



Community
Housing



How SW9
Community
Housing and
Network Homes
work together
for you.



Part of

**Network
Homes**

Management guide

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Who we are

SW9 Community Housing

SW9 Community Housing was set up in 2016 as a resident-led, locally-focused housing management organisation for Stockwell Park Estate and surrounding street properties.

Stockwell Park Estate has a long history of resident involvement in the way that housing services are managed. This is part of what makes our community special and unique.

SW9 Community Housing's mission is to work in partnership with local people to provide effective and sustainable housing services.

Network Homes

Network Homes is your landlord and our parent company. They own and manage around 20,000 homes in 36 local authority areas across London, Hertfordshire and the South East.

Since 2007, Network Homes has invested £175 million in the regeneration of Stockwell Park Estate and surrounding street properties. You can read more about this on page 11.

Working together

SW9 Community Housing and Network Homes work in close partnership to deliver your services. Network Homes owns the buildings on Stockwell Park Estate and some surrounding street properties, while SW9 Community Housing provides the day-to-day housing management service on behalf of Network Homes. You can read more about how we divide the management of your home and neighbourhood on pages 6 and 7.



A resident-led organisation

SW9 Community Housing is a resident-led organisation. This means the majority of our Board members are residents, with a mix of both tenants and leaseholders. Our Board is made up of thirteen members: ten residents, 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 provide additional expertise and specialist knowledge about the housing sector. The Board sets the direction for SW9 Community Housing and oversees our management and performance.

Two members of the SW9 Community Housing Board are also part of the Network Homes Panel. This means that your voice and concerns can be shared with your landlord (Network Homes).

Contacting the Board

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

Becoming a Board member

If you are a tenant or a leaseholder of SW9 Community Housing and would like to join the Board, you can express your interest by emailing Chair@sw9.org.uk. We will contact you and send you an application form when vacancies on the Board occur.



Other ways to get involved

There are many ways for you to get involved with SW9 Community Housing, for example by joining a resident panel.

To find out more about how you can get involved, visit our website www.sw9.org.uk or call us on **020 7326 3700.**

Our responsibilities

To help you understand how we divide the management of your property, the table below shows the different responsibilities of SW9 Community Housing and Network Homes.

SW9 Community Housing	Network Homes
	
Tenant rent and service charge management	Tenant rent and service charge management
<ul style="list-style-type: none"> ✓ Collecting rent ✓ Setting and collecting service charges ✓ Rent and service charge enquiries ✓ Managing arrears, including legal proceedings ✓ Housing Benefit, Universal Credit and welfare reform advice and liaison 	<ul style="list-style-type: none"> ✓ Setting rent ✓ Welfare advice
Property maintenance	Property maintenance
<ul style="list-style-type: none"> ✓ Repair requests ✓ Raising day-to-day repairs with contractors ✓ Monitoring and inspecting repairs ✓ Planned programme works e.g. exterior painting 	<ul style="list-style-type: none"> ✓ Planned programme works e.g. new kitchens and bathrooms ✓ Aftercare service (repairs to newly built properties for the period of two years)
Complaints	Complaints
<ul style="list-style-type: none"> ✓ Dealing with Stage 1 and 2 complaints 	<ul style="list-style-type: none"> ✓ Dealing with stage 3 complaints

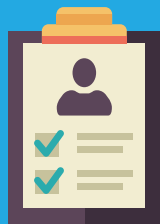
Leasehold services	Leasehold services
<ul style="list-style-type: none"> ✓ Leasehold management ✓ Leasehold enquiries ✓ Setting and collecting service charges ✓ Collecting ground rent and administering major works 	<ul style="list-style-type: none"> ✓ Right to Acquire/Buy ✓ Shared ownership/staircasing ✓ Lease extensions ✓ New sales ✓ Carrying out major works/refurbishment
Resident engagement	Resident engagement
<ul style="list-style-type: none"> ✓ Community events and activities ✓ Resident panels and groups ✓ Housing management consultations 	<ul style="list-style-type: none"> ✓ Development consultations ✓ Network Homes events
Estate services	Estate regeneration
<ul style="list-style-type: none"> ✓ Garages and parking management and enforcement ✓ Cleaning and maintenance of communal areas ✓ Estate and block inspections (including health and safety checks) ✓ Estate gardening 	<ul style="list-style-type: none"> ✓ Building new homes ✓ Renovating existing blocks and properties ✓ Renovating roads, garages and community spaces
Tenancy management	Health and safety
<ul style="list-style-type: none"> ✓ Sign-up process for new tenants ✓ Dealing with breaches of tenancy, e.g. subletting and anti-social behaviour ✓ Tenancy audits ✓ Moving home 	<ul style="list-style-type: none"> ✓ Provision and inspection of fire safety equipment ✓ Fire/asbestos risk assessments and water quality testing ✓ Gas safety checks

You can find more information about our services by visiting us online at www.sw9.org.uk and www.networkhomes.org.uk.

What is SW9 Community Housing doing for your community?

As well as managing your home, we also want to bring other benefits to the community. Since 2016, we have delivered a number of community benefit projects and events.

Here are some of our key achievements so far:



Apprenticeship scheme and work experience placements



to Brixton Foodbank



Wellbeing and life skills training



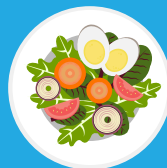
for vulnerable residents at Christmas and Easter



financial health checks



to provide grants for projects that benefit the local people



Subsidised lunches for extra-care scheme residents



Free weekly art and pottery classes





What is Network Homes doing for your community?

Since 2007, Network Homes has invested over £175m in the regeneration of the Stockwell Park Estate and surrounding street properties.


Here are the highlights of some works that will be completed by the end of the regeneration:



We can provide this document in other formats, including Braille, large print or audio CD. Sometimes we can also help with translations into other languages. Please contact our Customer Service team at info@sw9.org.uk if you require this service.



Contact us

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