




Our ref: COVID-19 update

Monday 23 March 2020



SW9 Community Housing
6 Stockwell Park Walk
London, SW9 0FG

www.sw9.org.uk 
info@sw9.org.uk 
0207 326 3700 

Dear Resident,

Coronavirus (COVID-19) - service update and advice

I am writing to update you on the measures SW9 will now take following the recent advice from the government, Public Health England and the NHS advice which you can find on the NHS website: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

With most of our staff now working from home following changes in government guidance designed to reduce social contact, SW9 will move to providing emergency and essential services only.

The SW9 Office

The SW9 Estate Office will remain closed to residents and general public until further notice. This is to ensure the safety of residents and staff. Although the office is closed, you can still use the following contact methods:

- **Telephone: 0207 326 3700**
- **Email: info@sw9.org.uk**
- **Website: www.sw9.org.uk**

We are attempting to make changes to the telephone system to enable staff working from home to answer the diverted calls.

Repairs

As of Monday 23 March, only priority and emergency repairs will be undertaken. Non-urgent repairs will be logged but not actioned until a later date. Our out of hours service provider, Pinnacle, will continue to manage calls made to SW9 outside of normal business hours, but will only forward emergency repairs to the contractor.

SW9 Community Housing is part of Network Homes
SW9 Community Housing is registered in England and Wales as a private company limited by guarantee - Registered number 09574528
Registered office: 6 Stockwell Park Walk, London, SW9 0FG
SW9 Community Housing is a member of the NFTMO – Number 312
SW9 Community Housing is Registered Charity – Number 1170586.



Contracted (out-sourced) Estate Services

Some of the services we provide to you are outsourced. These include estate & block cleaning, CCTV monitoring, parking control and the concierge at Park Heights. A significant number of the staff employed are deemed essential workers and therefore can use public transport to get to Stockwell Park. Although our contractors and service providers are not reporting significant numbers of staff as unavailable, should the epidemic develop as expected it is probable this will change due to workforce numbers developing Covid-19 symptoms and self-isolating.

SW9 will continue to work with our contractors and service providers to ensure, as far as possible, those essential services continue. If we are forced to make changes to service provision, we will endeavour to notify ahead of those changes.

Rents/Service Charges

We understand that some of our residents will have their household income impacted during the coming weeks. Please contact our Income Team via the following contact methods if you have any concerns about paying your rent and/or service charges. Advice and support are available.

- **Telephone: 0207 326 3700**
- **Email:**
Tenants - rents@sw9.org.uk
Shared owners - SharedOwner.Income@sw9.org.uk
Leaseholders - Leasehold.Income@sw9.org.uk

Vulnerable Residents

We will be contacting all vulnerable residents – especially the elderly – to ensure they are safe, well and have access to essentials. Lana Hunte, SW9 Supported Housing Manager, will be available to assist our elderly and vulnerable residents.

What you can do to help

In the interest of everyone's safety, if you require an emergency repair, you will be asked to confirm if you or a member of your household is currently self-isolating or have been confirmed as having coronavirus, or someone in the household has a underlying medical condition. It is important we know this information to ensure contractors or members of the household are not put at risk.

When will you hear from us?

Given that this is a fast-changing situation, it will not be possible to keep you updated by letter.

Please use the methods below to keep informed of our latest updates:

- **Website: www.sw9.org.uk**
- **Facebook: [SW9 Community Housing](#)**
- **Twitter: [@sw9housing](#)**

Parking on the estate

Parking restrictions will be suspended until further notice. Please note, vehicles must only be parked in designated parking areas. Vehicles parked on yellow lines, cross hatched areas or unauthorised areas will be issued with a Parking Charge Notice.

SW9 Board and Network Homes

SW9 management are in regular contact with the Board members of SW9 and the Network Homes leadership team. We will continue to work closely with our Board and Network Homes as we navigate our way through the challenging times ahead.

Please take care

SW9 is a community. It is at times such as these that we need to do our best for ourselves, our families and each other. Please keep up to date with the latest government advice, follow the guidance, and support your neighbours where possible, especially those that are elderly.

Yours faithfully,



Delroy Rankin
Executive Director
SW9 Community Housing