

In June, SW9 held an open meeting with residents, and below you can find updates on questions raised during this meeting.

We hope to see you on Tuesday 8 September at 5.00pm at the Community Trust Centre for our next residents meeting.



Fitzgerald House

Residents questioned whether the CCTV cameras are on live feed as have noticed a rise in Anti-Social Behaviour in the communal areas.

Fitzgerald garages have cameras which are linked to the control room. There are no internal cameras, an additional service which were last proposed in 2023 but due to budgetary constraints, this was not actioned. Three fully-functional cameras in current use, afford external views of the block.



Lambert House

A resident highlighted that an area surrounding Lambert had faeces and urine which had not been cleared for some time.

Lambert House has now been attended to. Going forward, we would ask residents to be more specific with the areas of concerns they report on, especially around which flats they are raising issues with.



**Estate Wide Enquiries:**

Residents raised that the CCTV service is expensive and does not represent good value for money. Concerns were raised about the effectiveness of CCTV monitoring and whether current arrangements are delivering expected outcomes.

The total annual cost of the CCTV service is approximately £500K, the majority of which covers the contract price for City Group Security providing staff 24/7 for concierge services at Park Heights, staff 24/7 including a supervisor for CCTV monitoring and estate guards 3 days per week (during the summer, these were increased to 5 days per week) on 9 hour shifts.



The remainder of the £500K is allocated to the day-to-day maintenance of the system and ongoing upgrades or replacement of those parts of the system which have reached the end of their life cycle.



This cost is apportioned over all residences on the estate which we believe represents value for money, with the rise in ASB throughout society and reduction in police response, because of budget restraints.





Estate-Wide Enquiries:

Residents highlighted the need for known ASB hotspots to be more effectively monitored through increased CCTV coverage and greater visibility of security patrols in identified problem areas.

Barret House has always been an ASB hotspot due to its proximity to Brixton town centre and with the recent police initiative which was aimed at driving the low level crime out of the centre this increased the number of reported cases.



Also there have been issues with the door entry system and the mag-locks on the doors which have been vandalised or easily forced. But this is being addressed with a new door entry system and repairs and upgrades of the points of entry to the block.



Another hotspot which has been identified is the staircase leading down to Benedict Road from Stockwell Park Walk; SW9 is in the process of fencing the area below the stairs off as rough sleepers have identified as a convenient spot “to set up camp” for a night. We are working in partnership with homeless outreach charities to provide these individuals with support.





Estate-Wide Enquiries:

Residents highlighted the need for known ASB hotspots to be more effectively monitored through increased CCTV coverage and greater visibility of security patrols in identified problem areas.

Other hotspots identified are being addressed by fitting monitored cameras with audio facilities, which enable the control room operator to directly address any individuals spotted misbehaving and tell them to desist.



Another identified hotspot, the 4th floor of Tyler House, now has cameras monitoring the staircase from the lower floors and will shortly have an audio feature installed. This is also the case in Chute House; again, an audio system will also be installed to cover the entrance and staircase by a specific property.



A further hotspot identified is the route through Fitzgerald House leading from the Brixton Road and after surveys to determine the exact number and positions of cameras. This block will similarly have cameras with audio system installed.



The individuals causing problems at Wynter House were captured by the CCTV operator and reported to the Neighbourhood team when it was realised that the individuals were identified and warnings were served.





Estate-Wide Enquiries:

Residents highlighted the need for known ASB hotspots to be more effectively monitored through increased CCTV coverage and greater visibility of security patrols in identified problem areas.

There are over 520 cameras throughout the estate at present; these are monitored and recorded 24/7, 365 days of the year and the operators monitoring these, work in conjunction with the estate guards and the police to try and deter anti-social behaviour.



There is also a direct line into the CCTV control room which we encourage residents to call in the event that they witness ASB or require assistance. The telephone line is constantly monitored and has an answering machine attached, so that the operator on duty can decide if the call is urgent and requires immediate action or, if it can wait until they have finished their allocated tasks.



Please scan the QR code for details on the partnership between SW9 and City Group Security which includes the control room's answer phone number.





Turberville House

It has been reported that a resident leaves items in the communal area.
This is a potential health and safety hazard.

SW9 has sent a letter to the individual concerned, reiterating our policy of leaving communal areas clear of clutter and rubbish. Items placed in shared areas are a hazard and SW9 can remove and dispose of items found.

