



Your SW9 News



Inside:

Welcome	2
Awaab's Law	3
Keeping You Safe	12
Th SW9 Board's Residents Meeting	14
Contact Us	23

Were You There At The Summer Fair?



Inside this issue:

Welcome	2
Awaab's Law	3
Festive Opening Hours	6
Employment Support	7
Rent Festive Payments	9
We Need You	10
Bulk Waste Collection	11
Keeping You Safe	12
The SW9 Board's Residents Meeting	14
SW9 Summer Fair	15
Recent Events	16
JESSUP Corner	18
Regeneration	20
Seasonal Events	21
How We Are Doing	22
Contact Us	23

Welcome

Welcome to the autumn/winter 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 put into place a robust and wide-ranging process relating to Damp & Mould. Please see our response to the introduction of Awaab's Law.

We are pleased to enter into a new partnership with City Group Security who will be our Security service partners from December - more information on this development can be seen here.

We will be holding a second Residents' Meeting in December; details of the agenda can be seen here.

Our Income team offer advice and support on rent and service charge payments during the festive period.



And we present a review of recent events including the popular Summer Fair which we hope you enjoyed.

On behalf of my SW9 colleagues, I wish you a happy and safe Christmas and New Year.



Delroy Rankin
Executive Director



Awaab's Law:

The Background

The toddler Awaab Ishak was two years old when he passed away in 2020.

His legacy lives on through an important piece of legislation - **Awaab's Law** - which comes into effect on Monday 27 October 2025.

Awaab died of a respiratory condition which developed due to exposure to damp and mould in his home which had been provided by **Rochdale Boroughwide Housing Association**.

His parents had repeatedly raised concerns about the living conditions of their home, but there was ineffective action taken on the part of RBHA or completely ignored altogether.

At the inquest into Awaab's death in 2022, the **coroner** criticised RBHA on its inaction and the prolonged exposure to damp and mould led to the tragedy.

The inquest also highlighted the historic weaknesses in how social housing providers had previously handled serious health and safety hazards, as well as showcasing negative attitudes shown towards tenants in some cases.

A campaign was launched by Awaab's parents in conjunction with the Manchester Evening News and the charity Shelter, demanding that all social housing residents be treated with respect and dignity; the rules surrounding Awaab's Law ensures that as part of tenancy agreements, "landlords [are] to investigate and fix reported health

hazards within specified timeframes." (Gov.UK). Awaab's Law forms part of the **Social Housing (Regulation) Act 2023**.

The law reinforces and further strengthens landlords' accountabilities and allows tenants to have a voice which previously would not have been heard.

With the introduction of **Awaab's Law**, and much-needed reinforcement of tenants' rights, Awaab's legacy is assured, despite the needless tragedy of his death.



Awaab's Law:

Wider Meaning

Awaab's Law comes into effect on Monday 27 October 2025. From this date, all social housing landlords will need to address all emergency hazards and damp and mould hazards that highlight significant risks to their tenants. These hazards must be addressed by landlords during a fixed timeline.

Hazards as categorised by the **Housing Health & Safety Rating System (HHSRS)** fall into **Emergency Hazard - Category 1** (posing an imminent risk of harm; severe damp or mould). The hazards in this category include gas leaks, exposed wiring, total loss of water, structural failure. **Significant Hazard - Category 2** (poses "significant risk of harm" to tenants' health and safety. This covers a problem within a home that could realistically lead to illness or lack of safety (extensive black mould, persistent leaks, for example).

Observations

A recent special report undertaken by the Housing Ombudsman into Lewisham Council found that nearly a quarter of the borough's 21,000 homes did not meet the Decent Homes Standard in September 2024. At the end of the month, there were still over 3,290 open cases where damp and mould was the major cause of non-decent standards.

According to the council, delays that were impacting its capability of assessing homes was due to a "lack of available surveyors..."

The Housing Ombudsman has stated that, "it is a basic human right to live in a safe and decent home. This law is an important step towards helping the millions of people who do not – including 1 million children."

"Landlords should not wait until the last moment to make changes but extend the discipline of Awaab's Law to other hazards as soon as possible, especially when handling mould alongside other hazards in the same home or block."

Landlords must investigate hazards like damp and mould within 14 days of reporting, provide a written summary within 48 hours and commence repairs within 7 days if a significant risk is recognised. Emergency repairs must be addressed within 24 hours.

The Housing Ombudsman reported, "the landlord must "change its approach" to damp and mould, highlighting one case of a mother with two young children, one of whom is disabled and asthmatic, living in a damp and leaky home for years."

Inside Housing News, 7 October 2025.

The charity Citizens Advice has stated that Awaab's Law and the Decent Homes Standard should also be extended to cover temporary accommodation.

Emer Sheehy, principal policy manager at Citizens Advice, said: “Families whose lives have already been turned upside down are being placed in unsuitable, unsafe properties, often many miles from home.”

The charity shared the case of a mother and two children who were forced to sleep on a duvet placed directly on a bare concrete floor when placed into new temporary accommodation at short notice.

Ms Sheehy added: “The government must take action before more families find themselves trapped in sub-standard accommodation, with mounting costs making it impossible to escape into a safe, settled home.”

Inside Housing News, 25 September 2025.

SW9'S Approach

We have already put into place a number of procedures in order to assure you of our approach to Awaab's Law; as well as making the reporting of damp and mould as easy and failsafe as possible, for you.

If you believe that you are experiencing any damp and mould issues such as discoloured wet spots or black mould spores on windows, walls or ceilings, we would ask that you use our dedicated email address. Please provide a description of your concerns and attach pictures when emailing **Dmc@sw9.org.uk**. This inbox is monitored daily by our Damp & Mould Coordinators

If you contact us on any other issue but wish to raise concerns over possible damp and mould, we will ask you to confirm your current contact details.

The information you provide will be sent to our dedicated Damp & Mould inbox.

The above also applies to any of our contractors who may be visiting you in person.

Fixed and guaranteed timelines dictate how we deal with the reporting of damp and mould, as well as other repairs issues. We have **10 working days** to investigate significant hazards, such as damp and mould. After the investigation process and the establishment that a hazard does exist, we will give you a **written summary and a plan** on what will now occur. This must take place **within 3 working days of the investigation's conclusion. Within 5 working days of the investigation's conclusion**, our dedicated contractors will undertake relevant works to make safe.

Please scan the QR code below to access our **Advice & Support** website page for more information as well as a leaflet 'Damp & Mould - Keeping Your Home Warm, Safe & Healthy.'





SW9 Community Housing Christmas & New Year Opening Hours

Monday 22 December 9am - 5pm
Tuesday 23 December 10am - 5pm
Wednesday 24 December 9am - 1pm
Thursday 25 December Closed
Friday 26 December Closed

Monday 29 December 9am - 5pm
Tuesday 30 December 10am - 5pm
Wednesday 31 December 9am - 1pm
Thursday 1 January Closed
Friday 2 January 9am - 5pm

**Please call our Out-Of-Office Hours on
020 7326 3700 in case of emergencies**



Looking for Employment Support?

SNG colleagues can help



If you are looking for employment support to get into work, progress your career, or start a business, as a SW9 resident, you can contact our SNG Employment and Skills colleagues for advice and guidance.

Recently, one of our residents, Reneil Thomas, connected with the Employment and Skills team to look into opportunities for work and training. Here is his story so far.

Reneil's Journey: From Support to Success

“Reneil, a resident of SW9, first connected with the SNG Employment and Skills service to explore opportunities for work and training. With guidance and support from his Employment and Skills

Coach, Reneil joined the Wates Believe Programme —an initiative designed to help young people aged 16–24 who are not in education, employment, or training.

During his initial week of work experience, Reneil’s enthusiasm and commitment stood out. Wates, recognising his potential, worked with their supply chain to secure him a paid internship with one of their contractors. Reneil made the most of this opportunity, and his hard work paid off—he has now progressed into a full-time electrical apprenticeship.

Reneil’s story is a powerful example of how tailored support and great enthusiasm can help take meaningful steps toward a brighter future.”





Further advice and support from SNG and SW9

SNG's Employment & Skills team can also provide additional support if you are finding it hard to manage debt, benefits or household bills.

If you are interested in what the team can offer, please contact the Employment & Skills Team via email - supportforyou@sng.org.uk



SW9 can also offer online training. Scan the QR code for details on our Free Certified Training Programme.



Need a bit of extra support?

If you're finding it hard to manage debt, benefits, or household bills, or if you're unemployed, looking for new work, or thinking about starting your own business - we're here to help.



Scan the QR code to access support services or call 0300 5000 926 to talk to our team.



www.sng.org.uk/customers/support

Sovereign Network Group is charitable.
H&C-32846#2 Aug25 inh



Opening a world of employment and training





Rent Payments During The Festive Season



Christmas isn't too far away, and we know that many of our residents like to make sure their rent and or service charge accounts are up to date over the festive period.

We also recognise that Christmas can be a financially challenging time. If you're able, you might wish to start paying a little extra towards your rent and or service charge now. This can help build up a small buffer to make things easier over the festive season.

If you'd like to discuss payment options or need any support, please don't hesitate to get in touch or visit our website **Advice and support | SW9**



We Need You!

As SW9 is a resident-led organisation, we are committed in encouraging resident involvement at every level. This includes seeking resident membership of the SW9 Board and Committee Groups, comprised of residents like you.

The SW9 Board and Committee Groups have responsibilities to formulate our organisation's strategic direction and future. In other words, the Board and Committee Groups help to shape and support how we operate for you, and with you.

We are currently recruiting for Board membership and would welcome your application. You have up until **Friday 9 January, 5.00pm** to apply.

For further information please contact us at **Board@sw9.org.uk**, telephone us on **020 7326 3700** or scan the QR code to apply.



Recruiting Now

Join your SW9 Board of leading thinkers, dreamers and makers

Do you have a passion for the SW9 community?
Do you want to be part of the bigger picture?
Do you want to make a difference?

Get in touch and be the change:
Email: Board@sw9.org.uk or call 020 7326 3700

SW9 Community Housing

www.sw9.org.uk [@sw9housing](https://twitter.com/sw9housing) [SW9 Community Housing](https://www.facebook.com/sw9communityhousing) info@sw9.org.uk

SW9 Community Housing

SW9's Bulk Waste Collection Service

We've noticed that fly-tipping is on the rise across the estate, so we are taking this opportunity to reiterate how SW9 deals with this anti-social behaviour.

Fly-tipping is both a health and safety issue and is unsightly and dangerous. It's also illegal; the act of fly-tipping is a criminal offence under Section 33 (6) of the Environmental Protection Act 1990. We will report instances of fly-tipping to the Police.

SW9 has a Bulk Waste Collection service which was amended in July of this year.

Our Bulk Waste Collection service is available to all our residents who are living on the Stockwell Park Estate and on the surrounding Street Properties. Details on the service can be found via the QR code shown here but following we've outlined important points for your information.



- Contact us at bulk@sw9.org.uk to book for a collection. You can request up to 5 items per collection and we offer two collections per year.
- Please ensure you give your full name and address, preferred contact number and a list of the items you wish to be collected.
- We will contact you within 10 working days, and will aim to arrange a collection day within 72 hours of you being contacted. We will give you a 1-hour time slot and a confirmation email be sent to you. This will be subject to availability.
- We aim to complete all collections within the agreed time slot but unexpected circumstances may prevent us from collecting. If we miss your collection, please contact us at bulk@sw9.org.uk or call **020 7326 3700**, option 2 and we will arrange another time to collect your items.
- Alternatively, you can contact Lambeth Council to arrange a Bulk Waste Collection. Please visit their website at www.wasteservice.lambeth.gov.uk/bulkywaste for further details.



Helping To Keep You Safe

SW9 Community Housing takes the security of our residents, colleagues and visitors seriously. After an extensive search, we are pleased to announce that City Group will be SW9's provider for the CCTV, Concierge and Security Patrols throughout the estate, effective from Monday 1 December.

City Group's Sales Director, David Rolls, introduces the company and the benefits of the service it provides;

"We are delighted to have been appointed by SW9 Community Housing as their Security Service Provider to support safety and wellbeing across your estate, and we wanted to simply explain who we are, what we do, and what you can expect from us.

City Group Security is a London-based security company that's been operating for over 30 years, providing security services across the Country. We are approved by the Security Industry Authority (SIA) for Security Guarding and Keyholding. This means our systems, training and standards are regularly checked against national benchmarks.



We have huge experience in housing and social housing, working with organisations like SW9 Community Housing for over 25 years. We are not here to "police" residents.

Our role is to protect people, property, and community spaces so you can feel more at ease where you live.





“If you see our officers, you can approach them directly if you feel unsafe or notice something worrying. In a life-threatening emergency, you should still call 999 first, then alert security if it’s safe to do so.

Many residents may have had mixed experiences with “security” in the past but our aim is different. City Group Security will provide steady, professional support that makes daily life feel calmer and safer, particularly for those who are more vulnerable, come home late from shifts, or have children playing outside.

You have a right to feel safe where you live. Our job is to help make that real, not just a line in a brochure.”



SW9 is excited to enter into a working partnership with City Group Security, and help to keep all our residents and visitors safe.

The contact number - **020 8694 1313** - directs residents to City Group Security’s 24/7 Control Room.



The SW9 Board's Residents Meeting

On Tuesday 2 September, the SW9 Board and members of the Senior Leadership Team hosted a Residents' Meeting, outlining SW9 Community Housing's reasons for remaining a subsidiary of Sovereign Network Group.

During the meeting, many of you voiced your opinions regarding our services delivery to you and on the responsibilities' split between ourselves and SNG.

To that end, we will be hosting our second Residents' Meeting of the year, which will take place on **Tuesday 9 December from 7.00pm**, taking place in the Large Hall at the Community Trust Centre, 21 Aytoun Place, SW9 0TE.

Our Acting Chair of the SW9 Board will

be joined by fellow Board members, our Senior Leadership Team and a representative from SNG.

We hope that you will be able to join us on Tuesday 9 December where we will also provide an update on several important issues previously raised about the quality of services provided to you.



The SW9 Summer Fair

Were you able to join us at our annual Summer Fair this year?

We thought we would take a look back at the end-of-summer celebration as we remember sunnier days. You can look at our highlights video of the day via the QR code here.



The T-Shirt Printing stall, which was hosted by the Stockwell-based graffiti artist, Boyd Hill, proved to be very popular with everyone; who knew there were so many budding creatives within our community!

We hosted a Plants & Flower stall, where useful tips on growing plants were given by our own 'Alan Titchmarsh-like experts', Kellie and Christine. Many a plant pot were available for us to take home and nurture.

And the Face Painting stall was a constant stream of eager youngsters looking to be daubed with colourful and bright facial designs.



Our VIP guest, the Mayor of Lambeth, Councillor Adrian Garden had an enjoyable time, meeting a number of our residents, having a tour around our estate and learning more about our community. We were also joined by guest colleagues from TBrown, Kingsbury Construction, JESSUP, SNG Regeneration Team and AT Beacon Project; thank you for helping make the day even more special.

And the **Grand Raffle** proved to be an exciting finale to proceedings - congratulations again, to all the winners!

The SW9 Summer Fair. Thank you for coming and....**see you next year!**

Recent Events

The Day We Relished the Seaside

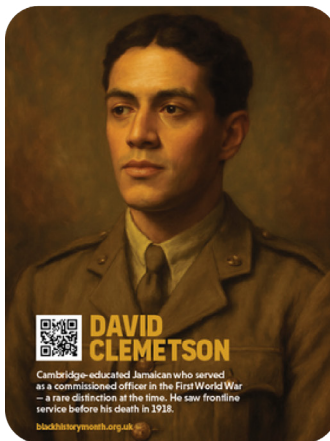
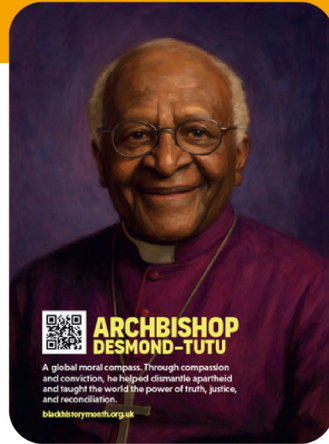
Our yearly coach trip to Brighton occurred in mid-August, and the sun radiated brilliantly... much like the smiles on our faces. A number of residents set off early from the Learning Centre, and upon reaching the Sussex coast, indulging in fish and chips, ice cream, and enjoying funfair rides were the top priorities.



The spookiest day of the year saw

a number of our residents join us for some Pumpkin Carving fun. Bewitching faces were carved into the pumpkins and some scarylooking costumes were on display too. Hope it wasn't too frightening a Halloween day.....





Black History Month 2025

Standing Firm in Power and Pride was this year's theme for the October celebration. We staged a small but emotive display in the Housing Office Reception, of celebrated Black people from Briton and around the world, as well as creating an accompanying video, which you can watch via the QR code below.



The Dollies Helped Out Smile Train

Local resident Marcia Scott and other volunteers held a charity event for Smile Train, raising a whopping £1000. On Saturday August 16, a number of residents and members of the local community visited the Dolly Makeover Sale Day, where dolls and accessories were on sale, refreshments were served and a Grand Raffle was held. See how the day went via the QR code shown here.



JESSUP Corner

There are a number of up-and-coming, exciting events being presented by JESSUP during the next few weeks which we will let you know about very soon....



The Brain Gym which caters for ages 50 and over, is open on Mondays from 1.00pm.

Located at the SW9 Learning Centre, come along and have a gentle two hours of word search, or sewing, or drama...and so much more! Scan the QR code shown for more details.





ROLL UP, ROLL UP

FAMILY CHRISTMAS BINGO PARTY!

Board Games

Hot Chocolate & Cream

Slime Making

Mince Pies

Raffle Prize Draw

Mulled Wine

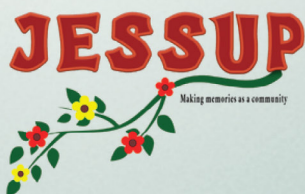
Saturday 6 December

2pm - 5pm

SW9 Learning Centre

153 Stockwell Road

SW9 9FX





Regeneration



Underground Bins

Works are still being undertaken on underground bins being installed to help cut down on rubbish being left outside.



EV Chargers

We are progressing with future installment of further EV Chargers.



Bicycle Storage

SNG are working on installing further storage for cycles.



Further updates on regeneration projects will be coming in the New Year.

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

Seasonal Events Around The Capital



There are a number of outdoor Christmas markets open during the festive season, including the Southbank Centre Winter Market, open until January 4. The market is famous for artisan market stalls and street food. Scan the QR code shown for details on this and other seasonal markets being staged in town.



© Visit London



Brixton Recreation Centre and West Norwood Health and Leisure Centre are hosting festive activities during December. Events are set to include a mini grotto to meet Santa, Christmas discos, games, crafts, and festive treats at the cafés. Contact ActiveLambeth@lambeth.gov.uk to register interest and be notified when tickets go on sale.

Running daily until January 1 (closed on Christmas Day), the very popular Winter Wonderland London is the festive event which lights up Hyde Park each year. Ice skating, circus shows and seasonal market stalls will be featured. Scan the QR code for more details and tickets.



© Visit London

How we are doing?

Performance Indicator	Target	September 2025	Our Improvement Plan
Complaints Responded to on target time	95%	86% 	We aim to respond to all stage 1 complaints within 10 days of acknowledgement and stage 2 complaints within 20 days of acknowledgement. 86% of complaints were responded to on time in September, an improvement on recent months.
Dropped calls	Less than 10%	6.6% 	We recently changed how we divert your calls via our call system, which has resulted in less calls being dropped and a shorter call wait time. 6.6% of calls were dropped in September, below the maximum target of 10%.
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 our website to see when the next inspection is for your block.
Rent collection	101%	97.47% 	Our Income Team is here to assist you if you are struggling to pay your rent. Please visit our Trouble with paying your rent page on our website. You can now access financial support from SNG's Customer Accounts Team. Please contact 0300 5000 926 and they'll be happy to help.

Contact us



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

Opening Hours

- Monday **9am – 5pm**
- Tuesday **10am – 5pm**
- Wednesday **9am – 5pm**
- Thursday **9am – 5pm**
- Friday **9am – 5pm**



PART OF



Sovereign
Network
Group



www.sw9.org.uk



info@sw9.org.uk



020 7326 3700



6 Stockwell Park Walk,
London, SW9 0FG



@sw9housing



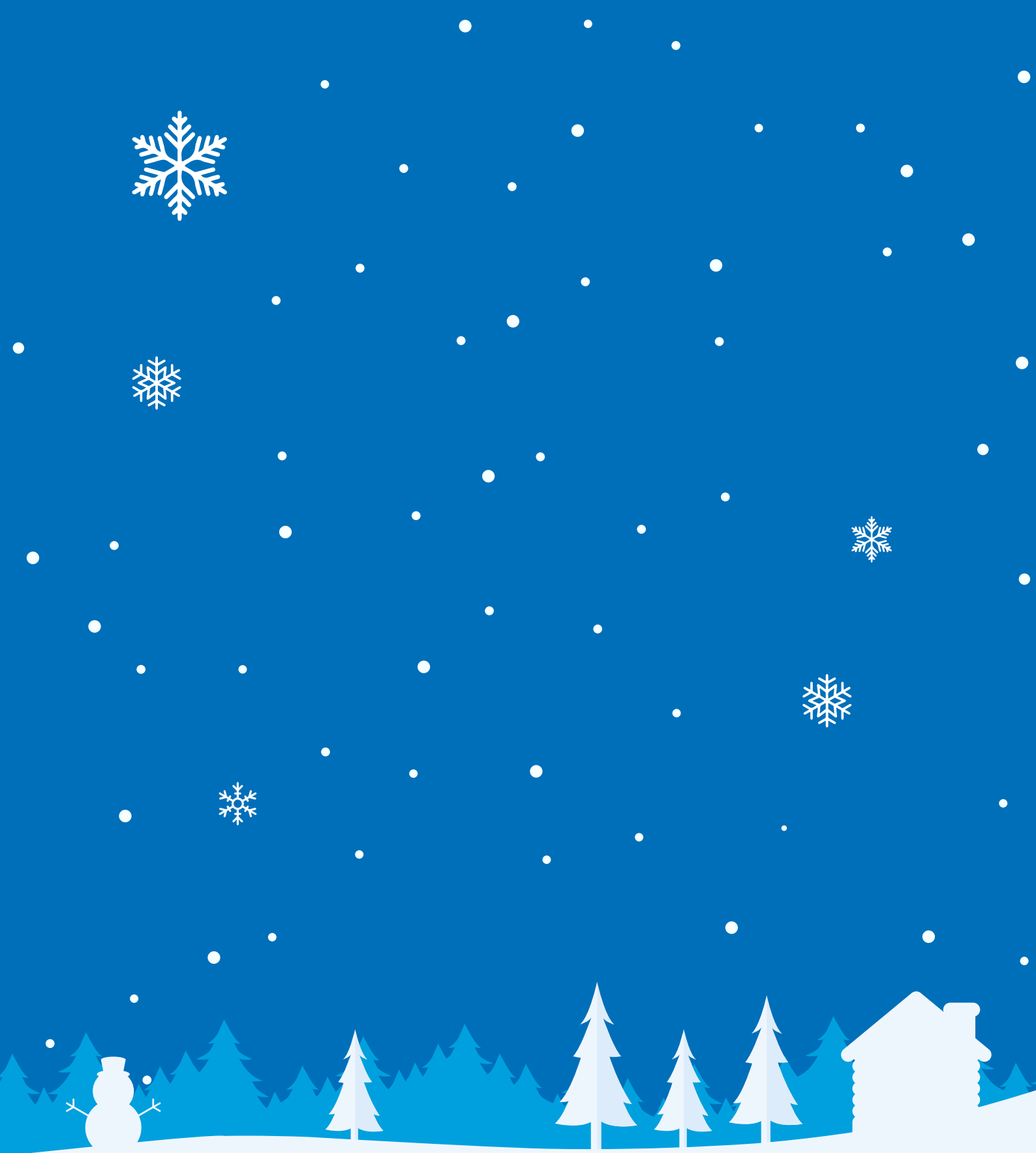
SW9 Community Housing



sw9communityhousing



SW9 Community Housing



PART OF



If you would prefer not to receive the SW9 Community Housing newsletter you can opt-out by emailing communications@sw9.org.uk or writing to Communications team, SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG.