



Community  
Housing

# Our Community News



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Part of  
**Network  
Homes**





# Welcome

Keeping it local

**A new year always brings with it great potential for change, refreshment, and improvement.**

It is my sincere hope that 2022 will be a great year for SW9. I recently attended the Meet and Greet Senior Leadership Team event, and it was great to see so many of you and to better understand your concerns. It is now our job to take positive action where there are issues and deliver the services you want to see in the way you want them.

During the coming year I look forward to seeing as many residents as possible at other SW9 events as we reintroduce the many community engagement activities you are accustomed to through your new RISE programme.

Best wishes for a merry Christmas and a happy New Year,

**Delroy Rankin**  
Executive Director



## Annual Report 2020/21



**SW9 has now published its Annual Report to residents for the financial year 2020/21.**

This covers SW9's fifth year of operation – an unprecedented year for service delivery as both staff and residents were obliged to find new ways of working due to the pandemic. Despite this, there is still plenty to be proud of and the report details these achievements as well as highlighting areas in need of improvement.

You can read the report now by visiting our website publications page at [www.sw9.org.uk](http://www.sw9.org.uk) or by scanning the QR code.



## Your Community Calendar

This issue of Our Community News also includes your Community Calendar for 2022.



The images used in this calendar were created by local children who attended Saturday art classes funded by SW9 Community Housing. The classes were run by Salome Dutt, a local resident and artist.

Due to Coronavirus, the art classes were on hold for the majority of the year, meaning that this year's artwork was again created in record time and in line with a number of COVID-safe restrictions. Many thanks to Salome and all the children who put in so much hard work to create such a great calendar for everyone to enjoy throughout 2022.



# Join us at the **SW9 Christmas Fair!**

Saturday 11 December  
2pm - 5pm

Learning Centre, 153 Stockwell Road, SW9 9FX  
(opposite the skate park)

Meet Father  
Christmas  
and his little  
helper

Balloon  
Modelling

Face Painting

Free raffle to  
win a  
Christmas  
hamper

Treat yourself  
to delicious  
cake

Bric-a-  
brac  
stall

Games

Arts &  
crafts

Don't miss out on the fun. To book your place, email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or  
call 0207 326 3700 | [www.sw9.org.uk](http://www.sw9.org.uk)



There will also be opportunities for you to buy a few fun Christmas presents and  
treats including slime and cake!



# Coronavirus (COVID-19) service update and advice

## Staying safe

**At the time of writing, many COVID-safe restrictions in the UK have been lifted.**

Although this means there are far more freedoms available than we have had access to in the last 18 months, COVID-19 is still a very real concern.

SW9 will continue to do all it can in order to protect you, your families and the wider community during this difficult period.

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

## Your SW9 office is open.

**In order to keep you, your household and our staff safe during your visit a number of COVID-safe measures are in place. These are clearly displayed in reception.**

If you do not wish to visit the office in person, you can still use the following contact methods (with email being our preferred option):

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

**Please note:** The SW9 office will continue to encourage the wearing of face masks and use of hand sanitiser. If you are exempt from wearing a mask, please let the member of staff at the reception know when you arrive.

## Your schemes

**In our sheltered schemes we have been supporting our residents throughout this period, reaching out in particular to those who do not have support from family and friends.**

Reflecting the relaxation in restrictions, more than two people can now visit scheme residents and we are no longer insisting on a designated person.

However, we are still firmly requesting that all visitors wear masks, use the hand sanitiser provided and take a COVID-19 test before entering. Since November we have also introduced a forehead thermometer for all visitors, to assist with the ongoing protection of residents and staff.

This is for the protection of our residents who represent some of the most vulnerable members of our community, as well as the staff who support them on site.

## Your rent

**We understand that some of our residents may have had their household income impacted during the pandemic and that many have applied to Universal Credit.**

Our team has been working hard to support residents through this process, making sure you are getting everything for which you are eligible.

If you have any concerns about paying your rent and/or service charges, please contact our Income Team on **0207 326 3700**.

## 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.**

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**



## Do you know about SW9 funding?

SW9 residents can now apply for Education and Employment Grants and the SW9 Hardship Fund.

### Educational and Employment Grant

SW9 residents can now apply for an Educational and Employment Grant of up to £300. This can be used towards training fees, course materials or childcare provision whilst attending a course. Conditions apply.

### SW9 Hardship Fund

The Hardship Fund is a discretionary scheme for our residents that 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.

To find out more about funding, please contact SW9 on:

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

Or scan the QR code.



## Meet & Greet: Repairs and Property Services

On Wednesday 6 October, SW9 held a Meet & Greet session for residents with the Repairs and Estate Services team.

This was a great event with 23 residents in attendance. Together they discussed a number of issues surrounding the service, came up with ideas for improvement and got to know each other a little better. Your new Improvement Panel were also in attendance, speaking with staff and residents to receive feedback on services.

This is the first in what we hope will be a series of similar activities. If you would like to Meet & Greet a particular team, why not let us know using the contact details below.

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



## Welcome to your new Board and Committee Members

SW9 Community Housing is a resident-led organisation. This means we encourage resident involvement at every level, including the Board and its Committees.

When at full membership, four tenants, four leaseholders, four independents and one Lambeth Council appointee form our Board. Together they have responsibility for the organisation's strategic direction and future.

We are proud to welcome the following new members to the Board and its committees:

- **Tazeem Abbas** – Independent Board Member

- **Kieran Godwin** – Independent Board Member
- **James Pollard** – HR&R Committee and Services Committee Member

In the coming months we will be running a recruitment campaign to find new Committee members. If you are interested in getting involved, 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**





## Brixton Artists' Circle Exhibition



**Between Friday 20 and Sunday 22 August, the BRX Residents' Association at 151 Stockwell Road held an art exhibition by the Brixton Artists' Circle.**

The exhibition was supported by SW9 as part of the RISE programme of resident engagement.

Says Komal Doan, Community Engagement and Communications Manager: "We were exceptionally proud to support the Brixton Artists' Circle in their debut exhibition. This is a first for the community and the free exhibition contained work by a number of local artists. We hope this will be the first of many future exhibitions."

More information about the Brixton Artists' Circle can be found on their website: [www.thebac.art](http://www.thebac.art).

An interview with organiser Matthew Mifsud can also be found on The SW9 Podcast.

The next Brixton Artists' Circle event will kick off the holiday season!

The Brixton Artists' Circle Prints Shop will run between 3-5 December with pieces for sale starting at £40. You are invited to attend the launch reception between 7-9pm on 3 December at the SW9 Learning Centre, 151 Stockwell Road.

**Free tickets are available by scanning the QR code:**



## Black History Month at SW9



**During October 2021, SW9 was proud to once again celebrate Black History Month.**

This included an exhibition in our reception area focussing on inspiring musicians and directors who have brought about change from within their industry.



As part of our RISE programme, we also ran a fun African Drumming Workshop with Shamha Vibrations on Monday 25 October in SW9's Resource Centre. In total 12 people of all ages took part and a great time was had by all.

Black History Month is an annual observance originating in the United States. It has received official recognition from governments in the United States and Canada, and more recently has been observed in Ireland, the Netherlands, and the United Kingdom. You can find out more about it by visiting [www.blackhistorymonth.org.uk](http://www.blackhistorymonth.org.uk)

# Listen to The SW9 Podcast



Created specifically for residents of SW9 Community Housing, The SW9 Podcast is now available for you to listen to.

Each episode includes an interview as well as the latest news from SW9.

## Episodes include:

- Komal Doan, SW9's Community Engagement and Communications Manager.
- David Gwyther from the Office for National Statistics.
- Dr Daniel Cromb about the pandemic and the importance of getting jabbed.
- Matthew Mifsud of the BRX Residents' Association and Brixton Artists' Circle.

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

- **Youtube:** Search for the SW9 Community Housing channel.
- **Podbean:** [thesw9podcast.podbean.com](https://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

# 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.

## Recently, we have been asked:



**Q.** What does getting involved mean?

**A.** 'Getting involved' actually covers all the ways in which you can join with SW9 to help make a difference to your community, the services you receive or even to yourself. We offer a range of opportunities to have your say which stretch from Board to panels and surveys. We also offer regular family fun activities as well as personal training opportunities.

To find out how you can get involved, please take a look at our new Menu of Involvement by scanning the QR code or contact us on:

- Telephone: **0207 326 3700**
- Email – [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)
- Website – by visiting the 'Get involved' page at [www.sw9.org.uk](http://www.sw9.org.uk)

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

Alternatively you can email the team on [repairs@sw9.org.uk](mailto:repairs@sw9.org.uk)

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



## Awards shortlisting

**We are delighted to report that two members of your SW9 team were recently shortlisted for national housing awards.**

Lana Hunte, Supported Housing Scheme Manager, was nominated for a Housing Heroes Award in the Inspirational Colleague of the Year category. Meanwhile her manager, Patricia Aihie, Interim Housing Services Manager, was also shortlisted in the Professional of the Year category at the Women In Housing Awards.

Both were nominated for the dedication they have shown to the SW9 community and colleagues during the pandemic.

We are incredibly proud that they have been recognised in this way. Well done Lana and Patricia!



## Join the digital mailing list



You may have noticed that recent issues of Our Community News have been delivered differently. Following feedback from a resident, we investigated whether we could ditch the polythene bag, and deliver the newsletter in a different way that is better for the environment.



It was also suggested that we should increasingly aim to deliver the newsletter digitally where possible.

If you would like to be added to the list to receive your copies of Our Community News' via email, please let us know by contacting [communications@sw9.org.uk](mailto:communications@sw9.org.uk) with your name and address.



# Summer activities round up

This summer saw a return to the activities that have formed an important part of the SW9 calendar for many years.

During August we carried out five activities including Arts Workshops, a trip to Kidzania, a voyage on board the Thames Rocket, high-flying action at Go Ape and Go Karting. A total number of 117 attendees joined us across all events.

Says Komal Doan, SW9's Community Engagement and Communications Manager: "This was an incredible summer of fun activities – and one made even more special given that last year we had to cancel all our planned activities due to the pandemic. It was wonderful to see so many of you, put names to faces, and just have a great time together. Thanks to everyone who took the time this summer to get involved with SW9."



## A note on 'no shows'

Recently the SW9 Improvement Panel has been working on the issue of 'no shows' for SW9's fun family trips.

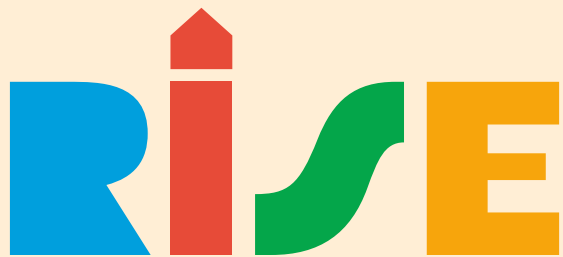
These can cause considerable headaches as every 'no show' not only incurs a cost to the organisation, but also means that another individual or family are potentially barred from enjoying an activity.



The Panel has agreed that the following will be used on a trial basis for six months beginning in January 2022:

- Participants will be asked to give 24 hours notice if they decide not to attend an activity.
- A 10% deposit per head per activity will be collected and failure to provide card details will mean no booking.
- If residents do not provide 24 hours notice and do not attend the given activity, the 10% deposit will be withdrawn.
- A log of repeat 'no shows' and the loss incurred will be held.





Together. We Can.

## Welcome to RISE

**The SW9 RISE programme continues to go from strength to strength.**

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 or by scanning the QR code. If you would like to speak to someone about any of these opportunities, please get in touch.



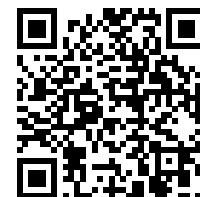
## Your new Menu of Involvement

As part of your SW9 RISE programme, which offers you a brand new suite of opportunities for personal development and ways to engage with the organisation, we have published a Menu of Involvement which can be found on our website or by scanning the QR code below.



This is a guide for those who would like to know what opportunities we are currently running and how they can get involved. It includes all the information you need to know about what we have to offer.

All sessions are free for SW9 residents and you may register on as many engagement opportunities as you wish. All we ask from you is your time and commitment. Reservations will be made on a first come first serve basis.



## How to get in touch

**If you would like to find out more about any of our RISE opportunities, please visit the 'Get Involved' page of our website [www.sw9.org.uk](http://www.sw9.org.uk)**



To get in touch please contact Komal Doan, SW9's Community Engagement and Communications Manager:

- **Telephone:** 0207 326 3700
- **Email:** [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)
- **Website:** Using the 'Contact us' page at [www.sw9.org.uk](http://www.sw9.org.uk)





# Resident Engagement Survey Update

**Thank you to everyone who took the time to complete our recent survey on what you want the future of resident engagement at SW9 to look like.**

This was important as we will be using the results to inform our ongoing strategy for the service and develop new opportunities for you and your family.

We are now working with your Improvement Panel to go through the information you gave so we can come up with new ways to make sure the service is fit for the future. More information on what this will look like will be included on these pages in future issues.

Six residents won **£50 gift cards** of their choice for completing the survey.

## Eat Well with SW9

**On 25 October SW9 held another Eat Well session, providing 22 households that need a little additional support with food packs.**

The next session will be held on Tuesday 7 December, 11am-12.30pm at the SW9 Resource Centre.

For more information please get in touch.



## Become a Street / Block Champion

**SW9 is looking for residents interested in becoming the Champion for individual streets / blocks across Stockwell Park.**

This is your opportunity to make a difference to your immediate area and community, acting as a spokesperson, helping to improve your immediate environment as well as ensuring cleaning and maintenance is being carried out.

All Champions will be given training and guidance on how best to carry out their roles.

For more information please visit the website or scan the QR code.



## Your Improvement Panel



The work of the SW9 Improvement Panel has now begun. Recently the four person team of residents just like you have been working on the issue of 'no shows' for SW9's fun family trips. These can cause considerable headaches as every 'no show' not only incurs a cost to the organisation, but also means that another individual or family are potentially barred from enjoying an activity.

More information on this work can be found on page 9.

The 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 will work 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.

If you would like to know more about the Panel, or even join, please get in touch or follow the QR code below to the SW9 website where we have a number of frequently asked questions.





## A guide to representative consent

**SW9 has a procedure for people who want somebody else to speak to us on their behalf.**

There might be a lot of reasons you would want to do this, for example you might find it hard to speak English, feel nervous about talking to people on the phone or have a disability. If so, you might want a trusted friend or family member to talk to us for you.

If you do, you can let us know by filling in a Consent for Representation form (which can be found on our website). You can use this to tell us who you want to speak on your behalf, how we can contact them, and what you want them to talk to us about. You will sign it and give us a password that only your representative will know so we can make sure we are talking to the right person when they call.

When you give the person permission to talk to us, they will be able to do so for three years. After that you will need to fill in the form again. This is to make sure everything is up to date and that you still want them to speak to us on your behalf. If you gave permission a long time ago, we might now ask you to complete the new form to make sure everything is up to date. The Person you appoint to act on your behalf will be able to discuss your tenancy with SW9, however they will not be able to make any changes to your tenancy.

If you would like somebody else to speak to us for you, please contact us:

- **Telephone:** 0207 326 3700
- **Email:** [info@sw9.org.uk](mailto:info@sw9.org.uk)
- **Website:** Using the 'Contact us' form at [www.sw9.org.uk](http://www.sw9.org.uk)



**Please note:** Applications are dealt with on a case by case basis and it will not always be possible to appoint a representative.



# Fire safety at Christmas



With Christmas coming there are a number of things you can do help keep you, your family and the wider community safe when it comes to fire.

- Check your Christmas tree lights carry the British Safety Standard sign.



- Never place candles near your Christmas tree or materials that can catch light easily.



- Test your smoke alarms monthly and only remove batteries when replacing them.



- Most fires start in the kitchen. Avoid leaving a cooker unattended. Avoid cooking when under the influence of alcohol.



- Make sure cigarettes are put out properly.



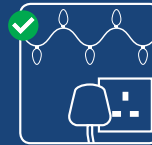
- Decorations can burn easily – do not attach them to lights or heaters.



- Keep candles, lighters and matches out of children's reach. Never leave burning candles unattended.



- Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.





## Don't dump – dial!

Dial SW9 to book a bulky  
waste collection



**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.

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 they can be fined up to £1000.**

**“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.”**

**Please note:** The Lambeth Council refuse vans will only take household waste / recycling and not bulky items (like wood, fridges, beds etc). These can be booked for collection via the Estates Team on:

- Telephone: **0207 326 3700**
- Email: **estateservices@sw9.org.uk**
- Website: Using the ‘Contact us’ form at **www.sw9.org.uk**

**The team is also asking residents:**

- Not to leave bin room doors open.
- To dispose of your rubbish properly and safely in the bins provided. Do not dump rubbish on the bin room floor, by the refuse chute or outside your door.
- To use the correct sized bin bag when using the chutes and not put items down that will cause blockages.
- To not block access routes for rubbish collection with vehicles.





# Rough sleepers



Throughout the last year, SW9 saw an increase in rough sleepers on the estate.



## Your Christmas tree can live on

This year, instead of throwing out your real Christmas tree, Lambeth Council are encouraging everyone to recycle them and give them a new life.



Full details of how your tree can be collected can be found on their website, just follow the QR code.



## Keeping balconies safe



The SW9 Neighbourhoods Team is reminding all residents of the importance of keeping balconies safe.

Heaters, flammable objects and barbecues are not allowed as they pose genuine fire risks. Smoking is also discouraged, although if you do smoke then cigarette butts should be extinguished completely and disposed of with care, preferably with water.

Please do not throw cigarette butts over the side of the balcony.

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

Says Patricia Aihie, Interim Housing Services Manager: "Between 2017 and 2019 there were 400 balcony fires in London. We need all residents to play their part to keep everyone safe. **We are also asking residents not to build structures on their balconies to protect against the weather** (these can pose a significant fire risk), or to leave chairs on top of tables as these could fall in high wind."

SW9 will be taking tenancy enforcement action when structures are found on balconies.

If you should discover someone sleeping rough near your home, please report this immediately to the Lambeth Council Rough Sleeping Outreach Team. You can contact them on:

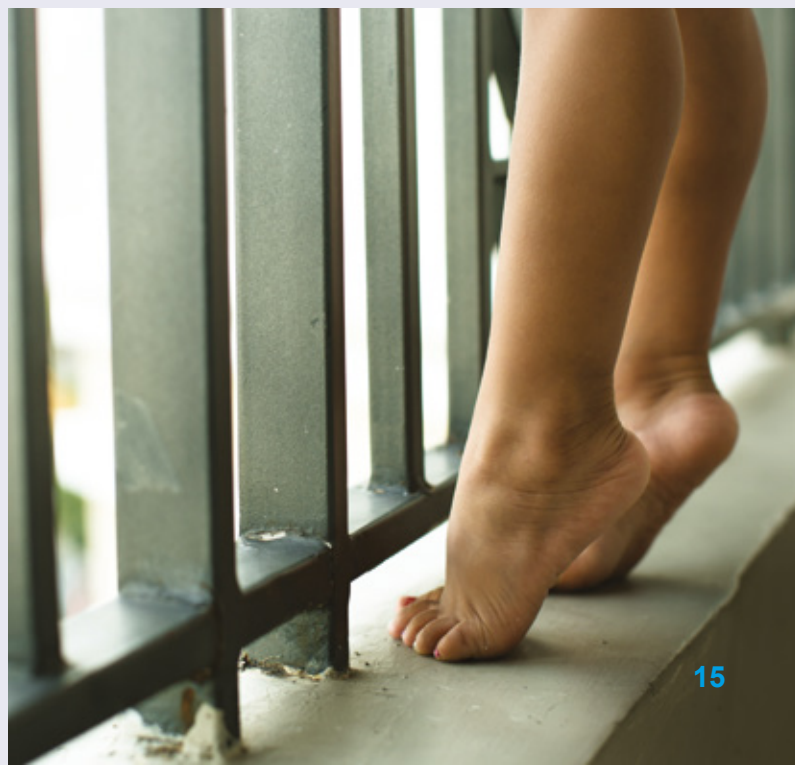
• Email: [lambethoutreachreferrals@thamesreach.org.uk](mailto:lambethoutreachreferrals@thamesreach.org.uk)

• Telephone: 07814 080 143.



You can also report this to the SW9 Housing Team on 0207 326 3700. The team can then liaise with StreetLink to make sure the individual is receiving the support they need and assist them in finding more suitable accommodation.

When speaking to Lambeth please always take the name of the person dealing with your report and the date you got in touch in case this is needed by SW9.



# Star Survey Update

## STAR Action Plan Update

Earlier in the year we published the results of our STAR Survey of residents and let you know what actions we were going to put in place to improve our services.

Here is an update on what we have done since the last issue:

- The Improvement Panel held their first meeting to discuss possible projects they would like to pursue. They also discussed community activities and made several recommendations to help improve our engagement, which SW9 will pursue.
- We have trained your Clean Team to Housemark cleaning standards and purchased additional tools to ensure they are fully equipped to carry out their tasks. This includes a pressure washing machine which has resulted in more responsive graffiti removal.
- The Communications Team are constructing a Leaseholder Handbook.

- We continued to run an anti-fly tipping campaign, which includes updating our webpage to cover the bulk collection service and to advise residents not to dump.

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** using the 'Contact us' page



## Your SW9

### 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 each edition of Our Community News we run a small section on the recent history of the area. The article on the page opposite was first created as 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](http://www.sw9.org.uk)





# Going the extra mile

In 2012, we opened Helmi House, our flagship Extra Care scheme.



Helmi House provides 46 extra care units with 24 hour support, tailored to the needs of older people.

The scheme provides them with the support needed to continue to live in the local community. The new building was named after the late Helmi Alley, a passionate and much loved Stockwell Park resident who was also a founding resident board member of Community Trust Housing. We partnered with the Community Trust and Build It to train local people in building skills. Over 10 local people completed the course obtaining their Construction Skills Certification Scheme qualification and five people have gone into full time employment following the course.

2012 also saw the final private sales of properties at Lidcote House located adjacent to Helmi House and sharing a communal courtyard with Helmi House. This scheme also brought another opportunity for us to further work in partnership with Lambeth Council, as residents from Cheviot Gardens moved into their new homes.

# 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.

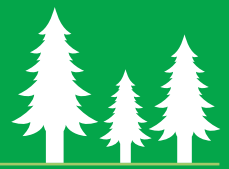
Network Homes is currently working on several buildings. You may be living in these or pass them regularly when you walk around the estate. Here is a quick update on everything that is happening.

## Crowhurst Lift

There has been delays to the Crowhurst lift programme due to the Architect going into liquidation, the plans having to be redrawn and further ground investigations having to be carried out. We are anticipating the programme will be completed by the end of July 2022.

However we are reviewing the programme to see if there is any way to make some significant time savings on this.





## Aytoun Road



The concrete frame is complete with scaffolding and safety netting in place to the south and west and ongoing to the east. The first fix of internal mechanical and electrical is well underway with external brick work reaching two metres in height to all elevations. The crane has now been permanently dismantled and taken away. Network Homes/SW9 would like to apologise for any inconvenience caused to neighbours as the crane removal lorry had to arrive at site early in the morning of Tuesday 9 November to avoid traffic.

Works in the coming weeks include extending the protective netting, continuing with brickwork and window installations up the building, plus further internal M&E installation.

## Tyler House

The refurbishment to Tyler House is almost complete. Here are some items that have been completed since the last update:

New Wayfinding signage directing residents from each block has now been installed.

Two entrance gates to the side of Tyler House leading into the court yard have been installed and programmed. These will be accessible to all Tyler House residents via fob access. All residents should be able to gain access from either end of the courtyard. For any resident who is unable to do so, SW9's Estate Services Team are on hand to help.

The courtyard is now complete and has been officially handed over to SW9, who will shortly be making the courtyard accessible to all Tyler House residents.

All internal communal areas within each of the six cores have now been completed. The cleaning and maintenance of each block is now being maintained by SW9's Estate Services Team.

In the next few weeks contractor Henrys will be working on:

Slightly refreshing the external brick work for Tyler House on some of the edges of the building.

Regrouting bricks at the front entrance from white to grey to keep in line with the colour scheme.

Installing roughly 40 new bicycle racks. Residents will be updated once the racks have been installed and are ready to use. Permission will not be needed to use these racks.

The enclosed bike storage being passed over to SW9. This will then enable SW9's housing team to determine resident accessibility.

## Important Contacts

As the refurbishment to Tyler House is coming to an end some of your key points of contact will change. Listed below are some of the main contact details you may need:

Income Team – Tenants: [rents@sw9.org.uk](mailto:rents@sw9.org.uk)

Income Team – Leasehold:  
[Leasehold.Income@sw9.org.uk](mailto:Leasehold.Income@sw9.org.uk)

Income Team – Shared Owners:  
[SharedOwner.Income@sw9.org.uk](mailto:SharedOwner.Income@sw9.org.uk)

Neighbourhood Team:  
[Neighbourhood.Enquiries@sw9.org.uk](mailto:Neighbourhood.Enquiries@sw9.org.uk)

Repairs Team: [repairs@sw9.org.uk](mailto:repairs@sw9.org.uk)

Estate Services Team:  
[EstateServices@sw9.org.uk](mailto:EstateServices@sw9.org.uk)

Leaseholder & Shared Ownership Team:  
[Leasehold.Enquiries@sw9.org.uk](mailto:Leasehold.Enquiries@sw9.org.uk)

Community Engagement Team:  
[getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)

Further contact details can be found on the back page.





# How we are doing?

Performance Indicator	Target	Aug	Sep	Our improvement plan
ASB cases with an action plan in place.	100%	100% 	100% 	We take cases of anti-social behaviour very seriously. We put an action plan in place for all cases to ensure they are dealt with in an effective way. If you are experiencing ASB, please contact the Neighbourhood Team on 0207 326 3700.
Percentage of repair appointments kept.	95%	90% 	88% 	Our Repairs Team are working with our contractors to improve our performance in this area. We hold fortnightly meetings with contractor Seville, providing each other with feedback on how we can ensure the service runs smoothly and appointments are kept.
Percentage of residents happy with how their call was dealt with.	85%	94% 	98% 	Satisfaction with how office visits were dealt with rose in September. We will use the feedback received during the month to improve how your queries are dealt with by our staff. If you call into the office, please make sure to use our smiley feedback survey. Your feedback is much appreciated.
Percentage of tenants in arrears.	2.75% (maximum)	2.6% 	2.6% 	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.





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