



To: All Residents
Burrow House
Stockwell Park Road

SW9 Community Housing
6 Stockwell Park Walk
London, SW9 0FG

www.sw9.org.uk
info@sw9.org.uk
0207 326 3700

9 July 2026

Dear Resident,

Important Notice – Reports of Bed Bug Infestation at Burrow House

We are writing to make residents aware that SW9 has received reports of bed bug infestation in several properties within Burrow House. Our pest control contractor, Nightshift Pest Control, has advised that there may be a wider issue affecting multiple homes within the block and has been asked to urgently investigate the situation.

We appreciate that this news may be concerning and want to reassure residents that we are taking the matter seriously. We have instructed Nightshift to carry out a survey of the block and undertake any necessary treatment to eradicate the infestation and prevent it from spreading further.

Access to some properties may be required to enable inspections and treatments to be completed. If access is needed to your home, you will be contacted directly with further information and any preparation instructions that may be required before treatment takes place.

In the meantime, if you believe you may have bed bugs in your home, please report this to us as soon as possible by contacting our Customer Services Team on 020 7326 3700 or by emailing Neighbourhoods.Enquiries@sw9.org.uk. Early reporting will help us assess the extent of the issue and ensure that any necessary treatment is carried out promptly.

We understand that infestations can cause inconvenience and distress, and we appreciate your cooperation whilst we work with our contractor to resolve the matter. We will provide further updates as soon as the investigation has been completed and the treatment programme has been agreed.

Thank you for your patience and understanding.

Yours faithfully,

Kellie Carson

Head of Customer Services