



Community
Housing

Our Community News



Inside:

Christmas is coming

Your home, your choice

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Part of

**Network
Homes**



Welcome

SW9: cleaning up in 2020.



As the year draws to a close I am absolutely delighted to share with you a piece of great news for 2020.

Our Board has agreed that SW9 will take our cleaning service in-house from September 1 2020. This means that we will be able to:

- Directly employ the cleaning team.
- Offer increased value for money.
- Deliver a more responsive service.
- Offer greater employment opportunities for local people (with SW9 committed to paying the London Living Wage).

This fulfills a long held promise by SW9 and means that we will be able to continue improving the service we provide to you, our residents.

Having an in-house cleaning team not only means that we will be operating a model that has proven successful at other resident-led housing organisations, it also brings us a step closer to fulfilling the long held goal of the board – to bring our repairs service in-house.

All the best for the festive period.

Delroy Rankin
Executive Director

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 focus on skills development and preparations for ABRSM grading exams.

Classes run weekdays from 4.30-6.30pm, and are delivered at Brixton Wings' 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

Get Involved

Christmas is coming and we want you to join us!



This year we are holding three Christmas themed activities at SW9!

Annual Christmas Party

On Monday 9 December we will be launching into the festive season with the annual SW9 Christmas Party.

Last year's event was a huge success and included the annual switching on of the lights by the Mayor of Brixton, an exhibition of the estate's progress from the Network Homes Development team and – most importantly – a visit from Santa himself, handing out presents to the children and finding out what they want for Christmas.

The party will be held between 5-7pm at the SW9 office. All welcome – we look forward to seeing you there.

Christmas Hampers

Once again a dedicated team of volunteers led by Marcia Scott will be packing 100 hampers for elderly and vulnerable residents on our estate. This will take place on the afternoon of Friday 6 December at the SW9 office.

If you would like to help in the packing, just let us know by contacting Peter Adams, Interim Resident Engagement and Communications Officer on **0207 326 3700** or getinvolved@sw9.org.uk

Trip to France

On Saturday 7 December 2019 we will once again be running our annual Christmas shopping trip to Calais, France.

All spaces are currently booked but if you would like to add yourself to the reserve list call us on **0207 326 3700** or email getinvolved@sw9.org.uk



Come along to the SW9 Christmas Party!

Join us as we launch into the festive season with our community Christmas party!

- Santa's Grotto
- Estate lights switch on
- Food and drink
- Raffle

Date: Monday 9 December

Time: 5-7pm

Location: SW9 Community Housing Office, 6 Stockwell Park Walk, SW9 0FG

All welcome!



Thank you

We are grateful to the following for all their generous support in helping us to deliver our 2019 Christmas activity.



SW9 Summer / Autumn roundup



This is my first time going to the seaside. It was really good. My son and I really enjoyed it.

During August SW9 held its annual summer Festival of free family fun and personal development. This is now in its fourth consecutive year and 2019 was one to remember!

In total 277 individuals from Stockwell Park and surrounding street properties took part in events including coach trips, art workshops, opportunities such as Get Job Ready sessions and the ever-popular BBQ at Wynter House.

We are incredibly pleased that satisfaction with this year's activities ran at a staggering 100%.

Week One

The Festival kicked off on Monday 19 October with a coach full of residents heading for a big day out at London Zoo.

The next day we held an Art Workshop at Helmi House where attendees got the chance to test their painting prowess!

On Wednesday three packed out coaches set off from the SW9 offices for a full day on the beach in Brighton.

On Thursday we offered those looking for work a chance to have a one-on-one session with a Get Job Ready personal adviser.

The week ended with our annual summer BBQ at Wynter House, giving residents and staff the chance to mingle, have fun, eat incredible food and enjoy a bit of a bounce on the castle!

Week Two

Following the Bank Holiday weekend, The second week of the festival launched with a Trampolining Session at Flip Out in Wandsworth.

Wednesday gave our younger residents the opportunity to take part in a Cycling Proficiency Course, while Thursday saw us hold a Jewellery Workshop.

The Festival closed with a blisteringly hot afternoon at the Stockwell Hall of Fame for a community sports session.

What you thought!

What did you enjoy about the SW9 Festival 2019?

Good organisation, good weather, good value.

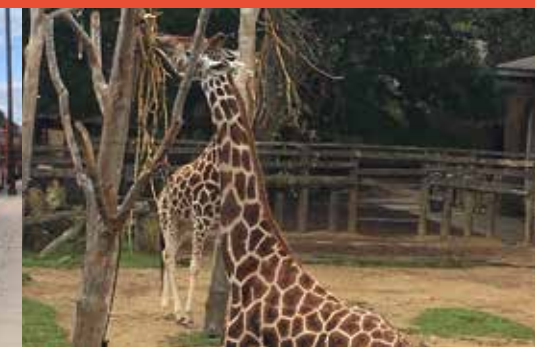
The weather and interactions with everyone.

Being together with the community. Engaging and interacting with other tenants.

Every moment from the beginning to the end of the trip.

SW9 hosts were very friendly and helpful.

Fun for the kids, very active.



Thank you

A huge thank you to our contractors and partners who have sponsored the SW9 Community Housing Festival 2019:



My home and neighbourhood

Your home, your choice.

At SW9 we know that letting contractors into your home to carry out necessary work can be a cause of stress and anxiety. This can be aggravated when you do not know the individual that will be coming or don't fully understand what they will be doing when they're there.

If you are due to receive a visit from a contractor and would like a member of the office staff to attend alongside them, all you have to do is ask. There is no need to give any reason or fill out any paperwork – we simply want you to feel comfortable about who visits your property.

To let us know that you would like a member of the team to attend during a contractor visit, just call the Housing team on **0207 326 3700**. All we will need to know is when the contractor is coming and whether you would prefer the SW9 staff member to be male or female. We will take it from there.

Your home, your choice.



Do you want to downsize?

Are you living in a home that has become too big for your needs? Have your family grown up and moved out? Perhaps you're paying bedroom tax and are finding that budgeting has become difficult?

SW9 is here to help. You may not know that we offer up to £1000 to help residents that are keen to move to a smaller property that better meets their needs.

The reason we do this is because, with so many families on the waiting list, we are keen to make sure that we are always making the best use of our larger homes.

If you feel that you would like to have an informal chat with a member of the team about downsizing to a smaller home on the estate, then call the Housing team today on **0207 326 3700**. There is no obligation to move – we are simply here to explain what options may be available to you.



A reminder about fly tipping

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.

It can also lead to increased service charge costs as dumped items need to be removed from the estate.

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. There is CCTV in operation at all times. 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**.

Don't get a ticket! Parking update.

In order to make sure car 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:

- 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 correctly 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 to follow these rules we can make sure that parking is always available and that you don't get a ticket.





Computers – want to know more?

These days it seems that the whole world is going digital... and it can be easy to feel that you're being left behind. However, the truth is that everyone is at a different stage in understanding new technology and what it can do for them.

SW9 want to know more about what you want in terms of training. This may be as simple as switching on a computer and learning how to access the internet... or it may be something more advanced such as building apps.

Survey

Next time you are in the office, why not fill out one of our surveys about what you need in terms of training? This will help us to better plan the training sessions that meet YOUR needs.

Training day with We Are Digital

On Friday 17 January we are holding a series of hour long one-on-one 'get online' sessions

in our office with a dedicated trainer from We Are Digital. Perfect for anyone who wants to get started online. If you would like to take part in one of these sessions contact us on **0207 326 3700** and ask for Peter Adams, Interim Resident Engagement Officer.

Computers and coffee in the office

Did you know that we have computers for our residents to use in the reception area of the office? Not only that but we also have a coffee machine that is free to use for people on the computers. So pop in, pop online and perk up with a coffee today!

Your team

Each issue we interview a member of your SW9 team. This issue we speak to Andrew Woodman, who you may regularly see out and about on the estate.

Andrew Woodman, Estate Services Officer



Hi Andrew, how long have you been with SW9 now?

I've been here for a year now! I started during Christmas 2018.

Tell us a bit about what you do?

I'm responsible for carrying out some general repairs including plumbing, carpentry... a bit of everything really! I also carry out property inspections. I like being able to give advice where I can – especially on how not to overload the electrics!

What are you hoping to achieve in your new role?

I believe in good customer service. I want to be a part of building a better relationship between SW9 and the residents.

What do you enjoy about your job?

This is the biggest estate I've ever worked on – to me it's like four estates all rolled into one! That means there's lots of people about to interact with during my day. When I've done a job I also like to follow up with aftercare to make sure the resident is happy. I've got a great team around me and I feel well supported. I really like working here.

Can you tell us a bit about yourself?

I'm a people person. I'm very active and approachable and like a laugh.

And finally...

If you see me come and say hi! You could also join me on one of my estate inspections. The lists are on the SW9 website and it would be great to have you come along.

Regeneration

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 update on everything that is happening.

190 Stockwell Park Road

This scheme is progressing well with the scaffolding now being removed to reveal the brickwork and patterned cladding on the top floor of the building. The 18 one and two bed flats are nearing completion with kitchens, bathrooms and floor

finishes installed. The landscaping and installation of the electrical car charging point will soon begin. We have begun the snagging process to ensure the flats are of the highest standard and are looking forward to the building being completed around the time you read this article.



Tyler House

Tyler House, including the 13 shared ownership units, are due to be completed in March 2020. The lift shaft is well underway in the communal garden and the installation of new windows to all flats in the building is due for completion in the

coming months. The new external façade is visible outside cores one and two, including the yellow brickwork surrounding front entrance doors.



Park Heights

At Park Heights the high level sky gardens are now open to residents with final snagging works ongoing.

In addition:

- Levels 19 – balconies are now substantially complete.
- Level 18 – balconies are ongoing.
- Level 13-17 – cladding has now been installed with outstanding snagging and decking works ongoing.
- Level 8-12 – cladding works are ongoing.
- Scaffolding on the rented block is currently ahead of programme and is nearing completion.
- Scaffolding on the leasehold block has been removed to level 19.



The Stockwell Story

Homes and the people who live in them are important to us.

They're the reason we do what we do. There's a strong sense of community and a tradition of resident involvement in the way that housing services here are managed. We think it's that tradition and heritage that makes the area so special.

But how did we get here? Where did we come from? And what does it mean to be a resident of Stockwell Park?

Starting with this issue, each edition of Our Community News will now run a small section on the recent history of Stockwell Park.

This article was first created for a booklet we produced some years ago called The Stockwell Story. The original version of this can be found on the SW9 website.

2005/6 – A new morning

In the 1980s, the Stockwell Park Estate was sometimes more associated with the Brixton riots than as a place where people wanted to live. Local residents have played a huge part in changing this.

In 1992 a group of residents, seeking to change things for the better, worked tirelessly to achieve greater control over the estate and improve it as a place to live. A 97% Yes vote led to the resident-led Community Trust managing local housing services (with Lambeth Council still owning the homes).

With public funding tight and the properties on the estate in serious need of modernisation, the Community Trust looked for new sources of finance to create the necessary changes.

Three of London's largest housing associations were shortlisted to offer a new future for Stockwell Park, and in 2005 Network Housing Group (as it was then called) was selected as the

residents' preferred choice to take ownership of the homes and to regenerate the estate and street properties.

In 2006, 87% of residents voted in favour of transferring their homes from Lambeth Council, leading to the birth of Community Trust Housing – part of the then Network Homes Group.



Customer service

How do I appoint someone to act on my behalf?

We have recently put in place a new procedure for people who want somebody else to speak to us on their behalf. There might be a lot of reasons you would want to do this, for example you might find it hard to speak English, feel nervous about talking to people on the phone or have a disability. If so, you might want a trusted friend or family member to talk to us for you.

If you do, you can let us know by filling in a "consent for representation" form. You can use this to tell us who you want to speak on your behalf, how we can contact them, and what you want them to talk to us about. You will sign it and give us a password that only your representative will know

so we can make sure we are talking to the right person when they call.

When you give the person permission to talk to us, they will be able to do so for three years. After that you will need to fill in the form again. This is to make sure everything is up to date and that you still want them to speak to us on your behalf.

If you gave permission a long time ago, we might now ask you to complete the new form to make sure everything is up to date.

If you would like somebody else to speak to us for you, please give us a call on **0207 326 3700**, email **info@sw9.org.uk** or come into the office and tell our receptionist.

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 £6000 per year for projects such as community activity classes, coaching or events.

If you have an idea for a community project that benefits SW9 residents, then get in touch today to find out how you can apply for funding.

Email **getinvolved@sw9.org.uk** or call us on **0207 326 3700**.



Paying your rent and service charges over the festive period

A message from the SW9 Income team.

Compliments of the season from the Income team to all our residents!

Please remember to add paying your rent or service charge to your shopping list during the festive period.

If you need money advice, please contact us so that we can arrange an appointment for you with either our Welfare Adviser and/or an Income Officer.

Things to do during the festive period:

- Never borrow money from loan sharks - if you are struggling, contact us.
- Always make sure you are paying your rent and/or your service charge.
- If you find yourself out of work, make sure you are claiming the benefits you are entitled to.
- If you are in debt and struggling, contact us. We can help you.

Paying by Direct Debit

The easiest way to pay your rent or service charge is through Direct Debit. As it is a paperless system all you need to do is to call us on 0207 326 3700 and we will set it up for you. The sum you pay will be an affordable amount and can be amended should your circumstances change.

If you are interested in paying your rent over a 48 or 50 week period from April 2020, please call the Income team. Paying in this way means you will have a four or two week period each year when you do not need to make payment.

A note for leaseholders

Leaseholders, please remember you will usually have two accounts. These are:

- A service charge account.
- A ground rent account.

In some other circumstances you may even have more accounts for items such as major works or a garage. Please always check you are making payments to all your accounts and that payments are going to the right places.

New for 2020

In 2020 please watch this space for a series of Income team surgeries that will be held at the Local Community Centre. These will give you an opportunity to speak to a member of the team privately so that you can sustain your tenancy particularly when facing difficulties. You will find details of these surgeries in your quarterly rent statements as well as on the estate noticeboards and in our office reception.

Get in touch

If you need to get in touch with us, you can do so in the following ways:

You can call us on **0207 326 3700**.

You can write to us at:
SW9 Community Housing Office, 6 Stockwell Park Walk, London SW9 0FG.

Or you can email us:
Tenants: **rents@sw9.org.uk**

Sharedowners:
SharedOwner.Income@sw9.org.uk

Leaseholders:
Leasehold.Income@sw9.org.uk

Bedroom Tax

The Income team are currently updating our data on bedroom tax. If you have an extra room and are currently paying this then please let us know by contacting us through any of the methods above. The updating of our data starts immediately and will end on January 6 2020. Please note that this applies to every resident whether or not you are in receipt of benefits.

The SW9 Income Team wishes you lots of fun and a happy New Year!

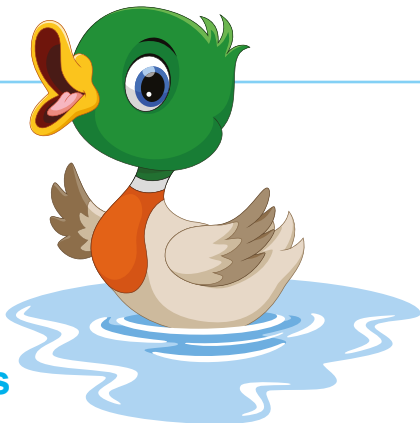
Kids' corner!

Welcome back kids!

Hi everyone and welcome back! Did you read the rest of the newsletter? Dull wasn't it? Good thing I'm here to liven things up a bit!

What I need you to do for me this issue is to think about Winter!

Can you think of 10 words that are about Winter? If you can, write them opposite. Then why not draw a picture based on them? If you can deliver it to the office I will choose the best one to win a prize!



10 winter words

Word search

Can you help me find all the words about Christmas?

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

- Cracker
• Tree
- Garland
• Eggnog
- Elves
• Giving

Winter drawing!

Why not show off your art skills by having a go at drawing a picture based on your winter words above?

Our performance

How we are doing

Performance Indicator	Target	Aug	Sep	Our Improvement Plan
Satisfaction with how call is dealt with by Neighbourhood Team	85%	83% 	88% 	We know it's important that you get the help you need when you call to speak to our Neighbourhood Team. That's why we have been taking your feedback on board to help our staff to improve. Thank you to everyone who has responded to our telephone surveys.
Repairs fixed first time	80%	73% 	82% 	We are taking steps in the right direction and working with our new contractors to make sure your repair is completed as soon as possible.
Monetary gain to residents from welfare advice	No target	£46,825	£8872	Our colleagues at Network Homes provide a welfare advice service to help you receive any benefits you may be entitled to. So far this year they have helped residents receive a whopping £134,055 altogether. If you need any help or advice give us a call on 0207 326 3700.
Resident activities carried out	10	23 	12 	We ran our annual SW9 festival in August and it was a great success! 100% of people surveyed who came along were happy or very happy with the events and trips.



www.sw9.org.uk
info@sw9.org.uk
020 7326 3700
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.