 2025

### Visitor Parking

Visitor Parking will be almost doubled shortly with the resurfacing of the square between Lambert, Crowhurst and Chute Houses.

### EV Chargers

Fast EV chargers are installed behind the Community Trust Centre, with more to come, and will be commissioned soon.

### Underground Bins

Where possible underground bins have been installed to help cut down on rubbish being left outside.

### Community Art & Streetscape

Tree grids designed together with local children have been added to various parts of the estate.

Underground Bins



EV Chargers



Tree Grid



Visitor Parking



Tree Grid





# Regeneration

## Bin Hatches & Stores

Hatches are to replace external bins situated on the estate which will reduce the quantity of refuse placed and seen outside. These will be delivered by September 2025, in co-ordination with Lambeth Council and SW9 Estate Services.

New bin stores will also reduce the number of external bins.

## Bicycle Storage

Six new stores with internal racks will be installed around the Loop Road (Barret, Burrow, Crowhurst, Chute, Fitzgerald and Lambert Houses) by August. Keys will be available to residents who wish to use the facility.

Bin Hatches



Bicycle Storage



## Before & After Look Bins Storage



**Thank you** for your patience and cooperation as we continue to enhance the estate. If you have any questions or feedback, please contact the Regeneration Team at [www.sng.org.uk](http://www.sng.org.uk)

## Rough Sleeping When Will It End?

**Recently**, there have been several big announcements made by the government; the Spending Review and the New Affordable Homes Programme, to name a few. In mid-June, deputy prime minister Angela Rayner announced that Rough Sleeping is to be decriminalised, scrapping a 200-year-old law, the **Vagrancy Act 1824**.

The act was introduced soon after the Napoleonic wars and during the industrial revolution. The act's use has declined over the preceding years; however current figures show that the number of people sleeping rough in England increased by 20% in one year.

**A number of** national charities welcomed the news of the act's repeal, including Emma Haddad, Chief Executive of St Mungo's: "The answer is not to criminalise people for living on the streets, but instead to focus on tackling the health, housing and wider societal issues that are causing homelessness in the first place."

**The government** is developing a new homelessness strategy alongside various bodies including local councils, focussing on prevention and support. An extra £233 million during this financial year, has been promised for this strategy.

**Sadiq Khan, Mayor of London**, also announced a £17million plan to tackle rough sleeping in the capital. The plan includes renovating 500 empty homes and use them for the Homes off the Street scheme which provides supported homes for people at risk of homelessness.

**There's a long way to go.** During the first three months of 2025, there's been a 38% hike of people sleeping rough in the capital. Around our community, you cannot escape from the sight of seeing a person lying in shops' doorways or near Brixton and Stockwell stations, as examples.

But these announcements if carried through, may help towards alleviating this issue and hopefully make our community a fairer and brighter place to live and work.

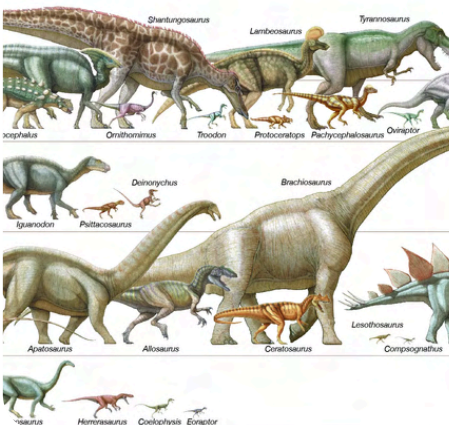


# Forthcoming Summer Events in the Capital

**Notting Hill Carnival**, the largest street festival in Europe, takes place August 23 to August 25. Sound systems, colourful costumes, street food and more...it's a London event institution!



**A new immersive** show on dinosaurs opens Wednesday 9 July at the Lightroom in King's Cross. The 50-minute show promises a close-up and personal experience with a Tyrannosaurus rex, amongst others. Scan the QR code for more.



**Take a walk** around Brockwell Park and visit the walled flower garden; look out for the Tritton Clock Tower or go for a ride on the miniature railway. For more details, please scan the QR code below.



# How we are doing?

Performance Indicator	Target	June 2025	Our Improvement Plan
Block and Estate Inspections	100%	100%	The Estate Services team would welcome your comments on the cleanliness and appearance of the communal areas of your block. Please add your feedback via the <a href="#">Estate Services</a> survey.

Performance Indicator	Target	June 2025	Our Improvement Plan
Rent collection	101%	94.87%	Our income team is here to support you and can provide you with advice if you fall behind on your rent or service charges. If you would like to speak to a member of our team, please call us on 020 7326 3700.

Performance Indicator	Target	June 2025	Our Improvement Plan
Routine repairs completed within target time	85%	67%	The Repairs team would welcome your comments on any recent repairs you may have had. Please visit our website to access the <a href="#">Repairs</a> survey.



# 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



[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](https://twitter.com/sw9housing)



[SW9 Community Housing](https://www.facebook.com/SW9CommunityHousing)



[sw9communityhousing](https://www.instagram.com/sw9communityhousing)



[SW9 Community Housing](https://www.youtube.com/SW9CommunityHousing)



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