



Community
Housing

Our Community News



Inside:

Reporting a repair

06

Join in our Christmas events

09

Community Chest

10



Part of

**Network
Homes**



Welcome

As Christmas nears, so do our winter resident events, where we hope to see as many of you as possible. Make sure you have a look on page 9 to see what we have on offer for you during the Christmas season.

Thanks to all those that came along to our Q&A Evening back in October. These events provide us with such a great opportunity to meet you, resolve any issues you have and update you on any changes to your services. You also had the opportunity to meet with and speak to staff from Network Homes about the regeneration of Stockwell Park Estate and surrounding street properties.

Included with your copy of this newsletter is the 2016/17 Annual Report, our first report since launching SW9 Community Housing in May 2016. Please take the time to read it and find out about

our achievements in our first year as well as our future plans for improvement.

We want to ensure that the publications we produce are interesting and useful to residents. That's why we want to set up a Resident Communications Group; a volunteer group that will provide us with guidance and feedback on our website, social media and publications such as Annual Reports, newsletters and leaflets. Let us know if you are interested in joining.

**Best wishes,
Delroy Rankin
Executive Director**

60 seconds with our new Community Engagement Apprentice, Israel Aguirre-Taibe

What made you want to join SW9 Community Housing?

I've lived on Stockwell Park Estate for over seven years and I've seen the changes that are happening. I wanted to take on a role that would allow me to get more involved with what goes on in my community. It's a very exciting time for the area, and I believe the people in our community can benefit from the developments that are going on around them.

Where did you work before joining us?

I was previously studying Economics and Public Policy at Goldsmiths, University of London. During that time, I worked in various part-time jobs ranging from cooking, barista work and cleaning. I also did some volunteering with SW9 Community Housing during the summer.

What are you hoping to improve in Resident Engagement and Communications?

I want people to take advantage of the vibrant local businesses that our area has to offer. I believe I can help in delivering the right information in an engaging manner. I want to highlight the work that is going on and show how people can get involved. For example, the Community Chest grant fund is a great opportunity for vibrant social entrepreneurs in the area.

What is your personal mantra?

Embrace failure in order to succeed. I have come to terms with the fact that not everything you do will come out as expected, but the key is to learn from your mistakes, embrace them and look for ways to improve. The key is patience and hard work; there is no way around it.



Customer service

Changes to Parking

In our summer newsletter we told you that we were looking to improve the parking on Stockwell Park Estate. We currently have more residents with annual Street Parking Permits than spaces available, making it very difficult for residents to park. Rather than parking on the street, we encourage our residents to park in our empty garage spaces.



New parking control contractor

From 1 December 2017, Bridge will take over from Nighthawk as our parking control contractor. They will be patrolling the estate on a daily basis from 8am to 8pm, Monday to Saturday. If you park your vehicle incorrectly i.e. on the pavement, on emergency access slopes or with expired permits, you will receive a parking ticket. You will have to contact Bridge directly if you want to appeal.

Garage parking

To minimise illegal parking, our new contract with Bridge includes weekly patrols of all our garages. They will ensure all vehicles parked in our garages have permits. If you do not have a Bridge parking permit displayed on your vehicle, you will receive a parking ticket. If you receive a ticket, you will have to contact Bridge directly to appeal it. Garages are priced from £5 to £10 per week.

Visitor parking

From the 1 September the cost of a daily Visitor Parking Permit changed from £2.50 to £4. This was necessary because of the huge demand and the very limited amount of parking spaces we have available. We hope this increase will encourage our residents to use the garage spaces.

Resident street parking

Street parking is extremely busy on the estate and you may not be able to find a space at all times. We recommend using our garage spaces instead. However, if you would like a Street Parking Permit they are priced at £52 for 6 months or £104 for 12 months. These permits are only issued to residents; no visitors can request these.

Buying a street or garage parking permit

If you would like to buy a parking permit you will need to bring the following documents to the SW9 Community Housing office:

- MOT Certificate
- Insurance Certificate
- Log Book
- Drivers Licence
- Vehicle Tax

The documents will need to be registered to your property on Stockwell Park Estate. Due to the limited parking available while the estate is under regeneration, we are only able to provide one parking permit per household (either a street or garage permit).

Christmas and New Year Housing Office opening hours



Date	Opening hours
Friday 1 December	9am to 12pm
Friday 15 December	9am to 12pm
Monday 25 December	Closed
Tuesday 26 December	Closed
Wednesday 27 December	9am to 5pm
Thursday 28 December	9am to 5pm
Friday 29 December	9am to 5pm
Monday 1 January	Closed
Tuesday 2 January	10am to 5pm

Changing the way you make payments over the phone



We are delighted to announce that from 1 November we have changed the way that you make payments over the phone to our staff, so your card details are more secure.

What has changed?

Previously, you had to read out your card details to a member of staff to make a payment. We will now ask you to enter your card details via the phone keypad instead. The new system is easy to use and our staff can support you throughout, as they will be on the phone with you at all times.

Why has this change happened?

We take data security seriously and are making these changes to ensure your card details are protected. When reading details over the phone, there is some risk of your card security being compromised, including someone overhearing your details and using them.

With the new way of processing payments, your card details will not be overheard or stolen by anyone. Only our payment processor, allpay, and the bank will see the card numbers that you put into your phone.

For more information, read the news article and FAQ document about it on our website www.sw9.org.uk or call us on **020 7326 3700**.

Paying rent and service charges over Christmas

Making ends meet over the festive period can be difficult. While you're saving for presents, don't forget to put some money aside for your rent and service charges. Paying your rent is a priority; you could lose your home if you don't pay.

If you're struggling to pay your rent, please let us know and we can offer advice and support.

Under the terms of your tenancy agreement, you are required to pay your rent in advance. This is particularly important with the introduction of Universal Credit, where all benefits, including Housing Benefit, will be paid directly to you. Residents will then be required to pay their rent to SW9 Community Housing themselves. If you would like any advice or support around benefits, just call us on **020 7326 3700** and we can arrange an appointment for you to see a Network Homes welfare benefits advisor. Alternatively, you can email welfareadvisors@networkhomes.org.uk to arrange an appointment.

The easiest way to pay your rent is through Direct Debit. It is a simple and safe way to pay your rent automatically from your bank account. Just give us a call on **020 7326 3700** for more details. We can set up your Direct Debit while you are on the phone.



My Home and Neighbourhood

Home swapping

If your home is not suitable for your needs, you may wish to swap it for one that suits you better. It could be smaller/bigger or in a more convenient location.

If you are interested in swapping your home by mutual exchange, you should register online at www.homeswapper.co.uk. Once you are registered, HomeSwapper will send us an alert and we can approve your request for a mutual exchange. Your rent account must be in credit if you wish to swap homes. When we have accepted your request, you can then use the site to find your ideal home for the swap. We will help you through the process and work with the landlord of that property.

HomeSwapper has provided a useful list of top 10 tips for a successful swap:

1. **Research the area** - is it close to public transport? Does it feel safe? Are there good schools nearby for the kids?
2. **Find out what's included** - what belongs to the tenant and what belongs to the landlord?
3. **Décor** - how much will it cost you to decorate the home to your liking before you move in? What will the landlord allow you to change?
4. **Tenancy type** - when you swap homes, you don't take your tenancy with you, so it is important to check the tenancy type of the home as it can affect things like Right to Buy.
5. **Rent and bills** - how much are the rent and bills? This can be different to the amount the current tenant pays as they may receive Housing Benefit.
6. **Neighbours** - what are they like? Can you meet them? Are there any disputes or noise issues?
7. **Condition** - check that the property and any items that will be staying, such as white goods, are in good condition.
8. **Eligibility** - some homes have eligibility rules in place that you must meet in order to move in, such as age or mobility restrictions.
9. **Occupancy requirements** - if the home is too big or too small for your needs, the landlord may decline a swap.
10. **Don't rush into any life changes** - how serious is the other swapper? Don't make any major changes to your life until your swap has been approved and you've signed the paperwork.

For more information about home swapping and for more top tips, visit www.homeswapper.co.uk or contact your neighbourhood officer on **020 7326 3700**.



Reporting a repair

We understand that when something goes wrong in your home, you want to resolve it as soon as possible. But, if we treat a repair as an emergency when it is not, it disrupts the service for the whole community. To provide an efficient service we need to correctly identify the urgency of your repair.

Before calling us there are a few of things you should do:

- Check whether the repair is your responsibility to fix. If you are unsure, please refer to our repairs leaflet, website, your tenancy agreement or lease. If you are a leaseholder, internal repairs are your responsibility, unless you are able to determine that the cause of the repair is a communal issue or an external problem affecting your home.
- If it's a heating issue, the first thing you should do is check the user guide for your heating system, to see if you can resolve the problem yourself.
- If it's a leak, try and identify the source. Are you able to contain the water? If you know where your stopcock is, turn off your water supply to prevent further damage.

The best way for you to report a repair to us will depend on the urgency. Your repair will fall into one of the categories below with the following response times:

EMERGENCY REPAIRS (within 24 hours):

These are situations where there is a risk to someone's health or safety, a home is not secure, or the damage is rapidly getting worse. If our contractor is unable to fix the problem straight away, they will carry out a temporary repair to make it safe.

Reporting an emergency repair:

The best way to report emergency repairs, such as broken down lifts or no heating and/or hot water, is to call us on **020 7326 3700** and select the 'repairs' option.

You can call us on this number 24 hours a day. If you're calling out of office hours, your call will be transferred to our emergency service. The person taking your call will decide if the repair is an emergency, or if it can be referred to the day office.

NON-EMERGENCY REPAIRS:

Urgent repairs (within 7 days): these are situations that need prompt action, but there is no immediate risk to your health and safety.

Routine repairs (within 28 days): these are for things that are unlikely to cause serious health and safety problems or damage if they are not fixed straight away. These repairs may include work to gutters, extractor fans, taps and minor leaks.

Planned repair works (within 90 days): these bigger repairs may require specialist contractors to carry out surveys or do more investigation.

Reporting a non-emergency repair

You can report non-emergency repairs by emailing repairs@sw9.org.uk. It is useful to send photos or videos, to show what the issue is. Alternatively, you can call us or use our online self-service portal via our website www.sw9.org.uk.



Help us help you – when reporting any repair, make sure you give us your name, address, describe the problem in as much detail as possible and give the dates and times when someone can be at home to let our contractors in. You should take a note of the repair reference number, who you spoke to on the phone, as well as the time and date.



Let us keep your property safe with our annual gas safety check

Every year Network Homes inspect all rental properties to check and service your heating appliances and smoke detectors.

Why?

Network Homes has a legal responsibility as your landlord to carry out an annual gas safety inspection. This is to make sure that the heating appliances and smoke detectors are safe and working properly. We work with Network Homes to ensure the inspections take place.

How is it arranged?

Every year, Network Homes will make an appointment with you for a Gas Safe registered engineer to carry out the inspection.

What if I can't make the appointment?

If you need to change your appointment, please let us know as soon as possible by phone or email. If you are not home when the engineer visits, they will leave you a letter or calling card. You must contact us as soon as possible to arrange another appointment.

What do I need to do at my appointment?

Once you have booked your appointment, you need to let the engineer have access to your home so they can carry out the safety check. Please make sure that a responsible adult over the age of 18 is at the property when they arrive. If there is no responsible adult there, we will have to rebook the appointment. During your appointment, please keep children and pets away from the work area.

What happens if I deny access?

If you do not allow the engineer into your home to carry out the safety check, Network Homes will take legal action to force access to your home and you will have to pay the court costs.

Please note: If you are going away on holiday for a while, please let us know so that we are aware of why we are unable to get hold of you or access your property.

Look out for our Annual Report 2016/17

You will find our SW9 Community Housing Annual Report enclosed with your copy of this newsletter. Read about our achievements in our first year and find out about our future plans.

If you would be interested in helping us create next year's Annual Report or other publications then get in touch, as we are looking to set up a Resident Communications Group. For more information email getinvolved@sw9.org.uk or call us on **020 7326 3700**.



Don't forget to also read Network Homes' Annual report for tenants 2016/17 which is included in their winter newsletter. It has useful information for you about their performance in 2016/17.

Cracking down on subletting

We want to make sure we are providing homes to those most in need. This is why we are cracking down on subletting at SW9. When tenants or shared owners sublet by renting out their entire home to other people or not using it as their main residence, they deprive those families who are most in need of social housing. If we find out that someone is committing housing fraud, they could lose their tenancy.

We have investigated numerous subletting claims this year. One recent investigation was at Bedwell House. Our neighbourhood officer was called to the block and advised that a tenant was threatening to change the lock. The police interviewed the tenant who was found to be subletting to a family of five. The tenant surrendered their home and we got the property back, allowing us to give it to a family in need on the housing waiting list.

We investigated another case in Chute House. Our Neighbourhood team received phone calls from various residents who suspected subletting. When our officer carried out a tenancy audit, he discovered that the people living in the property were not those on the tenancy agreement; the case



was taken to court. After hearing all the evidence, examining the paperwork and making sure the right procedures had been followed, the judge granted SW9 Community Housing possession of the house.

If you suspect that a tenant or shared owner is subletting their home, perhaps because you have seen different people moving in and out of a property on a regular basis, you should report it to us. You can do this by emailing info@sw9.org.uk or calling us on **020 7326 3700**. You can also anonymously report subletting by filling in the 'contact us' form on our website www.sw9.org.uk, and writing 'anonymous' in the required fields.

Keep up to date and in the know



The best way for you to stay up to date with our news is to follow us on social media.

We regularly promote local community events, ways you can get involved and information about our services on our Facebook and Twitter pages. Following us will ensure you don't miss out.

Make sure you follow us today!

 SW9 Community Housing

 @sw9housing

Get involved

Join in our Christmas events

Resident Christmas Party

Tuesday 12 December – 5.30pm to 7.30pm

The event will be held at the SW9 Community Housing office.

- Join us as we switch on the Christmas lights.
- Enjoy Christmas music.
- Eat yummy Christmas snacks.
- Warm yourselves up with a delicious mulled punch or hot chocolate.
- Learn how to knit a scarf at our knitting workshop.
- Get artistic at our Christmas card decoration workshop.
- Take part in our Christmas raffle – free ticket for every attendee.

Winter Wonderland at Hyde Park (including ice skating and circus show)

Thursday 21 December – 10am to 3pm

Meet at the SW9 Community Housing office for a coach trip to Hyde Park.

- Free coach trip.
- Includes free ice skating tickets AND free circus tickets for all.
- 51 spaces available for SW9 Community Housing residents.
- Meet at the Housing Office at 10am.
- Coach back from Hyde Park at 3pm.
- £10 deposit per family which you will get back when you attend or if you cancel more than five days in advance.
- Deadline to register for a place on the trip is Tuesday 12 December.



Bakery Tour

Friday 22 December – 12.30pm

Ever wondered what goes on behind the scenes of a bakery? Now's your chance to find out! Come on an exclusive tour of the Post Office Bakery near Clapham North.

- Free tour of local bakery and pizza making workshop.
- 12 spaces available.
- Meet at the Housing Office at 12.30pm.
- £10 deposit per family which you will get back when you attend or if you cancel more than five days in advance.
- Deadline to register for a place on the activity is Tuesday 12 December.

Community Chest



Do you have an idea for a project that could benefit our community? Apply for a grant from our Community Chest to make it a reality!

Each year we set aside a budget to support community projects that will make a positive difference to the lives of SW9 Community Housing residents.

Who can apply?

Anyone is welcome to apply for our funding. This includes SW9 Community Housing residents, local businesses, charities and voluntary organisations.

What are the criteria?

In order to be successful, your application must:

- support SW9 Community Housing's mission, values or corporate objectives
- support SW9 Community Housing's residents
- include relevant documentation supporting the application to justify funding, such as a business plan, project proposal, budget and details of previous similar projects delivered.

What kind of projects are funded?

Examples of projects we would like to support are: community activity classes, coaching in the local community and community events. This list is not exhaustive, you might have other ideas that we will consider!

How much is the grant?

The amount you are awarded depends on the project, but the maximum amount of SW9 Community Housing grant funding that can be given to a project per year is £6,000.

Who decides?

Applications will be scored against our criteria by the Grant Panel. This Panel includes an SW9 Community Housing senior member of staff and two SW9 Community Housing Board Members.

How do I apply?

To apply, just email getinvolved@sw9.org.uk or call us on **020 7326 3700** and ask for an application pack.

Art club

Art is a powerful tool. There are various health benefits that come from drawing or painting such as increased creativity and improved memory.

Salome Russell runs art classes every Thursday at Helmi House for our extra care scheme residents and on Saturdays she runs lessons for young people at the Early Years Centre.

Students from Salome's Saturday art class created the artwork for our SW9 calendars (included with your copy of this newsletter). Each year the children base their paintings around a different topic. Last year the focus was on nutrition, this year it was fossils and shells.



If you are interested in joining Salome's classes, just email getinvolved@sw9.org.uk or call us on **020 7326 3700**.

Autumn Q&A Evening

On Thursday 26 October we held a Q&A Evening at the Housing Office, to give you the opportunity to ask us any questions you had about your home or neighbourhood.

Network Homes' regeneration team were also at the event to speak to you about the developments on Stockwell Park Estate and surrounding street properties. You were asked to give your opinions about two new designs for the graffiti area. Network Homes has used your feedback from this Q&A Evening and previous consultations to make a decision about the design for this area. You can read more about this on page 14.

At the event, residents were also asked to suggest names for the new block of flats formerly known as the Day Centre. This development is due to be completed by 2019.

Thanks to all the residents who came along, asked questions, ate pizza with their neighbours and talked with our staff and Board Members. We hope to see you again at our next Q&A event.



Employment and Training support

We provide our residents with a variety of exciting internal and external employment and training opportunities.

Through the Network Homes Worksmart training and employment programme, residents can achieve their goals by working with Worksmart advisors to find a new job, change career or find training opportunities.

Worksmart is able to support you with:

- help looking for job opportunities
- help creating/updating a CV
- creating job applications
- interview preparation and practice
- information on training opportunities (including free courses).

The Worksmart programme runs every Thursday from the SW9 Community Housing office, 6 Stockwell Park Walk. If you are interested in speaking to the Worksmart Advisor, email worksmart@networkhomes.org.uk or call us on **020 7326 3700** and we will arrange an appointment. The advisor will then arrange weekly sessions with you until you reach your training/career goal.

Network Homes also has a free online recruitment tool that is available to all residents. It is designed to help you build an effective CV, as well as search and apply for jobs. The tool brings together thousands of jobs from major job sites and sorts them to help you find a new job. If you would like to sign up and use this tool, please email worksmart@networkhomes.org.uk. You will then receive your personal login details and a brief training session so that you can get the best out of the system.



My community

SW9 Festival

2017 saw our SW9 Festival come back bigger and better. For the second year running, residents engaged in fun events ranging from horse riding to a first aid course.

The aim of the Festival is to provide residents with useful skills and great memories with their loved ones. This year's Festival was spread over two weeks and included a whole range of free activities.

Monday 21 August

We kicked off the festival with a first aid course at our office delivered by St John Ambulance. Over three hours, residents learnt essential first aid skills which they can now put into practice in case of an emergency! Resident Fatima Kanu said the course was 'very informative, clear, beneficial and fun'.

Tuesday 22 August

On Tuesday, residents went along to Lewisham Training Kitchen to gain some new cookery skills. Chef Shereene taught them how to make a delicious menu of moussaka, sweet potato and chickpea curry, flat breads and tandoori chicken with rice.

Wednesday 23 August

We took two coaches of residents to Brighton on Wednesday. Our residents loved going to the seaside and spending time with their family and we received some lovely comments:

We enjoyed getting out of London, enjoying the seaside and different surroundings.

Maria Monteiro

I enjoyed getting to spend the day out with my family and neighbours that I met this week.

Emma Jean-Baptiste

Thursday 24 August

The sun was on our side for our summer BBQ by the Pond on Thursday. We witnessed how nothing brings people together like good food. Around 170 residents came along to the event and enjoyed the beautiful weather, delicious BBQ food and yummy ice cream served up by Wicked Whippy!



Tuesday 29 August

Our trip to London Zoo started off our activities in the second week. This was a hugely popular trip as residents love taking the kids out to see all the animals!

Thursday 31 August

Sam Pedley from Network Homes' Worksmart programme ran an employment workshop for residents on Thursday, giving them advice on CVs and interviews.

Friday 1 September

The fortnight finished up at Vauxhall City Farm where our residents learnt how to horse ride! Resident Marcela Samaniego said, 'the kids had a lot of fun interacting with the animals'.

In total, 262 residents took part in our activities throughout the fortnight and we received extremely positive feedback. Residents were asked to rate the activities as 'good' 'average' or 'poor'. 100% of residents who responded rated the activities as 'good'!

A big thank you to our contractors Lakehouse and Zing who sponsored our Festival this year.



Star Student Award 2017

We are excited to announce the results of the SW9 Star Student Award 2017.

This year we introduced our Star Student Award to celebrate the academic achievements of students living in the properties we manage. The award was open to students who sat their GCSE exams this year. We invited our young residents to bring their results to the Housing Office and offered cash prizes for the top results.



We have collected the results and can announce that the winner of the SW9 Star Student Award 2017 is Menkem Hadgu. He achieved straight A's in all his subjects which earns him our top prize of £220. He has now gone on to study his

A Levels at the prestigious Winchester College on a full scholarship. We wish him the best of luck and hope to see him achieve his ambition to become a doctor.

Congratulations to our winners. This award gives our young people the recognition they deserve and we wish them all the best in their future ambitions. We are enthusiastic about the education of young people in our community. This program is our way of encouraging them to do their best and we hope to run this award again next year.

Delroy Rankin
Executive Director

Our second prize of £120 went to Million Binyam. Due to her good results, Million has been accepted on to a Performing Arts course, which will help her to fulfil her ambition of becoming a drama teacher.

Special thanks to our sponsors, Kingsbury Construction, Zing and Harding Consultancy, who showed their support by contributing the prize money.

Trip to Loughborough Café and Farm

Loughborough Farm is a community food growing project that began in August 2013 and has been growing ever since. The vision was to create a patchwork of community growing spaces on pieces of derelict or underused land.

Every Friday, volunteers and community cooks come together to make a delicious lunch with freshly picked farm produce, celebrating the diverse food cultures of Loughborough Junction.

Residents from Helmi House took a trip to this wonderful project on Friday 13 October. On arrival, residents and volunteers were welcomed with pots of tea and coffee. On the menu there was Italian risotto with seasonal salad and for dessert,

whipped apple cream with cookie crumbles. After the meal, a tour of the urban farm provided an insight into what the project is all about.

For more information about our trips, local events and activities follow us on Facebook and Twitter.

 SW9 Community Housing

 @sw9housing



Graffiti area



Thanks to those of you who came along to the graffiti space re-design consultation evenings at the end of October, to share your opinions on Network Homes' new proposals shown above. They received some great constructive feedback from you, Waltham Estate residents, Lambeth Council representatives and graffiti artists on how best to shape your new facility.

It looks like you really liked the idea of opening up the space and making it more welcoming, while creating a facility that can support a range of different activities. Network Homes is currently drafting the final design, taking into account all the opinions gathered at both this consultation and the one held earlier in 2017. They aim to have a final design ready to share with you in the next newsletter and expect to have the new space built and ready to go for next summer!

If you have any questions, or didn't get the chance to attend the consultation but want to share your views, don't hesitate to drop an email to stockwellhalloffame.consultation@networkhomes.org.uk.

Street properties

The development work to street properties is nearly complete. Around 25 properties have had extensive internal and external repairs, including new windows installed and roofs repaired. We hope the residents are happy in their newly refurbished homes. Network Homes will be working with them to finish off any outstanding works.

Community Centre

The Community Centre renovation is nearly complete. Community Trust are currently planning a relaunch party and residents will be invited to come along and celebrate the refurbishment of this brilliant community hub! For more information, go along to the Community Centre and ask for more details or call them on **020 7924 9899**.

Tyler House



Great news! Lambeth Planning committee voted in approval of the Tyler House scheme.

We are delighted to announce that Henry Construction was the successful bidder on the building contract. Network Homes will soon organise a 'Meet the Contractor' day with Henry Construction and the residents of Tyler House - more details will follow shortly. We hope to see you there.

Following our 'Meet the Contractor' day, building work should start before the end of the year. We're looking forward to it

Barret and Bedwell House balconies

Balcony works (phase 2) are due to commence shortly at both Barret and Bedwell House. Network Homes will be visiting residents and gathering all the information they need to finish these balconies with Kingsbury Construction over the next few months.

Thrayle House



As well as working on Tyler House, Henry Construction will also build Thrayle House and has already started development work onsite.

Day Centre

The old Day Centre behind the SW9 office is going to be demolished and turned into 18 new affordable rented flats. You will soon see some hoarding going up as demolition of the existing building starts. The new homes are due to be completed by March 2019. Thanks to all those that suggested names for the new block at our Q&A Evening in October – watch this space and we'll let you know the chosen name soon.

Do you have any questions for Network Homes' Regeneration team?

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

My Home and Neighbourhood

Get ready for Network Homes' Residents Day 2018



**When: Saturday 24 March 2018,
11am to 3.30pm**

**Where: Brent Civic Centre,
Wembley Park, London**

There will be delicious food and refreshments, workshops on key topics affecting you, advice and information and the opportunity to meet the team from Network Homes and SW9 Community Housing.

There will also be an awards presentation for involved residents in recognition of their commitment to their local community and in helping us to improve our services. We'll be inviting you to cast your votes for the winners soon.

Look out for your invite in the coming months and save the date in your diaries.

If you would like to receive updates and information about Residents Day, follow Network Homes on Twitter [@networkhomesuk](https://twitter.com/networkhomesuk) and Facebook [NetworkHomesUK](https://www.facebook.com/NetworkHomesUK).

Performance

Performance Indicator	Target	August 2017	September 2017	Our Improvement Plan
Monthly block inspections rated 'very good' and 'good'	85%	97% 	97% 	We encourage residents to join in our block inspections, as you are best placed to tell us about any issues. Check our website www.sw9.org.uk to see when your next block inspection is taking place.
Tenant satisfaction with recent repair	80%	79.2% 	70.6% 	We are working closely with our contractor Wates to identify any service issues. We are currently reviewing our repairs service and looking at how we might deliver the service going forward.
Anti-social behaviour (ASB) cases with action plans	100%	100% 	100% 	We work hard to ensure that every anti-social behaviour case that is reported to us has an action plan, which outlines the steps we will take to resolve it.
Complaints (stage 1) responded to within 10 days	100%	100% 	100% 	We have worked hard on improving this area of our business. When you feel we have not met your expectations, we want to ensure that we respond to you in a quick manner and sort the problem out for you as soon as possible.
Telephones calls answered	90%	92.2% 	85.2% 	We have recently changed the way we manage calls so that each department is answering calls for their own service (rents, repairs etc.). It is important that you listen to the options and select the right department when you call us. This way you will be able to speak to the members of staff who are best informed to answer your query.



www.sw9.org.uk

info@sw9.org.uk

020 7326 3700

[@sw9housing](https://twitter.com/sw9housing)

SW9 Community Housing