




Our ref: COVID-19 update 3

Monday 6 July 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**

Further to the government's recent relaxation of the national lockdown measures, I am writing to update you on SW9's plans to return your services to normal levels.

As you are aware, during the lockdown period SW9 has been running a reduced service in various areas. This was necessary so that we could prioritise the most important work and carry it out in a manner that was safe for residents, staff and the wider community. We are grateful to you for the understanding and support that you have shown during this time.

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 many of our staff continuing to work from home following Government guidance designed to reduce social contact, we will not be able to return to normality immediately. However, we will continue to take important steps in this direction.

#### **The SW9 Office**

Starting from Monday 13 July the SW9 Estate Office will now be open for limited periods. These are:

- **Mondays:** 9.00am – 1.00pm
- **Wednesdays:** 1.00pm – 5.00pm
- **Thursdays:** 3.00pm – 7.00pm

When visiting the office please be aware of your own social distancing and maintain a two metre distance from others.

In addition, several other COVID-secure protocols will be in place during your visit:

- Only three people will be allowed into the reception area at any one time.
- Only two people will be allowed at the reception desk at any one time.
- Queuing positions will be clearly marked.
- You will be required to make use of the sanitising station at the door.
- Screens will be in place to minimise risk of transmission.
- Regular cleaning of the reception area will take place throughout the day.
- Public toilet facilities will be closed.
- Reception seating will not be available.
- Community computer terminals, the coffee machine and water dispenser will not be available.
- Meeting rooms will not be in use – if you require a meeting with an Officer, please contact SW9 by telephone in the first instance to arrange a way in which this can be carried out safely.
- Posters will be clearly displayed reminding you of what is expected.

We thank you for your understanding and patience as we do all we can to keep you, your household and our staff safe during this time.

During periods when the office is closed, you can still use the following contact methods:

- **Telephone:** 0207 326 3700
- **Email:** [info@sw9.org.uk](mailto:info@sw9.org.uk)
- **Website:** [www.sw9.org.uk](http://www.sw9.org.uk)

## Repairs

Simon Hall, SW9's Interim Property Services Manager, wrote to all residents on Monday 29 June to let you know our plans to reinstate the Repairs service.

From July 13 2020, SW9 will begin working through the backlog of non-emergency repairs (including communal repairs). While we work through this backlog, responding to urgent or routine repairs may take longer than normal. We will be completing work based on our existing repairs priority scales and, although this means we won't be reintroducing routine repairs immediately, the intention of prioritising works in this way is so that a normal service can resume as quickly as possible. It is currently anticipated that may be likely by early September.

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.

## Parking on the estate

Parking restrictions will once again be in force from Monday 13 July. This means you will be required to make your parking permit application from the date it expired. If you have any queries about parking, please do call the office on 0207 326 3700.

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.

## 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](mailto:rents@sw9.org.uk)
  - Shared owners - [SharedOwner.Income@sw9.org.uk](mailto:SharedOwner.Income@sw9.org.uk)
  - Leaseholders - [Leasehold.Income@sw9.org.uk](mailto:Leasehold.Income@sw9.org.uk)

## How to keep updated

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

- **Website:** [www.sw9.org.uk](http://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**