




Our ref: COVID-19 update 2

Thursday 21 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,

Coronavirus (COVID-19) - service update and advice

I am writing to update you on the measures SW9 are taking following the recent advice from the Government, published on 11 May 2020.

As SW9 prepare to return services to pre-Coronavirus levels where possible, we anticipate that the coming months will bring with them several challenges. With most of our staff continuing to work from home following Government guidance designed to reduce social contact, it is unlikely that normality will return before the summer. However, we will endeavour to do all we can to maintain service levels and to support our residents where possible.

The SW9 Office

The SW9 Estate Office will remain closed to residents and the general public for the time being while we consider the appropriate COVID-safe measures that need to be in place to keep both our staff and residents safe. 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

As we prepare to reopen the office, it is likely that opening hours will be restricted, as we recognise that the majority of SW9 staff will still be working from home.

Repairs

We continue to undertake emergency repairs only. 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 our repairs contractor, Chigwell (London) Ltd.

The SW9 relationship with Chigwell (London) Ltd will end in October 2020. SW9 are actively procuring a new repairs contractor to take over at the end of this contract.

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

Our estate cleaning service provider, Zing, have maintained the service to the agreed level through the lockdown. We continue to work with our other service providers to ensure that, as far as possible, they maintain service levels and standards.

Rents/Service Charges

We understand that some of our residents may have had their household income impacted during this time and that many have applied to Universal Credit. If you have any concerns about paying your rent and/or service charges, please contact our Income Team via the following contact methods. 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

Parking on the estate

Parking restrictions remain suspended until further notice. However, SW9 is in an active discussion about when these can be reintroduced. When this happens, we will notify you, giving at least 5 working days' notice.

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

Anti-Social Behaviour (ASB)

During the lockdown period, SW9 has seen a rise in the number of Anti-Social Behaviour (ASB) cases being reported. We would like to remind residents that it is important to keep all forms of noise to a minimum during the lockdown period.

This is a difficult time for all residents, and we must be respectful of our neighbours and the wider community. Many of our residents are classed as key workers and it is important that we all play our part in helping to support them by making sure their homes and neighbourhood remain peaceful environments.

If you are approached by a neighbour/SW9 staff member and asked to keep your noise down, please react positively.

A detailed letter from our Neighbourhood Team about ASB can be found on our website at: <https://www.sw9.org.uk/media/9277/neighbourhood-team-letter-v4-190520.pdf>

If you would like a copy of this sent to you, please request a copy by email info@sw9.org.uk

How to keep updated

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

- **Website:** www.sw9.org.uk
- **Facebook:** SW9 Community Housing
- **Twitter:** @sw9housing

If you have a service query, we have also introduced a Frequently Asked Questions page on our website that may assist you. You can find this at:
<https://www.sw9.org.uk/advice-and-support/frequently-asked-questions-faqs/>

Yours faithfully,



Julie Alexander
Head of Operations
SW9 Community Housing