



Community
Housing

Our Community News



Inside:

Our Stockwell in Bloom winners
Meet our new Board Members
SW9 Festival is back...

03
05
06

Part of
**Network
Homes**





Welcome

I want to say a big thank you to all our residents who took part in our satisfaction survey. We are committed to making your customer experience with us great. We have listened to your valuable feedback and are working on making our services better so that you are satisfied.

You said that you wanted us to improve our repairs service. We are now looking into hiring our own repair workers. This means that we would directly manage the people who do the majority of your repairs, rather than us always using a contractor. This will allow us to have greater control over your repairs experience.

Value for Money is another area you wanted us to improve. We want every penny you pay us in rent and service charges to be well spent, improving the service we provide to you. We aim to save £100,000 this year. This doesn't mean cutting back on our customer service; it means spending wisely so that none of your money is going to waste.

The SW9 Festival is back this August. This fortnight of activities is a great chance for you to have some fun with your neighbours and learn new skills this summer. Make sure you read about all the activities we have going on in our booklet, included with this newsletter.

Best wishes,
Delroy Rankin
Executive Director

Fire safety at SW9

Everyone at SW9 was shocked and saddened by the tragic fire at Grenfell Tower in June. Our thoughts and condolences go out to all the families affected by this awful event.

We know many of you have questions about fire safety in your home and about the fire safety measures your landlord, Network Homes, has in place for your building.

Network Homes has fire safety controls in place, which are reviewed and tested regularly. All of their blocks have 100% compliant fire risk assessments and they have a primary authority partnership agreement with the London Fire Brigade, which audits the fire safety management arrangements. Network Homes also has an ongoing programme to continually re-assess the buildings and act on the recommendations.

The summer issue of Network Homes' Neighbourhood Life newsletter includes a special feature about fire safety. Look out for this issue as it covers the fire safety work they have completed to date, the changes they are making to improve fire safety in their buildings and advice for you about how you can stay safe in your home.

If you have any fire safety queries, you can contact Network Homes' dedicated Fire Safety Team at **firesafety@networkhomes.org.uk** or call them on **0300 373 3000**.

My Community

Spring Plant and Orchid Show trip

On Wednesday 29 March, we took a coach full of residents to the RHS Spring Plant and Orchid Show.

Our residents thoroughly enjoyed looking around the Lindley and Lawrence Halls in Victoria, seeing all the flowers. There were hundreds of plants on display; from rare varieties of tulips and daffodils to amazing orchids. It was a great occasion for our residents to celebrate the beauty of spring and have fun with their neighbours. Thanks to Naomi Schillinger, who runs our Gardening club at Helmi House every Friday, for organising the trip.



Our Stockwell in Bloom winners

In the third year of the Stockwell in Bloom competition we saw some beautiful gardens and balconies.

This year's winners were:



Best Garden
Kathleen Cumpfer



Best Vegetable Garden
Ele King



Best Balcony/Patio
Alicia Drewnicki



Best Eco Garden
Alethea Steven

All our winners received £25 worth of high street vouchers, as well as a trophy to proudly display in their house.

Well done to all our budding gardeners and thank you for making our neighbourhood beautiful!

Easter baskets

In April, resident volunteers teamed up with SW9 Community Housing to provide special Easter treats for our residents.

SW9 resident, Marcia Scott, made 72 baskets and brought in a large selection of Easter decorations. A team of resident volunteers, along with SW9 staff and got creative. We decorated the baskets and filled them with Easter chocolate.

We delivered the baskets to all residents at Helmi House, our extra care scheme and Wynter House, our older person scheme.

Thanks to the wonderful team of volunteers for their time and creativity!



Spring Q&A

On Thursday 6 April, SW9 Community Housing hosted a Question and Answer event at the Housing Office.

Over 30 residents attended the event. They got the chance to ask any questions they had about our services.

Managers from across the organisation including the Income Team, Repairs Team and Neighbourhood Team were there answering queries and informing residents about any changes to our services.



Network Homes' Regeneration Team held an exhibition of the latest developments and plans for Stockwell Park Estate and surrounding street properties.

Network Homes' Worksmart Employment and Training Adviser also attended the event and talked to those interested in getting support. We received numerous sign-ups for the Worksmart service which is held every Thursday at the SW9 Office.

Children had a lot of fun on our arts and crafts table, as our staff helped the kids make creative spring designs to take home. They were having so much fun they didn't want to leave!

Thanks to all those that attended!



Meet our new Board Members

Having a resident-led Board allows the local community to direct how their housing services are run. Our two Independent Board Members also play an important role by providing expert knowledge about the housing sector. Our Board sets the direction of SW9 Community Housing and oversees our management and performance.

We recently recruited some new Board Members and are pleased to introduce them:



Adebayo Ajibade
Tenant Board Member

"I wanted to join the Board so I could contribute to the development of our neighbourhood and the wellbeing of residents. It is so amazing to

see how the estate has transformed over the years. I am excited to be a part of the change."



Steven Warren
Tenant Board Member

"I am committed to sharing my skills and knowledge with SW9 Community Housing. I have previously supported other community programmes, for

example working as Former Secretary of Vauxhall Pleasure Gardens. I look forward to using my experience to support our community."



Benjamin Peart
Leasehold Board Member

"I aim to take an active role in improving our neighbourhood. I really believe in the benefits of people from all walks of life living side by side in SW9, making this

an exciting and diverse place to live. It is important that all those in our community provide new ideas and feedback to support and encourage SW9."



Colin Faulkner
Leasehold Board Member

"I am extremely keen to make a full contribution to a London community which I already greatly enjoy. I recognise the importance of ensuring that all of us who live

in the area have the opportunity to live in well-run, affordable and cost-effective homes."



Andrew Sternberg
Independent Board Member

"I live in the local area and have 30 years' experience working in social housing. I know that resident input and leadership in local management is vital. I want to

make sure the Board both represents and stays in touch with your community needs and aspirations."



Sarah Thomas
Independent Board Member

"I'm really pleased to join the Board and look forward to working with residents, staff and other Board Members for the benefit of the SW9 community!"

They join our existing Board Members:



Dee Alapafuja
Tenant Board Member (Chair)



Olu Ajisebutu
Leasehold Board Member (Vice Chair)



Daniel Garza
Tenant Board Member



Paul Brett
Leasehold Board Member



Kalina Janevaska
Leasehold Board Member



Neil Sabharwal
Lambeth Council Appointee



You can contact the SW9 Community Housing Board by emailing SW9board@sw9.org.uk or writing to them at SW9 Community Housing Board, 6 Stockwell Park Walk, London, SW9 0FG.

Get Involved

SW9 Festival is back and it's bigger and better than ever!



This August we bring you the second SW9 Festival and we are going bigger and better!

This year we are holding the Festival over two weeks! It will be jam-packed with activities. There will be something for everyone this summer and best of all everything is FREE!

We are holding the SW9 Festival between **Monday 21 August – Friday 1 September**, so put the dates in your diaries now!

Don't miss out on **SW9's got Talent**, a showcase of our amazing talented residents of all ages! We have prizes worth £300 to win! The talent show will be held outside our office on the plaza on Wednesday 30 August at 6pm, so come along to support your community.

We are also working in partnership with your landlord Network Homes, to hold an Employment and Advice Workshop on Thursday 31 August at 11am, so we can help you get a job or progress your career. Don't miss out!

Other activities during the fortnight include:

- London Zoo coach trip
- Pottery
- Brighton coach trip
- Cookery held at a training kitchen
- BBQ at the pond
- Football
- Art club
- Gardening
- Horse riding
- First Aid course

This is an amazing opportunity for our residents to have new experiences, gain new skills and have some fun, free of charge!

You will have to register to take part in our activities. To register for a place, call **020 7326 3700**, email **getinvolved@sw9.org.uk** or fill in our 'contact us' form on our website **www.sw9.org.uk** and provide us with the following details:

- Names of all the residents in your household who wish to participate
- Ages of any children in your household who wish to participate
- Activities you want to do
- Address
- Contact number
- Email address

Make sure you read our festival guide that came with this newsletter to find out more about each activity!

The closing date for registering interest is Monday 7 August. We will let you know by Wednesday 9 August which activities you have a place on.

Resident Scrutiny Panel complete their first review

The SW9 Resident Scrutiny Panel have been working on your behalf to hold us to account and look in detail at the way we run our services.

Our Scrutiny Panel is made up of six resident volunteers – four tenants and two leaseholders. The Panel helps make sure that we provide high quality, customer focused services. They have just completed the first of their two planned reviews this year.

Due to low satisfaction with our repairs service, we decided that their first review should be on how we can reduce the amount of appointments missed by our contractors. This was a key area of dissatisfaction amongst our residents and our resident panel wanted to look at what the underlying issues were.

The Panel found that there were a number of issues that resulted in missed appointments, including problems with the IT system, training, out-of-date customer contact numbers and lack of performance data. They have come up with a number of recommendations which have been presented to our management team and will next be presented to our Board Members.

Well done to our hardworking resident volunteers for their excellent review and for their useful recommendations that will help us improve our repairs service!



Our Panel need your help with their next review!

To help our Panel find out how our services are running, they need to recruit some mystery shoppers. These are people that pose as real customers while measuring our level of service. This can be done via a telephone call, email, letter or face to face visit. If you are interested in becoming a mystery shopper and helping out our Scrutiny Panel then get in touch - email getinvolved@sw9.org.uk or call **020 7326 3700**.

The Resident Scrutiny Panel will carry out their next review in October. If you would like to find out more information about how to join the Panel, email getinvolved@sw9.org.uk or call **020 7326 3700**.

Do we have your correct contact details?

A key finding from the Scrutiny Panel review was how important it is for us to have up-to-date contact numbers for all our residents.

If we don't have your correct number and you raise a repair, our repairs contractors could struggle to

access your property and we won't be able to let you know they are trying to carry out your work. Please make sure you have given us your correct telephone number and email address if you have one. To update your details please email info@sw9.org.uk, call us on **020 7326 3700** or fill in our 'contact us' form on our website www.sw9.org.uk.

Development update

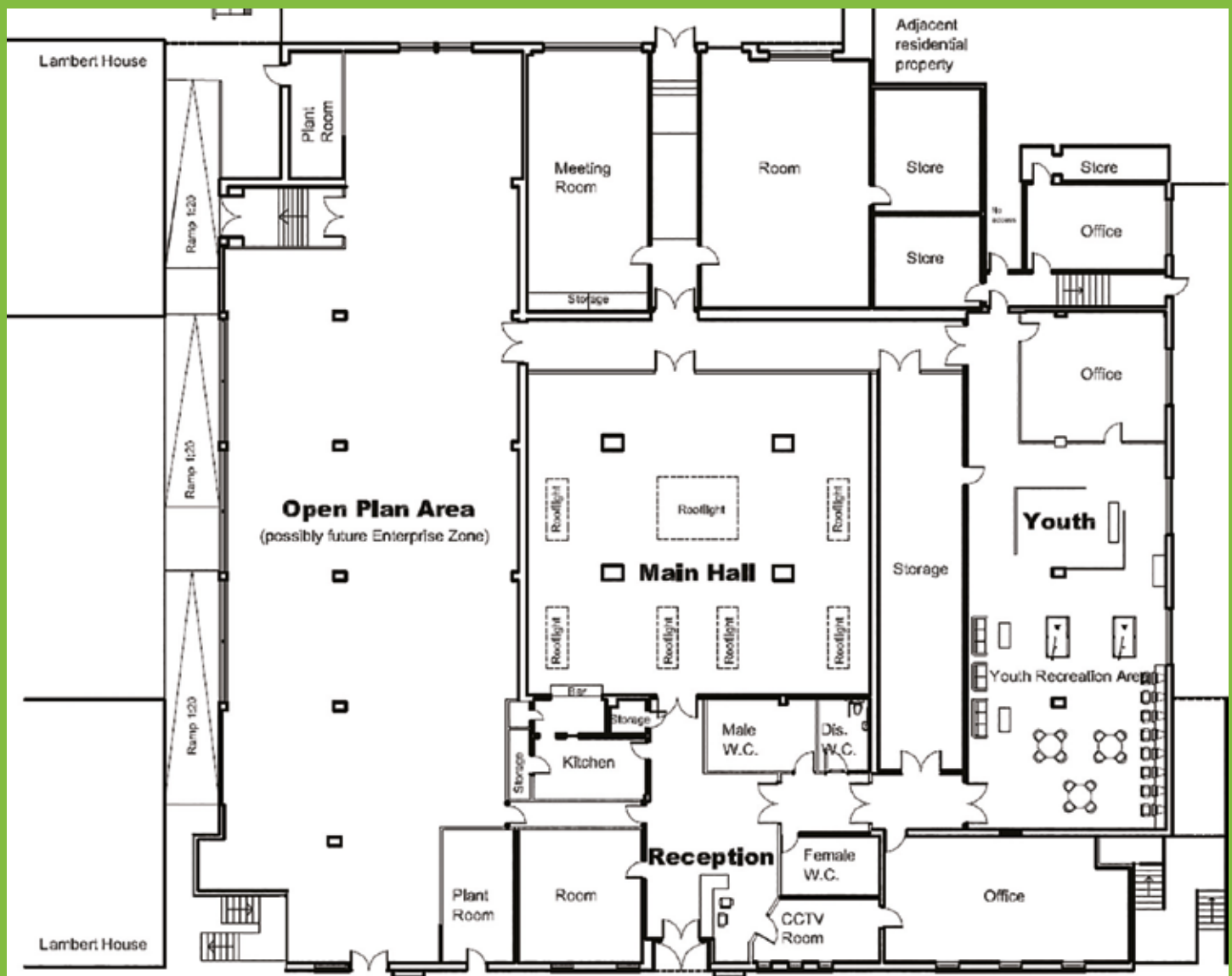
Summer is upon us at SW9 and regeneration work is in full swing! As always, we want to keep you up-to-date with the ongoing development in your neighbourhood carried out by your landlord, Network Homes. Have a look below to see how we are progressing with the regeneration of Stockwell Park Estate and surrounding street properties

Community Centre

The second phase of development work at the Community Centre is well underway. Network Homes is working tirelessly in partnership with Kingsbury Construction and Community Trust to create a facility where our local community can thrive.

The renovation is on track and is due to be completed in November 2017. We're very excited to see the final product!

Have a look below at the provisional plan for the renovated Community Centre:



Barret & Bedwell balconies



Working alongside the contractors from Kingsbury, we are currently planning the second phase of balcony works for residents at both Barret and Bedwell House.

We aim to complete 20-25 balconies in the late (but hopefully sunny) summer months.

All residents who are due to receive work to their balconies will be contacted soon.

Parking on Stockwell Park Estate

We are planning to renovate old garages. We want to increase their attractiveness, safety and affordability. Doing this will also reduce on-street parking, making the streets greener and more pedestrian friendly for all our residents.

There will still be excess space in the garages, so we are looking at commercial and socially-purposeful uses for these spaces. If you have any ideas on how they can be used, please contact Tim Goodwin at tim.goodwin@networkhomes.org.uk with your ideas!

Tyler House

We are currently in contact with Lambeth Council about the development plan for Tyler House and the building contractors we will be choosing. Residents will be notified of the outcome and once the contractor has been chosen, you will be invited to a 'meet the contractors' day – watch out for more information!

We are aiming for a contractor to start work on site in late August 2017.



Street properties

We are now in the final few months of development work to our street properties.

Thanks to our contractor Lakehouse for their hard work over the past six months, completing internal and external work to over 20 properties so far. They are now finishing the final work needed on roofs and window installations.

If you are a resident living in a street property undergoing work and require any assistance, you can contact Adila, Resident Liaison Officer for Lakehouse, on **07841 801 236**. You can also contact the Network Homes Regeneration Team on **020 7326 3700**.

Do you have any questions for our Regeneration Team?

If you would like more information about any of our refurbishment works, please contact Network Homes Regeneration Team at the SW9 office on **020 7326 3700**, email info@sw9.org.uk or fill in our 'contact us' form on our website at www.sw9.org.uk.

Renovating the graffiti space



Network Homes recently ran a consultation about the changes you would like to see to the graffiti space on Aytoun Road. Thanks to everyone who took part! We received a large number of responses; 167 residents and 16 partner organisations shared their views. We also received feedback from graffiti artists.

The consultation was carried out by an independent organisation, Campbell Tickell. They brought together all your views and comments and produced a report for us on their findings.

What did you say about the space?

The results found that on the whole you were positive about the space, liked the art that goes up, and enjoyed it being a colourful part of the estate. Only 9% of respondents wanted the space to close as a graffiti area.

However, you did tell us about some changes you wanted us to make:

- Improve the cleanliness and general condition of the space, for example:
 - the floor surface is damaged;
 - there is an issue with drainage;
 - excessive aerosol spraying can emit unpleasant fumes;
 - there is a lack of bins in the area;
- Add more lighting, CCTV and possibly create a new layout to make the area feel safer and more welcoming;

- Adapt the space and manage it so that more residents, particularly young people from the surrounding community, are engaged with activities going on there;
- Find a way to incorporate better sport facilities in the space.

If you are interested in reading Campbell Tickell's full report, just ask us for a copy by either emailing stockwellhalloffame.consultation@networkhomes.org.uk or contacting the SW9 Community Housing office.

What next?




We are currently working alongside an architect and designer to design a new facility, taking in your views and concerns. We are creating two different proposals to present to the community, giving you the chance to comment and vote on which of the two designs you would most like to see installed.

We aim to design a new space that respects the wishes to see art continue to feature in the space, while putting in place the improvements that you have suggested. Watch this space because an exciting new facility is on its way!

My Home and Neighbourhood

Who manages your housing and neighbourhood enquiries?

If you are in a rental property, have a look below to see whose patch your property falls into and who will deal with your housing and neighbourhood enquiries.

Edwin Maharaj – Neighbourhood Officer		Olu Adedotun – Neighbourhood Officer		Lana Hunte – Scheme Manager
				
Aytoun Road	Barret House	142 Stockwell Park Road	Helmi House	
Bellefields Road	Bedwell House	143 Stockwell Park Road	Wynter House	
Chute House	Burrow House	Thornton Street		
Combermere Road	Chantrey Road	Turberville House		
Crowhurst House	Denchworth House	Tyler House		
Dalyell Road	Dudley House			
Fitzgerald House	Knowle Close			
Gateley Road	Lambert House			
Hargwyne Street	Moat Court			
Nealden Street	Mordaunt Street			
25 Robsart Street (Park Heights)	Norton House			
33 Robsart St (Cumnor House)	Pulross Road			
37, 39, 41, 45, 47 & 49 Robsart Street	Sidney Road			
	Stockwell Green			

If you are a leaseholder our Leasehold Officer, Sabrina Douglas, will deal with your housing and neighbourhood enquiries.

Keeping our neighbourhood safe

Our Neighbourhood Team work hard to ensure Stockwell Park Estate is a safe place. Our recent resident survey reflected this, as 92% of respondents said their neighbourhood was a safe place to live. You can read more about our survey results on page 15.

Tackling anti-social behaviour (ASB) is a key way that our Neighbourhood Team ensures the safety of our estate. Recently, they took court action against a tenant's brother, who was involved in a domestic dispute when visiting one of our blocks. He physically assaulted a woman and a female contractor working for SW9. The team took quick and decisive action to stop this behaviour happening again and built a strong case to stop him from re-entering the estate.

After a full investigation of the incident, reviewing the CCTV footage and taking statements from all witnesses, a court date was set for 28 April. The judge was in favour of our case and granted SW9 an Injunction with a Power of Arrest against the offender. This means that he is banned permanently from entering the block where he caused these problems. He has also been banned from the rest of Stockwell Park Estate for one year.

SW9 takes reports of ASB and conduct towards our residents, staff and contractors very seriously!

Getting rid of your unwanted items

We have made changes to the way we deal with the removal of large unwanted items on Stockwell Park Estate.

From 1 September 2017 we will be introducing a charge to remove your bulky items. This will be:

- £20 for white goods
- £10 for mattresses.

In the past, we have collected large items from residents free of charge if they scheduled in a collection. However, due to the large amount of unwanted items, as well as the time and costs involved for our cleaners to remove these, it's now necessary for us to introduce a small fee. This means that the charge goes directly to the residents involved rather than having to increase everyone's service charges to include these extra costs.

Fly tipping is a criminal offence (under Section 33 of the Environmental Protection Act 1990) and is not tolerated on Stockwell Park Estate. When you buy new items it's important that you dispose of your old items properly. This will help keep the estate cleaning costs down and will greatly improve the overall appearance of your neighbourhood. The time taken by our cleaners to remove these items



limits the time they can spend on cleaning your communal areas.

You must also be careful not to put bulky items down the bin chutes. These large items can create blockages, meaning that rubbish gets stuck, creating bad smells and rotting waste in the chute. Recently a computer monitor was put down a bin chute in Dudley House. It took two hours for our cleaning team to unblock it.

To avoid paying a fee to us, you can dispose of unwanted items at Lambeth Recycling Centre in West Norwood free of charge. If you have any unwanted items still in good condition, you can ask local charity shops to collect them. British Heart Foundation in Brixton is always looking for good quality furniture to sell in their stores and will collect it for free.

If you see anyone fly-tipping, please report this to us by calling **020 7326 3700**, by filling in our 'contact us' form on our website or by emailing info@sw9.org.uk.

To schedule a collection of your unwanted goods just contact our cleaning team on 020 3177 1103.

New payment cards

You will soon receive a new SW9 Community Housing payment card which will replace your previous Community Trust Housing one.

You can use this card to make payments to your SW9 Community Housing account. You can do this at any PayPoint outlet or any Post Office. allpay, the company we use to manage the payment collection, also provides secure telephone and internet payment facilities. These allow you to make payments from your home 24 hours a day.

As an alternative to using your payment card, you may find it more convenient to pay by Direct Debit. This is a simple, safe and hassle free way to pay your rent automatically from your bank account.



Should you wish to pay by this method, please contact us. If you already pay by Direct Debit or Standing Order please keep your payment card, as you may need it in future.

You can check your rent balance using our self-service portal on our website www.sw9.org.uk. We will also post a statement to you four times a year.

If you have any questions about your new payment card, please contact us via email at info@sw9.org.uk, fill in our 'contact us' form on our website or call us on **020 7326 3700**.



Parking changes

Residents have voiced their concerns about the lack of parking on Stockwell Park Estate. We understand this is an issue, that's why we're reviewing our parking strategy. We have already made some changes to visitors' parking (as you will read below), but soon we'll be making changes to residents' parking as well.

Visitors' parking

Due to the huge demand for Visitor Parking Permits and the very limited parking space we have available, from **1 September 2017** we're increasing the price of our Visitor Parking Permit to £4 per day. We hope this increase will encourage our residents to take advantage of the large amount of garage space available, instead of using Visitor Parking Permits and searching for a space to park their cars on the roads.

As we all know, Stockwell Park Estate is conveniently located for transport links and shops. As the estate has very limited parking space, we want to make sure the parking facilities are used only by SW9 residents and their visitors. This is why you will be asked to provide your full name and address for verification, before you are sold a Visitor Parking Permit.

You can buy a maximum of six Visitor Parking Permits (scratch cards) each week. This may be subject to change in the future.

Residents' parking

We currently have more residents with Street Annual Parking Permits, than we have spaces available. While the estate is under regeneration, street parking is even more limited. This means measures must be taken to ease the pressure off the roads. We're looking into how we can resolve this problem. We'll update residents in advance of any changes made to residents' parking.

If you have any suggestions regarding how we can improve parking, please get in touch by emailing info@sw9.org.uk, filling in the 'contact us' form on our website or writing to us at: SW9 Community Housing, FAO: Parking Strategy Team, 6 Stockwell Park Walk, London SW9 0FG.

SW9 Community Housing and Network Homes partnership - working together to transform your neighbourhood

Last year, we became SW9 Community Housing and part of Network Homes. But what does this partnership mean for you?

Resident involvement is extremely important to us. It's one of the great things about our organisation. SW9 Community Housing is a resident-led housing management organisation. This means resident involvement in key decisions that affect the services you receive and continued community leadership; an important part of our community's history.

Network Homes is your landlord and owns the buildings on Stockwell Park Estate and some neighbouring street properties.

SW9 Community Housing manage the day to day housing management services on behalf of Network Homes. This includes things like repairs, estate services, tenancy management issues like anti-social behaviour, rents, service charges, and leaseholder services.

You have access to the following FREE Network Homes services:

- **Worksmart training and employment programme** – training and employment advice from Network Homes to help you with looking for a job, career change or training opportunities. Worksmart provides this service every Thursday at the SW9 office.
- **Welfare advice** – advice about benefit changes and access to benefits. If you have any concerns about the benefit changes and would like to speak to someone about them, you can contact Network Homes' Welfare Advisors via email at welfareadvisors@networkhomes.org.uk or call us on 020 7326 3700.

- **Legal advice** – free legal advice and support from independent solicitors at the monthly Worksmart Information days. You must pre-book your appointment to guarantee access to this service. The next event is on 1 August at Network Homes' office in Wembley Park. For more information and to book an appointment contact Network Homes' Legal Services Team at legalservices@networkhomes.org.uk or call 020 8782 4323.

In addition to these services, Network Homes is investing over £175 million to transform Stockwell Park Estate through the regeneration of existing homes and outdoor space. Since 2007, Network Homes has refurbished 457 homes, built six new housing developments and created 473 new homes. Last year, they completed Park Heights and this year they started work to rebuild Thrayle House which will be replaced with 177 new, affordable homes. They also provide £120k of annual funding for the Community Centre and have spent an additional £1.18 million to renovate and repair it.

Network Homes will continue to work with you, throughout the regeneration programme, making sure our vibrant community continues to thrive.

Performance

Results of our satisfaction survey

Earlier this year, we ran a Satisfaction Survey to find out what you thought about your home, your neighbourhood and our services. In total, we received 291 survey responses – 74% were tenants and 26% were leaseholders or shared owners.

What did we find?

The overall level of satisfaction was 62% for tenants and 39% for leaseholders.

Our residents were least satisfied with the value for money that their service charges represented as well as our repairs and maintenance service.

Our residents were most satisfied with their neighbourhood as a place to live with 85% of respondents satisfied. 92% of those surveyed believed that their neighbourhood was a safe place to live.

What next?

We know that our residents want our repairs and maintenance service to improve; making the service charges you pay better Value for Money. As a result, we are carrying out an in-depth review across our whole repairs service to find out how we can make it more efficient and effective, so that it represents good value.

Our Resident Scrutiny Panel also chose to focus their first study on the repairs service, in particular missed repair appointments; you can read more about this on page 7. Their findings and recommendations will help us improve the service and reduce the amount of missed appointments.









Our staff are now focusing on four key areas that our survey revealed mattered to you most; getting back to our customers promptly, following through on our promises, helpful and honest communication and listening to our customers' views and acting on them. We will be carrying out regular surveys to find out if we are performing well in these areas, so please let us know how we are doing!

Prize draw winner

Thanks to all those that took the time to complete our survey. All our survey respondents were entered into a prize draw to win £100 worth of high street vouchers. Congratulations to the winner, Mr Niyonzima!

Our monthly performance results

We are always working on improving our service delivery. We believe in transparency when it comes to our performance results. Have a look below to see some of our most recent performance figures and how we are working on improving them.

Performance Indicator	Target	Apr 2017	May 2017	Our Improvement Plan
Monthly block inspections rated 'very good' or 'good'	85%	82% 	95% 	We have raised our target from 80% to 85% this year. Our caretakers have reported a number of repair jobs after carrying out their inspections so that the rating can improve on the next monthly inspection. Check out our website www.sw9.org.uk to see when your next block inspection is taking place.
Blocks with a valid fire risk assessment	100%	100% 	100% 	We take fire safety very seriously at SW9 Community Housing. We will continue to make sure that 100% of blocks have a valid fire risk assessment.
Complaints responded to within 10 days	100%	75% 	100% 	This year we have increased the target from 90% to 100%. We are currently working on a new complaints leaflet which will set out exactly how you can make a compliment or complaint.
Anti-social behaviour issues responded to within target	100%	100% 	100% 	Maintaining a safe neighbourhood is very important to us. Check out how we tackled a recent anti-social behaviour issue on Page 11.

Universal credit is coming – make sure you know how it will affect you!

Universal Credit is being rolled out in phases. According to your nearest JobCentre Plus, Stockwell and Brixton will be affected from December 2017.

Universal Credit is a new combined benefit that will affect you if you are claiming Income Support, Income Based Jobseekers Allowance, Income Related Employment and Support Allowance, Housing Benefit, Working Tax Credit or Child Tax Credit. These benefits will now come in one monthly combined payment directly to your bank account. This means you will be responsible for paying your rent directly to us, unless you have an Alternative Payment Arrangement.

Already claiming one of those benefits?

The Department of Work and Pensions (DWP) will notify you when you will be moved across to Universal Credit. It's important you follow the instructions otherwise your payments will stop.

Need to make a new claim?

You can apply for Universal Credit online at www.gov.uk/apply-universal-credit. There is a six week waiting time before you get paid, so if you claim on 1 August, you will not be paid until mid September. Your next payment would then be in mid October.

As our resident, you are able to use the following services provided by your landlord, Network Homes:

- Welfare Benefit Advice - helping you understand what support is available to you and assisting you with claims. You can contact them at welfareadvisors@networkhomes.org.uk or call **020 7326 3700**;
- Network Homes Benefit calculator at <https://networkhomes.entitledto.co.uk>;
- Help finding employment via the Network Homes Worksmart Team. You can contact them at worksmart@networkhomes.org.uk.

Stay in touch



Follow SW9 Community Housing on Facebook and win vouchers!

We have a brand new Facebook page which we will regularly be updating with upcoming events, community news, jobs and training opportunities! To celebrate, we are running a prize draw; follow us on Facebook by the end of August to be in with the chance of winning £50 worth of high street vouchers! Don't miss out and follow us today!

Have you visited our website?

Our website is full of information and news - don't forget to regularly check www.sw9.org.uk!

Join our twitter following!



We are on twitter as [@sw9housing](https://twitter.com/sw9housing) - follow us today to keep up with our news!



www.sw9.org.uk

info@sw9.org.uk

020 7326 3700

