



### Estate-Wide General Enquiries

Residents have stated their frustration over missed appointments or contractors arriving without an appointment.

SW9 is exploring implementation of a digital communication service for residents. The Outreach model will enable SW9 to send SMS and WhatsApp messaging to residents on the reporting and tracking of repairs. Implementation of the service and its usage will be communicated when available.



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Residents do not know who their Housing Officer is.

The Neighbourhood Team comprises of;  
2 Senior Officers (Anthony Akerele, Jeremias Johnson)  
1 Housing Officer (Ebony Cooke)  
1 Sheltered Housing Manager (Lana Hunte)  
1 Tenancy Supporting Officer (Novelette Ellis)  
1 Neighbourhood Administrator (Ella Fluck)



### Estate-Wide & Norton House Enquiries - Fly-Tipping

Residents have expressed concerns about the amount of fly-tipping on the Estate.



SW9 is working in collaboration with Lambeth Council and is currently drafting a Service Level Agreement to assist in the prosecution of illegal fly-tipping. New communication on SW9's current approach to fly-tipping, along with information on the Bulk Waste Collection service, has been widely distributed.



### **Estate-Wide General Enquiries - Fox proofing**

Residents have enquired whether fox proofing can be actioned in undercrofts due to damages caused

Fox proofing will commence in the new financial year. Burrow House quotations have now been received and approved.



### **Estate-Wide General Enquiries - Lack of communication within specific service areas.**

Residents expressed that communication with certain teams is not great.

SW9 officers to take ownership of all communication, regardless of service area, and keep residents up to date.





### **Estate-Wide Enquiries: Door Entry issues**

Residents expressed frustration at long-standing issues with the lack of functionality with door entry systems

SNG have approved complete door entry upgrades at Barret House and Bedwell House. These works will be fully managed and delivered by SNG under the Capital programme. SW9 will update further when installation date has been finalised.



### **Estate-Wide Enquiries: Cleaning across the Estate**

Residents expressed dissatisfaction with cleaning

A new QR code will be implemented across all blocks which will require Cleaning Operatives to capture time of visit, task and time spent on each individual building. Residents will be able to view the cleaning undertaken in their block, in real time. Two blocks will be initially trialled with full implementation during the next financial year.





**Estate-Wide Enquiries: Cleaning across the Estate**  
Residents expressed dissatisfaction with cleaning

A comment/feedback noticeboard is being trialled, to enable residents who are unable to participate in Block Inspections, the opportunity to provide feedback and/or suggestions.



**Estate-Wide Enquiries: Cleaning across the Estate**  
Residents expressed dissatisfaction with cleaning

SW9 has recruited an Estate Caretaking Manager who oversees the Cleaning Team and will ensure efficiency, focussing on continuous improvements of the service.



**Estate-Wide Enquiries: Anti-Social Behaviour**  
Residents commented upon the number of rough-sleepers encountered around the Estate.



SW9 collaborates with StreetLink who connect rough-sleepers with local support services.



### **Estate-Wide Enquiries: Anti-Social Behaviour**

Residents expressed concerns about drug-users encountered around the Estate.

We work in collaboration with the Safer Neighbourhood Team (Met Police) and together, we collect intelligence regarding drug dealing and other criminal activities. We take enforcement action where necessary. We have 24/7 CCTV and Security Patrols who work on a rota basis. They patrol the who of the Estate, focussing on hot spots, moving on rough sleepers, drug users, the removal of drug paraphernalia and weapon sweeps.



### **Estate-Wide Enquiries: Security**

Residents commented on the Estate Patrol Service delivery

SW9's Patrol & Security Service have a direct, non-responsive telephone line, that will go to an answerphone service. Information on the service has been distributed and is included with this flyer.





**Estate-Wide General Enquiries: New Bins Programme**

When will the new bins programme begin.

SW9 is currently awaiting Lambeth Council/Serco confirmation that the new bins will be included in the regular rubbish collections.

