

In March SW9 held an open meeting with residents of SW9, and below you can find updates on questions raised during this meeting. We hope to see you on Tuesday 09 June at 6:30pm at the Community Trust Centre for our next residents meeting.



Estate-Wide General Enquiries: Estate Cleaning

Residents voiced concerns over the the standard of cleaning on the estate and believed there to be inadequate cleaning on the estate.

We have introduced a rota for deep cleans to be carried out throughout the year, with the aim for each block to be deep cleaned by the end of this year; open blocks (those without door entry systems) will be deep cleaned every 6 months. We are currently looking at different equipment that can help to optimise the deep cleaning process for specific blocks.



Our Estate Caretaker Manager oversees our Caretakers team, arranges bulk collections and delegates tasks to be actioned during the deep cleans. We have identified hotspots in each of the blocks. Caretakers are aware that these areas are to be regularly checked and cleaned.



We are actively working on the logistics of introducing QR codes in blocks to advise residents of when and how long, cleaning has taken place. We have identified three blocks for a trial implementation and will advise residents of this new digital service, forthwith.



We encourage residents to participate in monthly Block Inspections with both the schedule and the results of previous months' Block Inspections published on our website. Please scan the QR code shown here to learn more or visit our website.





Estate-Wide General Enquiries: CCTV; Costs and Visibility. Estate Safety

Residents reported concerns over the CCTV costs to service charge and lack of visible improvements, as well as noticing fly-tipping hotspots without CCTV coverage. There were also concerns about safety on the estate.

The total annual cost of the CCTV service is £412,200. This is made up of:

- £137,200 for camera equipment, repairs, monthly maintenance, and management.
- £275,000 for City Group Security monitoring service.



The CCTV system is managed from a dedicated control room staffed by two operators. These operators work alternating 12-hour shifts, ensuring that the estate is monitored around the clock, 24 hours a day, seven days a week.



Our security Patrol Service consists of two guards monitoring estate-wide in 9-hour shifts, five days per week - previously three days per week - (until the end of September), focussing on identified hotspots. We also work closely with the local Safer Neighbourhood Team and hold monthly security meetings alongside City Group Security.



We have recently installed an additional CCTV camera at Crowhurst House.

In partnership with Lambeth Council, we have agreed a Service Level Agreement to prosecute identified persons guilty of fly-tipping.





**Estate-Wide Enquiries:
Pest Control & Pets**

Residents reported issues with pests and feral cats on the estate.



We have contacted a local charity who is already working on the estate, and we are yet to hear from them. Meanwhile we we have produced a Pest Control Advice leaflet (scan the QR code). Please scan the QR code for further advice. A new Pest Policy is currently being devised.



**Estate-Wide Enquiries:
Clearer & More Consistent Communication**

Residents would like clearer and more consistent communication, including updates on estate walkarounds, cleaning results and progress on actions.

We display the date and time of Block Inspections in each block and on our website, and encourage residents participate. We will be installing QR codes within blocks, highlighting results of inspections and progress on actions as well as cleaning taken place. We will advise residents of this new digital service once live.





**Estate-Wide Enquiries:
Energy Costs**

Residents questioned high energy costs and why charges for the communal boiler pay similar charges despite different flat sizes in certain blocks.

We are currently reviewing the methodology surrounding communal heating costs and fairness; residents will be updated forthwith, and before the next rent adjustment. This arrangement was placed during the stock transfer from Lambeth Council. Insite costs were reviewed recently and residents should now be in receipt of communications from Insite directly.



**Estate-Wide Enquiries:
Service Charge Refund**

Residents raised concerns that due to the £80,000 cost to SW9 surrounding the service charge refund, this would effect services.

Services are not effected due to the refund; services will continue to be delivered without any interruption.





Estate-Wide

Enquiries: Door Entry Systems Renewals

Residents expressed concerns about door entry systems.

Tyler House and Thornton Street's systems have recently been upgraded by SNG. We work with door entry specialists, Oakray to ensure door failures are rectified as soon as we receive reports of any failures. We are also in discussion with SNG to establish a timeline for further upgrades in particularly for Bedwell House and Barret House.



370 Brixton Road

A resident commented on the proliferation of drugs paraphernalia including syringes being dumped outside.

Our Deputy Estates Manager has confirmed that this area was cleared of the paraphernalia and cleaned regularly.





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

Residents raised concerns about the cost of the bins upgrade.

SW9 is currently awaiting confirmation from SNG's Regeneration Team about costs. We will update residents forthwith.

