



#### **Norton House Communal Enquiries**

Pedway - rubber floor removed. Further investigative works are underway. No immediate health and safety hazards present.

Communal Cleaning Enquiries - Deep clean took place on 3 December. Cleaning specifications will be added to Norton House noticeboard.

#### **Norton House Individual Enquiries**

2 x Damp & Mould - contractor Kingsbury to carry out works. SW9 liaising with the relevant households.

Kitchen Plinths - contractor Kingsbury replaced on 16 September.



#### **Norton House Individual Enquiries**

Balcony works and Carpet issues - contractor MNM finished balcony works. SW9 agreed to clean carpets.

#### **Chute House Individual Enquiries**

Faulty windows - contractor Kingsbury attended on 3 September and concluded window mechanism needed replacing and handles to be installed. Delay due to wait for window parts. Completed 30 October.



#### **Chute House Individual Enquiries**

Pest issues and other repairs - SW9's Legal Disrepair Suveryor attended 15 September and advised that kitchen did not require upgrade. Path outside front of property found to be uneven. Work to lift and re-level was attributed to contractor Kingsbury. Completed 2 October.

### Chute House Communal Enquiries

Block cleaning and dog fouling - SW9's SLT visited block and reported back to Estate Services team. Deep clean arranged for 4 & 5 December. Request put to SNG about potential railing gates/fob access to Chute House. Ongoing enquiry.



### Barret House Communal Enquiries

Door entry not working - contractor Oakray attended to block's doors 70-90 in early September. The remainder of the block's doors inspected 18 September. Re-attendance is required as of 7 November, doors were not working again as closures do not engage to lock doors. Ongoing enquiry.

### Barret House Individual Enquiries

Service Charge query - an explanation required as to why payment for both a cleaner and a caretaker shows service charge difference. SW9's Finance team to give explanation.



### Barret House Individual Enquiries

SW9 & SNG's responsibilities - SW9's SLT to provide residents on the roles and responsibilities of SW9 and its parent organisation.

### Fitzgerald House Individual Enquiries

Scaffold still up and active leak - SW9's Legal Disrepair Surveyor attended and found no leak active. Scaffold issue raised with several contractors with no one claiming responsibility. Disrepair works completed 16 September and contractor Kingsbury charged to close process. Scaffold removed 13 October.



### Mordant Street Individual Enquiries

Boiler making noise - SW9 requested contractor TBrown to resolve on 11 August. SW9 contacted TBrown again on 10 September as issue was still outstanding. TBrown confirmed issue resolved and completed on 11 September.



### Mordant Street Individual Enquiries

Legal Disrepair works - SW9's Legal Disrepair Surveyor attempted contact with resident on 9 and 10 September. The property needs to be cleared before SW9 can commence works. This was relayed via communication with resident's solicitors.

### Mordant Street Individual Enquiries

Legal Disrepair works (cont.) - resident has asked that works be postponed until April 2026; no internal works can be actioned currently.



### Mordant Street Individual Enquiries

Window repair not finished - contractor MNM attended on 21 August. Further work order needed - contractor Kingsbury further attended and advised original installation was incorrect. SW9 agreed that full replacement was needed on 12 November. SW9 to contact resident with next steps' update with issue still in progress.



### Estate-Wide General Enquiries

Not enough cleaners on site - SW9 advised that caretakers work in teams to cover patches. Will further assess and update where applicable.

### Estate-Wide General Enquiries

Communication issues - residents unhappy with communication. SW9's new 8x8 comms system will allow texts, WhatsApp and other digital methods, along with contractor updates, to be installed. This is in progress.



### Dalyell Road Individual Enquiries

Bedroom wall damage - SW9's Legal Disrepair Surveyor attended in August. Resident still has hot water leaks under kitchen floor.

### Dalyell Road Individual Enquiries

Bedroom wall damage (cont.) - contractor MNM and SW9 met on site to decide scope of works on 8 September. Works commenced 16 September with SW9 in attendance. SW9 returned 22 September for further inspection. Contractor MNM had damaged tiles.



### Dalyell Road Individual Enquiries

Bedroom wall damage (cont.) - SW9 would compensate resident for damage and recharge contractor MNM. Contractor attended on 23 September to check floor was now dry and to book in flooring works. SW9 arranged for scaffold erection to refix downpipe and complete repointing.



### Dalyell Road Individual Enquiries

Bedroom wall damage (cont.) - Contractor Rope Access completed external works. Resident confirmed that internal works were completed by 15 October. Stages 1 & 2 Complaints were raised and completed.

### Crowhurst House Individual Enquiries

Living room window and kitchen tap issue - contractor for window issue attended 3 September; window fully unrepairable. SW9 asked contractor Kingsbury for quotation for replacement window. Repairs in progress from 16 September as parts were on order. Updated resident that windows/parts would take 3-4 weeks



### Crowhurst House Individual Enquiries

Living room window and kitchen tap issue (cont.) - works were completed on 30 October.

### Redmaine - 20 & 22 Sidney Road Individual Enquiries

Masonry falling off building brick - SW9 raised an order with contractor Kingsbury to attend and inspect. Findings concluded works needed to be commenced. On 7 November, SW9 chased Kingsbury as works have not been interfaced over. Still in progress.



### Park Heights Communal Enquiries

Parking on double yellow lines at night - Residents asked why parking tickets were not being issued. SW9's SLT advised this was covered by 'parking contractor' who ticket cars. Recorded on a database which could be shared. Residents can call contractor if they see incorrect parking, who will attend and ticket.



### Estate-Wide General Enquiries

Summer Fair 2025 - residents advised no communication had been received regarding the event. SW9 advised that communications on events are promoted via a range of channels including SW9 website, social media platforms, noticeboards, e-newsletters, texts and emails.

### Estate-Wide General Enquiries

Security Patrols - SW9 has entered into a new partnership with City Group Security who will provide CCTV, Concierge and security patrol throughout the Stockwell Park Estate. The contract with City Group Security commenced 1 December.



### Estate-Wide General Enquiries

Estate Cleaning - residents queried how often caretakers clean around the estate. SW9 have changed rotas, purchased additional heavy-duty equipment including a jet wash, and deep cleansing is being undertaken across the estate, with priority given to blocks that have ASB hotspots.

### Overall Feeling

Tenants want to know when works will be completed - SW9 have put into place a progress tracker to measure progress on "You Said, We Did". This is ongoing.

