



Community  
Housing

Clean Team

# Your cleaning service



[www.sw9.org.uk](http://www.sw9.org.uk)

Part of  
**Network  
Homes**



**SW9 is incredibly excited to announce that, from Tuesday 1 September, we will be bringing all cleaning on Stockwell Park in-house.**

This is an important step for the organisation and one that will bring about great improvements and opportunities for residents, staff and the wider community.

In this leaflet we have set out everything you need to know about what this means for you. However, if you have any other queries about SW9's cleaning moving in-house, please contact us using the details on the back cover.

Best wishes,

**Delroy Rankin**

**Executive Director**



## Frequently Asked Questions

From Tuesday 1 September, SW9 will be bringing all cleaning on Stockwell Park in-house, but what does this mean for you and the service you will receive? The Frequently Asked Questions (FAQs) below will answer many of the queries you have.

### Will this mean service levels will decrease?

No, the intention of bringing the cleaning service in-house is so that SW9 can offer an increased level of service. It will allow cleaning to be more responsive when issues occur and ultimately provide greater value for money for all residents as we will no longer have the costs associated with employing an external contractor.

## I'm happy with the cleaning service, why are you making this change?

Many resident-led housing organisations operate a successful in-house cleaning service, however SW9 has employed an external contractor to provide this service on Stockwell Park for several years.

Moving the service in-house is great news for residents, staff and the wider community as it means:

- SW9 will directly employ its own cleaning team.
- We will be able to offer increased value for money.
- We will be able to deliver a more responsive service.
- We can offer greater employment opportunities for local people (with SW9 committed to paying the London Living Wage).

## Who made the decision to bring cleaning in-house?

The decision to bring the cleaning service in-house was taken by our resident-led Board and fulfills a long-held promise by SW9 to continue improving the service we provide to you, our residents.

Having an in-house cleaning team means that SW9 will be operating a model that has proven successful at other resident-led housing organisations. It also brings us an important step closer to fulfilling the long held goal of the Board – to bring our repairs service in-house.

## Who will now be in charge of the cleaners?

The SW9 cleaning team will be managed by Simon Hall, SW9's Property Services Manager and our new Estates Manager, Michelle Levy.

## I liked my cleaners, what will happen to them?

Many of the staff providing the SW9 cleaning service will be transferring from our previous contractor Zing. This means the new service will be in a position to hit the ground running, maintaining and improving on current performance levels.

## What is the cleaning specification for my block and can I have a copy?

Yes of course, you can request a copy using the contact details overleaf. We will also be displaying this in a poster in each block.

# Contact us

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