

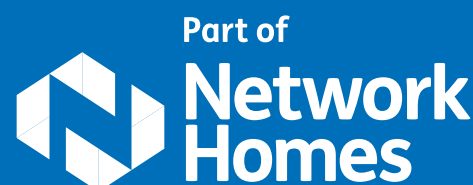


Our Community News

Stay home, stay safe, save lives

Inside:

Coronavirus service update and advice	03
Winter roundup	10
Star Survey 2020	12





Welcome



At this difficult time, I want to reassure you that we're doing everything we can to keep our essential services running as smoothly as possible. We're following the Public Health England and NHS advice and we've run tests to make sure we can continue to deliver our services throughout the Coronavirus (COVID-19) outbreak. In line with the government guidance designed to reduce social contact, most of our staff continue to work from home. Therefore SW9 is currently only providing emergency and essential services.

As we all know, on Monday 23 March, the Government announced that people are required to stay at home, except for very specific reasons. It's important we all look out for one another and help protect lives by following this advice. Keeping you, our staff and contractors safe is extremely important to us, so we've had to make some changes to the services we provide to you. In this newsletter you can read more about these changes, as well as what to do if you have any concerns about paying your rent during this challenging time.

The Government also identified a small number of people with specific medical conditions and has advised them to shield themselves from wider contact for 12 weeks. People in this category should have by now received a letter from the NHS. If you fall into this group please let us know, so we can log this on our system and play our part in continuing to shield you from the virus.

If you are self-isolating or have been confirmed as having Coronavirus, please let us know so we can be best prepared if we need to visit your property to carry out an emergency repair.

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

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.

Stay safe and best wishes

Delroy Rankin
Executive Director

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:

www.sw9.org.uk

[SW9 Community Housing](https://www.facebook.com/SW9CommunityHousing)

[@sw9housing](https://twitter.com/sw9housing)

Coronavirus (COVID-19) service update and advice

Four key changes you need to know

In this new environment we have had to make some key changes to our usual service. Even if you do not read the rest of this newsletter, please do look at this page so that you know what these are.



Emergency repairs only

As of Monday 23 March, we've stopped all non-emergency repairs until further notice. Non-urgent repairs will be logged but only actioned at 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, Chigwell (London) Ltd.

SW9 Office closed

To help reduce the spread of Coronavirus, the SW9 Office will remain closed to residents and the general public until further notice. 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

Facebook: SW9 Community Housing

Twitter: SW9housing

We will let you know as soon as we are able to open the office again.



Estate playgrounds closed

The Prime Minister announced on Monday 23 March that, as part of increased measures to combat the spread of Coronavirus, playgrounds should close. This has taken place across Lambeth, including on the Stockwell Park Estate. Although we appreciate that this can make life difficult for families with children, it is essential if we are to protect the health and wellbeing of everyone within the community.



Parking restrictions suspended

Parking restrictions on the estate have been suspended until further notice. Despite this, it is important that vehicles are only parked in designated parking areas.

Any vehicles parked on yellow lines, cross hatched areas or unauthorised areas will still be issued with a Parking Charge Notice.



Your repairs service

We have decided to stop non-emergency repairs until further notice.



What is an emergency repair?

Emergency repairs are ones where, if not fixed, they could lead to a risk to health and safety, a home is not secure or there is damage that could compromise the structure of your home.

Emergency repairs, during this time, include:

- No heating or hot water.
- No electricity or water due to internal faults.
- Serious water leaks (ones that cannot be contained, are affecting electrics or could cause a ceiling to collapse).
- Collapsed ceiling.
- Blocked or non-flushing toilet (when there is only one in the property).
- Blocked drains.
- Any leaks involving sewerage.
- Smashed windows.
- Insecure damaged front door.

Please note, we've put special measures in place to complete emergency repairs in the homes of people who are self-isolating or who have Coronavirus.



What should I expect from my repairs service?

We understand that you will still need repairs to your home and communal areas during this time, but we've had to make some changes to our service.

We've stopped all non-emergency repairs so we can prioritise the emergency repairs you may have. This also means we've had to stop all planned and non-essential maintenance work.

If you need to contact us about a new repair, please consider if it is an emergency repair. If it is not an emergency repair, it will still be logged but only actioned at 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, Chigwell (London) Ltd.

What should I do if I'm self-isolating or unwell but have an emergency repair scheduled?

Please contact us to let us know if you're self-isolating, showing symptoms of Coronavirus (COVID-19) or have been confirmed to have Coronavirus. This is to protect you, our staff and contractors.

We will put measures in place to complete your emergency repair. If we're not able to do this, we'll speak with you about how and when we can safely gain access to your home to complete the repair.

You can contact us by phone on **0207 326 3700**, email at repairs@sw9.org.uk or by using our website at www.sw9.org.uk

What about other repairs or health and safety work?

We're still completing repairs on our empty properties to get them ready for new residents, and carrying out essential health and safety work.

In both situations, our contractors are following the Government's safety precautions during this time.



Your estates service

Some of the services we provide to you are outsourced to contractors. What will happen to them during the Coronavirus period?

Will my estate services still happen?

We use contractors to deliver a number of our key services on the estate. 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 can therefore 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 workers developing COVID-19 symptoms and self-isolating.

SW9 will continue to work with our contractors and service providers to ensure, as far as possible, that these essential services continue. If we are forced to make any changes, we will endeavour to notify you before they take place.

Are parking restrictions still in place?

Parking restrictions on the estate have been suspended until further notice. Despite this, it is important that vehicles are only parked in designated parking areas.

Any vehicles parked on yellow lines, cross hatched areas or unauthorised areas will still be issued with a Parking Charge Notice.

Your gas service

What happens if you are due to have your annual gas check or have other concerns about your supply?

What about my annual gas safety check?

As they are a legal requirement we are continuing with gas safety checks. Please let our contractors in to do these checks, unless you're self-isolating or extremely vulnerable, and wait in a different room – at least 2 metres away – for the duration of the visit.



We are not carrying out gas servicing visits to homes where someone is:

- Self-isolating or has a confirmed case of Coronavirus (COVID-19). We will reschedule this visit for four weeks later.
- Extremely vulnerable in accordance with the Government definition and shielding themselves. However, we will still carry out emergency servicing and look to resume routine maintenance as soon as possible.

When an engineer visits your home, they will follow these guidelines:

- Confirm prior to entering your home whether anyone is self-isolating, or has been in contact with anyone who has been diagnosed with Coronavirus or has recently gone into self-isolation.
- Keep a minimum of 2 metres apart from other people.
- Wash their hands frequently.
- Wipe down all surfaces.

Managing your rent

What should I do if I'm having difficulty paying?

We understand that some of our residents have had their household income impacted during this time.

Please contact your 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



Can I still be evicted?

On 18 March 2020 the Government announced that, due to the current Coronavirus (COVID-19) pandemic, they will be introducing emergency legislation so that landlords will not be able to start proceedings to evict tenants for at least a three-month period.

SW9 Community Housing only ever use evictions as an absolute last resort. If you're in financial difficulty we will support you pro-actively and compassionately, in line with our normal processes.

Your rent (and service charges) will continue to be due on an ongoing basis and any payments will have to be made to ensure that your account is not in arrears. Remember, if benefits currently cover your rent in full, they should continue to do so.

Where can I get more information?

There is more information on our website under the Coronavirus (COVID-19) service update and advice.

If you have any concerns, no matter how minor, contact the SW9 Income Team on the details above. They are here to help.



Support for older and vulnerable residents

We know that we have a number of older and vulnerable residents on the estate. But what are we doing to support them during this difficult time?



How has SW9 been helping?

We have been contacting all of our vulnerable residents – especially the elderly – to ensure they are safe, well and have access to essentials.

The compassion of our staff for our vulnerable and older residents is really shining through in this difficult time and it is something that we're proud of.

In our sheltered schemes we've been supporting our residents through self-isolation, reaching out in particular to those who do not have support from family and friends. We are of course following the Government's advice closely around social distancing to prevent the virus spreading. This means we have suspended all planned communal activities and the use of communal lounges in our schemes. Staff continue to make daily wellbeing calls first thing in the morning to all residents to check they're well.

We're still providing some critical services, such as testing the fire alarms and health & safety inspections. Our cleaning contractor is also continuing to work in our sheltered schemes to

disinfect surfaces in the hallways including touch points such as door handles, lift panels and laundry equipment.

We're also looking at how we can support older and vulnerable residents living in our other homes. We're directing people to online delivery and local shops which are carrying out deliveries or local community services. We'll keep this under review and look to see what other support services we may be able to offer to extremely vulnerable people as this situation settles down.

Lastly, we have seen an increase in the number of calls to our community alarm providers for day to day items. To help them sustain their emergency service please only use your cord or pendant in emergencies. For day to day issues please contact your Scheme Manager.

What if I need support?

If you are unable to leave your home and need support, you are not alone. SW9 can help in the following ways:

- Picking up shopping.
- Picking up urgent supplies.
- Picking up medication.
- Giving you a friendly phone call.

Just give us a call and we will do our best to help you in any way we can. We can leave anything you need on your doorstep to ensure you are not put at risk.

Please call:

Lana on 07950 270 776

Novelette on 07958 408 471

Elsa on 07825 113 945

Davison on 07949 686 629

How you can help

There are a number of things that you can do to help SW9 continue to deliver as smooth a service as possible to you.

Should I let you know if I'm self-isolating or have symptoms?

In the interest of everyone's safety, please tell us if you're currently self-isolating, have symptoms or have been confirmed as having Coronavirus.

Also, let us know if someone in your household has an underlying medical condition. It is important we know this information to ensure members of the household and our contractors are not put at risk. It will also help us to better support you with your query and be best prepared if we need to visit your property to carry out an emergency repair.

You can contact us by phone on **0207 326 3700** or by email at info@sw9.org.uk



Should I let you know if I'm classed as vulnerable?

The Government has identified a small number of people with specific medical conditions and have advised them to shield themselves from wider contact for 12 weeks.

If you fall into this extremely vulnerable group, you should have received a letter from the NHS by Sunday 29 March with more information about it. If you have received this letter, please let us know so we can record it on our system.

Stay safe, save lives and stay at home

The Government has announced new rules on staying home and away from others. This is so we can all help to protect the NHS and save lives.

You should only leave your home for very limited purposes:

- Shopping for basic necessities.
- One form of exercise a day.
- Any medical need, including to provide care or to help a vulnerable person.
- Travelling for work purposes, but only if you are deemed a key worker.

SW9 Winter Roundup

Every year during December, SW9 Community Housing holds a series of activities – largely free – for our residents. One of these, our support for the Hampers Project, has been running for almost a decade and even precedes SW9 as an organisation!

The activities were held between 6-9 December 2019 and included opportunities for both family fun and community support. A total of 219 people took part in the activities and satisfaction ran at a staggering 100%!

Christmas Party for Residents

The Christmas Party for Residents is now a firmly established part of the SW9 calendar. The 2019 event took place on Monday 9 December and included a Santa's Grotto, presents for the children, arts & crafts, Board table, refreshments and a raffle.



This year the switching on of the estate lights was carried out by the Deputy Mayor, Councillor Philip Normal. His speech about the importance of community was well received by the crowd.

A grand total of 78 residents from across the estate joined in the fun and residents told us they: "Enjoyed the company of all the residents and how everyone got to know each other."



Seasonal Hampers for vulnerable residents

Every year a group of volunteers and staff, led by resident Marcia Scott, come together to source goods and pack hampers for elderly and vulnerable residents on the Stockwell Park Estate and surrounding street properties.

This year 100 hampers were packed and delivered. These were all gratefully received by residents – many of whom live in our supported housing schemes Wynter House and Helmi House.

Supporting the Hampers project is a joy for SW9 and we will continue to support this project – now almost a decade old! – into the future.

Sadly, the plan to deliver Easter Hampers has been delayed due to Coronavirus. This will be rescheduled as soon as it is considered safe to do so.

If you would like to volunteer to take part in sourcing, packing or delivering the hampers then please email us at getinvolved@sw9.org.uk or contact Pete Adams, Interim Resident Engagement and Communications Officer on 0207 326 3700.



Coach trip to Calais

On Saturday 7 December 36 residents and staff all joined together for the now traditional SW9 Coach Trip to Calais, keen to get their shopping complete in time for Christmas!

This is always an incredibly popular activity and is booked out long in advance by residents on the look out for bumper bargains and a great day out with the community.



Why do we do it?

Residents often ask us why we put on community activities throughout the year.

This is certainly unusual and not something that all housing providers do, however we believe that, as a local management organisation with a resident-led Board, it is part of our core duty to support our residents wherever possible. The key objectives for this year have been:

- To bring together the community by providing an opportunity for neighbours to meet and get to know each other.
- To improve SW9 Community Housing's relationship with the community by providing fun activities for families.
- To gather information about future personal development courses residents would like us to put on.
- To get customer satisfaction information through surveys so we know what activities you would like us to carry out in the future.

What you thought

What did you enjoy about SW9's Christmas Activities?

- Nice staff service, opportunity to see old friends, good food.
- Activities for the children, Santa's grotto.
- The nice community atmosphere.
- A very sociable event giving tenants a chance to get together and enjoy the food and feel in a festive mood.
- Enjoying the company of all the residents and everyone getting to know each other.
- It was amazing, as always!



With thanks...

This year's Christmas activity was only made possible through the generous support of:



Chigwell
Construction
PART OF THE CHIGWELL GROUP

HENRY
CONSTRUCTION



Network
Homes

Anthony Collins
solicitors

Get involved

Sadly, due to the present circumstances, we're unable to deliver some of the planned activities that we had scheduled for the next two months. This includes the regular workshops held at Helmi House and the children's art classes. We hope to bring all of these back just as soon as it is safe to do so. In the meantime, we have got two opportunities that you can sign up for now and that we will reschedule soon.

Secret shoppers wanted!

Are you interested in going undercover to make sure SW9's customer service is as good as it can be? This is your chance to make a real difference and help us to get your service right first time.



Being an SW9 Secret Shopper will take approximately 2 hours of your time and you will receive up to £60 in vouchers for taking part.

There is no experience required and we can't do this without you!

To find out more, call us today on **020 7326 3700** or email us on info@sw9.org.uk

Star Survey is coming



Over the next few weeks you might receive a call from a company called Voluntas asking you to complete a survey about our services.

This is our Star Survey of residents which we run every three years. The questions in the survey are selected from a bank of questions put together by a company called Housemark, who are experts in housing association customer satisfaction. The aim of this survey is to find out what you think of the services we provide, how you think we can improve and so we can see how we compare to other housing providers. If you get a call asking you to take part, please do. It is a great opportunity to get your voice heard and have your say on the direction of our services.

As an added bonus, everyone who takes part will also be entered into a prize draw to win £100 in vouchers!

Are you wise about food?

Would you like to know more about healthy eating? Learn to cook delicious family meals? Or even find out how to train others to do so?

As part of our Community Chest Grant Funding scheme, SW9 is joining up with Wise About Food to carry out a series of 12 workshops that will teach you everything you need to know and more.

The course is free for residents and we hope to begin as soon as possible.

For more information, or to sign up for a space, contact us on telephone **020 7326 3700** or email at getinvolved@sw9.org.uk



My SW9

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?

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.

2007/8 – Steps in the right direction

By 2007 SW9's predecessor, Community Trust Housing, was fully established as part of the Network Housing Group (as Network Homes was then known) following a transfer of 1,300 homes from Lambeth Council.

Regeneration was the key to resident support for the transfer. Network Housing Group's pledge of £120 million to regenerate the estate was a selling point for most residents. Work immediately started with the demolition of the Old Dudley garages in order to make way for the new developments.



2009 – A refreshing change

In December 2009 the first refurbished block was completed. Denchworth House's 58 flats were completely revamped offering a bright new environment for tenants and leaseholders. This was swiftly followed by Norton House (41 flats) and Dudley House (24 flats) where refurbishment started to provide residents with comfortable new homes and refreshed surroundings.

The refurbishment of the street properties started at the end of 2009 with 180 homes scheduled to be upgraded. Residents got new kitchens and bathrooms along with new windows and doors which brought homes up to a modern standard.

As well as creating new homes, Network Housing Group's development team were also busy refurbishing existing properties on the Stockwell

Park Estate; updating the design of the blocks and installing door-entry systems to make the area safer.



Regeneration



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

The 190 Stockwell Park Road development is located just next to the SW9 Community Housing Office. The construction works started in January 2018 and the contractor Kingsbury Construction completed the works and handed the flats to Network Homes on 19 February 2020.

Network Homes worked very closely with the contractor to provide 18 one and two bedroom rental flats. These flats all have either a garden

or a generous balcony or terrace. All bedrooms have been fitted with carpets. Network Homes and SW9 Housing are very pleased with the high quality finish.

The Network Homes Development team arranged inductions for all SW9 staff to ensure that they were trained on all aspects of the building prior to handover. The SW9 Housing team has been working closely with Lambeth to ensure that all the flats were let as soon as possible and they are now all occupied with happy tenants.

Tyler House

Both the new build and refurbishments works have been progressing well with the expected completion date for the project forecast for end of May 2020. However, the latest Government advice about the spread of Coronavirus may affect progress. Network Homes, SW9 Community Housing and contractor Henry Construction are doing their very best to keep the works progressing during this difficult time.

The show flat and marketing suite for the new build shared ownership flats were completed in February and the sales launch was very successful.

As you can see from the external façade the scaffolding is now being dropped to certain

elevations so it is possible to see what the block will look like when it is finished. Some new communal entrances are now complete and new communal letter boxes and communal fob accessed door entry systems are being installed with cores 1 and 2 complete.

Refurbishment works to the rental flats have also been progressing well and we have recently taken handover of a number of flats. This means that the Regeneration team have been able to start returning residents back to their homes. Please note: Due to the Coronavirus we would appreciate your assistance. In order to ensure the safety of everyone please keep your distance (social distancing) if you see any workmen nearby. Work will continue while possible as we aim to complete refurbishment and enable families to move back to their homes.

Park Heights

With so much taking place at Park Heights, here is a quick rundown of progress.

Leasehold Block

Balconies: The balcony panels on Levels 19 to 4 have now been installed. The Regeneration team are now checking levels 12 to 4 as part of our quality control inspections. Levels 19 - 13 have also been signed off.

Elevations & Slab Edge Cladding: Levels 19 to 17 have now been signed off. Work is also currently being carried out on the slab edges to level 16.

Decking: We have now installed the decking on the balconies to levels 19 to 7 and the quality control checks are currently taking place. Decking has been signed off on the roof terrace and levels 19 to 14. We are currently installing decking to level 6 and preparations are being made to start level 5.

Stockwell Park Hall of Fame

The Stockwell Park Hall Of Fame (formerly known as the Graffiti Pen), which has already been included as one of Trip Advisor's 'Off The Beaten Path Things To Do In London', was recently entered as a nominee by Rock Townsend in the Civic Trust Awards.

These awards are for recognising schemes all over the world that have outstanding architecture, planning and design, as well as making a positive contribution to the community.

The Hall of Fame was up against projects such as the Royal Opera House, 'Open Up – the US Embassy in London' and the new Tottenham Hotspur Stadium.

Although the Hall of Fame didn't win first prize, it did receive a Highly Commended award. This places it as joint runners up with Tottenham Hotspur stadium, currently seen as the best stadium in the country!

Scaffolding:

Currently the removal of scaffolding is progressing down the building. It is currently at level 16.

Rented Block

Scaffolding: The erection of the scaffolding has now been completed.

Balcony Glass: All balcony glass has been replaced.

Sky Garden - Roof Terrace: The cladding to the roof terrace is in the process of being removed and the new bracketry and insulation system has started to be installed.

Cladding: Cladding stripping to level 14 and 13 has commenced.



Thrayle House







At Thrayle House we are currently carrying out the final snagging stages for most of the affordable apartments as blocks A, B and the houses near completion.

Snagging in block C and D is also well underway as we work our way up the tower. Externally the scaffold is gradually coming down and is now fully removed from all other blocks. The landscaping – including roads, pavements, plants, trees and seating – are all being installed to give the development a warm and welcoming feel.

This is the final push for the development as we aim to complete at the end of April / beginning of May. In difficult circumstances our contractors and consultants are doing their best to ensure things keep progressing as we work around challenges with supply chains and staff resourcing. Of course, at this time, the health and safety of our workforce and residents remain top priority as we work out the best and most appropriate procedures to allow new residents to move in safely to their new homes.

Our performance

How we are doing

Performance Indicator	Target	Dec	Jan	Our Improvement Plan
% of ASB cases responded to within target	100% 	100% 	100% 	When you report an ASB case to us, we aim to give you a first response within 5 working days. We take cases of anti-social behaviour very seriously and want to make sure the estate is as safe as it can possibly be.
% of block inspections completed	100% 	100% 	100% 	Our Estate Services Team are here to make sure all of the Blocks are clean, tidy, and the estate is pleasant. If you would like to come along to one of our block inspections later in the year, please call 0207 326 3700 .
Rent collection	100% 	98.72% 	98.6% 	Our Income Team is here to help you pay your rent and can offer you advice when needed. If you need advice please call 0207 326 3700 – option 2 – to speak to someone in our Income Collection Team.
SW9 website visits	1275 	1420 	1302 	We use our website to keep you updated on the latest news and events going on at SW9. Please visit www.sw9.org.uk for more information.



www.sw9.org.uk 
info@sw9.org.uk 
 020 7326 3700 
 SW9 Community Housing 
 @sw9housing 