




Our ref: ASB UPDATE
Via: Notice boards, website, hand delivery.

Tuesday 19 May 2020



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

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

Dear Resident

Neighbourhood – update and advice

In recent weeks the SW9 Neighbourhood team has noticed an increase in the number of complaints it is receiving. Some of the complaints are considered anti-social behaviour (ASB) while others are non-ASB related but are still impacting negatively on the wellbeing of some of our residents/leaseholders/other private neighbours and/or causing a health & safety risk within the estate.

I am writing to remind everyone to respect the right to the quiet enjoyment of their home and surrounding environment, a right that is protected by law and your tenancy terms, and to keep the estate free from health & safety risks.

Below is some guidance on what to do if you experience a problem and the implications of causing ASB/a non-ASB problem.

Noise

Please note that when a noise complaint is investigated and substantiated as excessive, it will be deemed statutory nuisance. As excessive noise is deemed an environmental health matter, it needs to be reported to Lambeth Council.

The Council's telephone number is **0207 926 5000** and their opening hours are as follows:

- Monday to Friday 9am to 5pm.
- Thursday 8pm to 4am.
- Friday and Saturday 9pm to 5am.

You **MUST** also inform SW9 that you have reported it.

SW9 will work with all parties involved in the case – the person complaining (when required), the person(s) complained about, the Council and any other third-party person or organisation in order to resolve the problem. We will seek to resolve this informally in the first instance. If the informal solution fails, an abatement notice may be served by the Council requiring that the nuisance is stopped or restricted. A breach of this notice is a criminal offence and may result in a fine of up to £5,000.00 and/or prosecution as a last resort to bring an improvement or full resolution to the

noise. The police will deal with noise that amounts to a breach of the peace, or where it is associated with threatening, violent or other anti-social behaviour.

Communal Areas

All communal areas must be kept free and clear of any item(s), including staircases and landings etc. They are not to be considered an extension of your home. These areas are crucial escape routes in the event of a fire. If item(s) in communal areas are brought to our attention you will, in the first instance, be advised to clear them within an agreed period. Failure to comply will leave us with no other alternative but to act in line with the terms of your tenancy agreement. In some cases, this can result in an increase to an individual or block service charge should it cause us to provide more than the usual planned service.

Rubbish

Please refrain from leaving household rubbish outside your front door or building, either overnight or during the day, including outside the bins/bin rooms. This is littering and anti-social behaviour as it can cause pest infestation. If you should see rubbish left in this way, please report it to members of the Neighbourhood team.

Tipping a mattress, electrical items, furniture or a bin bag full of rubbish within the streets of the estate is nuisance and makes the area look ugly and run down. This is fly-tipping and it is illegal. Please report this to SW9 via our Estate Services Team to enable action to be taken. The Stockwell Park Estate is monitored by CCTV and the evidence from this service will be used to take action against an offender.

Parking

The current suspension of parking enforcement still requires everyone to comply with the parking restrictions in order to avoid any risk issues arising to anyone on the estate. Failure to do so will result in the issue of a Penalty Charge Notice and/or the vehicle being towed. Please check our website and estate notice boards for updates on the parking suspension arrangement as this will be our only method of updating everyone in relation to parking on the estate. If you are unsure at any time about the parking status on the estate, please feel free to call the estate office on 0207 326 3700 to find out. When we do resume the processing of parking permits, you will be required to make your parking permit application from the date it expired. We will also be asking you to maintain social distancing when you visit the estate office.

Social Distancing

In line with government COVID-19 guidelines, SW9 expects everyone to maintain the 2-metres social distancing within the SW9 estate. This includes communal areas which have been allowed to stay open as well as lifts and laundry rooms etc. Please continue to listen to government updates in relation to this matter as it is constantly being reviewed. The next update is due at the end of May 2020. By remaining compliant we will avoid the spread of Coronavirus on the estate. Playgrounds remain closed in line with government guidelines and a breach must be reported to the Police along with letting the SW9 Estate Services team know that it has been reported. The Wynter House Duck Pond is permanently closed for Health & Safety reasons. Notices have been put around each section of the fence as well as at the entrance of the Duck Pond to this effect.

Harassment

Any resident causing harassment to another person, including racial abuse and domestic violence, must be reported to SW9 by calling the estate office number stated below or on our website using the ASB form. Harassment is a serious breach of the terms of your tenancy agreement and the law. If you become a victim, below are a list of organisations to contact or things you can do:

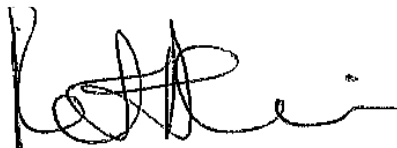
- Call the Police on 999 (if in danger) and press 55 when prompted if you can't speak.
- Respect Men's advice line – 0808 8010 327.
- The National Domestic Abuse Helpline – 0808 2000 247.
- Refuge UK wide 24-hour helpline – 0808 2000 24
- Download the free mobile app Bright Sky – support and information for anyone who may be in an abusive relationship or concerned about someone they know.
- Take yourself to Boots or Superdrug safe spaces near you – usually their consultation rooms.
- Checking the website of Lambeth Domestic Violence Services.

SW9 takes this seriously, particularly during the Coronavirus lockdown period which has resulted in an increase in cases reported. For example, Lambeth Violence Against Women and Girls Group report that Lambeth ranks as the highest volume borough in the Metropolitan Police Service (MPS) for reported 'Most Serious Violence Against Women' cases and has the fifth highest volume of reported domestic violence offences out of 15 similar boroughs.

We appreciate your co-operation in these matters. If you wish to discuss any of the contents of this letter, please email Neighbourhood.Enquiries@sw9.org.uk or call the estate office main number **0207 326 3700**.

PLEASE DO NOT IGNORE THE CONTENTS OF THIS LETTER

Yours faithfully,



Patricia Aihie
Interim Housing Service Manager
SW9 Community Housing