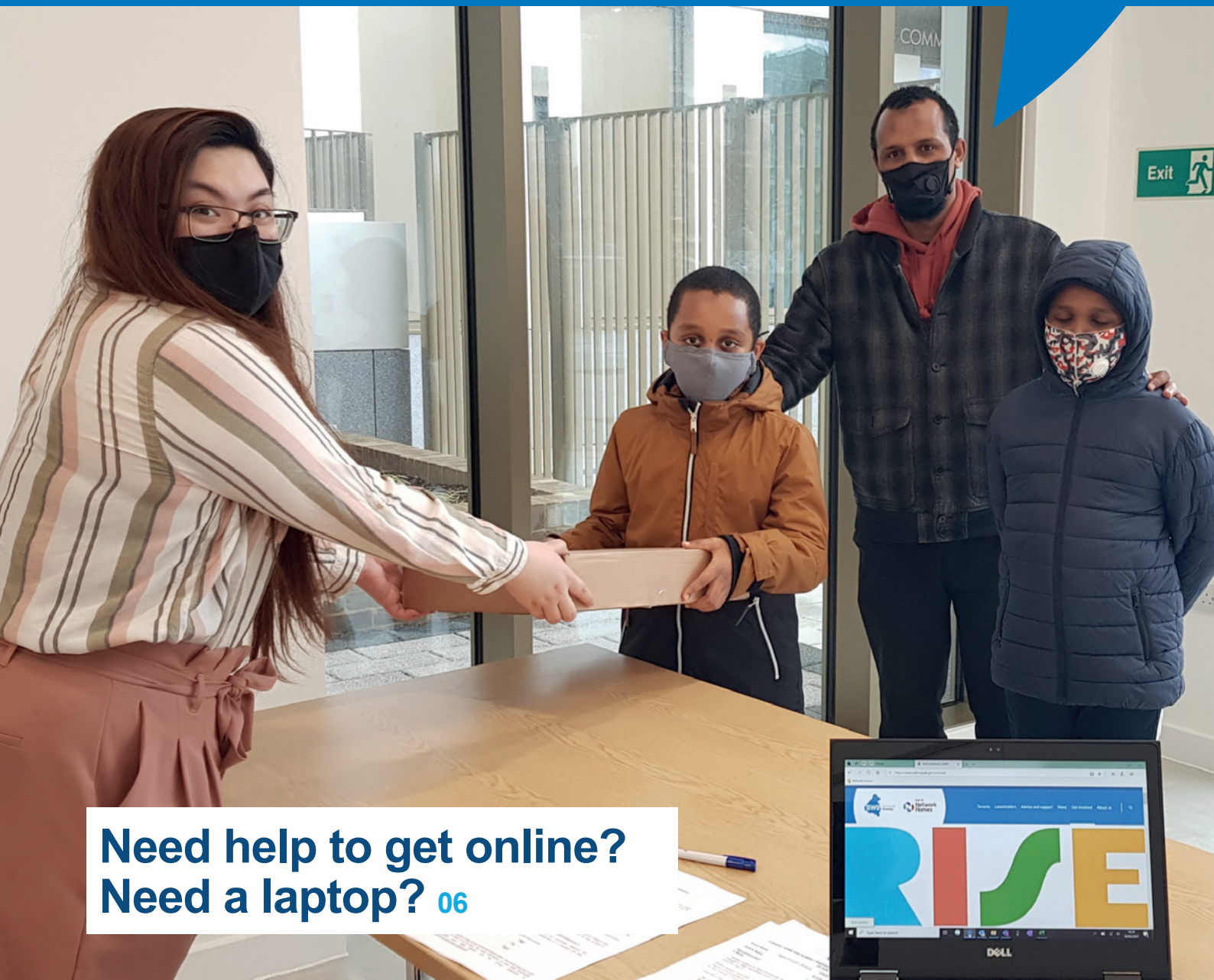




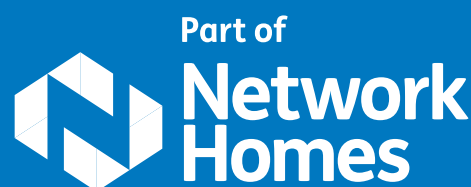
Our Community News



**Need help to get online?
Need a laptop? 06**

Inside:

- Coronavirus update 03
- Social Housing White Paper 08
- RISE update 10





Welcome

Keeping it local

It is my sincere hope that we are on our way back to normality.

At the time of writing, lockdown restrictions are beginning to be lifted. This means that SW9 can operate, although we are required to provide some services in a slightly different way.

We know that there will be a number of issues, many that we cannot foresee, as we move through 2021 and begin once again delivering your services in the traditional manner. I am incredibly grateful to all of our residents for the understanding and support that you have shown to SW9 during the

pandemic, however I am also looking forward to all that we can build together going forward.

Throughout the last 12 months the regeneration of Stockwell Park has continued apace, with new homes being built and new people moving into our community. The end of the lockdown will give us all a chance to finally meet, mingle and move forward to create a brighter future together.

Stay safe and best wishes

Delroy Rankin
Executive Director

Listen to the SW9 Podcast!

We've created a new podcast specifically for residents of SW9 Community Housing.

The first two episodes are now available and include interviews with SW9's Community Engagement and Communications Manager, Komal Doan and David Gwyther from the Office for National Statistics.

You can listen to the SW9 Podcast now and we hope to have this available on all major podcast distribution services soon.

- **Youtube:** Search for the SW9 Community Housing channel.
- **Podbean:** thesw9podcast.podbean.com
- **Amazon / Audible:** Search for 'The SW9 Podcast'.



Follow SW9 on Instagram



SW9 Community Housing is now on Instagram! Please follow our account to keep up to date with everything that we have going on.

You can follow us by visiting Instagram and searching for 'sw9communityhousing'.

And don't forget, you can also follow us on our other social media channels too:

- **Facebook:** SW9 Community Housing
- **Twitter:** @sw9housing
- **Youtube:** SW9 Community Housing



Coronavirus (COVID-19) service update and advice

Wash hands. Cover face. Make space.

At the time of writing, lockdown restrictions are beginning to be lifted. This means that SW9 can operate, although we are required to provide some services in a slightly different way.

Please do read the information on these pages to make sure you know how to keep yourself, your household and the wider community safe when dealing with SW9 during this time.

In addition, we have published our 'Post-COVID Safe Working Guidance' which details everything that SW9 has put in place to make sure that staff, contractors and visitors to the office are kept as safe as possible during this period.

You can read the Guidance on our website 'Publications' page at www.sw9.org.uk



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 or email at repairs@sw9.org.uk

Your repairs service

The government advice currently states that repairs should continue. We will complete work based on our existing repairs priority scales and will do all we can to minimise disruption to your service during this period.

If you have any outstanding repairs please be aware it might take longer for us to complete these. In line with Government regulations we have to be mindful of the restrictions under which we must operate during lockdown and ask for your patience. We will do our best to maintain the repairs service with care and consideration for the safety of our residents and operatives. However, for reasons out of our control, day to day (not emergency or urgent) repairs may take longer to carry out.

Your office

The SW9 office is once again open to residents and a number of COVID-safe measures are in place to keep you, your household and our staff safe during your visit. These will be clearly displayed in reception.

If you do not wish to visit the office in person, you can still use the following contact methods:

- Telephone: 0207 326 3700
- Email: info@sw9.org.uk
- Website: www.sw9.org.uk, using the 'Contact us' page.

Your playgrounds



In line with government guidelines, SW9's playgrounds on Stockwell Park are now open for use by families.

Please make sure that you follow the COVID-safe advice on display during your visit and do all you can to protect your household and the wider community.

Managing your rent

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
- Email: Shared owners - SharedOwner.Income@sw9.org.uk
- Email: Leaseholders - Leasehold.Income@sw9.org.uk

Can I still be evicted?

SW9 Community Housing only ever use evictions as an absolute last resort. We will continue to support you if you're in financial difficulty proactively and compassionately, in line with our normal processes.

Your rent (and service charges) continue to be due on an ongoing basis and 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.

Your gas service

As they are a legal requirement we will continue with gas safety checks no matter what restrictions are in place. If you are notified about a check, please let our contractors in to carry this out 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.



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 / has recently gone into self-isolation.
- Keep a minimum of 2 metres apart from other people.
- Wash their hands frequently.
- Wipe down all surfaces.

Support for older and vulnerable residents

In our sheltered schemes we'll continue to support our residents through this period, reaching out in particular to those who do not have support from family and friends.

This includes those who do not live in the schemes. We have been following the Government's advice closely around social distancing to prevent the virus spreading and will continue to do so as restrictions change to once again allow visitors.

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

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.

Your parking

Due to lockdown measures easing, parking controls on Stockwell Park are once again in operation.

If you need to renew your parking permit then please contact the SW9 office. We are asking all residents to book a time slot so that permits can be renewed. This is to help maintain the safety of you, our staff and the wider community.

Telephone: 0207 326 3700

Email: info@sw9.org.uk

Website: www.sw9.org.uk using the 'Contact us' page.



Also, let us know if someone in the 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 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

Need help to get online? Need a laptop?

SW9's RISE programme currently has laptops and Data Wi-Fi available which we would like to offer to SW9 Community Housing residents who meet our simple eligibility criteria.

To apply please complete our Digital Inclusion Application Form and return it to getinvolved@sw9.org.uk (or directly through the post box to the SW9 Office). You can find the application form in our website news story at www.sw9.org.uk

In addition we have been working with Stockwell Primary School to ensure that equipment is available to young people in our community.

For more information please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- **Telephone: 0207 326 3700**
- **Email: getinvolved@sw9.org.uk**
- **Website: www.sw9.org.uk,
Using the 'Contact us' form.**

Please note: due to limited supplies, we cannot guarantee digital equipment for all applicants.

Scan QR code



First laptops delivered!

On Thursday 18 February, the RISE programme allocated its first laptops to families who need help to get online during this difficult period. Kelly Tran, SW9's Community Engagement Apprentice, was on site at your new Learning Centre. She says:

"As someone who lives in this community, I'm happy that there are these programmes and projects in place to benefit us when we most need the help – especially now during this pandemic. It's the first time that I've been able to give back to

my community and in all honesty, it felt great and amazing knowing that we were able to help so many families. It was heart-warming to hear their stories and how appreciative they are for the RISE programme. I'm grateful that I had the opportunity to help with allocating the first laptops and I want to thank the families who applied as I know it's not always easy to accept help. Please do check out our RISE programme through our website as we take pride in offering programmes that will benefit our residents."

Eat Well / Learn Well

At the beginning of April, SW9's RISE programme introduced the Eat Well / Learn Well support service - an opportunity for families to pick up essential stationery and breakfast for families that need additional support.



We were delighted at the number that got involved, arriving at your new SW9 Learning Centre to collect items. In total over 50 packs were distributed, which included nutritional breakfasts and stationery.

Please watch this space for similar initiatives from the RISE programme.



Don't forget! You can report repairs online

If you have a non-emergency repair (including communal repairs), don't forget that you can report this online.

You can do so on our website using the 'Report a repair form' at www.sw9.org.uk

Alternatively you can email the team on repairs@sw9.org.uk

If your enquiry is an emergency, please still call **0207 326 3700** and follow the option for Repairs.

Dear SW9...

Do you have a question for SW9 that you think other residents might benefit by knowing the answer to? If you do, then why not write in? If we include your letter in our next newsletter then a £10 gift voucher could be yours!

News in brief

Tenancy Agreements

If you are a Lambeth Stock Transfer resident and do not have a signed tenancy agreement, please contact the Neighbourhood Team on **0207 326 3700**.

Repairs survey

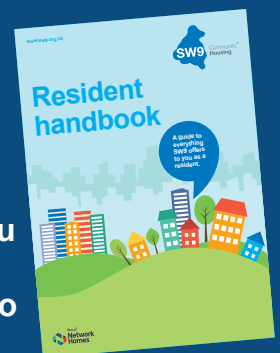
If you receive a call from IFF regarding your repairs service, this is genuine. IFF are currently undertaking surveys for SW9 and the results of these will be used to improve our delivery to you.

Home Contents Insurance

If you currently do not have home contents insurance, please contact your Neighbourhood Team on **0207 326 3700**. It is strongly recommended that all residents should have insurance and the team can help you to get adequate cover.

Have you seen the new SW9 Resident Handbook?

Lately we've been working on a brand new version of the SW9 Resident Handbook. This booklet contains everything you need to know about your home and the service SW9 provides to you and the community.



To view the new look handbook, please visit the Publications page on our website – www.sw9.org.uk. Alternatively, you can request a copy by getting in touch:

- Email: info@sw9.org.uk
- Telephone: **0207 326 3700**

The Social Housing White Paper

Introducing the Social Housing White Paper

The Charter for Social Housing Residents: Social Housing White Paper was published by the Government in November 2020 and sets out the proposed regulatory measures which aim to “provide greater redress, better regulation and improve the quality of social housing” for social housing tenants in England. The full paper is available on the government website.



What is the Social Housing White Paper?

The Social Housing White Paper outlines a new charter for social housing tenants in seven key aims:

- 1. To be safe in your home** – The Government will work with industry and landlords to ensure every home is safe and secure.
- 2. To know how your landlord is performing** - including on repairs, complaints and safety, and how it spends its money, so tenants can hold their landlord to account.
- 3. To have your complaints dealt with promptly and fairly** - with access to a strong Ombudsman who will give tenants swift and fair redress when needed.
- 4. To be treated with respect** - backed by a strong consumer regulator and improved consumer standards for tenants.
- 5. To have your voice heard by your landlord** - for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
- 6. To have a good quality home and neighbourhood to live in** - with your landlord keeping your home in good repair.
- 7. To be supported to take your first step to ownership** - so it is a ladder to other opportunities, should your circumstances allow.

The Ministry of Housing, Communities and Local Government has produced a useful guide for residents which includes a summary of the policy measures in the White Paper.

As a responsible social landlord, and working in partnership with our parent company Network Homes Ltd, we will implement the relevant improvements and changes to comply with the Government’s policy measures. As an organisation we are already working hard towards building resident engagement and trust as our aim is to ensure that residents’ voices are listened to and heard.

The Government’s policy measures will inform our strategic objectives so that we are clear about the changes that need to be implemented and how this will be done. We will continue to keep residents informed of forthcoming changes and we will take action where we identify existing issues whilst fully engaging with the consultation to help shape a fair regulatory regime.

If you would like to learn more about our resident engagement initiatives and how you can ensure your voice is heard, please contact Komal Doan, SW9’s Community Engagement and Communications Manager on **020 7326 3700** or **getinvolved@sw9.org.uk**

Advice and guidance

Condensation and your home

Sometimes you may notice condensation in your home. Occasionally this is confused with damp and, although it can lead to this, there are many simple things that can be done to keep your home safe, warm and dry.

What are the signs of condensation?

If your property is suffering from condensation and damp, you may notice the following:

- A build-up of moisture on your windows.
- Musty, damp smell.
- Water running down walls and windows.
- Wallpaper peeling.
- Damp patches on walls.
- A build-up of moisture on windows.
- Mould growth (especially on exterior walls).
- Wall staining.

What can I do to prevent condensation?

There are several things you can do to help prevent condensation issues from appearing within your home:

- Ensure that any washing machines or tumble dryers are correctly vented.
- Dry clothes outdoors to prevent excess moisture escaping into your property (if this is not possible, open doors or windows).
- Ensure that your kitchen or bathroom doors are closed to avoid excess moisture from escaping into other rooms.
- Cover your pans when cooking to avoid the steam from escaping.
- Use an extractor fan, if you have one, when cooking or showering. Alternatively, open a window for at least 15-20 minutes.
- Cover fish tanks and move houseplants outdoors if necessary, as both pets and plants produce moisture.
- Wipe down and dry surfaces after you finish using them.
- Do not overfill wardrobes or cupboards. Overfilled spaces such as these are breeding grounds for mould as the air cannot easily circulate.
- Place wardrobes against internal walls, if possible.

- Keep furniture at least 50mm away from surrounding walls so that air can easily move around your home.
- Ensure that your home is adequately heated.
- Open the windows slightly in rooms that you regularly use.

What can I do to tackle condensation?

If your home already has condensation-related issues, it is important to get these sorted as soon as you notice the signs. Here are some ways you can tackle the problem in the first instance:

- Wipe down affected walls and window frames with a fungicidal wash.
- Dry clean or machine wash mildewed clothes and shampoo mouldy carpets.
- Redecorate using fungicidal paint or, if wallpapering, use a fungicidal resistant paste.

What can I do if the problem is more severe?

If the problem is more severe, you should contact us:

- **Telephone: 0207 326 3700**
- **Email: repairs@sw9.org.uk**
- **Website: www.sw9.org.uk using the 'Contact us' form**





Together. We Can.

RISE is here!

As detailed in your last issue of 'Our Community News', the SW9 RISE programme is now underway.

RISE sees SW9 entering a new era of community engagement with opportunities for you to get involved with the organisation, have your say in how services are run, develop your talents and help us build the future of Stockwell Park.

As part of the regeneration programme, SW9 now has two new spaces just for the benefit of the community:

- SW9 Resource Centre, 13 Benedict Road, SW9 0FS
- SW9 Learning Centre, 153 Stockwell Road, SW9 9FX

This is an exciting time for us as we can run activities and events to bring residents together.

In addition, we have also completely overhauled our engagement opportunities, giving you a number of different ways in which you can work alongside SW9 to make sure that you can make a real difference to how housing services are provided to your community.

Full details of these can be found on the 'Get Involved' page of our website.

If you would like to speak to someone about any of these opportunities, please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- **Telephone: 0207 326 3700**
- **Email: getinvolved@sw9.org.uk**
- **Website: Using the 'Contact us' page at www.sw9.org.uk**

Scan QR code



Help us to shape the future of engagement

In the coming months we will be asking you to help us shape the future of resident engagement at SW9. We will be getting in touch with you to find out what you want to see more of, what activities you think we should be delivering and how we can help you to make a difference.

You will see us out and about wearing blue high viz vests on special 'Big Conversation' days, as well as receiving a leaflet through the letterbox.

All of this activity will feed into our new Resident Engagement Strategy, making sure we are delivering what you want in the years to come.

For more information, please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- **Telephone: 0207 326 3700**
- **Email: getinvolved@sw9.org.uk**
- **Website: www.sw9.org.uk, Using the 'Contact us' page**



Be the difference – join the SW9 Improvement Panel

The SW9 Improvement Panel is your chance to work in partnership with us, influencing positive change by making sure we continue to provide excellent services.

The Panel works closely with management and officers to identify areas in need of improvement, conducting reviews and making recommendations for how SW9 could make the services you receive better.

You can find out all about the Improvement Panel by visiting the 'Get involved' page on our website www.sw9.org.uk or by watching the video on the SW9 Community Housing Youtube channel.

Alternatively, please contact Komal Doan, SW9's Community Engagement and Communications Manager, using the details below.

- Telephone: 0207 326 3700
- Email: getinvolved@sw9.org.uk



Residents Assemble!

We are currently working on a new initiative to get quick fire feedback from residents on various aspects of the services we provide to you.

To do this we are looking to recruit a small team of residents who are available to take the occasional phone call or fill in short surveys. These could be on subjects ranging from elements of the repairs service to what activities you would like to see happen during the summer, and anything in between!

To join the Residents Assemble group please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- Telephone: 0207 326 3700
- Email: getinvolved@sw9.org.uk
- Website: Using the 'Contact us' page

Did you know about the SW9 Educational and Employment Grant?

SW9 residents can now apply for an educational and employment grant of up to £300 which may be used towards covering training course fees, course materials and travel or childcare provisions whilst attending a course.

The grant can also help cover costs associated with gaining employment such as help towards funding new interview clothes or equipment for specialist jobs e.g. construction.

You must be aged 16 years and above to apply.

For more information, please visit the 'Advice and Support' section of our website at www.sw9.org.uk

Introducing the SW9 Hardship Fund

The SW9 Hardship Fund is a discretionary scheme for SW9 residents. It can provide a safety net in an emergency or after a disaster, provide assistance to enable independent living in the community, and can assist some families under exceptional pressure. It is intended to help with one-off needs rather than ongoing expenses.

If you're experiencing financial difficulties, you may be eligible to receive support from us through our Hardship Fund.

The Hardship Fund aims to support residents that are facing hardship through, but not limited to:

- exceptional pressure, for example, due to a relationship breakdown, a house fire or flooding.
- returning to the community from formal care, e.g. a care home, hospital or prison.
- a resettlement programme following homelessness or domestic violence.
- your benefits being delayed and you needing emergency supplies.

- one-off expenses for certain journeys, for example, visiting someone in hospital.

This Fund is open to anyone living in an SW9 Community Housing home who meet the eligibility criteria.

Awarding this one-off payment to residents facing extreme financial challenges is one way in which we support our residents by prioritising their needs first and enabling them to find a way to move forward in confidence.

For more information, please visit the 'Advice and Support' section of our website at www.sw9.org.uk

Celebrating 10 years of the Hampers Project

2021 will mark 10 years of the SW9 Hamper Project. For the past decade a team of volunteers, led by resident Marcia Scott, have come together to source goods and pack hampers for elderly and vulnerable residents on the Stockwell Park Estate and surrounding street properties.

Every Christmas and Easter the team pack and deliver 100 hampers which are gratefully received by residents – many of whom live in our supported housing schemes such as Helmi House. Supporting the Hampers project is a joy for SW9 and we will continue to support this project into the future.

Sadly, the plan to deliver Easter Hampers during 2020 was unable to take place due to COVID-19 restrictions. However, the Christmas Hampers project did take place, bringing a little joy to the most

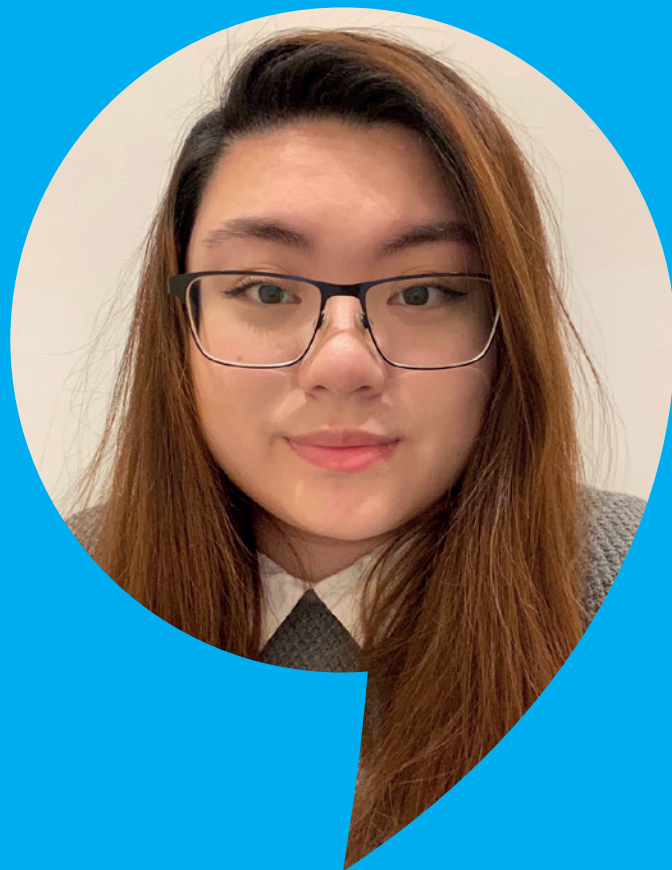


imperfect of years. If you would like to volunteer to take part in sourcing, packing or delivering the hampers then contact Komal Doan, SW9's Community Engagement and Communications Manager, using the details below.

- **Telephone: 0207 326 3700**
- **Email: getinvolved@sw9.org.uk**

Your team

Kelly Tran, Community Engagement Apprentice



Each issue we interview a member of your SW9 team. This time we are speaking to Kelly Tran, SW9's Community Engagement Apprentice about her role, what she does and how it makes a difference to the local community.

Hi Kelly, how long have you worked at SW9 for?

Hello! I have been working at SW9 for almost two months.

Tell us a little bit about what you do?

As an apprentice, I have been assisting different teams that require help as it is such a busy period. I am currently managing SW9's social media platforms and assisting my team in communicating any important notices or information to our residents. I have also been working with Komal Doan on our RISE programme and recently I had the opportunity to assist with our Digital Inclusion Scheme in which we allocated laptops to families who need help to get online during this difficult period.

**That sounds very interactive!
You must be a people person?**

I am! I genuinely enjoy meeting new people, being around people and working within a great team. This job role allows me to do just that. It has given me an opportunity to not only meet residents but also to aid my team in planning projects to help and benefit our residents. It brings me joy to know that something I helped plan can improve at least one person's life.

What do you enjoy about your job?

I really enjoy meeting new people and being able to work amongst really friendly and approachable people. I love the fact that SW9 always has the residents' best interests at heart and that I am able to give back to my community – the place I was brought up in!

Can you tell us a bit about yourself?

I graduated from university a year ago and this opportunity is my very first full-time job. I had never done a formal interview before this one and I'll just note that I had to throw everything I knew about interviews away, due to the pandemic and its restrictions!

And finally...

Thank you to everyone who has participated in our RISE programme so far. We have many ways in which you, our residents, can get involved with SW9 such as participating in workshops, joining our Improvement Panel and more. We also have two brand new community spaces which we are hoping to utilise with all the great stuff that we have planned!

Star Survey Update

STAR Action Plan update

In the last issue we published the results of our resident survey and let you know what actions we are going to put in place to improve our services. Here is an update on what we have done since the last issue. We have:

- Put together a template for posters and letters so that when we communicate with you it will be consistent and professional.
- Started recruiting for our SW9 Improvement Panel and are about to start for a Leasehold Steering Group.
- Assisted leaseholders to set up their own resident association at 151 Stockwell Park and 9 Benedict Road (BRX).
- Held fortnightly meetings with our main repairs contractor, Seville, to address any issues and help build a great relationship.
- Undertaken a review of staff training needs so we can hold additional training.

- Created a new Resident Handbook, which details both your and our responsibilities, as well as all of the most important information you need to know about your tenancy.
- Reintroduced our leasehold service charge drop-in sessions – which have been held online due to lockdown.

SW9 would like to give a big thank you to everyone who took part in the 2020 STAR survey. This survey is undertaken every three years and the questions are selected from a list put together by a company called Housemark, who are experts in housing association customer satisfaction.

If you want to have more of a say in how your services are run and what goes on in the estate, please contact the Community Engagement Team on:

- Telephone: 0207 326 3700
- Email: getinvolved@sw9.org.uk
- Website: www.sw9.org.uk

Want to set up a Residents' Association?



We are interested in hearing from any residents that wish to set up a Residents' Association for their block - or from those in street properties that would like set one up for their road or area.

Recently residents at BRX (151 Stockwell Park and 9 Benedict Road) have set up their own association. We caught up with the Chair, Beth Mitchell, about how she went about putting the group together.

Hi Beth, how long have you been an SW9 resident?

Hiya, around 7 months now.

And what made you want to set up a Residents Association?

We wanted to create a formal group of residents to work together as we integrate into the community and work together to solve shared common challenges in the building.

What are you hoping the RA can achieve?

We are hoping to become a recognised group and work closely with SW9 on community projects as well as ongoing partnership for management of the building.

Have you found it easy to do?

It has been really easy to do! SW9 have been really supportive and helped with the documentation required.

Were there any challenges in getting support from other residents?

Not really! SW9 helped with distributing letters for the inaugural meeting and we also had a meeting to explain what an RA is and why we thought it was a good idea for residents to ask any questions first! Since then, all residents have been very supportive. I would say it is worth having a few conversations with neighbours to gain interest in an RA first and then start the formal process.

What would you say to any other residents considering setting up an RA for their block?

Go for it! It can take a bit of time to set up but it is really worth it so all residents can align with a common purpose and also have fun along the way!

If you would like to set up a Resident Association, please scan this QR code.



My home and neighbourhood

Replacing kitchens and bathrooms

SW9 is committed to making sure that your home is well maintained and in a good state of repair.

We have a programme of planned (or cyclical) maintenance to replace or renew different parts of your home when they reach the end of their serviceable life.

Planned maintenance includes:

- Replacing central heating systems.
- Replacing windows.
- Replacing kitchens and bathrooms.
- Renewing the roof.
- Replacing electrical wiring.
- Replacing external doors.

We will contact you before we carry out any work to make sure that we cause as little disruption as possible.

Cyclical maintenance

In addition, we carry out cyclical maintenance every eight years.

Cyclical maintenance could include:

- repairs to external walls.
- painting the outside of your property.
- fencing repairs.
- landscaping common areas.

Please note: As these works are not essential to your health, safety or comfort, we can only schedule these works when the funds are available to us.



What is the procedure?

If you believe that a kitchen or bathroom needs replacing in your home, there is a procedure that we follow.

First, an SW9 surveyor will attend to inspect. This would include not just the condition of the units, but the layout for food preparation and ergonomics, while taking in aspects of poor design (e.g. a cooker being next to a doorway etc).

The surveyor would then write a brief report and take photographs. These are sent to SW9's parent organisation Network Homes which will make a decision on whether they agree to the renewal/replacement. If they agree it will be entered into the works programme.

Replacement kitchens and bathrooms may also be considered when a property is void if the items are at the end of their lifecycle. For kitchens this is generally 20 years and bathrooms 30.

For more information please contact the SW9 Repairs team on:

- **Telephone: 0207 326 3700**
- **Email: repairs@sw9.org.uk**
- **Website: www.sw9.org.uk, using the 'Contact us' page.**

Noise nuisance on Stockwell Park

Ever since lockdown began one year ago, the SW9 Neighbourhood team has noticed an increase in the number of complaints it has received about noise issues.

Everyone has the right to the quiet enjoyment of their home and surrounding environment, a right that is protected by law and your tenancy terms.

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 its opening hours are:

- Monday to Wednesday – 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 and we will seek to resolve the issue informally at first. If this approach 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 and/or prosecution. The police will also deal with noise that amounts to a breach of the peace, or where it is associated with threatening, violent or other anti-social behaviour.

Rough Sleepers

Throughout the end of last year, SW9 saw an increase in rough sleepers on Stockwell Park.



If you should discover someone sleeping rough near your home, please report this immediately to the SW9 Housing Team on **0207 326 3700**.

The team can then liaise with the individual to make sure they are receiving the support they need and assist them in finding more suitable accommodation.

Building balcony structures

The SW9 Housing Team is reminding all residents that structures of any sort should not be built on balconies.

This is for the safety of you, your neighbours and the wider community.

Says Olu Adedotun, Neighbourhood Services Officer: "We've had a number of instances recently where people have built something on their balcony to protect against the weather. Although this may make the balcony a more pleasant place to be, it can also pose a significant fire risk and is therefore not allowed. Between 2017 and 2019 there were 400 balcony fires in London. We need all residents to play their part to keep everyone safe."

A reminder about fly tipping

Fly tipping is a criminal offence and one that SW9 Community Housing takes very seriously. Not only is it unsightly, it is anti-social and dangerous to children.

It can also lead to increased service charge costs as dumped items need to be removed from the estate. To help keep our public areas clean and tidy, our Board has agreed a policy that allows us to fine fly tippers up to £1,000. Says Michelle Levy, Estates Manager: "It is important that everyone keeps the estate safe. There is CCTV in operation at all times. We can trace dumped rubbish back to an individual and we will fine them."

There is actually no need to dump rubbish. You can contact Lambeth Council's Street Care Team on **0207 926 9000** to book a bulky collection, or SW9 on **0207 326 3700**. There is a standard fee of £20 for the removal of up to three bulky items.



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 on Stockwell Park?

In many editions of *Our Community News* we run a small section on the recent history of the area. 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 'Publications' page – www.sw9.org.uk



2010 – Going live

March 2010 saw the first of many new buildings go up on Stockwell Park.

Thornton Street and the lower end of Robsart Street replaced The Old Dudley Garages site. We welcomed 47 new families into the new flats (nine general rented and 38 for private sale). The new buildings were officially opened by then MP, Kate Hoey, who said: "It is great to see how the area is changing for the good and modern buildings are making use of unused land on the estate. We are excited to see the regeneration progress on the estate improving people's lives."

A mixture of tenures has helped create a vibrant, diverse community on Stockwell Park Estate. In the decade that followed, private sale has become an important way of financing the local regeneration work.



Regeneration

Development update

SW9 is in the process of going through some very positive changes. The regeneration of Stockwell Park, 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 is 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.

Aytoun Road

The Aytoun Road demolition, ground clearance and pilling works are now complete. The ground floor slab is now well under way and work on the concrete frame has commenced. This development is due for completion by June 2021.



Tyler House

Tyler House is due to be completed at the end of April / early June 2021. Thirteen shared ownership units have been completed and all new residents have moved in. Contractor Henry's are currently working on cores 5 and 6.

The new external façade is complete on all cores apart from cores 5 and 6 where some finishing works need to be completed to the front entrance. All external façade landscaping is programmed to be completed by 09.04.2021.

HCPL will be completing the works to the courtyard over the next few weeks which will finally allow the residents to access the communal garden areas. This also includes the planting of the garden which should be complete by 16.04.2021.

Henry's have completed the external pathway and replacement railings around Tyler House which will reduce the noisy activities.

As the works are coming to an end Henry's have been completing the main stair cores to each block including final decoration, carpeting and repainting of walls. Following this the main entrance doors and surrounding areas will be tidied up and completed within three weeks.

A bike storage area is due to be handed over once the communal garden is resident accessible.



Crowhurst House lift

Investigatory works on the Crowhurst House lift have been delayed as UKPN could not attend to carry out ground investigation works during lockdown. They are now booked to carry out trial hole works to the area at the end of March. There may be some obstruction to the access road alongside Crowhurst House during this work, however cars will still be able to get in and out if required.

The delay due to lockdown has now pushed the completion of the lift back to August 2021.

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Park Heights

All works to the leasehold core have been completed, and the EWS1 form has been issued to all leaseholders.

The slab edge fire stopping and fire stopping above doors has also been completed, and inspected by BB7. Both items have been agreed and signed off by BB7. BB7 have now confirmed that they will issue the EWS1 form. It is anticipated that all cladding should be completed within the next two weeks.

With regards to the affordable block, the scaffolding currently sits at level 2.5 structural lift. This will enable works to the level 3 banding detail.

With regards to cladding works on the affordable block, contractor Hill is currently progressing on the level 4 slab edge banding detail on the east elevation. Contractor Simco is also installing the level 4 west elevation fire stopping barriers to the slab edge. Simco will begin fitting fire stopping barriers to level 4 south elevation and will then install the banding detail.







With regards to the Domus façade, all fire stopping barriers have been completed to both blocks. Four areas of work remain outstanding as these cannot be attended to until the scaffolding has been dropped and adapted. These are:

1. 2 x Domus stone panels on either side of the main entrance canopy.
2. 2 x damaged panels – one on the east elevation and one on the west elevation.



Our performance

How we are doing

Performance Indicator	Target	Dec	Jan	Our Improvement Plan
Rent Collection	100%	93.6% 	93.6% 	We know that the Coronavirus pandemic has led to some people struggling to pay their rent. Our Income Team aren't just here to take your payments, they are also here to provide you with support and advice. If you feel like you are struggling, please call our Income Team on 0207 326 3700 .
Percentage of block inspections rated "good" or "very good"	90%	98% 	95% 	The SW9 Clean Team is here to make sure the estate is kept clean and tidy. Our Estate Officers inspect each block once a month. If you would like to come along on one of our block inspections please visit our website for more details.
Percentage of properties with a valid Gas Safety Certificate	100%	100% 	100% 	A Gas Safety inspector will come to inspect your property once a year. It is really important you are there for your appointment. Please call the phone number on the letter if you need to rearrange.



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