



Community  
Housing



Our little book  
of first year  
achievements  
and future plans!



Part of  
**Network  
Homes**

**Annual Report 2016/17**

# Contents

|  |   |
|--|---|
| <b>Introduction from the Board Chair</b> | 3 |
|--|---|

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## **About us**

|                                       |   |
|---------------------------------------|---|
| The creation of SW9 Community Housing | 4 |
| Our 2016/17 priorities                | 5 |
| Our Board                             | 6 |
| Our staff                             | 7 |

---

## **Highlights from our first year**

|                                      |    |
|--------------------------------------|----|
| Customer Services                    | 8  |
| Income and Inclusion Services        | 10 |
| Repairs and Maintenance              | 12 |
| Neighbourhood Services               | 14 |
| Community Engagement and Involvement | 16 |
| Value for money                      | 19 |
| Our figures                          | 20 |
| Network Homes Development 2016/17    | 22 |

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## **Our future**

|   |    |
|---|----|
| Development plans 2017/18                           | 23 |
| Our 2017/18 journey to excellent housing management | 24 |

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## **Feedback**

|                             |    |
|-----------------------------|----|
| Annual Report feedback form | 27 |
|-----------------------------|----|

# Introduction from the Board Chair

## **The last twelve months have seen big changes for our community.**

After ten years working together with Network Housing Group as Community Trust Housing, in May 2016 we became SW9 Community Housing - a new, resident-led organisation that manages homes and delivers housing services on behalf of Network Homes.

This new relationship gives us the power to make a difference on a local level. And this is what makes SW9 so special. I've lived in this community for over 20 years. I applied to join the Board this year to help make a difference.

We've achieved a lot in our first 12 months, and this report outlines highlights over the past year.

I am grateful to our Executive Director, Delroy, all of the staff, and my fellow Board Members for all they have done in our first year.

On behalf of SW9, I would also like to thank all those at Network Homes, our parent company, for their help in setting up SW9 Community Housing and their continued support throughout the year.

Most importantly, I want to thank all of the residents, both old and new, who have got involved with SW9 this year. Whether you attended an event, gave feedback on a service or volunteered with one of our resident groups - thank you. We, the residents, are the experts in this community and it is your expertise and support that will help us to grow, improve and deliver the services you want to see. Of course, we know that things aren't perfect, and there is still work to do.

I would like to welcome all the new residents who joined our community this year, including those who purchased homes in our newly built developments. As the regeneration project progresses, we look forward to growing our community and improving the quality of life for all our residents.

It takes all of us – residents and staff, and our colleagues at Network Homes, working in partnership to provide good services and opportunities to all of the SW9 community.

If there are changes you'd like to see, please join us, and help to make our second year even better than the first.

Yours,

**Dee Alapafuja**

Chair and Tenant Board Member



## About us

# The creation of SW9 Community Housing

**Stockwell Park Estate has a long history of resident involvement in the way that housing services are run. We feel that this is part of what makes our community special and unique.**

In 2016, Network Housing Group and its subsidiaries (Community Trust Housing, Network Stadium, Riversmead and London Strategic Housing) changed their structure to form a single organisation called Network Homes.

Network Homes and the Community Trust Housing Board wanted to

preserve and build on the tradition of resident involvement in the area, to give local people a greater say in how their housing services are delivered.

In May 2016, SW9 Community Housing was launched as a resident-led organisation. We run the day-to-day housing

management service on behalf of Network Homes for Stockwell Park Estate and neighbouring street properties. So while Network Homes owns the buildings, SW9 Community Housing manages them – this includes repairs, estate services, tenancy management, rents, service charges, and leasehold services.

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*We know resident involvement is very important to you which is why we created SW9 Community Housing last year. We're pleased it's been a really positive 12 months for the Network Homes and SW9 Community Housing partnership.*

*Our mission is to open up possibilities for as many people as we can by building, renting and managing good homes in thriving communities. This is why we've been investing £175 million to transform Stockwell Park Estate and surrounding street properties.*

*We'll continue to regenerate your neighbourhood and ensure you're involved every step of the way. We hope you're happy with the changes we've made so far and we welcome your continued support and involvement in shaping your community.*



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**Helen Evans**

Network Homes' Chief Executive

# Our 2016/17 priorities



1. Deliver first class customer service.



2. Maintain our homes by delivering a high quality repairs and maintenance service.



3. Increase our financial strength and achieve value for money.



4. Create a safe, green environment and reduce our carbon footprint.



5. Bring together the local community and stakeholder groups to work in partnership.



6. Be a great organisation to work for.

## SW9 Community Housing in numbers

**1507** total number of properties we manage.  
This is made up of:

**842**  
General Needs



**558**  
Leasehold



**32**  
Shared Ownership



**46**  
Supported Housing



**26**  
Older Persons' Housing



**3**  
Market Rent



### Our mission is to:

Work in partnership with the local community to provide effective and sustainable housing services, enabling our community to flourish.

# About us

## Our Board

Our Board is currently made up of nine resident and two independent Board Members and a representative from Lambeth Council. Having a resident-led Board allows the community to decide how their housing services are run. Our two independent Board Members play an important role by providing expertise and specialist knowledge about the housing sector. The Board sets the direction of SW9 Community Housing and oversees our management and performance.

### **Dee Alapafuja**

Tenant Board Member (Chair)

### **Olu Ajisebutu**

Leasehold Board Member (Vice Chair)

### **Adebayo Ajibade**

Tenant Board Member

### **Daniel Garza**

Tenant Board Member

### **Steven Warren**

Tenant Board Member

### **Benjamin Peart**

Leasehold Board Member

### **Colin Faulkner**

Leasehold Board Member

### **Kalina Janevska**

Leasehold Board Member

### **Paul Brett**

Leasehold Board Member

### **Andrew Sternberg**

Independent Board Member

### **Sarah Thomas**

Independent Board Member

### **Cllr Paul McGlone**

Lambeth Council Appointee

You can contact our Board by emailing [SW9board@sw9.org.uk](mailto:SW9board@sw9.org.uk) or writing to them at SW9 Community Housing Board, 6 Stockwell Park Walk, London, SW9 0FG.





# Our staff



## Senior Management Team

**Adedayo Ajakaiye**  
**Delroy Rankin**  
**Dennis Gittins**  
**Julie Alexander**

## Corporate Services Team

**Belief Otite**  
**Ria Blagrove**  
**Sandra Brown**  
**Telma Graham**  
**Yvonne Cameron**

## Customer & Neighbourhood Services Team

**Dan Gill**  
**Edwin Maharaj**  
**Elizabeth Telda**  
**Lana Hunte**  
**Novelette Ellis**  
**Olu Adedotun**  
**Robyn Moorhouse**  
**Surene Silva**

## Property and Estate Services Team

**Davison Hunte**  
**Dawit Kuma**  
**Ingrid Frederick**  
**Musa Ndengu**  
**Sherin Cemal**  
**Roy Miller**

## Income Collection Team

**Ade Akitoye**  
**Lan Chuong**  
**Sabrina Douglas**  
**Sarah-Jane Butler**

## Business Support Team

**Israel Aguirre-Taipe**  
**Katarzyna Jozwiak**  
**Lily Goodwin**  
**Zoe Christodoulou**

# Highlights from our first year

## Customer Services



### Easy self-service

In 2016 we launched the online self-service portal. Our tenants can now access our rent and repair services at their own convenience by visiting our website anytime, anywhere. Our customers have found this service very helpful and easy to use. We also introduced two new self-service kiosks in reception for our customers to use the new portal and rate our services.



### Responding to your calls

We responded to **89%** of calls in 2016/17; that's 20,875 calls to our Repairs, Income and Customer Service Teams last year. We are working hard to achieve over 90% answered calls, meaning that our customers can contact us easily.



### Customer satisfaction with call handling

**75%** of our customers were pleased with how we handled their calls. We received this feedback via post-call surveys provided by Bright Navigator. We want to increase this figure to 85% in 2017/18. Feedback from our customers is gold! Everyone who completes a post-call survey is entered into a monthly prize draw.

## We received some great comments from our residents about our call handling:

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"I would actually give 10 out of 5 for the whole interaction today; exceptional service and very caring. Thank you."

"The representative I spoke to was extremely polite, knowledgeable and helped me sort my problem out. She's been fantastic."

"Always very helpful and do their best to answer any questions."

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### Satisfaction survey

We invited all of our residents to complete a satisfaction survey, to find out what they thought about their home, neighbourhood and our services. In total, we received 291 survey responses – 74% were tenants and 26% were leaseholders or shared owners. 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. As a result of the survey, we will be focusing heavily on these areas to make improvements, and reach 75% tenant satisfaction in 2017/18.

### Complaints

We answered **62%** of the complaints we received within our 10 day target. We would like to improve this performance area for 2017/18 and achieve 100% of complaints responded to within 10 days.

|  | 2016/17 | 2016/17 target |   | Industry average* |
|--|---------|----------------|---|-------------------|
| Complaints responded to within 10 days | 62%     | 90%            | ↓ | 89.6%             |

\*We have used HouseMark, the leading provider of social housing data, to benchmark our performance against the industry average.

## You said

Having somewhere safe to park your car is important to you.

## We did:

We have started a garage/parking strategy to increase the number of customers using our garages. This will help reduce the congestion of street parking and allow emergency services to easily access our estate.



# Highlights from our first year

## Income and Inclusion Services





### Awards

The SW9 Income Team was short-listed in the ‘Frontline Team of the year’ category at the 2017 Housing Heroes Awards. In 2016 the team was short-listed in the ‘Outstanding approach to Income Management’ category at the UK Housing Association Awards.



### Reducing rent arrears

Only **1.93%** of our residents have rent arrears. This puts SW9 in the top 5 for Social Registered Landlords in London with the lowest arrears.



### Rent collection rate

Our current collection rate is **102.5%**, which is the highest rent collection rate among all Social Registered Landlords in London.

Our excellent rent collection rate helps keep SW9 Community Housing in a strong financial position, allowing us to invest more into improving our residents’ homes and community.

We offer a wide range of ways to pay. We encourage our residents to pay by Direct Debit. Over **55%** of residents at SW9 now pay their rent and service charges by Direct Debit.



### 2016/17 average weekly rents at SW9 Community Housing

| Size  | Range             | Average |
|-------|-------------------|---------|
| 1 bed | £81.11 - £124.40  | £112.78 |
| 2 bed | £89.99 - £150.56  | £104.00 |
| 3 bed | £99.62 - £130.92  | £111.01 |
| 4 bed | £113.76 - £136.27 | £126.24 |

|                              | 2016/17 | 2016/17 target |   | Industry average* |
|------------------------------|---------|----------------|---|-------------------|
| % of tenants in rent arrears | 1.93%   | 2%             | ↑ | 3.11%             |
| Rent collection rate         | 102.5%  | 101%           | ↑ | 99.7%             |

\*We have used HouseMark, the leading provider of social housing data, to benchmark our performance against the industry average.



## Evictions

Eviction is always the last resort. Our Income Collection Team help residents with arrears to avoid eviction by:

- setting up personal repayment plans
- assessing if they are entitled to more benefits than they are currently receiving
- putting residents in touch with other services that can help with debt advice and support
- exploring employment and training opportunities to raise their income
- promoting the uptake of Direct Debits to ensure regular rent payments.



## Service Charge Forums

We hold Leasehold Service Charge Forums to give leaseholders the opportunity to preview the estimates and actuals. This allows any queries to be answered prior to statements being issued.



**Our Income Collection Team continues to support residents who have arrears or are affected by benefit changes.**

## Welfare Benefits Service

Throughout 2016/17 we helped **89 residents** with benefit advice. Our Welfare Benefits Service helped claim a total of **£155,833.38** in extra benefit payments to residents and SW9 Community Housing.



## Right to Buy and Staircasing

**5** Right to Buy applications completed

**6** Shared Owners completed Staircasing

## Bedroom Tax

We helped **27 residents** receive Discretionary Housing Payment, to help them with the Bedroom Tax (spare room subsidy). The remaining 22 residents affected by this extra cost have been downsized or closely monitored and supported by our income officers.

# Highlights from our first year

## Repairs and Maintenance

### Repair satisfaction

This year we went through the challenging phase of changing our main repairs contractors from Axis to Wates. The transition had an impact on the service provided to our residents. In 2017/18 our priority will be to improve the repairs service, to ensure our residents are satisfied.

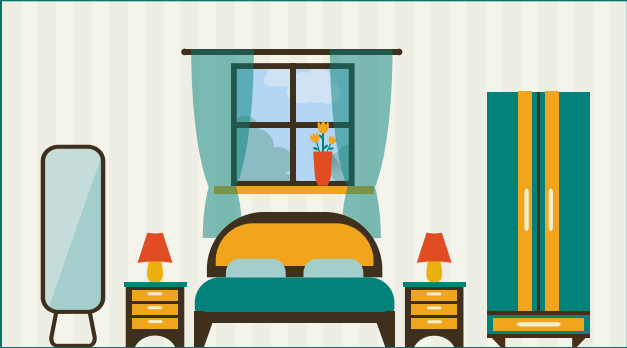
|                                 | 2016/17 | 2016/17 target |   | Industry average* |
|---------------------------------|---------|----------------|---|-------------------|
| Satisfaction with recent repair | 76.8%   | 80%            | ↓ | 81.6%             |



Last year we carried out over

**3000**

day-to-day repairs to our residents' homes.



### Completion within target 2016/17

#### Emergency repairs (24 hours)

|        |      |        |     |
|--------|------|--------|-----|
| Target | 100% | Actual | 90% |
|--------|------|--------|-----|

#### Urgent repairs (7 days)

|        |     |        |     |
|--------|-----|--------|-----|
| Target | 80% | Actual | 77% |
|--------|-----|--------|-----|

#### Routine repairs (28 days)

|        |     |        |     |
|--------|-----|--------|-----|
| Target | 80% | Actual | 74% |
|--------|-----|--------|-----|

\*We have used HouseMark, the leading provider of social housing data, to benchmark our performance against the industry average.



## Cleaning and grounds maintenance

This year our estate officers increased the frequency of block inspections to **once a month**, to ensure high standards are maintained.

In our customer satisfaction survey, **70%** of residents expressed satisfaction with grounds maintenance (such as maintenance of greenery and communal lighting). **77%** were satisfied with the cleaning of internal communal areas.

We are continuing to work closely with our cleaning contractor to improve this service and these results for 2017/18.



## Health and safety

Gas servicing in SW9 properties is managed by our parent company Network Homes and is something we take very seriously. We ask that all residents continue to co-operate in allowing our gas contractor, T Brown, access to your home to carry out vital service, maintenance and safety checks.

**100%** properties with communal areas have a valid fire risk assessment.

**100%** properties with communal areas have a valid asbestos survey.

**100%** properties have a valid Landlord Gas Safety Record.



Residents are encouraged to join our estate officers on the monthly inspections of their blocks. The block inspection timetable can be found on our website at **[www.sw9.org.uk](http://www.sw9.org.uk)**.

# Highlights from our first year

## Neighbourhood Services

### Introducing your neighbourhood officer

Our new residents will now meet their neighbourhood officer four times in the first year of their tenancy. This means our residents will know the people they need to help them resolve their queries. It also helps us ensure that residents are keeping to the terms and conditions of their tenancy agreements.

### Getting to know you

You may see our teams out and about carrying out tenancy audits. We now complete 25 random tenancy audits every month to ensure we know who is living in our properties. This helps us identify if our residents have any changes to their needs and allows us to refer them to any support we have available. When visiting residents, we look to see if they are managing their property to a good standard and whether there are any safeguarding issues. This is also an opportunity to see if there is any subletting going on in our properties.

As a result of our tenancy audits we are now taking more customers to court for subletting. By reducing subletting, we can help make sure that our properties are being used by those most in need of housing. In 2016/17 we investigated **13 cases** of subletting.

**85% of residents are satisfied with their neighbourhood as a place to live.**

### Drop-in clinic with your neighbourhood officer

We have created a drop-in clinic for residents to come and talk to their neighbourhood officers. Residents can drop in 10am-5pm every Tuesday to talk about any housing issues they have.



### Safe neighbourhood

We work closely with the police, London Borough of Lambeth and our CCTV Team to help keep our community safe. Our agreements with these agencies allow us to share information in our monthly meetings to help tackle anti-social behaviour (ASB). Throughout the year we received **88 reports** of ASB. We encourage all residents to report any ASB to us, so that we can resolve issues as early as possible.

Last year we spent **£239k** on CCTV to keep Stockwell Park Estate a safe and pleasant neighbourhood to live in.

92% of residents who responded to our customer satisfaction survey thought that their neighbourhood was a safe place to live.



## Letting properties

Last year we let **137 void properties**. We make every effort to let empty properties as soon as possible to ensure we are doing our best to house those with the highest housing need. There were a lot of lets last year due to the development of Park Heights. We also receive nominations from Lambeth Council, for local people who are waiting to be housed.

| Time period             | SW9 resident lets | Lambeth nomination lets |
|-------------------------|-------------------|-------------------------|
| Q1 (April - June)       | 31                | 25                      |
| Q2 (July - September)   | 3                 | 43                      |
| Q3 (October - December) | 7                 | 23                      |
| Q4 (January - March)    | 2                 | 3                       |

|                                       | 2016/17   | 2016/17 target |   | Industry average* |
|---------------------------------------|-----------|----------------|---|-------------------|
| Average relet time of void properties | 51.7 days | 30 days        | ↓ | 21.1 days         |

### You said

Feeling safe in your neighbourhood was important for you.

### We did:

We obtained one ASB eviction and four injunctions to prevent individuals committing crime and disorder on the estate.

### You said

Customers asked us to remove the gating in Crowhurst House to stop people sleeping rough in the block.

### We did:

In January 2017 we removed the Crowhurst House gates, resolving the issue.

### You said

Residents of Barrett House and Bedwell House asked us to improve the numbering in these blocks.

### We did:

During the refurbishment we made sure each communal door entry clearly marked out the flats it was leading to.

\*We have used HouseMark, the leading provider of social housing data, to benchmark our performance against the industry average.

# Highlights from our first year

## Community Engagement and Involvement



**505** residents got involved in our events, groups and activities, giving them the chance to get to know SW9 Community Housing, have fun with their neighbours and have a say in the way their housing services are run.

### Resident Scrutiny Panel

In March 2017 the SW9 Resident Scrutiny Panel was formed. The Panel is made up of six resident volunteers – four tenants and two leaseholders. They have been working on your behalf to hold us to account and look in detail at the way we run our services. The Panel helps us ensure our services are high quality and customer focused. The Panel have now completed their first review on repair appointments and have created a report with recommendations for our Senior Management Team and Board.

It's nice to have the opportunity to get together with other residents and do something useful for the estate.

**Jos Jackson,**  
Scrutiny Panel Member

### New Board Members

In 2017 we went through another round of recruitment for two tenant, three leaseholder and two independent Board Members. Our resident-led Board allows the local community to direct how their housing services are run.

I am very pleased to be a member of the Scrutiny Panel and the process helped me to know more about the community I am part of.

**Jun Zhang,**  
Scrutiny Panel Member

### Keeping you updated

We have a brand new SW9 Community Housing website. It is regularly updated with your community news and information about our housing services. Through the website, residents can also access the online self-service portal. Check it out at [www.sw9.org.uk](http://www.sw9.org.uk). We are also on Facebook and Twitter so don't forget to follow our pages to keep up with our news.

We also provide news about the community in our resident newsletter, which we send out three times a year.

### Employment and Training – Worksmart

Residents can access free employment and training advice through Network Homes' Worksmart service. During the year, this service helped five SW9 residents into employment and one resident into education.

## SW9 Festival

In August 2016 we held the first SW9 Festival - a full week of free, fun events, exciting trips, training and support for our residents. Activities included trips to London Zoo and Southend, a BBQ at Wynter House Pond, plus many more!

**246 residents got involved in the 2016 Festival. Our residents were full of praise about the week:**

It gives a really good opportunity to mingle with the community.  
**Zaheen Fatima**

Brilliant bonding with my family, nice way to meet and interact with people from the community.  
**Paris Palma**

It's a lovely idea to go on different trips throughout the week.  
**Jenmeka Jackson**

## Christmas

Our winter calendar was packed with fun community events including the Christmas Lights Switch On, a coach trip to Winchester and Christmas parties at our sheltered schemes. We also held the Christmas Hamper project in partnership with resident Marcia Scott, providing special Christmas gift bags filled with festive goodies for 100 of our vulnerable residents.



It's really enjoyable meeting people who live around our area and having fun with my family.  
**Beteliham Dawit**



## Helmi House

Throughout 2016/17, we organised an array of events and activities at our extra care scheme, Helmi House.

In October, Helmi House hosted a Healthwatch Lambeth event, attended by extra care residents across the borough. The event aimed at finding out how connected those living in extra care felt and how charities, housing associations and the council could work together to improve this.

In February, our residents enjoyed a concert by soprano Abigail Sudbury, who performed songs from musicals.

Helmi House is also the base for our weekly gardening and pottery workshops which any of our residents are welcome to join in for free!

## You said

You loved the SW9 Festival in August 2016; a range of free activities and trips during the summer. You said you preferred it to having a 'Fun Day' held in Slade Gardens.

## You said

You would like our Question Time to change format to a 'surgery style' event where you can talk to individual members of staff rather than an 'audience and panel' style event.



## We did:

We brought back the SW9 Festival in August 2017 and made it bigger and better; having it over two weeks and including activities such as a first aid course, cookery lessons, horse riding and a trip to Brighton.

## We did:

We have changed the format and now run 'surgery style' Q&A events. These provide residents with a chance to speak to individual members of staff about personal issues and questions they have about their property and neighbourhood.



## How to get involved

**You can get involved in a number of ways:**

- join our Board when there are vacancies
- join our Resident Scrutiny Panel
- become a Mystery Shopper
- become a Youth Ambassador
- join the Resident Communications Group
- join in with our community activities throughout the year – including our summer Festival and winter activities
- participate in our Q&A events, held three times a year.

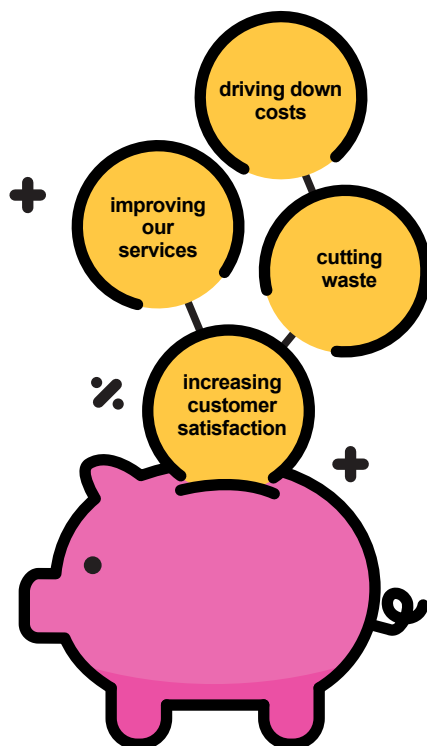
**If you are interested in any of these opportunities, please email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or call us on 020 7326 3700.**

# Highlights from our first year

## Value for money

We endeavour to put value for money at the heart of everything we do.

We strive to get the balance right between costs, performance and quality. This is particularly important at the moment, with the social housing regulator's emphasis on efficiency and government imposed annual rent reductions.



### Our approach

We are committed to a continuous improvement approach. This includes regular reviews of our policies and procedures to ensure we are providing the best level of service in the most efficient and accountable way.

We closely monitor all expenditure, particularly repairs and maintenance costs, which have the largest annual budget followed by employment costs.

We ensure that we spend wisely and create an environment where management and staff are cost conscious. This year we ran an internal campaign across the organisation to increase staff understanding of value for money.



### Our 2016/17 value for money initiatives

- Carrying out a large majority of possession cases in-house; saving **£850** solicitor fees per case.
- Claiming back **£52k** of council tax overpaid to Lambeth Council.
- Using a **£4k** grant from the Lambeth Wellbeing Fund to run activities at our extra care scheme, Helmi House.
- Reviewing existing contracts and retendering out to contractors representing better value for money, for example, our new gas contract with T Brown which will save us **£352k** over five years.
- Achieving high income collection performance, maximising income.

# Highlights from our first year

## Our figures

1 April 2016 - 31 March 2017

SW9 Community Housing is a not for profit organisation. All of our resources are invested in housing or used to provide services to our customers.

### Income



£7.68m

### Expenditure



£3.57m

Operating costs

£2.61m

Paid to Network Homes which covers the costs of delivering the regeneration and loan repayments

£1.33m

Spent maintaining and repairing our properties to a good standard

### Surplus



£167k

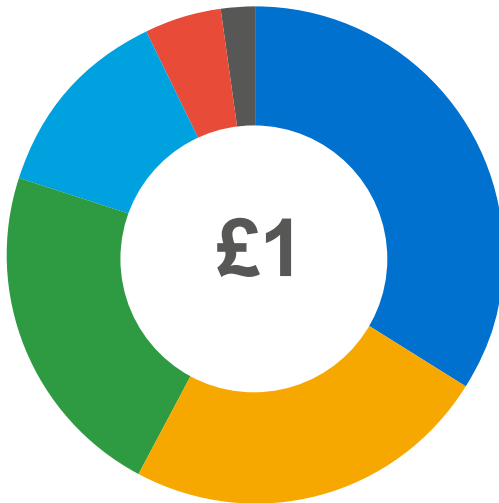
Surplus which goes into our reserves

£250k

We plan to have a reserve of at least £250k by the end of the third year of our operations, March 2019. This will keep SW9 Community Housing in a healthy financial position.

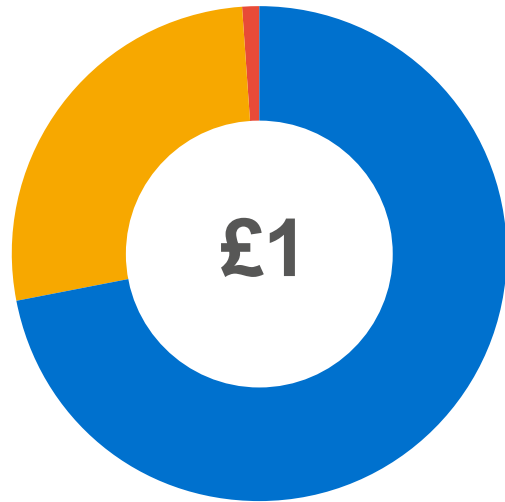


How we spent every £1 of income



- 34p Network Homes management charge
- 24p housing management and admin
- 22p service costs
- 13p day to day repairs
- 5p other property costs
- 2p surplus

Where every £1 of income came from



- 72p rent
- 27p service charges
- 1p other income

# Highlights from our first year

## Network Homes Development 2016/17

Network Homes is investing over £175 million to transform Stockwell Park Estate through the regeneration of existing homes and outdoor space.



### Park Heights, 25 Robsart Street

This new build, completed in April 2016, replaces Wayland House, a poor quality 1960s tower block. This new local landmark provides 84 homes for affordable rent and 75 leasehold apartments. Many of the former residents of the old tower block chose to return and now have brand new homes still at social rent.

The building was officially opened by TV and film star Joanna Lumley in September 2016, who was shown around the new building by some of the returning Wayland families.

### Thrayle House

Demolition of Thrayle House, an old resident block and the former Community Trust Housing office site, began in August 2016.

### Bedwell and Barrett

Initial refurbishment work to these blocks was completed in 2015, but in 2016 Kingsbury Construction started supplementary works to add some further improvements and resolve coldbridging issues.

### Community Centre

Refurbishments to the Community Centre began in March 2016 and the first half was completed by February 2017. The Community Centre has stayed open throughout the renovation. Network Homes has been working tirelessly in partnership with Kingsbury Construction and Community Trust to create a facility where our local community can thrive.

### Street properties

Starting in November 2016, Network Homes has worked with building contractor Lakehouse to renovate our street properties including works to roofs, walls and windows.

### Development awards

#### Evening Standard New Homes Awards 2016

**Winner** – Best Regeneration Project for Stockwell Park Estate

**Highly Commended** – Best First Time Buyer Home for The Junction

#### What House? Awards 2016

**Silver** – Best Regeneration Scheme for Stockwell Park Estate

**Gold** – Best Starter Scheme for The Junction



# Our future Development plans 2017/18



Network Homes will continue to invest in and regenerate Stockwell Park Estate and surrounding street properties.

## 1. Aytoun Road/Court

Work will begin in 2017/18 to provide 31 homes on Aytoun Road replacing those in Aytoun Court.

## 2. Community Centre

The Community Centre is due to be completed in 2017. This exciting refurbishment worth £1.18 million will see the community provided with an amazing new space including a youth recreation centre, a café, a main hall and an open plan area for activities.

## 3. Graffiti Pen

The Graffiti Pen will be redesigned in 2017/18. The area will see some great improvements to make it safer and more welcoming, with art continuing to feature in the space. After initial consultation asking residents what they want from the space, they will then get to vote between two designs. The new facility is due to be completed by summer 2018.

## 4. Tyler House

Tyler House will see a refurbishment to all tenanted properties including new kitchens and bathrooms. The refurbishment will also include a vertical extension. This additional floor will add 13 shared ownership homes. This regeneration is due to be completed in 2019.



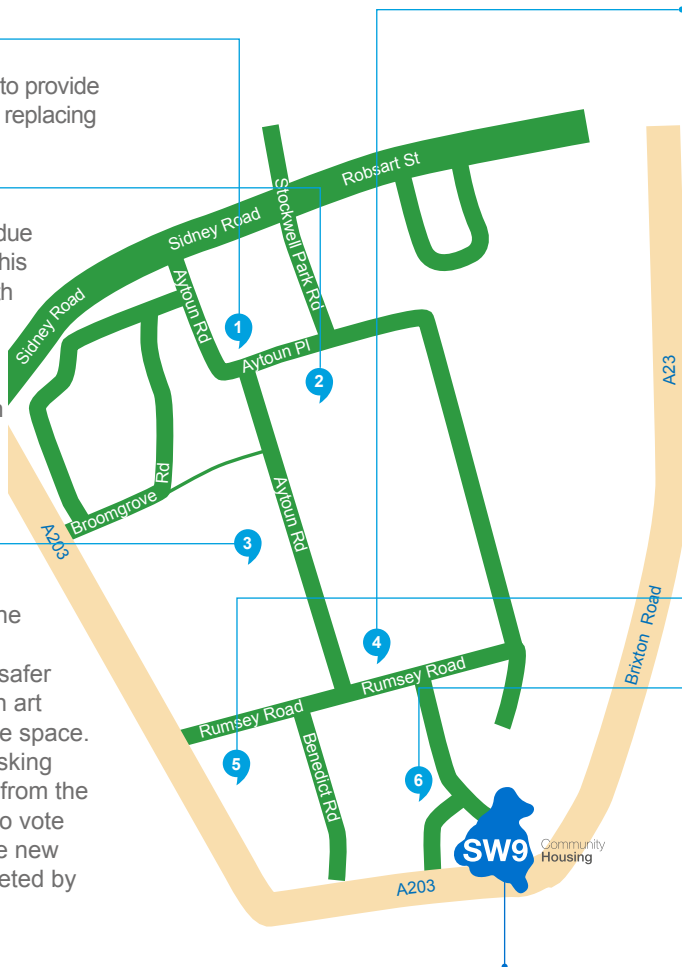
## 5. Thrayle House

In 2017/18 work will start to transform the site into 177 new homes. This includes 40 homes for older people, 96 homes for private sale and 41 for rent, including some for existing residents, as well as new commercial space. It is due to be completed in 2019.



## 6. 190 Stockwell Park Road (Day Centre)

In 2017, work will start to transform the former Day Centre into 18 new affordable rent homes. These will be a mix of one and two bedroom apartments. The building is due to be completed in March 2019.



SW9 Community Housing Office

Our future

# Our 2017/18 journey to excellent housing management

## Customer Services

By April 2018 we aim to improve:

1. our customer satisfaction to 75%
2. the usability of our online customer portal
3. our knowledge to increase the number of calls we can resolve first time.

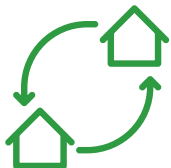
We want to move more of our services online, so that we can provide a quicker, more efficient service to our customers in reception. That's why, from 1 April 2017, we no longer print rent statements or raise repairs on the front desk. For our elderly or vulnerable customers we will continue this service. We also post rent statements to tenants four times a year.

## Repairs and Maintenance

Our main target improvement area is Repairs and Maintenance. We are closely monitoring our contractors' performance and have been seeing improvements in most areas. This is being reflected in performance scores and more recent surveys.

We are reviewing our current maintenance service set up and are looking into different combinations of how we might deliver the service going forward.





## Neighbourhood Services

We are planning to introduce a 'speed dating' initiative with Mutual Exchange customers to allow residents who want to downsize to meet other residents who want to gain a bigger property.

We are making a big push to reduce subletting and throughout the year will be working with Lambeth Council to help identify any tenancy fraud.



## Resident Engagement and Communication

**We aim to better engage and communicate with our residents by:**

- expanding the way we use online communication to residents, for example using our new Facebook page
- introducing a new Tenant Handbook to better inform our residents
- producing a selection of online information and self-help videos for residents
- reintroducing our Resident Apprenticeship Scheme
- holding regular Q&A events to help our residents get the information they need about their property and neighbourhood.

## Income and Inclusion Services

We will be supporting our residents as much as possible with the transition from Legacy Benefits (the six previous benefits) to Universal Credit. This will be rolled out in Stockwell and Brixton from December 2017. We will be working closely with Lambeth Jobcentre Plus to make the transition as seamless as possible.











## Feedback

# Annual Report feedback form

We welcome your feedback to help us improve the way we provide information to you. Please complete this form and return it to: **SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG**

Return this form to us before Friday 12 January 2018 to be entered into a prize draw to **win £100 of love2shop vouchers**. These can be redeemed in over 20,000 high street shops and restaurants.

What do you think of this year's Annual Report?

How do you think it could be improved?

Would you prefer to receive future Annual Reports online or as a paper version?

Would you be interested in joining our Resident Communications Group - to help create future publications, including the 2017/18 Annual Report?



Do you have any other comments about SW9 Community Housing and our services?

Your name and address:





## Contact us

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