



Community
Housing

Our Community News



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Part of
**Network
Homes**





Welcome

Last month I was delighted to be at the official opening of the newly refurbished Stockwell Park Graffiti Pen – now officially known as the Hall of Fame.

It's was great to see so many of you – members of the local community, members of the creative community, Network Homes colleagues and our SW9 office staff – come together to mark this landmark moment in the history of the Stockwell Park Estate.

Having a dedicated place for graffiti and public art is something quite unique to Stockwell Park and the space is rightly well known both in London and further afield. We are extremely pleased the space has been refurbished and transformed into a facility that can be used by the entire community.

I would like to acknowledge the significant contribution Network Homes has made in the regeneration of Stockwell Park, in terms of their financial investment and also in recognising some of the exceptional qualities of the community spirit that exists here.

The regeneration of Stockwell Park is not just about refurbishing existing homes or building new homes, it's also about what we do with the

spaces in between. Transforming this space reaffirms our shared commitment to ensuring our community facilities and open spaces are not compromised or reduced.

This is just one of several new community spaces Network and SW9 will be opening over the next 12 months; spaces and facilities to encourage community cohesion, educational attainment and healthy-living. Here at SW9 we want to place as much investment in our people as we do in our places.

Thank you for being part of it.

Best wishes,
Delroy Rankin
Executive Director

Board Member update

We have recently been successful in finding a new Leaseholder Board Member to join our incredible team. Daniel Cromb has taken up the challenge and will be joining others like him to guide the work of SW9 Community Housing into the future. An interview with Daniel can be found on page 12.

However, we are still looking for a new Tenant Board Member to join the team. If you live in a social rented property managed by SW9 Community Housing, then you are eligible to apply to join our Board and have a direct say in how the organisation is run.

When at full capacity, the SW9 Community Housing Board is made up of 5 tenants, 5 leaseholders, 2

independents and 1 Lambeth Councillor.

Our Board Members are important because homes and the people who live in them are the reason we do what we do. There's a strong sense of community and a tradition of resident involvement in the way that the housing on the Stockwell Park Estate is managed. We think it's that tradition and heritage that makes the area so special.

If you would like to express an interest in becoming a Tenant Board Member and playing your part in shaping the future of the Stockwell Park Estate and street properties, then please email us at getinvolved@sw9.org.uk or contact Peter Adams, Interim Engagement and Communications Officer on **0207 326 3700**.

Get involved

Here comes the summer!

The SW9 Festival is back for its fourth consecutive year!

Between Monday 19 August and Friday 30 August, we will be delivering a programme of activities designed to offer both family fun and opportunities for your own personal development.

And best of all it's all completely free!

Alongside this issue of Our Community News, you will find a copy of 2019 SW9 Festival Guide.

Make sure you register as soon as possible to guarantee a place for you and your family.



2021 – here we come!

It may seem like a long way away, but 2021 will mark the five year anniversary of SW9 Community Housing.

We are keen that this date should also mark the point when the organisation is firing on all cylinders and delivering the services and community activities that you want, in the way that you want them.

In order to make sure we are doing so, during the coming months we will be asking YOU the following questions:

- In what areas can SW9 improve?
- What would you like to see us do more of?

We will be doing this via surveys, focus groups and other activities. If you would like to be part of a focus group, or have any thoughts you'd like to contribute, get in touch with Peter Adams, Interim Resident Engagement and Communications Officer on **0207 326 3700** or by email at getinvolved@sw9.org.uk





SW9 Spring roundup!

On Wednesday 15 May local residents, members of the creative community, staff and guests invited from Lambeth Council and partners, all came together to officially reopen the 'Stockwell Hall of Fame'.

The world-famous graffiti pen has been reopened after a significant refurbishment by SW9 Community Housing's parent company, Network Homes. As well as being a space for graffiti art, it will now also play host to art, films, sport and more.

The graffiti pen has been in use for 40 years and it is one of few places which allows people to legally paint graffiti.

The refurbishment was carried out by Kingsbury Construction and work began in December 2018 following an extensive consultation with local residents, graffiti artists and architects. The new pen is designed to be multi use and especially welcoming to children. It will showcase changing graffiti artwork and interior wall spaces have been kept to allow artists to continue working. A new internal podium which can be used to show films has also been installed and there is a sports court for basketball and football.

The revamped Hall of Fame is part of the wider £200 million investment by Network Homes into the transformation of the Stockwell Park Estate.

Delroy Rankin, Executive Director at SW9 Community Housing, said: "Having a dedicated place for graffiti and public art is something quite unique to the Stockwell Park Estate. The space is famous, and we are very proud that it has been refurbished and opened out into a facility that can be used by the entire creative community, both within the estate and beyond."

Helen Evans, Network Homes Chief Executive, said: "Transforming Stockwell Park is about much more than refurbishing homes and building new housing. It's about creating communities that people are proud of and want to live in. We want the Hall of Fame to be a space where people can be creative in a free and informal way. Equally we want a facility that the local community feel comfortable with in their local neighbourhood."

Stockwell based graffiti artist Boyd Hill said: "For years it's been the place in London for people to come from all over the world to do their art. It's about having an inclusive space that gets used for many different things, the graffiti is part of it but the residents get to use it for different activities."



If you have an idea for something that you would like to see happen in the Stockwell Hall of Fame, let us know by getting in touch with Peter Adams, Interim Communications and Engagement Officer, on **0207 326 3700** or by email at getinvolved@sw9.org.uk



Easter Hampers for vulnerable residents



For the second year running a group of volunteers have come together to source goods and pack hampers for elderly and vulnerable residents on the Stockwell Park Estate (plus surrounding street properties). Led by resident Marcia Scott, the small team came together a week before Easter and spent an entire day getting hampers ready to be delivered across the estate for Good Friday.

Says Peter Adams, Interim Engagement and Communications Officer: "Following on from a similar project at Christmas, the Easter Hampers are an excellent part of our yearly work to help support residents. I know myself from delivering them that they are really well received by the community. Marcia and her team should be applauded for all the time and effort they put into this work. We all think they are brilliant!"

This year 100 hampers for vulnerable/elderly individuals on the Stockwell Park Estate and surrounding street properties were packed and delivered. If you would like to volunteer to take part in sourcing, packing or delivering future hampers then please email us at getinvolved@sw9.org.uk or contact Peter Adams, Interim Engagement and Communications Officer, on **0207 326 3700**.

My home and neighbourhood

Don't get a ticket! Parking update

In order to make sure parking can always be found, SW9 controls parking on the Stockwell Park Estate.

To make sure you don't receive a fine, please follow the advice below.

- It is important that you have a permit to park on the Stockwell Park Estate.
- If you have a permit, it must be displayed. Vehicles without a displayed permit will be ticketed.
- It is your responsibility to renew your parking permit before the current one expires. The date of expiry can be found on the ticket.
- If you have bought a visitor's permit, you must scratch off the date and time for it to be valid.
- Do not double park after 8pm, it is not allowed.



- There are restrictions on the size of vehicle allowed to park on the estate. Vehicles that take up more than one space (such as long vans) are not allowed.
- If you rent a bay or garage parking space, you must still display a valid permit.

By working together and following these rules we can make sure that parking is always available and that you don't get a ticket.

Community Chest

Do you have an idea for a project that could benefit the community but would need funding? If the answer is "yes!" then why not apply to the SW9 Community Chest?

The SW9 Community Chest offers grants of up to £6,000 per year for projects such as community activity classes, coaching or 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.

Recently Brixton Wings, an organisation that provides after-school and mid-term learning programmes for children and young adults, have been successful in securing grant funding. They will be providing spaces for SW9 residents on their programmes. Advertising will soon be going up in estate noticeboards about this, but if you would like more information please email getinvolved@sw9.org.uk or call us on **0207 326 3700**.



Fly tipping – illegal and unnecessary

Fly tipping is a criminal offence and one that SW9 Community Housing takes very seriously. Not only is it unsightly, it is anti-social and dangerous to children.

To help keep our public areas clean and tidy, our Board has agreed a new policy that will allow us to fine fly tippers up to £1,000.

Says Edwin Maharaj, Neighbourhood Services Officer: "It is important that everyone keeps the estate safe. We can trace dumped rubbish back to an individual and we will fine them."

There is actually no need to dump rubbish. SW9 Community Housing's cleaning contractor, Zing, is on hand to collect bulk rubbish for only a minimal charge or, in certain circumstances, for free. Just call the cleaning team on **020 3177 1103**.



Get online!

As part of our ambition to get as many SW9 Community Housing residents online as possible, we now have two computers set up in our reception area.

These are exclusively for the use of residents who want to come in and get online, set up emails and discover how to access services.

We know that when you are getting started it can be quite time consuming. To make the experience more comfortable we have set up a coffee machine which you can use for free while you are with us.

So pop in, pop online and perk up with a coffee today! And perhaps even sign up for one of our online courses.



Your team



Each issue we interview a member of your SW9 team.

This issue we speak to Jacqueline Kollepen and Ramone Gordon, who have both very recently joined SW9.

Jacqueline Kollepen, Housing Services Manager

Jacqueline, welcome to SW9! Where have you joined us from?

I previously worked at Islington Council and started with SW9 on May 1st.

Tell us a bit about what you do?

My job is to manage the Neighbourhood Team. We deal with all aspects of tenancy management, for example tenancy enforcement, tenancy changes and the letting of new tenancies. We also support vulnerable people to sustain their tenancies.

What are you hoping to achieve in your new role?

It is important to me that my team achieve their performance targets so that we continue to provide an excellent service to all our customers.

What do you enjoy about your job?

Everything! It's a new challenge and SW9 is a brilliant organisation to work for. I have a fantastic team of people to work with.

Can you tell us a bit about yourself?

I have substantial social housing management experience and have been working in the sector since 2000. I particularly enjoy working with residents and helping to strengthen communities.

And finally...

The prevention of sub-letting is really important as it can prevent social sector homes being lived in by those that have a greater need. If you are aware of any sub-letting on the estate, please report it to us for further investigation.



Ramone Gordon, Receptionist / Administrative Assistant

Welcome to SW9 Ramone! Where did you work previously?

I have joined SW9 from my previous role working in Customer Services for Sainsbury's.

Tell us a bit about your role with SW9...

As a Receptionist / Administrative Assistant, I make sure the reception area is informative and accessible for the residents. I also ensure smooth communication is achieved between SW9 and the residents.

What are you hoping to achieve?

I hope to gain new knowledge on the housing sector and how it can be progressively improved for all parties involved.

What do you enjoy about the job?

I enjoy the fact that no two days are the same! The residents have been very warm and open

to seeing a new face in reception, which helps a lot. In addition, I like the dress down Fridays so I can show off my muscles a little bit! More than anything, I enjoy seeing Brixton morph into an even more vibrant community with an eclectic mix of characters.

Tell us a bit about yourself?

Prior to working at SW9, I also worked in Residential Property Management which has given me great working knowledge on the basics of housing. In the future I would like to be a part of some great projects that increase housing and jobs within communities.

And finally...

Thank you to everyone from SW9 and to the residents, who have been genuine and encouraging despite the difficulties at times.

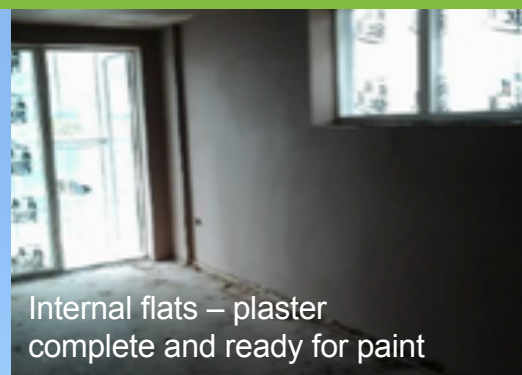
Development update

SW9 is in the process of going through some very positive changes. The regeneration of the Stockwell Park Estate, managed by Network Homes, is now in full swing. 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 or pass them regularly when you walk around the estate. Here is a quick run down of everything that is happening.



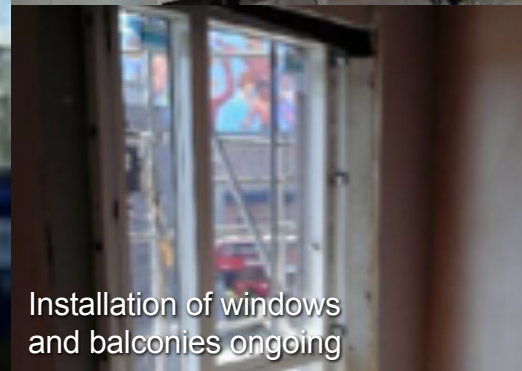
General site progress



Internal flats – plaster complete and ready for paint



Refurb kitchen installation



Installation of windows and balconies ongoing

Day Centre

190 Stockwell Park Road is progressing well, with the brickwork to the building now complete.

Internal works are almost complete and the painting and decorating of the flats will begin in the next 2 weeks. The lift will be installed over the next 6 weeks. The scheme is due to be completed by mid-September 2019 after a short delay to progress. Kingsbury Construction will be issuing residents with a final newsletter before completion. We are delighted that a Network Homes' resident, Andrew Moss, is training onsite as a plumber and we are proud to be working with Kingsbury Construction Ltd to give back to the community.

Stockwell Hall of Fame

We have now successfully completed the new look Stockwell Hall of Fame (Graffiti Pen), handing over its management to SW9 with a launch event that took place on 15 May. There was a great turnout of local residents, stakeholders and councillors who not only enjoyed the space and what it has become but also the great food and drink on offer.

The general feedback was very positive, and it was noted by many that having a place for the kids on the estate to play was a huge benefit.

A great video was created showcasing the works which can be found on Youtube or via the Network Homes Facebook page.

Park Heights

Park Heights scaffolding has reached the top level and is now in place around the leasehold roof terrace.

We have had to remove several items that sat on the cladding on the roof terrace, such as fire alarm sounders, CCTV and door entry systems, in order to facilitate the removal of the cladding. We will now start to disconnect balcony lights to all leasehold properties that sit on levels 16-19. This will then enable contractor SIMCO to start stripping off the cladding. Debris netting is now up around the top five levels. We will be starting the stripping and replacement of cladding imminently, whilst working our way from top-down.

Tyler House

The Network Homes Regeneration team are continuing to work closely with Henry Construction to carry out the refurbishment and new build works to Tyler House. Works to the new top floor are progressing quickly and the refurbishment works are also progressing really well.

The windows are now being installed to cores 1 and 2. Core 3 windows will be installed next.

Henry Construction have handed over some properties back to Network Homes so the first decant returns are now happening. In the next month we anticipate taking handover of more refurbished homes which will enable more occupiers to move back to their homes.

Get to know your Board Members

An interview with Daniel Cromb

Hi, please tell us a little about yourself.

I'm Dan. I'm a doctor who lives and works in South London, having grown up here, although I've had brief periods living in America and Uganda as well. Outside of work, my interests include photography, travelling and competing in triathlons.



What made you want to become a Board Member for SW9 Community Housing?

I moved into SW9 a little while back and I'm a passionate advocate for community involvement and equality. There's a great sense of that around here, which I love. But there's also a lot of things that I felt needed improving or that I wanted to change, and I thought the best way to do that was to get involved.

What are you most passionate about in your role?

It affords me the opportunity to provide a voice for those who might not otherwise have one. I get to stand up for tenant rights and ensure that they are at the forefront of all the decisions made at SW9. I'm excited about the chance to meet as many people as possible and hear from others who I might not otherwise have the opportunity to interact with.

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

I want to see the communal spaces around the estates opened up and utilised better; to provide places for people to enjoy together, feel ownership of and be proud of. I want to see people get to know their neighbours and help each other out if needed. Essentially, I want to help make SW9 a place that people are even more proud of living in than they already are; to foster a sense of community spirit and encourage the attitude that it's a great place to live!

What advice would you give to a resident considering getting involved with SW9 Community Housing?

Do it! There's an important sense of responsibility amongst the organisation. People genuinely care about the work that is going on and it's one of the best ways to ensure that the area SW9 Community Housing is responsible for continues to develop for the better.

Repairs update

In April 2019, SW9 changed repairs contractor to Chigwell (London) Ltd. Dennis Gittins, SW9's Property & Estate Services Manager, gives a quick run down on how the new contract is going.

We're incredibly pleased to now have Chigwell in operation at SW9 and I'm happy to report that it's been a relatively smooth transition between contractors. The last few months have been busy as Chigwell completed jobs left over from the Wates contract, most of which are now done, meaning we can concentrate fully on day to day repairs.

Despite a few minor IT issues we are now able to move onto the second phase of contract connectivity, meaning SW9 will be able to better monitor the progress of individual repairs.

Finally, we are grateful to Chigwell for making a significant contribution to this year's SW9 Festival.



Introducing after-school music classes for young people



SW9 Community Housing and Brixton Wings have teamed up to provide music lessons in keyboards/piano, guitar and band workshops.

Classes commence from 2nd September 2019 and will focus on skills development and preparations for ABRSM grading exams.

Classes will run weekdays from 4.30-6.30pm., and are delivered at our music centre in Angell Town.

Please register your interest by emailing admin@brixtonwings.org.uk

Classes are provided on a first come first served basis and are tailored for young people from 7 – 18 years old.

This project is funded by SW9 Community Housing through the Community Chest grant fund.
www.brixtonwings.org.uk



Customer service

Direct Debit – want to win £500 in vouchers?



Would you like to win £500 in vouchers? Well, the Income team at SW9 are offering just that opportunity to all tenants who pay by Direct Debit.

Each month one lucky winner will be chosen at random. All you've got to do to be eligible is to be an SW9 tenant that has been paying by Direct Debit for 3 months or more.

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. To be in with a chance to win big, just call our Income team and we will set up your Direct Debit while you are on the phone.

If you win, we will ask your permission to use your photo in the SW9 newsletter and online publications.

Universal Credit – what's the big deal?

If you receive benefits and are now moving 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 rise 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 (RESA)
- 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.

People having problems managing until they receive their 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 0207 326 3700 to talk to us about Universal Credit.

How can I prepare for Universal Credit?

- Work towards getting your 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 **0207 326 3700** to let us know that you want to take part in one of our digital workshops.

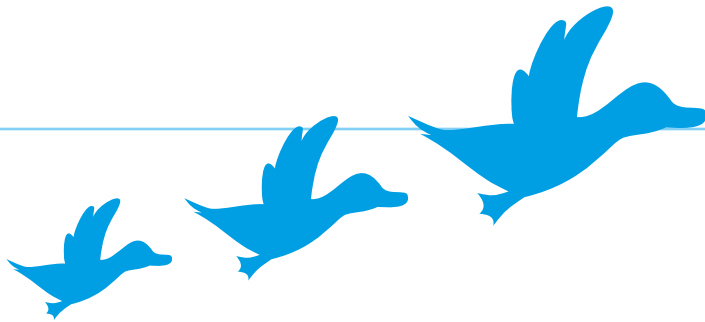
Kids' corner!

Hi all and welcome to a brand new section of Our Community News!

I've been saying for ages there should be something for my young friends in this magazine, because everything else in it is so boring!

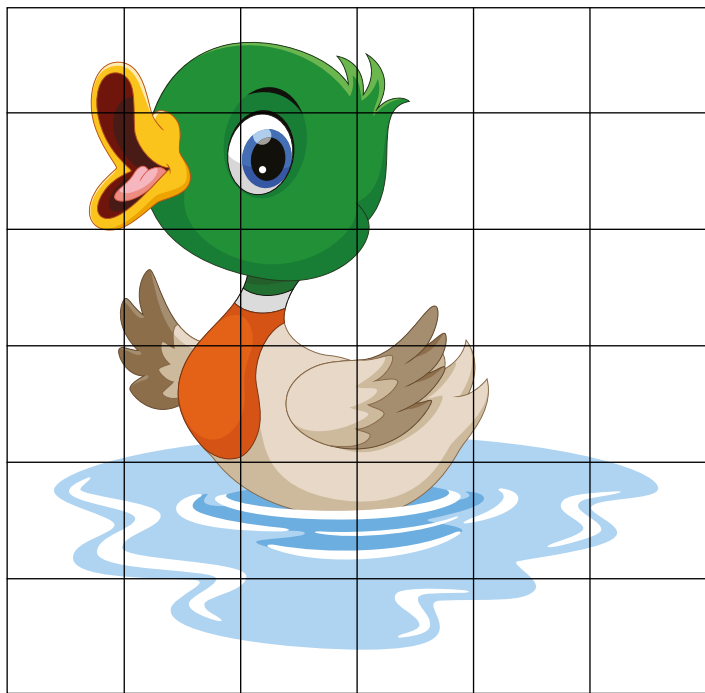
I'm excited I've been given this page but I'm also sad because no one has given me a name... Would you like to choose one for me? If so, ask a grown up to send your idea to getinvolved@sw9.org.uk – the one I like best will win a prize!

Thinking caps on! Now let's play some games!



Draw me!

Because I'm so attractive, why not show off your art skills by having a go at drawing me? I'm very handsome... I've put a grid below to help you.



Word search









Can you help me find all the words about my home in the duck pond?

A	P	T	E	Q	U	B	R	L	S	K	C	S
W	H	Z	M	P	S	Q	T	Z	R	N	A	W
S	G	H	O	G	T	U	V	E	R	E	B	A
I	W	L	V	J	F	C	M	U	Q	V	S	T
M	X	U	S	E	F	U	R	M	P	J	N	E
G	B	R	O	L	C	W	Q	P	E	V	E	R
Q	E	S	H	K	N	Z	C	U	Q	R	P	G
U	P	K	O	N	S	G	H	H	I	U	K	J
A	D	U	C	K	E	E	K	S	N	L	E	S
C	E	B	T	W	N	C	S	K	A	R	A	I
K	S	N	T	V	E	L	T	W	P	L	S	E
N	E	C	Y	V	E	B	S	N	G	E	P	I
S	G	A	B	R	I	D	G	E	M	J	H	S

- Water
- Duck
- Quack
- Bridge
- Summer
- Splash

Our performance

How we are doing

Performance Indicator	Target	Feb	March	Our Improvement Plan
Tenant satisfaction with recent repair	80%	65% 	75.9% 	We are working really hard to make sure that you are satisfied with your repair and that it is resolved as quickly as possible. We have now changed to a new contractor, Chigwell Construction, based in Bedwell House. This should make it easier for us to contact them and make sure they are performing to the highest standard.
Percentage of stage 1 complaints responded to on time	100%	100% 	100% 	We take your complaints very seriously. We aim to give you an initial response within 10 days. If it will take longer for us to investigate we will always let you know. We have recently changed from a 3 stage complaints process to a 2 stage process to make it much simpler for you.
Telephone calls answered by the rents team	90%	97.5% 	98.3% 	Our rent team are not just here to collect your rent but are also on hand to provide advice and guidance. If you are having trouble paying your rent, please give them a call – they will be able to help.
Percentage of gas certificates up to date	100%	100% 	100% 	It is really important that your home is inspected on a regular basis to make sure that your gas appliances are safe and to minimise fire risks. If you receive a letter telling you that your inspection is due, make sure you get in touch with our contractor, T-Brown, to arrange a visit.



www.sw9.org.uk
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 SW9 Community Housing
[@sw9housing](https://www.facebook.com/sw9housing)



If you would prefer not to receive the SW9 Community Housing newsletter you can opt-out by emailing communications@sw9.org.uk or writing to Communications team, SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG.