



Community  
Housing

# Our Community News



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Part of  
 **Network  
Homes**



## Welcome

Last year, our resident survey revealed that many of you did not fully understand our relationship with our parent company, Network Homes. So, we have created a new leaflet which explains how we work together with Network Homes to provide your housing services. You will find our new Management Guide enclosed with your copy of this newsletter and on our website.



We have also sent you a guide about the SW9 Festival. This booklet outlines all the free activities we are putting on for you and your family this summer, to give you the opportunity to improve your skills and have fun with your community.

We would love to know what you think of our publications. If you are interested in helping us

create future leaflets and publications as part of our Resident Communications Group, then do get in touch.

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



## Get involved

### Become an apprentice at SW9 Community Housing

**This September we will be hiring a new apprentice to work in the SW9 Community Housing office.**

If you live in a property managed by us, then you are eligible to apply for our Apprenticeship Scheme. This scheme is open to residents of any age.

As our apprentice, you would split your time between working in our office and studying on a Business Administration course one day a week at Lambeth College.

Last year, Israel Aguirre-Taïpe joined the scheme. He has gained a lot of valuable experience working in our Community Engagement team. He has helped with organising resident events, setting up our Youth Programme, running our social media and also providing valuable support to other departments in the business, gaining a wide breadth of skills and knowledge.

If you would like to apply for our 2018 Apprenticeship Scheme, starting this September, please send your CV and a covering letter to [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk). The closing date for applications is Wednesday 1 August 2018.

If you have any questions about the scheme, feel free to email us or call **020 7326 3700**.

**Being an apprentice at SW9 has been an eye-opening experience to the housing sector and is proving to be a useful and interesting year.**

**Israel Aguirre-Taïpe, current apprentice at SW9 Community Housing.**

## It's time to sign up for the SW9 Festival!

**This summer, the SW9 Festival will take place between Monday 20 August and Friday 31 August. Make sure you read the Festival guide that came with this newsletter to find out more about each activity!**

We have packed in a whole load of community activities and skill-building workshops to make sure you have a fortnight of fun and learning! And the best thing? It's all completely free for any SW9 Community Housing residents.



The SW9 Festival will include a Community BBQ by the pond on Friday 24 August 1-4pm. Don't miss this day of fun for you and your family. As well as delicious BBQ food, we will have an ice cream truck, a bouncy castle for the kids, facepainting, drumming and art.

Other activities during the fortnight include:

- CV workshop
- healthy cooking workshop at Loughborough Urban Farm
- cycling proficiency course
- pottery
- seaside coach trip to Brighton
- boxing
- coach trip to London Zoo
- trampolining.



You will have to register to take part in the activities. To register for a place, call **020 7326 3700**, email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or fill in our 'contact us' form on our website [www.sw9.org.uk](http://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
- the activities you want to do, in order of preference
- address
- contact number
- email address.

The closing date for registering your interest is Monday 6 August, but it's best to register as early as possible before all the spaces fill up!

We will let you know by Wednesday 8 August which activities you have secured a place on.

A big thank you to our contractors and partners, who made the SW9 Festival possible through their support and sponsorship.





## Our youth are taking the lead!

**Growing up in London can be challenging, but full of opportunities, and it is important that young people take full advantage of these when they arise.**

At SW9 Community Housing, we know that the young people living in our properties are talented in many different ways, and we want to support them however we can.

We decided to go back to basics to engage with our younger residents. So we went door-knocking and carried out surveys to find out about their ambitions, issues and interests. After this initial engagement, we asked our young residents if they would like to join our SW9 Youth Programme.



This pilot programme consists of fortnightly sessions, where we invite our younger residents to come together, to share ideas and put these into action. So far, we have shared laughter, stories, worries and aspirations. We have also been on a trip to Oxygen Trampoline Park, where we had a great time getting to know each other.

We are working hard to build a strong relationship with our young residents and we are making real progress. Over the next few months we will continue with these fortnightly meet-ups. They will include creative workshops, trips and projects. We look forward to seeing what ideas our young residents come up with to improve the lives of their fellow young neighbours. Those on our Youth Programme are currently working with us to organise the Community BBQ at our SW9 Festival in August, which you can read more about on page 3.

Being involved in the recent youth initiative led by SW9 Community Housing has been an interesting and fun way to get to know other young adults and foster a community spirit.

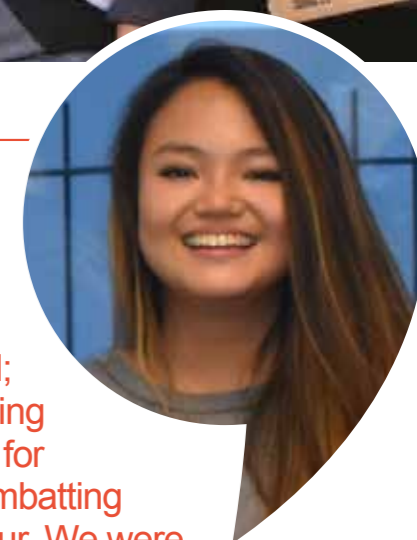
Having only recently moved into the area, I felt somewhat disconnected from those who grew up seeing the changes in their neighbourhood. I thought that there was a silent divide between newcomers and those who have lived in the area for years. It is all too common to hardly speak to a neighbour, despite regularly seeing each other.

At the bi-weekly Youth Programme gatherings, which include different activities (and free food!) at each meeting, we've been able to share personal stories about one another, discuss ideas and plans for community projects, and leave with a sense of empowerment in our own abilities.

I was honestly surprised at the genuine interest the facilitators showed towards

listening to our thoughts and opinions and tackling the issues that we each faced; whether it was finding a purpose, looking for employment or combatting anti-social behaviour. We were each encouraged to speak about ourselves and our backgrounds, and in doing so, the initial awkward unfamiliarity with one another was replaced with a shared sense of community.

It has only been a short while since this group was created to bring young people from all walks of life together, but I love how easy it was to just turn up and feel welcome. In saying this, it'd be amazing to see more of us at these meetings and head out on the trips we get to pick!



Judy Tran, Stockwell Park resident

# Celebrating your success with the Star Student Award

The Star Student Award is back for a second year.

This is our opportunity to recognise the achievements of our younger residents and their exams success. We will be giving away cash prizes to those who have excelled in their GCSEs or A Levels. Last year we held our first SW9 Star Student Awards, giving away two cash prizes and recognising the hard work that our younger residents put into their exams.

If anyone in your household is taking their GCSE or A Level exams this year, then make sure they enter their results into our Star Student Awards, to be in with a chance of winning a cash prize.



For more information about these awards, email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or check out our website [www.sw9.org.uk/community](http://www.sw9.org.uk/community).

## My home and neighbourhood

### Going green!

The Resident Scrutiny Panel's most recent review was around the appearance, maintenance and condition of communal areas. They highlighted a number of improvements we could make around cleaning, health and safety. They also highlighted that more should be done to promote correct waste management, including recycling.

#### Five simple ways to reduce your plastic waste

Plastic waste is a hot topic. Most of us are becoming more aware of the amount of plastic we use and waste, and its effect on the environment. Here are five easy ways to become more environmentally friendly and stop wasting plastic.

##### 1. Re-use your bottles and cups

At the SW9 Community Housing office, we have removed the plastic cups in our kitchen and replaced them with glasses, in an effort to become greener. We want to encourage all our staff and residents to think about re-using their cups and bottles wherever they go!

##### 2. Say no to straws

One of the easiest ways to make a difference is to stop using plastic straws. Tell your waiter, waitress and drive-thru server that you don't need a straw. If you can't live without a straw, try bringing a reusable stainless steel or glass one on your travels.

##### 3. Use a canvas bag

Keep a canvas bag on you whenever you go shopping, rather than getting a plastic bag in the supermarket. SW9 Community Housing have free canvas bags for residents, just come in and ask for one. As well as being environmentally friendly, you will also save 5p at the checkout!

#### 4. Pack your lunch the green way

If your lunchbox is full of disposable plastic containers and sandwich bags, it's time to make a change! Go green, swap sandwich bags and cling film for reusable containers or paper bags. You could also choose fresh fruit over pre-cut fruit cups.

#### 5. Recycle any plastic you use

You can recycle most of the plastic you use. Check below for information about what you can and can't recycle.

What can you recycle in your green bin? Cut me out and stick me on the fridge!

	Do recycle ✓	Don't recycle ✗
		
<b>Plastic</b> 	✓ Any washed plastic bottles or containers found in your kitchen or bathroom	✗ Plastic shopping bags ✗ Plastic stretch wrap ✗ Plastic utensils
<b>Paper/card</b> 	✓ Cereal/snack cardboard boxes ✓ Magazines ✓ Mail ✓ Newspapers ✓ Cardboard	✗ Soiled paper products ✗ Shredded paper
<b>Metals</b> 	✓ Tin, aluminium and steel cans	✗ Pots and pans ✗ Paint cans
<b>Glass</b> 	✓ Food jars ✓ Soft drink and beer bottles ✓ Wine and liquor bottles	✗ Broken or sharp glass
<b>Polystyrene</b> 		✗ Foam cups and containers

# Let's stop dumping rubbish

**Fly-tipping is a growing issue on Stockwell Park Estate. Fly-tipping is the illegal dumping of waste, unwanted goods and furniture.**

Leaving your old furniture or bags full of rubbish in the street, or in the communal area of your block, causes a nuisance and makes the area look, smell and feel unpleasant. Uncontrolled waste disposal can also be unhealthy for you and your neighbours, as it attracts pests.

The picture below shows a recent incident of fly-tipping in Burrow House. The entire allocated block cleaning time was spent removing this mess,



meaning that there was no time to clean the rest of the block. This is an example of one person's actions affecting the cleanliness of the whole block, which is unfair to their neighbours. If this behaviour continues, there is a risk of service charges increasing, to cover more cleaning hours.

We must remind you that fly-tipping is a criminal offence. We recently recharged a resident £150 due to their fly-tipping, which was caught on CCTV.

Remember, if you have any waste that doesn't fit down a chute or into the bins provided, you should contact our office, or call Zing, our cleaning team, directly on **020 3177 1103**. There is a small fee of £20 for the removal of white goods or £10 for mattresses. Other one-off bulky waste collections can be arranged with Zing for a small charge.

If you have any questions about bulky waste removal, then please get in touch via email at [info@sw9.org.uk](mailto:info@sw9.org.uk) or call us on **020 7326 3700**.

## No balcony BBQs

**Barbecues on balconies are forbidden at SW9 Community Housing because they are a safety hazard.**

According to the London Fire Brigade, since April this year there have been 11 barbecue fires, including one balcony fire. In London last summer, 89 fires were caused by barbecues, including six fires on balconies. As a result, the London Fire Brigade strongly advise against balcony barbecues. We are following this advice, and therefore have to ban balcony barbecues in SW9 Community Housing properties.



For your safety, if you see any properties with barbecues on balconies, please report this to us by calling **020 7326 3700**, or you can do this anonymously via our website [www.sw9.org.uk/contact-us](http://www.sw9.org.uk/contact-us) and write 'anonymous' in the required fields.

## Neighbourhood in bloom

**Have you noticed the beautiful flowers around the estate?**

Our Estate Services team have been working closely with Zing, who handle our grounds maintenance, to ensure that Stockwell Park is in full bloom! Flowers have been planted and new beds have been installed. The neighbourhood is now looking lovely for you to enjoy over summer!



# Regeneration Development update

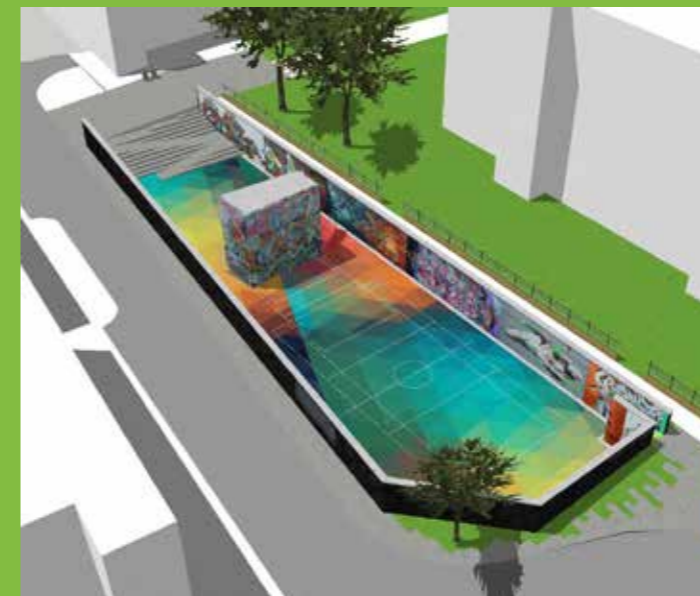


**SW9 is in the process of going through some very positive changes. The regeneration of Stockwell Park, managed by Network Homes, is now in full swing, and during this exciting time, we want to keep you up to date about what's been happening and our plans. Network Homes are currently working on several buildings; you may be living in these, have recently moved from them or just pass them on your way home.**

## Graffiti Pen

We are excited to announce that we have been given planning permission for our redevelopment of the graffiti pen. The new space will be more spacious and welcoming. It has been designed to support an array of activities including:

- sports
- graffiti
- street markets
- outdoor cinema.



We want this to be your space, so if you have any ideas about other activities that could go on here, then please let us know at [stockwellhalloffame.consultation@networkhomes.org.uk](mailto:stockwellhalloffame.consultation@networkhomes.org.uk). We will be putting together a programme of exciting activities, starting from when the new space has been built and opened – so watch this space.

Work is expected to start in the next two months, giving you a great space to enjoy by the end of the year!



## Day Centre

Works at 190 Stockwell Park Road, the former Day Centre, are progressing well. Having demolished the old building, Kingsbury Construction are now getting the first stages of construction underway. They have been working on the gas network, levelling the ground and laying the underground foundations.

The new building will provide 18 new one and two bedroom homes for rent. We expect these to be complete in March 2019.

Kingsbury Construction have also been working on various other projects on the estate over the past two years, for example, balcony works at Bedwell and Barret House, and the Community Centre. They have many years of experience in building and construction developments and are experts in their field. SW9 Community Housing and Network Homes will be working in close partnership with Kingsbury Construction to deliver this phase of the regeneration project.



## Tyler House

Henry Construction are making good progress with the first phase of refurbishment and the new building works at Tyler House. The plan is to add an additional floor of flats on top of the existing Tyler House. Selling these flats will help cover the costs of the refurbishment.

The builders are currently putting up scaffolding to the courtyard area. All residents have recently been consulted on their kitchen and bathroom choices. Network Homes and Henry Construction are working together to keep tenants and leaseholders updated throughout the construction period.

We hope that this work will define Tyler House as a stand out development in Stockwell Park Estate, and improve the quality of life for our residents.

## Thrayle House

If you look across to where the old Thrayle House used to stand, you will see that Henry Construction are progressing well with this new development.

This development, part of which was the old Community Trust Housing office, will consist of 177 new homes. These will be split over four blocks and are made up of 41 social rented homes, 40 active elderly rented apartments and 96 private sale apartments.

There are three commercial units on the ground floor and two community spaces - a resource centre and a learning centre. Sales will launch for the 96 leasehold apartments in late 2018/early 2019.



The new design for Thrayle House was created in close consultation with the local community and Lambeth Council to preserve and enhance local facilities such as the skate park and local businesses.

Jean-Michel Eid, Network Homes' Resident Liaison Officer, is a new addition to the team and will be your main point of contact regarding Thrayle. If you have any questions regarding this particular development, you can email him at [jean-michel.eid@networkhomes.org.uk](mailto:jean-michel.eid@networkhomes.org.uk) or call him on **07765 898185**.



For any queries about our other developments, please email [info@sw9.org.uk](mailto:info@sw9.org.uk), call us on **020 7326 3700** or fill in our 'contact us' form on our website at [www.sw9.org.uk](http://www.sw9.org.uk).

## Training and Employment Support

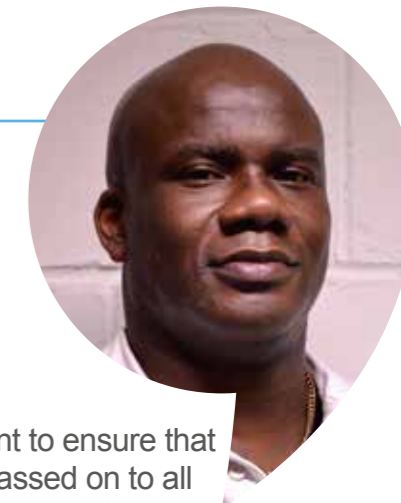
If you are interested in a career in construction, there will be work experience opportunities available with Henry Construction later on in the year. You can contact Maria Cunnea, Resident Liaison Manager at Henry Construction, for more details about this by emailing [mcunnea@henryconstruction.co.uk](mailto:mcunnea@henryconstruction.co.uk)

If you would like to get into construction but need help with writing your CV, Kamara Jackson from Network Homes, Development team is available to help you. Just email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk).

# My community

## Get to know your Board Chair!

### An interview with Dee Alapafuja



#### What made you want to become a Board member of SW9 Community Housing?

I wanted to make a positive impact in the community I have lived in for over 20 years and know well. I also wanted to speak on behalf of residents since I have a resounding empathy, being a tenant myself.

#### What are you most passionate about in your role as Board Chair?

I am very passionate about improving value for money. We need to ensure that you receive a good level of service compared with the rent and service charges you pay.

#### Are there any improvements you would like to see at SW9 Community Housing?

I would like to improve the transparency in the way we work as an organisation. We are resident-led, which means that residents on the Board understand how their home and neighbourhood

are managed, but I want to ensure that this understanding is passed on to all residents, not just those at the highest level of involvement.

#### What advice would you give to a resident wanting to become involved in SW9 Community Housing?

There are so many ways to get involved as a resident of SW9 Community Housing. It's not just by becoming a Board member. You can join a resident group such as the Scrutiny Panel, you can volunteer at community events, and even work at SW9 Community Housing by doing work experience or the Apprenticeship Scheme. You can also get involved by telling us what you think through completing a survey or joining a focus group. No matter what age you are, whether you are a tenant or a leaseholder, whether you have lived here all your life or just moved into the area, if you think you can make a positive difference, get involved with SW9 Community Housing.

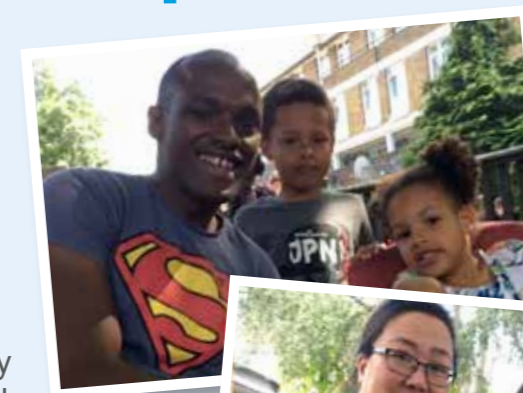
## Community Centre opens its doors

### On Saturday 2 June, Community Trust put on a great event for the opening of the Community Centre on Aytoun Road.

Kids were loving the bouncy castle and rodeo bull. Anthony Bailey and Salome Russell, who are funded by SW9 Community Housing, were also at the event doing drumming and art workshops.

At the event, Community Trust advertised the many activities they have available for local residents and found out what other activities people wanted to see in the area.

If you haven't visited the newly refurbished centre, make sure you check it out and see everything that is going on and available to you!



# Community Chest success

We are happy to announce that three projects have now been awarded funding from our Community Chest.

## What is the Community Chest grant fund?

Our Community Chest grant fund is available to support any entrepreneurial residents or local businesses that need funding for a community project. The project must support our mission and values, and benefit SW9 Community Housing residents.

### Free boxing classes for 7-16 year olds

Network Homes resident Patricia Broderick, who runs JEP Boxing and Fitness Club, has been awarded funding for non-contact boxing classes for our younger residents.

The classes will take place at the Community Centre on Stockwell Park Estate on Fridays at the following times:

- 7-12 year olds - 5.30pm – 6.45pm
- 12-16 year olds - 6.45pm – 8.00pm



Benefits to joining the classes include:

- building strength
- learning self-defence
- stress relief
- building good relationships
- increasing motivation
- developing discipline
- keeping fit
- gaining new skills.

To find out more about joining these boxing classes, contact Patricia on **07736 248716** or email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk).

### Holiday Play at Max Roach Park for 0-13 year olds

The Community Chest grant fund has also provided funding to the Max Roach Holiday Play Project at Loughborough Community Centre, which provides a safe and stimulating environment for families, children and young people during the holidays.

Our funding specifically goes towards their Wellbeing team, which is in place to nurture the relationships between residents from different areas of Stockwell and Brixton. The team consists of three mentors who are there to help increase children's self-esteem and confidence, encourage safer lifestyles and provide a peer support network.

Loughborough Community Centre has two projects for different age groups:

- Adventure Playground - for ages 8-13 years old
- One O'Clock Club - for ages 0-7 years old and their parents/carers.

SW9 Community Housing residents are welcome to attend the Adventure Playground and the One O'Clock Club. These are both free, and available three days a week, Monday, Wednesday and Friday between 10am to 4pm during the six week summer holiday, half terms and Easter holiday.

For more information about Holiday Play at Max Roach Park, email [manager\\_lccpreschool@hotmail.co.uk](mailto:manager_lccpreschool@hotmail.co.uk) or contact Candice James on **020 7737 2472**.



### Free drumming workshops

SW9 Community Housing resident Anthony Bailey's drumming workshops were the third project to be awarded funding.

Anthony has made several appearances at our events before, you might have seen him on the drums at our Christmas party last year.

Anthony says: "Music has always provided a unique tool to unite people of all ages, cultures and ability." He hopes his drumming workshops will give residents a chance to make new friends, feel a sense of belonging, improve self-confidence, gain a sense of achievement and learn a new skill.

Anthony's drumming workshops will start in August 2018. For more information about how to join in, contact SW9 Community Housing via email at [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or call **020 7326 3700**.



### Support for grant recipients

The two residents who have received funding from our Community Chest grant fund have been financed to do the 'Launchpad' course run by Hatch Enterprise. This is a six-week evening programme for budding social entrepreneurs. Here, they take part in workshops ranging from business planning to marketing, are introduced to new networks through mentoring, and are supported by coaches who help them in specialist areas using their expertise.

### Do you have an idea that needs funding?

You can apply for up to £6,000 per year from our grant fund. This could be for projects such as community activity classes, coaching or community events.

If you have an idea for a community project that benefits SW9 Community Housing residents, then get in touch today. To find out how you can apply for funding from our Community Chest, email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or call us on **020 7326 3700**.

## Fun, learning and giving at Easter



Throughout the Easter holidays, we put on two activities – a trip to Loughborough Urban Farm and a First Aid Course.

We also brought back our Easter Project with resident volunteer Marcia Scott, where we created gift bags filled with Easter treats for the residents in our sheltered housing schemes – Helmi and Wynter House.

The best way to keep up to date with the activities and events we have going on is by following us on Facebook and Twitter.

f SW9 Community Housing

🐦 @sw9housing

# Your artwork on display!



**Our Helmi House Art Club got the chance to show off their work at the SW9 office throughout April and May. We had a lovely display of their artwork in reception for residents to admire.**

The Art Club, run by Stockwell Park resident Salome, meets at Helmi House every Thursday morning. Any SW9 Community Housing resident is welcome to join. Salome also runs a kids art club every Saturday. If you are interested in joining either of Salome's free classes, email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or call **020 7326 3700**.

## Poetry Walk at Stockwell Park Summer Festival

**On Saturday 16 June, local residents took part in a Poetry Walk as part of Stockwell Park Summer Festival.**

Local actor, Roli Okorodudu, performed poetry in various locations around Stockwell. Participants followed the performances from place to place for a 90 minute poetry walk. Stops along the walk included the graffiti walls on Stockwell Lane, a pond on Brixton Road, inside Le Mans barbers, Launderama on Brixton Road and then finally our very own Park Heights, 25 Robsart Street.

The roof terrace at Park Heights offered an amazing view over the neighbourhood and according to Lena Augustinson, the organiser of the Poetry Walk, it was a 'truly spectacular grande finale to the walk'.

We are thrilled that we could be part of this non-profit event, created for the enjoyment and enrichment of local residents. We were also given five free tickets for SW9 Community Housing residents.



# Customer service



## Universal Credit – what's the big deal?

**If you receive benefits and have been transferred to Universal Credit, it is very important that you tell us as soon as possible.**

Universal Credit started rolling out in Lambeth from last December. We now have over 80 residents on Universal Credit, and this figure continues to increase every week.

### What is Universal Credit?

Universal Credit is a new combined benefit, paid monthly in arrears, that replaces the following benefits:

- Income Support (IS)
- Income Based Jobseekers Allowance (IBJSA)
- Income Related Employment & Support Allowance (IRESA)
- Housing Benefit (HB)
- Working Tax Credit (WTC)
- Child Tax Credit (CTC).

### What's the big deal?

The big difference with Universal Credit is that your benefits will be paid directly to you, every month in arrears. You will then be responsible for paying your rent to us via Direct Debit.

Problems managing until the first Universal Credit payment is a key issue with the new benefit, as revealed by research from Citizens Advice. But we

are here to help you. Our Income team is available to provide you with advice as well as Network Homes' welfare advisor. Don't suffer in silence! Call us on **020 7326 3700** to talk to us about Universal Credit.

### How can I prepare for Universal Credit?

- Work towards getting your rent account into at least one month's credit by paying a minimum £5 extra per week. This will reduce the risk of arrears when you move over to Universal Credit.
- You'll need a bank account to be able to receive your Universal Credit payment. Once you have a bank account you should set up Direct Debits to pay your rent and bills.
- You'll need an email address for your Universal Credit claim. If you need help with this, we can help you, just call us on **020 7326 3700** to book in for computer training with our digital champion.

The easiest way to pay your rent and service charge is by Direct Debit. It is a simple and safe way to pay your rent automatically from your bank account. All you have to do is agree the amount to be collected and the date of payment. After that, it will be deducted from your account on a regular basis. Just call our Income team and we can set up your Direct Debit while you are on the phone.

# We are protecting your data

**You've probably got lots of emails from companies about them updating their privacy policy, and asking you to sign-up again for their email marketing.**







That's because the Data Protection Act 2018 came into effect on 25 May 2018. This embeds into UK legislation the General Data Protection Regulations (GDPR). This legislation is all about protecting you and your data from misuse.

## What does this mean for you?

You don't need to do anything, as we have been ensuring that we have the correct policies and procedures in place to protect you and your data.

To find out about how we use your data and how to contact us if you have any questions about it, please take a look at our updated privacy statement, which can be found on our website at [www.sw9.org.uk/privacy-statement](http://www.sw9.org.uk/privacy-statement).

## Our performance

Performance Indicator	Target	April 2018	May 2018	Our Improvement Plan
Telephone calls to Repairs team answered	90%	79% 	78% 	We realise that our current staffing structure is not sufficient for answering the quantity of repair calls we receive, so we intend to change this by September 2018. You can also contact our Repairs team by emailing <a href="mailto:repairs@sw9.org.uk">repairs@sw9.org.uk</a> .
Anti-social behaviour cases with action plans	100%	100% 	100% 	We have a new ASB leaflet available in reception and on our website, which clearly explains what ASB is, how to report it and how we handle cases. In April we received 9 reports of ASB and 11 in May. Our neighbourhood officers work alongside residents to come up with an action plan to resolve the ASB issue.
Telephone calls to Income team answered	90%	93% 	97% 	Our Income team are here to give you advice about welfare reform and benefits.  You can now find out your rent balance online using the resident portal on our website, meaning that you don't need to call the office.

### Amendment

In Issue 6 of Our Community News, we wrote that 100% of Stage 1 complaints had been responded to within 10 days. This figure has now been corrected to 85% of complaints, as one complaint was responded to late to allow us to carry out further investigation of the complaint.



[www.sw9.org.uk](http://www.sw9.org.uk)  
[info@sw9.org.uk](mailto:info@sw9.org.uk)  
020 7326 3700  
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