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# A New Season Has Arrived

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## Welcome

**Welcome to Spring** and welcome to the latest edition of Your SW9 News, with news and features on what lies ahead for the season.

**Earlier this month**, we held our first Residents Meeting of 2026; thank you to all who attended the evening, and a special thank you to our colleague from SNG, Luke Bingham, for also joining us. Most of the topics you raised with us on the evening; Fly-tipping across the Estate; pest control; CCTV and security; the appearance of the Estate, and more, we address further on the following pages. Please be assured that together with my colleagues, I will continue striving for meaningful and visible improvements to our services delivery.

**We have** recently welcomed two new colleagues onto our Repairs Team; Belinda Stewart who is our new Repairs Operations Manager, and Barry Miles, Legal Disrepair Damp and Mould Surveyor. We introduce them here.

**Our Income Team** offers some important advice about rent increase due to come into effect during the new financial year. We would ask you to not hesitate in contacting the team if you have any concerns or queries regarding your rent payment.

**We are researching** the benefit of a digital communication service between you and the Repairs Team, on the occasion if you need to report a repair. We have a working group exploring the possibility of sending confirmation of a reported repair's Work Order via WhatsApp. Please look out for more details in the near future, as we endeavour to offer you a more satisfactory communication experience.

**On a brighter note**, we take a look back on some of the events we have been able to offer you in the early part of the year, as well as highlighting some exciting forthcoming activities happening throughout the coming season.



**This part of** the season culminates with the end of Ramadan; the marking of Eid al-Fitr is closely followed by the Easter weekend, May Day festivities and schools' half-term period. Events will be taking place across the capital incorporating how London's many communities mark these important cultural times; we've featured some here. You can also read about our own future events for the up-and-coming period.

**Finally**, I would like to take this opportunity to reaffirm that, together with my colleagues, I will continue to strive in delivering the best and most effective services, in order to enhance your experience of living within our community.

I wish you all a safe, bright and healthy season this Spring.



**Delroy Rankin**  
Executive Director

# Services updates

**We have had** to re-assess our best practices in tackling the issue of Fly-Tipping which is on the increase around the Estate.

**Our Estate Services** team endeavour to keep the estate as clean and hazard-free as possible, but we can all help towards making our surroundings clean and pleasant.

We now have a dedicated email address for you to contact us when reporting an instance of fly-tipping. This will enable us to manage occurrences more effectively, and ensure prompt action can be taken.

If you wish to contact us, please email [Fly-tipping@sw9.org.uk](mailto:Fly-tipping@sw9.org.uk). Your report will be received in confidence.



As you may already be aware, our **Bulk Waste Collection Service** provides you with 2 collections per year, with a maximum of 5 pieces of bulk waste per collection. There are a number of items we can collect, including mattresses, small appliances and wardrobes.

Please contact us at [Bulk@sw9.org.uk](mailto:Bulk@sw9.org.uk) to book a collection. When you contact us, please also provide your name, address, contact telephone number and a list of items you wish us to collect.

Further information on our Bulk Waste Collection service can be found on our [website](#).



## Reporting Fly-Tipping




**If you have an enquiry about fly-tipping on the Estate, please contact us at:**

**[Fly-tipping@sw9.org.uk](mailto:Fly-tipping@sw9.org.uk)**

Please scan the QR code for information on our Bulk Waste Collection Service



# Services updates

**The Neighbourhood Team** has recently produced a leaflet on the issue of pests - namely rats, ferel cats, cockroaches, and others - and on how to recognise them, and elimination methods.

Household pests such as the ones highlighted above, are a nusiance and a health hazard. **The Pest Control Advice From SW9** leaflet will offer some detailed advice for your reference.



Your tenancy agreement should contain terms and conditions in relation to pest control responsibility. You are responsible for the eradication of pests and for notifying us of the infestation and any action you may have taken.

Please do not hesitate to contact the Neighbourhood team if you need further advice by emailing them on [info@sw9.org.uk](mailto:info@sw9.org.uk)

You can access the **Pest Control Advice from SW9** leaflet by clicking on the cover image above. It can also be viewed on our [website](#).

# Advice from the Income Team

**You may have** already received your new Rent Increase letter. If you have not yet received your letter, please contact the Income Team as soon as possible. If you are in receipt of Universal Credit, you will need to inform them about your new rent **on or soon after 6 April 2026**.

**If you are in receipt** of Housing Benefit, please ensure you provide a copy of your new Rent Increase letter to Housing Benefit, as soon as you can. Both of these actions will ensure Universal Credit and Housing Benefit will pay the rent for the new financial year.

Please contact us if you wish to discuss your Rent account via email: [Rents@sw9.org.uk](mailto:Rents@sw9.org.uk)



There are several options on how to pay your rent. These include the SW9 Community Housing Payment App, which you can download from the Apple App store or Google Play store, or by Direct Debit. Please visit our [website](#) for more details.



**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.

# General news

**We've recently** welcomed two new colleagues to the Repairs Team who we introduce here.

**Belinda Stewart**, our new Repairs Operations Manager, leads the day-to-day operational delivery of responsive repairs and voids, ensuring high-quality, customer-focused service, as well as driving the performance, value for money, and regulatory compliance across all property-related activities. Our Legal Disrepair Damp and Mould Surveyor, **Barry Miles**, will be providing specialist surveying expertise and manage any damp and mould cases in properties within the estate, ensuring timely resolutions of issues, compliance with legislation, and the delivery of high-quality housing services.

**Our Estates Services Team** carry out **Block Inspections** every month, visiting individual blocks on a rota basis, ensuring any concerns you may have regarding the cleanliness of your block, any health and safety issues, or anti-social behavioural issues.

**Your block's noticeboard** will have a poster displayed, advising you of the date and time of an inspection, in advance; the month's **schedule** will also be posted on our website. We would encourage you to join an inspection; contact the Estates Services Team on **020 7326 3700** if you wish to attend.

Results of the previous month's inspections are also added to the **Your Estate** page on our website, where we also outline how the inspections have been scored and explain the scoring system based on the **Housemark Window Cleaning and Grounds Maintenance Standards**. You can access the **Your Estate** page by scanning the QR code shown here.



## 9 Benedict Road Block Inspection March 2026



You are invited to take part in your block inspection.

An opportunity for you to tell SW9 about any health and safety, cleaning, anti-social behaviour or any other concerns you may have.

All residents living at 9 Benedict Road are encouraged to participate.

**DATE:** Wednesday 25 March

**TIME:** 10.55am

**LOCATION:** 9 Benedict Road Lobby



Inspection dates and times are subject to change. If you would like to attend, please contact the Estates Team on 020 7326 3700

Removal Date: 26/03/2026

# General news



**Our parent company,** Sovereign Network Group, has a dedicated **Employment and Skills Team**, offering practical advice to any SW9 resident who may wish to access training or find employment.

If you are looking for a job or wish to gain a qualification, you can email [supportforyou@sng.org.uk](mailto:supportforyou@sng.org.uk) and ask to speak with someone from the team.



SNG has partnered with the **National Support Network (NSN)** which can **give you** fast access to many trusted support services.

You can search for help on a wide range of topics such as health concerns or emotional support, through NSN's Support Hub.

For more details, please scan the QR code.



# Recent Events

**We would like to thank** those of you who were able to attend the recent Residents Meeting which was held on Tuesday 10 March at the Community Trust Centre. Please be reassured that the concerns you raised during the meeting will form part of our ongoing focus in offering you the safest and healthiest experience living on the Stockwell Park Estate. Please look out for details of the next Residents Meeting taking place later in the year.

**Please see the *You Said, We Did* leaflet**, which presents the updates on issues that you raised in the December 2025 Residents Meeting by clicking on the Update flyer shown. You can also see the information on the **Your Estate** section on our website.



Please see updates from the Residents Meeting, December 2025



**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.

**Estate-Wide General Enquiries**  
Residents do not know who their Housing Officer is.

The Neighbourhood Team comprises of:  
2 Senior Officers (Anthony Akerole, Jeremias Johnson)  
1 Housing Officer (Ebony Cooke)  
1 Sheltered Housing Manager (Lana Huntle)  
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.

# Recent Events

## International Women's Day

This year's IWD theme was GiveToGain. SW9's marked the global celebration with a video featuring a number of women in a range of fields, whose actions captured the essence of the theme. Please see SW9's contribution by clicking on the IWD logo.



**“When we give generously, opportunities and support for women increase. When women thrive, we all rise.”**



International Women's Day



## Happy Lunar New Year

In February, we held an event in celebrating the Lunar New Year with an exhibition outlining the history of the festival. Our younger residents created some lovely, colourful artwork including decorating tote bags, and delighted in sharing in some Asian foods and fortune cookies.

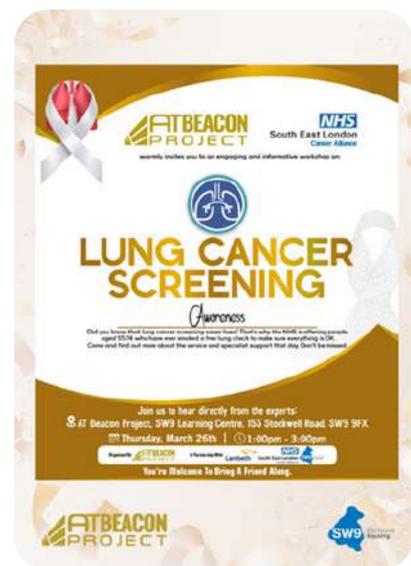
All prosperity to you for this year, the Year of the Fire Horse!



# Future Events

**ATBeacon Project**, SW9's health and wellbeing partners, will be hosting another of their informative health workshops - the Lung Cancer Screening Awareness workshop - on Thursday 26 March from 1.00pm, at the SW9 Learning Centre. The workshop is particularly geared towards persons aged between 55 and 74 years who have ever smoked. GPs will be on hand to answer any question you may have, on your general health and wellbeing. It's free to attend.

Please see more details on the workshop by clicking on the image seen below.



**The exciting sport of Gaelic handball** will be showcased over the next few weeks, starting on Sunday 10 May between 10.00am and 12.00pm, at the Stockwell Hall of Fame (Graffiti Pen). Everyone is welcome to pop along and find out how to play one of New York's most popular sporting pastimes; no equipment needed. The event is hosted by **Britain Gaelic Athletic Association**.



**THE SW9 ANNUAL  
EASTER EGG HUNT**

**MONDAY 30 MARCH**

**11.00AM - 12.30PM**

**SW9 LEARNING CENTRE**

**153 STOCKWELL ROAD**

**SW9 9FX**



# WICKED

**CALLING ALL 16 - 18 YEAR OLDS!**

**SW9'S TREAT TO YOU TO ONE OF THE  
GREATEST SHOWS!**

**Wednesday 01 April  
Victoria Apollo Theatre  
From 1pm for matinee performance**

**This experience is only available to SW9 residents  
aged 16 to 18 years of age.**

**To register your interest, email  
[getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) by 20 March.**

## JESSUP Corner



The new season of the JESSUP Bingo Nights began in late February and was well-attended.

The sessions are popular and the JESSUP group continue to host the event on the last Saturday of each month.

Look out for more details on the forthcoming sessions throughout the season.

JESSUP are marking this year's International Women's Day with a free Community Event, on Saturday 28 March, 2.00pm at the SW9 Resource Centre.

The free event will incorporate a workshop, a dance-exercise session and other inspirational features.

For more information on JESSUP's IWD Community Event, please email [jessupunited1@gmail.com](mailto:jessupunited1@gmail.com) or click on the promotional flyer shown here.

**INTERNATIONAL WOMEN'S DAY  
COMMUNITY EVENT**  
EMPOWER • INSPIRE • CELEBRATE  
**SATURDAY 28TH MARCH**  
SPEND SMART, SAVE MORE & LIVE BETTER WORKSHOP  
with MARIE BRATHWAITE  
Book: [jessupunited1@gmail.com](mailto:jessupunited1@gmail.com) | Subject: MONEY  
REGGAE-ROBICS WITH ZELA GAYLE  
2:45PM - 3:30PM  
LOCAL BUSINESS SHOWCASE  
Reserve a Table: £10 | Email: [jessupunited1@gmail.com](mailto:jessupunited1@gmail.com) | Subject: SHOWCASE  
MOTHER'S DAY THEMED BINGO  
£3 PER GAME & GREAT PRIZES!  
NOMINATE A COMMUNITY SHE-ROE!  
Email: [jessupunited1@gmail.com](mailto:jessupunited1@gmail.com) | Subject: SHE-ROE  
Venue: 13 Benedict Rd, London SW9 0FS | Time: 2PM - 5PM | FREE ENTRY!  
HOSTED BY JESSUP

The JESSUP International Women's Day Event  
Saturday 28 March, 2.00pm - 5.00pm  
SW9 Resource Centre  
13 Benedict Road SW9 0FS

JESSUP logo and SW9 logo are also present on the flyer.

# Events in the Local Community for Spring

## May Fest at the Brixton Windmill, 100

**Blenheim Gardens** takes place on Monday 4 May, between 1.00pm and 5.00pm. Featuring Morris dancing, live music, and other folk traditions, the day promises to be full of family fun. Scan the QR code shown here for more details.



© [www.popbrixton.org](http://www.popbrixton.org)

## Easter Extravaganza: The Family Fun Experience.

Pop Brixton at 49 Brixton Station Road is hosting an all-day Easter community showcase on Saturday 4 April, from 11.30am. The event is free-entry but ticketed. More details can be found by scanning the QR code here.



**For ages 18 and over**, the Brixton Disco Festival 2026 takes place over the weekend of May 2 and May 3, at various Brixton venues. Further details can be found via the QR code.



© Knights of the Turntable



# Events in the Capital For Spring

**The Horniman Spring Fair** at the Horniman Museum in Forest Hill, south east London, takes place on Saturday 11 April and features music, a craft corner, face painting and a bouncy castle. For more details, please scan the QR code.



© The Horniman Museum & Gardens



Michael Rosen

© Wikipedia

**Spring Family Fun.** The Southbank Centre will be hosting a range of shows and events during the Easter break and beyond, including a Family Community Quilting Workshop and a 80<sup>th</sup> Birthday Celebration for the famous children’s author, Michael Rosen. Scan the QR code for details of the Spring Family Fun showcase.



**Visit** one of London’s city farms which are dotted all around Greater London. You can meet alpacas at the Vauxhall City Farm or venture to Stepney City Farm in Tower Hamlets. More details can be found on Visit London; scan the QR code shown here.



# How we are doing?

Performance Indicator	Target	February 2026
Number of resident engagement activities	10 per year	4

**Our Improvement Plan**

We host a number of resident events across the year. Recently we have hosted bingo and a Lunar New Year crafting session. For more information on upcoming events please visit the website at [www.sw9.org.uk](http://www.sw9.org.uk).

Performance Indicator	Target	February 2026
Dropped calls	Less than 10%	5.8%

**Our Improvement Plan**

We have recently improved our call response time to ensure that your queries are dealt with promptly. If there is anything you would like to discuss with us, please call us on 020 7326 3700.

Performance Indicator	Target	February 2026
Rent collection	101%	96.34% 😞

**Our Improvement Plan**

Our Income Team is here to assist you if you are struggling to pay your rent and you can also now access financial support from SNG's Customer Support Team. Visit [www.sng.org.uk/customers/support](http://www.sng.org.uk/customers/support) for more details.



# **A Happy & Peaceful Easter To Everyone**

**The Housing Office & Reception  
Will Be Closed  
On Friday 3 April &  
Monday 6 April  
For The Easter Bank Holiday Weekend**

**The Housing Office will re-open on  
Tuesday 7 April from 10.00am**

**Contact our Out-of-Hours Service  
020 7326 3700  
In Case of Emergencies**

# 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



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