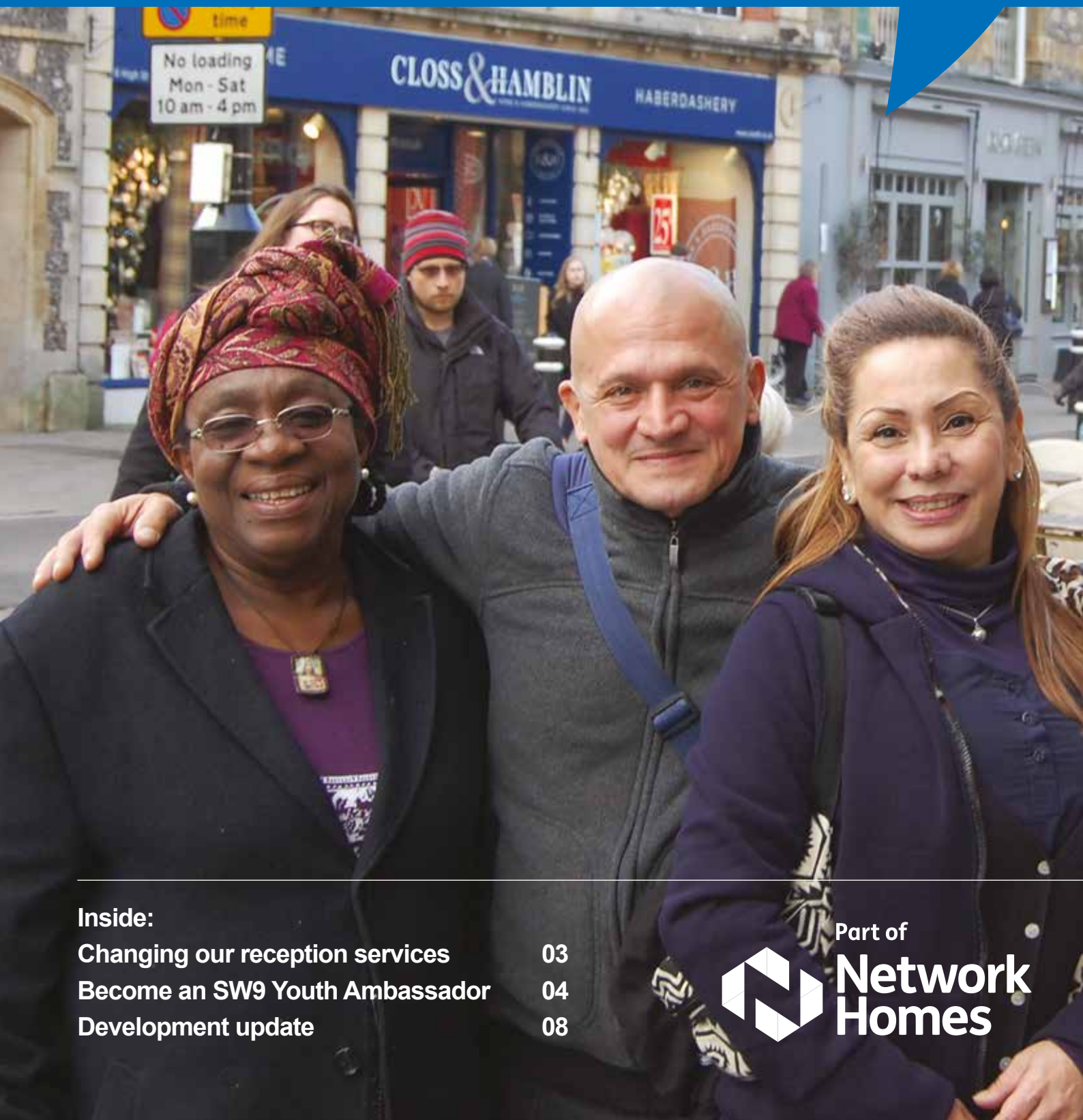




Community  
Housing

# Our Community News



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Part of  
 **Network  
Homes**



# Welcome

At SW9 Community Housing we have made three key commitments to ensure we provide you with an excellent housing management service.

Our first commitment is to 'Put the Customer First'. SW9 Community Housing was established as a resident-led organisation because we think that the key to delivering an excellent housing management service is to go a step further from just listening to our residents – we want to put them in the driving seat.

Our second commitment is to 'Get the Basics Right'. We know what matters most to our residents is an effective and efficient service, including quickly resolved repairs, well managed anti-social behaviour, a helpful rent and service charge collection team and a well maintained estate. We want to know that we are doing everything we can to get these basics right. This is why we are carrying out a large survey to find out exactly where we are meeting, exceeding and falling short of your expectations (see page 4 for more details).

Our third commitment is to 'Work Together as One Team'. This means both staff and our resident-led Board. Over the last couple of months, we have been busy finding new Board Members to fill the gaps on the Board. We interviewed knowledgeable and enthusiastic residents, who we are sure will contribute to us being an effective and efficient organisation. Our new Board Members will be recruited in April, so look out for an article on our website introducing them.

We are holding a Question and Answer event on Thursday 6 April at our Housing Office and welcome you to come along, meet our staff and ask us any questions you have. I hope to see you there.

**Best wishes,**  
**Delroy Rankin**  
**Executive Director**



## Keep up-to-date with us online

The best way to keep up to date with all our news and the opportunities available to you is through our website at [www.sw9.org.uk](http://www.sw9.org.uk) and by following us on twitter at [@sw9housing](https://twitter.com/sw9housing).

We regularly update our website with news stories and are working hard to make it as useful for you as possible. On our website you can find:

- Information about rent, repairs, anti-social behaviour, tenancies and leases
- Resident involvement opportunities
- Our publications and leaflets to view and download
- Training and employment support opportunities
- Job vacancies at SW9 Community Housing
- Up-to-date information about the regeneration and development that Network Homes is carrying out to your neighbourhood.

## Customer service

### Q&A event at the Housing Office

On Thursday 6 April, between 5pm and 7pm, we will be holding a Question and Answer event at our Housing Office.

Come along to ask our staff any questions you might have about your home and neighbourhood.

It's a great chance to meet and speak with SW9 Community Housing staff. We will also have activities to entertain the children.

Check out the 'News' section of our website at [www.sw9.org.uk/news](http://www.sw9.org.uk/news) for more information.



## Changing our reception services



**We are changing the services we offer in reception so we can be more effective and efficient. This means that the way you raise repairs and check your rent balance could also change.**

From 1 April 2017 we will no longer print your rent statement or raise a repair from the front desk at SW9 Community Housing. This will give our reception staff more time to respond to queries that cannot be dealt with through the online self service portal.

We will make exceptions to this rule for our more vulnerable customers as we recognise that they require additional support services. Also, if you require a rent statement for a court hearing, then we will be able to provide this to you at reception.

Repairs should be raised and rent balances can be checked by either:

- 1) Using our online self service portal at home using the following link - [www.sw9.org.uk/living-in-your-home/self-service-portal](http://www.sw9.org.uk/living-in-your-home/self-service-portal)
- 2) Calling us on **020 7326 3700** and, depending on your query, selecting either the 'rent' or 'repairs' option
- 3) Using our self service kiosks in our reception.

We will also continue to send out rent statement letters twice a year to all residents.

This is a fantastic opportunity to make the services we offer our customers more efficient and accessible! Our Customer Services Team are happy to guide you through using the self service options. You can set up a portal account at home or we can help you set up an account on our kiosks in reception. The feedback we have received from customers who have already used the portal has been really positive.

Donna Marques  
Senior Customer Services Officer



# Is SW9 Community Housing meeting your expectations?



**We want to say a big thank you to everyone who took the time to respond to our recent Resident Satisfaction Survey.**

By taking part in the survey, you have provided us with useful information about what we are doing well and where we need to make improvements in order to provide you with an excellent housing management service. All respondents will be entered into a draw to win £100 worth of love2shop vouchers.

The next step will be to bring all the results together to show us overall how you feel about the service you receive. This will help us to create our service improvement plan.

The results will also provide the first topic of scrutiny for the new Resident Scrutiny Panel which is made up of our tenants and leaseholders.

## My Community



## Musical afternoon at Helmi House

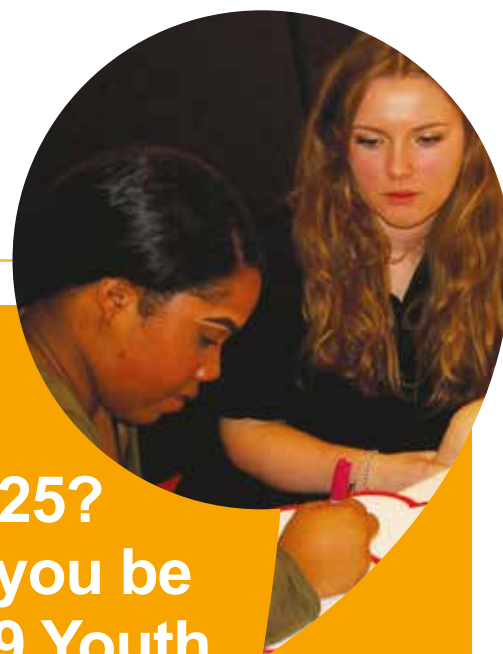
Helmi House was alive with the sound of music on Friday 17 February, as honey-voiced soprano Abigail and pianist Andrew performed classic film songs. Residents enjoyed a lovely afternoon gathering with their neighbours, listening to the music and having fun singing along.

## Under 25? Could you be an SW9 Youth Ambassador?

In February, Network Homes and SW9 Community Housing ran a youth workshop to give our younger residents an opportunity to voice their opinions about what they liked and what they wanted to improve about Stockwell Park Estate.

One of the outcomes of this workshop was the decision to start a Youth Ambassador Programme. This will allow our young residents to work with SW9 Community Housing to ensure that we are meeting the needs of young people living in our properties. Ambassadors will have access to training and learning opportunities which will support their personal development.

More information will follow shortly, so keep an eye out on our website. If you are interested, please contact Lily Goodwin, Resident Engagement and Communications Officer, via email at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk).



# Looking back at our Winter Events

**Our winter 2016 calendar was packed full of fun events for our residents.**

On 14 December, over 50 residents attended our Christmas Party at our Housing Office. It was lovely to see the community come together to celebrate the Christmas season with food, music, fun and games. Residents had fun playing 'Pin the nose on Rudolph', taking part in Network Homes' Christmas tree drawing competition and getting creative making Christmas cards for their loved ones. At 6.30pm everyone gathered outside the office and watched our Board Member, Olu Ajisebutu, turn on the Christmas tree, kindly donated to us by our responsive repairs contractor, Wates.

In December we also organised a coach trip to the Christmas Market in the beautiful city of Winchester, Hampshire. Winchester is known worldwide for its amazing Christmas Market located beside a magnificent Cathedral. Our residents had a lovely time exploring the city and buying last minute Christmas presents.

2016 marked the fifth year of the Christmas Hamper Project. Resident volunteers joined together with staff to pack Christmas gift bags filled with festive goodies for 100 vulnerable residents on Stockwell Park Estate and surrounding street properties. It was great to see volunteers turn up to make a difference and help out in their local community once again.



Finally, we had our usual Christmas parties at our sheltered housing schemes Wynter and Helmi House. Residents came together with their neighbours and enjoyed a delicious Christmas meal. Thanks to Mary Feehan for organising the Wynter Christmas Lunch once again!

**Thank you to everyone that came along to our winter activities. We hope to see you all at our summer events later on in the year!**



# Get involved

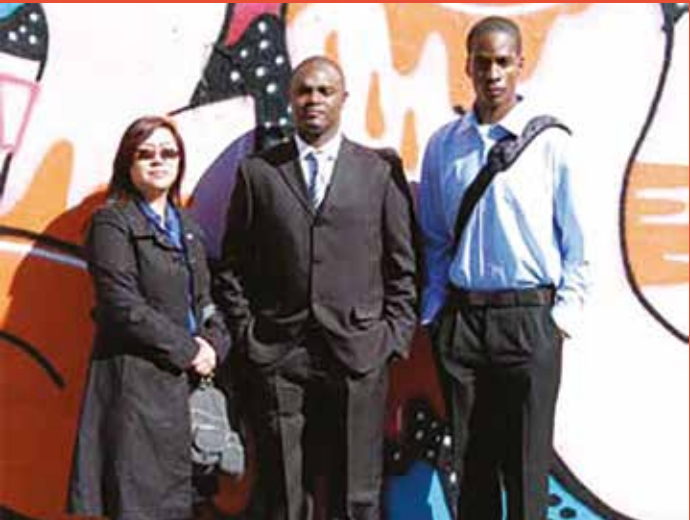
## New SW9 apprenticeships this September

This September, we will be relaunching our Apprenticeship Scheme and we are looking for two residents to take part.

The scheme has been hugely successful in the past. Many of our previous apprentices continue to work at SW9 Community Housing and Network Homes. They now work in full time roles such as Income Officer, Assistant Project Manager, Customer Services Officer and Aftercare Assistant.

Apprentices will split their time between working at the SW9 Community Housing office and studying on a Business Administration course one day a week at Lambeth College.

Keep an eye out on our website for more information. If you would like to apply for the Apprenticeship Scheme, please email Lily Goodwin at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk) or call our office on 020 7326 3700.



Our previous apprentices, who continue to work at SW9 Community Housing and Network Homes

## Stockwell in Bloom competition – entries open

Entries are now open for the 2017 Stockwell in Bloom Competition.

This will be the third year of the competition, created to give you a chance to show off the work that you have put into making your outdoor space and our neighbourhood beautiful. All entrants will get the chance to win £25 worth of high street gift vouchers.

This year we have four categories:

- Best garden
- Best vegetable garden
- Best balcony/patio
- Best eco garden.

To enter, send your name, address and the category you would like to enter to Lily Goodwin, Resident Engagement and Communications Officer, at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk) or call our office on 020 7326 3700. The closing date for entries is Friday 2 June 2017.



## What activities would you like us to put on this summer?

Last year we held our first SW9 Community Housing Festival - a week full of fun events and trips for our residents.

This summer we plan to hold the Festival again and are looking for you to tell us what kind of activities and trips you would be interested in taking part in!

If you have any ideas or recommendations, please get in touch with Lily Goodwin by email at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk). All suggestions will be considered for inclusion in the Festival schedule.



Join the Events Working Group

You can also volunteer to help us set up and run resident events. If you would like to become a member of our Events Working Group, contact Lily Goodwin by email at [lily.goodwin@sw9.org.uk](mailto:lily.goodwin@sw9.org.uk).

## Upcoming block inspection schedule

We will be regularly tweeting when your block inspections are, so make sure you follow us on twitter [@sw9housing](https://twitter.com/sw9housing) to keep an eye out for those important dates. You can view the full block inspection schedule on our website at [www.sw9.org.uk](http://www.sw9.org.uk), in the 'Living in your home' section.

We would love for you to join us on block inspections. It's your chance to highlight any problems you have found with your communal areas. Email [info@sw9.org.uk](mailto:info@sw9.org.uk) or call our office on 020 7326 3700 for more information.

Schedule of upcoming block inspections on Stockwell Park Estate

Date	Time	Block
27 March	11.00am	Dudley House, 33 & 35 Robsart Street
28 March	11.00am	241 & 243 Brixton Road
29 March	11.00am	11 & 17 Robsart Street
30 March	11.00am	1-9 Aytoun Court, Trinder House, Laye House & Burney House
31 March	11.00am	Turberville House, 370 & 372 Brixton Road
3 April	11.00am	Chute House & Burrow House
4 April	11.00am	1-14 Moat Court, 142 & 143 Stockwell Park Road
5 April	11.00am	25 Robsart Street
6 April	11.00am	27, 29 & 31 Macaulay Road
10 April	11.00am	Fitzgerald House & Barrett House
11 April	11.00am	1-16 Tyler House, 20 & 22 Sidney Road
12 April	11.00am	4 & 8 Stockwell Park Walk, 11 & 17 Robsart Street
13 April	11.00am	Crowhurst House & Denchworth House
18 April	11.00am	17-32 Tyler House, 241 & 243 Brixton Road
19 April	11.00am	Lambert House, Wynter House & Helmi House
20 April	11.00am	Bedwell House & Norton House
24 April	11.00am	1-9 Thornton Street & 33-48 Tyler House



# Regeneration

## Development update

Network Homes is making great progress with the regeneration of Stockwell Park Estate and surrounding street properties. Find out about the exciting developments happening in your neighbourhood. You can also keep up to date with the developments via our website - [www.sw9.org.uk/about-us/regenerating-stockwell-park-estate](http://www.sw9.org.uk/about-us/regenerating-stockwell-park-estate).



### Community Centre



Final works being completed to the new open area of the Community Centre

This is a very exciting time for the Community Centre. The first phase of the regeneration is complete and the newly renovated side is open! In order to keep the Community Centre open throughout its regeneration, the development was split into three phases. All Community Centre activities have moved into this new area while work now begins on the rest of the Community Centre. The regeneration to the Community Centre is still due to be fully completed by December 2017.

### Tyler House



The new design for Tyler House

### Thrayle House



Demolition of Thrayle House

The demolition of Thrayle House started in December 2016 and is making good progress. We will be setting up a time-lapse camera so that we can film this entire development from demolition to the completion of the new Thrayle House. Wates, our building contractor, produces monthly Thrayle House Development Newsletters available to all our residents. These are posted directly to you and can also be viewed on our website [www.sw9.org.uk/about-us/regenerating-stockwell-park-estate/thrayle-house](http://www.sw9.org.uk/about-us/regenerating-stockwell-park-estate/thrayle-house). Additional hard copies can also be requested by calling our office on **020 7326 3700**.

We have submitted the planning application for Tyler House which has been validated and accepted by Lambeth Council. We will soon look into engaging with contractors to get the best value for money for this project. The Regeneration Team will be keeping in touch with all occupiers of Tyler House as the project progresses.

### Day Centre, 190 Stockwell Park Road



Computer generated image of the new block design which will replace the Day Centre

We now have planning permission to build 18 flats at 190 Stockwell Park Road. These flats will be a mix of one and two bedrooms and will all be affordable housing. We are currently in discussions to choose the right contractor for this project and hope to start work in early summer 2017.

### Aytoun Road / Court



Properties on Aytoun Road

We have made a good start on rehousing our Aytoun Court residents into new homes while we regenerate their properties. We are currently holding discussions with leaseholders about us buying their properties from them.

We recently discovered squatters in our Aytoun Road properties. Fortunately with very swift action and perseverance, we managed to move them out in only four days. The properties are now secure with the support and assistance of the local police and our security company, Elizabethan Security. If you believe there are squatters in any of our properties, please report this immediately to the SW9 Community Housing office.

### Street properties

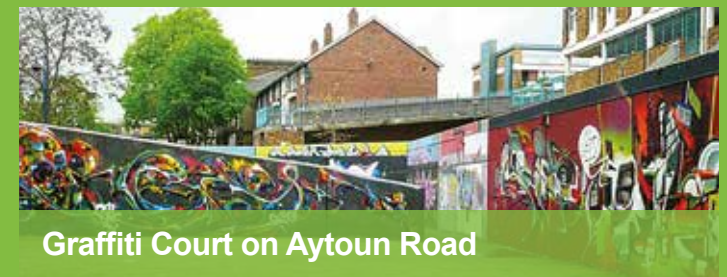


Mural on our Bellefields Road property

Planned works started on our street properties in November 2016 and are progressing extremely well. We have received very good resident feedback so far. The Network Homes Resident Liaison Team are working closely with the building contractor, Lakehouse. This is to ensure that we are delivering excellent customer service and that access issues and queries are resolved in a timely manner.

One of our street properties on Bellefields Road has a wonderful mural on one of its walls. This property needs some wall repairs urgently. We will be working with Lambeth Council and the Arts Society for Brixton to ensure that any parts of the artwork that are damaged during the wall repair will be remedied and renewed.

### Graffiti Court consultation



Graffiti Court on Aytoun Road

The Graffiti Court consultation is now finished, thanks to those of you that took part – we had a huge number of respondents! We are now analysing your responses and over the coming months will come up with a plan to make the improvements you wanted to see to the space. We will let you know how we are progressing with the plans as we go along.



# My Home and Neighbourhood

## Unauthorised structures on balconies



We have noticed that some residents are putting up structures on their balconies which do not comply with Health and Safety regulations.

We know that balcony space can be a prized part of a home. If you would like to put up any structure on your balcony or patio, you will need to provide a drawing and written request to SW9 Community Housing.

We will shortly be conducting an audit of all properties with structures or large items on balconies or patios. We ask residents to please remove any unauthorised structures and items such as fridges, before we arrange removal and have to charge you for the cost.

## Keep access routes free of vehicles



Do you think a fire engine would be able to get to your home in an emergency? This is the question we would like you to think about.

In the event of an emergency, time wasted can be the difference between life and death. Recently on Stockwell Park Estate, a fire engine was not able to quickly get to a house fire because they were held up by parked vehicles on double yellow lines blocking the access route.

Please be mindful of where you and your visitors park. Make sure that you keep the roads clear for emergency vehicles to pass, otherwise you could be putting the lives of your families and neighbours at risk.

## Minimising blocked drains

A number of our residents have reported blocked drains in the past year that have had an impact on their home.

We want to minimise the chances of these blockages happening, so we are setting up a drain clearance programme which will ensure your drains are cleared twice a year, to help keep them running freely. We are currently in the process of appointing a contractor and aim to have them in place by April 2017.

### Get your free fat trap

In addition to this, we are offering 'fat traps' free of charge to our residents. These will help to reduce sink blockages by holding cooking fat and oil waste, so they can be disposed of cleanly in bins. Visit our Housing Office to collect your free 'fat trap'; they will be given out on a first come, first served basis. Please note any blockages in your sink or toilet are your responsibility to fix.



# Keep our neighbourhood clean!

We have received several reports about residents dumping rubbish on recently jet washed and freshly painted areas of Stockwell Park Estate. We will be using CCTV cameras to spot any residents that are fly tipping and we will not hesitate to take necessary action. This may include recharging the offenders or we may have to consider eviction in more serious cases, as it is a breach of tenancy.



## Five easy steps to protect your home against water damage

Water leaks are one of the most common causes of damage in the home. They can result in a lot of damage to your household goods such as furnishings, electricals and personal items.

While we all hope that nothing will happen to our belongings, sometimes things can go unexpectedly wrong. That's why we've brought you five simple steps you can take to help protect your home and reduce the risk of serious water damage.

### 1. Check your pipes and dripping taps

Look out for leaks in the piping under your kitchen and bathroom sinks. Check hoses leading to your washing machine, dishwasher and refrigerator on a regular basis. If you notice any cracks, bulging or leaks, new pipes can be fitted before any damage occurs.

### 2. Review seals on showers and baths

Make sure your showers and baths are watertight by checking the seal around the sides. If you see any cracks in the caulk, you can replace it cheaply and prevent water from seeping into your floor.

### 3. Keep your drains clear

Avoid putting any food waste down the sink as this can cause a blockage. A sink strainer is an easy way to catch debris. Reduce the risk of blocked plumbing by regularly clearing out basins, baths, toilets and shower drains.

### 4. Going on holiday? Ask someone to check your home if you're away for a while

Simply asking a friend or neighbour to check on your home can help ensure leaking or burst pipes are spotted early and damage is kept to a minimum.

### 5. Be prepared and protect your possessions with home contents insurance

Make sure that if the worst happens and you are flooded, you have insurance to cover your possessions. While we insure the building you live in, it is your responsibility to insure your personal belongings. Network Homes has teamed up with Thistle Insurance Services to offer SW9 Community Housing residents an affordable home contents insurance scheme.

The 'My Home' contents insurance scheme covers damage from water, fire, theft, vandalism and other household risks. With no excess or yearly commitment and flexible Pay-As-You-Go payment options, get peace of mind knowing that if the unexpected happens, you have cover.

To find out more about 'My Home' contents insurance or to get a quote, visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk), email [myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk) or phone 0345 450 7288.



# Paying by Direct Debit – the easiest way to pay your rent!



Direct Debit is a simple, safe and hassle free way to pay your rent automatically from your bank account. All you have to do is agree the amount to be collected and the date of payment. It will then be deducted from your account as per your agreement.

Our Income Team is here to help you with issues regarding your rent and service charges. We can also give you advice about Bedroom Tax and Universal Credit. If you would like to talk to the team, just call our office on **020 7326 3700** and select the 'rents' option.

Ade Akitoye  
Income Collection Manager

## Our Performance

We are always working on improving our service delivery and we believe in transparency when it comes to our performance results. We are happy to share these results which we think would be of interest to you.

Performance Indicator	Target	Dec 2016	Jan 2017	Our Improvement Plan
Anti-social behaviour (ASB) issues responded to within target	100%	100% 	100% 	We will work hard to continue responding to any ASB issues reported within 24hrs for serious cases and five working days for all other cases.
Telephone calls answered	90%	89.4% 	83.7% 	By changing our reception services (read more on page 3) our staff will be able to handle more incoming calls and help with queries that can't be handled by the self service portal.
Tenant satisfaction with recent repair	80%	84.2% 	80% 	We will continue to monitor the performance of our new repairs contractor Wates, to ensure that they attend appointments and fix repairs to our customers' satisfaction.
Current tenant arrears as a % of the annual rent debit	2%	1.98% 	1.92% 	Our income officers are working closely with our welfare benefits advisor to help find solutions for tenants who are struggling with paying their rent.
Residents involved in community engagement or development activities	500 per year	487 year to date 		We invite you to get involved in any of the opportunities advertised in the 'Get involved' section of this newsletter and on our website - <a href="http://www.sw9.org.uk/living-in-your-home/getting-involved">www.sw9.org.uk/living-in-your-home/getting-involved</a> .



[www.sw9.org.uk](http://www.sw9.org.uk)

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