

What Services City Group Security Delivers For SW9

PART OF

Contents

Introduction	3
Background & Service	4
How To Use The Service	5
Contact Us	6

The safety and security of our residents, visitors and staff who live and work in and around Stockwell Park Estate, is taken very seriously by SW9.

**This leaflet outlines the service provided by our Security and Patrol Service partners,
City Group Security**



City Group Security & The Safer Neighbourhood Team

City Group Security have a strong London security presence with a vast amount of experience in social housing, having worked with organisations such as SW9 for over 25 years.

The company provides SW9's CCTV Monitoring, Concierge and Security Patrols for the Stockwell Park Estate.

The CCTV system is managed from a dedicated estate based control room, staffed by one operator and a supervisor. The operators work alternating 12-hour shifts. This ensures that the estate is monitored around the clock, 24 hours a day, 365 days of the year.

The security patrol service consists of two guards regularly patrolling the estate, under the direction of the CCTV control room operator.

Together with the Patrol Service, SW9 works closely with the local Safer Neighbourhood Team, including holding monthly security meetings and promoting information on the SNT's local regular surgeries.

QR Code: SNT's Regular Surgeries



How to use the Service

If you have any concerns over your personal security or ASB, you can ring the control room's answer phone - **0207 737 1164** - outlining your concerns and leaving a message giving your name and contact details. If the patrol service guards are on duty they will be directed to attend. But no matter what the operator will return your call.

The Patrol Service guards are visible when patrolling the estate and you can approach them directly if you see something worrying.

The Patrol Service is not a replacement for the police; it should be viewed as a deterrent service only.

If there is criminal activity or you feel unsafe, please call the police on 999. Please do not put yourself in harm's way or approach the situation.



 **City Group Security Telephone Contact**


CITY GROUP SECURITY

City Group Security is SW9's CCTV Monitoring, Concierge and Security Patrols Service throughout the Stockwell Park Estate.

 City Group Security Patrol Officers will be visible and you can approach them directly if you need to.

Residents can report any concerns via the Control Room line shown below:

0207 737 1164

Residents should dial 999 in case of emergencies for immediate assistance

 www.npl.org.uk @sw9housing SW9 Community Housing info@sw9.org.uk

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



info@sw9.org.uk



020 7326 3700



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