



Community Housing

Issue 20
Winter 2022

Our Community News



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Welcome



Keeping it local

Time – it goes so quickly. Christmas is nearly here again and at SW9, we’re gearing up for the festive season.

Throughout 2022, we’ve been able to offer you a high standard of service that you’ve come to expect from us, and many events which you’ve been able to enjoy.

So much has happened throughout the year that we thought we’d look back on. This year we’ve focussed on new ways in which to engage with you, where you have had the opportunity to be heard, including at our Neighbourhood Monthly Surgeries and our Meet & Greet which are hosted by several SW9 teams. We hope that you are just as excited about our forthcoming Christmas Fair, due to take place on the 10th December where we will be running stalls featuring festive goodies, hosting a

caricature artist and welcoming Santa and his Elf.

Although the Christmas period is normally a time of fun, turkey, and laughter, we must recognise that this year, some of us will face an anxious time this year due to the rising Cost of Living. SW9 has produced a brochure with features on where our residents can find advice about energy bills, tips on where to make savings on the weekly food shop, support on budgeting from our partners at the Money Advice Service, and more much. Please visit our website for more information.

On a brighter note, and on behalf of us all, I would like to wish all our residents, a safe and happy Christmas.

Best wishes
Delroy Rankin
Executive Director



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 we’d love to hear from you. If we include your question in our next newsletter, then a £10 gift card will be yours.

Recently, we have been asked:

Will my new parking permit automatically be sent to me when my old permit has run out?

We do not have an automated system in place, therefore, when your parking permit is due to expire, you are encouraged to visit our office with all of your correct vehicle documents, to ensure you receive a permit. If you do receive a ticket due to your permit having expired, you are liable to pay the fine on the ticket.

Will your office be closed at Christmas?

Our office and reception will be closed from 5pm on Friday 23rd December 2022 and will re-open from 9am on Tuesday 3rd January 2023.

In case of an emergency, our Out-of-Hours telephone number is **020 7326 3700**.

BAC Art Exhibition



A collaboration between SW9, Brixton Artists Circle and Christ The King Sixth Form College saw emerging young students showcase their artwork during a summer weekend exhibition which was held at the SW9 Learning Centre between the 8th and 10th July.

Among the judges for the exhibition were local SW9 resident, Matthew Mifsud and our Executive Director, Delroy Rankin. Two talented stars, Arin Awojobi and Teegan Wray were chosen, and they will both be receiving expert guidance towards building bodies of work to showcase in their own solo exhibitions in 2023, at our Learning Centre.

To see photos of the exhibition, please visit the Brixton Artists Circle website.

Volunteering from Endeavor

On the same day as our Let's Get Talking! event, we partnered with Endeavor, a global entertainment organisation, taking part in their Corporate Social Responsibility promotion.

Volunteers from Endeavor helped to revive parts of Burrow House by painting the entrance exterior, alongside several SW9 officers. The organisation also kindly gave their time to offer specialist advice to our residents on ways on how to gain employment and acquiring valuable IT skills.



McMillan Coffee Morning

Some of our residents and SW9 colleagues enjoyed an array of cakes, cups of tea and an opportunity to have a chat, when SW9 hosted a McMillan Coffee Morning on 30th September, at 2 Rumsey Road.

Although the day was overcast, there was a good turnout, and some lovely-looking cakes to tempt us.



Thanks to everyone who donated (or maybe even baked – well done!) so many lovely goodies. The amount raised on the day was **£248. 84** – what a brilliant response. We hope you enjoyed yourselves. We will be hosting another McMillan Coffee Morning in 2023.

Keeping Safe at Christmas

The festive season is a time for candles, sparkling fairy lights and the turkey roasting in the oven.

But for all the joy and happiness Christmas brings, we here at SW9, would like to keep our community as safe and healthy as possible.



Please see these useful tips on being safe in your home at Christmas time, by visiting the **GOV.UK** website or scanning the QR code here.

Lambeth Open

On the 1st and 2nd October, members of the public were able to see an array of art and crafts at several venues as the Lambeth Open event was open.

Artists and crafts persons based around the borough opened their studios and workspaces during the weekend-long event, which was first held



© Block on Romsey Road
© Matthew Mifsud

in 2009. One of our SW9 residents, Matthew Mifsud of Brixton Artists Circle, was one of the featured artists and his work was being shown at the SW9 Learning Centre. The event was free to attend.

You can read more on the other artists who appeared at this year's Lambeth Open by visiting the [website](#).

Our reassurance to you about Anti-Social Behaviour



Recently, an unfortunate incident of Anti-Social Behaviour took place at the bike shed located at Brixton Road.

A vandal caused a great deal of damage to the building which will cost many hundreds of pounds to repair. However, upon contact being made to both SW9 and the police, the individual was caught and arrested within minutes of the incident. We pursued prosecution of the offender, who consequently, has been found guilty and sentenced to 12 months imprisonment.

We want to assure you that SW9 takes matters of ASB extremely seriously. We continue to collaborate with our partners in the wider community including the police and the London Borough of Lambeth, and as testament to the speedy apprehension of the offender on this occasion, we welcome the benefit of having 24-hour CCTV monitoring around the estate. The safety of our residents, tenants and visitors is paramount.

If you have experienced any form of ASB and would like to report it, you can contact us on **0207 326 3700**; for more detailed information, please visit our [website](#).

Pride in our Estate's Appearance

Our Estates Team is currently conducting a procurement exercise in order of acquiring a new grounds maintenance and window cleaning contractor for the Stockwell Park Estate.

The team's aim is to ensure that the new contractor will achieve value for money and deliver a first-rate service for our residents. We hope that this new service will be in place soon, so please watch this space.





Menu of Involvement



If you'd like to learn more about opportunities for personal development and to engage further with us, our Menu of Involvement provides you all the information you need.



Scan the QR code here for a hardcopy, email getinvolved@sw9.org.uk or call **020 7326 3700**.

Congratulations!

One of our SW9 colleagues has recently been celebrating some brilliant news. Kelly Tran, our Communications Assistant, successfully completed her apprenticeship in Level 3 Business Administration in August. You can hear about Kelly's journey with SW9 on her latest vlog.



Please scan this QR code to view Kelly's journey. We are very proud of Kelly's achievements and wish her continued success.



Let's Get Talking



In late September, colleagues from SW9 walked around Stockwell Park Estate and Street Properties to speak with as many of our residents as we could; we spoke to 193 households during the day.

We took the opportunity to consult households about the Hall of Fame (Graffiti Pen), welcoming your varied opinions regarding the space. The results of the consultation will be made available soon, and you still can give us feedback on the consultation. Thank you for taking the time to speak with us. Such days are valuable as our residents get to engage with SW9 officers that they may not otherwise do; these events also give us further opportunity to introduce ourselves. We may conduct a similar event soon.

If you missed us this time and you would still like to speak with us, please contact us via our website, call us on **020 7326 3700** or email us on info@sw9.org.uk.



Summer Fun!

Over the course of the summer, the SW9 community got together to take part in some amazing activities. Here's a roundup of those hazy, lazy days of summer:



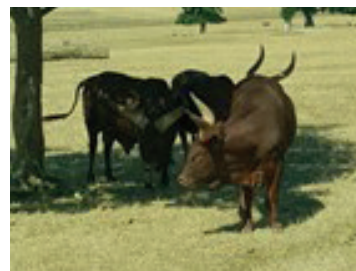
KidZania

The children were the bosses for the day. SW9 youngsters took on jobs as bakers, doctors, journalists and pilots at this replica village of real-life workplaces.



Leeds Castle

Picturesque and educational, this coach trip saw residents get together for the day to enjoy the scene and ambiance of this magnificent castle.



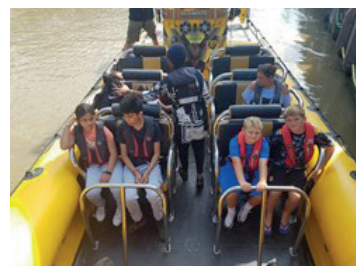
Woburn Safari Park

Meeting animals that normally live in distant places, our residents had the opportunity to see some glorious creatures on an English summer safari trip!



Up at the O2

Swapping solid ground for city heights, residents were feeling top of the world climbing up the O2 at Greenwich.



RIB Thames

Thrill seekers and wannabe James Bonds took to the Thames on this exhilarating speedboat journey.

Look out for further information on up-and coming activities throughout the remainder of the year. If you want to get involved, simply email getinvolved@sw9.org.uk or call 020 7326 3700.

We're here to listen



We've developed several two-way forums in which SW9 officers, and our residents can engage and help in making a difference to their community.

Block Inspections

We invite our residents to join the Estates Team on Block Inspections. You can meet with SW9 officers and point out local issues and flag up any potential problems that may arise in the future.

Street / Block Champions

Our SW9 Street and Block Champions can inspect the area/block in which they live and report any issues or concerns they may have to SW9 including communal repairs, graffiti, or general cleanliness. By working together, we can work confront head on, important issues which affect our community.

Repair and Estates Team Meet & Greets

Our last Repair and Estates Team Meet & Greet for the year will give you a chance to meet with officers from the team to log or chase a repair, discuss any other concerns, or just to have a chat. There is no need to book, just turn up. Further Meet & Greets are scheduled for 2023.

Thursday 8th December 2022
5pm to 7pm
SW9 Resource Centre
13 Benedict Road, SW9 0FS

Street Properties Residents' Meetings

We host regular meetings with our Street Properties' residents. These meetings are important as we can hear directly on how you feel about our service, which often differs from the service our estate-based residents may receive. The next Street Properties Residents' Meeting is due to take place on:

Tuesday 24th January 2023
6pm to 7.30pm
SW9 Learning Centre
153 Stockwell Road, SW9 9FX

Residents' Associations

Share your ideas about how to improve your local community with like-minded individuals. Be part of a Residents' Association where you can collectively:

- Campaign for a positive change in your neighbourhood
- Give your community a greater voice than being a lone voice
- Create a better sense of community
- Campaign against something you object to, or get improved services
- Be informed of what's happening in your community

For further information on setting up a Residents' Association, contact getinvolved@sw9.org.uk, call **020 7326 3700** or visit our **website**.

Residents' Monthly Surgeries

Patricia Aihie, SW9's Neighbourhood and Customer Services Manager holds monthly surgeries with residents on Thursdays. Sessions are held via telephone or face-to-face at the SW9 office. You can discuss issues such as anti-social behaviour, parking, tenancy transfers, setting up an email address, updating your household details including contact info and/or registration of a Personal Representative.

To book your place, please email: Neighbourhood.enquiries@sw9.org.uk or telephone: **0207 326 3700**.



What's on



SW9 Christmas Fair

Saturday 10 December 2022
2pm to 5pm
SW9 Resource Centre,
13 Benedict Road SW9 0FS

Among the activities and events during the day, there will be:

- Face painting
- Balloon modelling
- A visit from a caricature artist
- Decorating cupcakes
- Arts and crafts

And Santa and one of his Elves will be making a visit, too. There will be lots of fun for everyone!

Don't miss out.

Book your place by emailing getinvolved@sw9.org.uk or call 020 7326 3700.

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

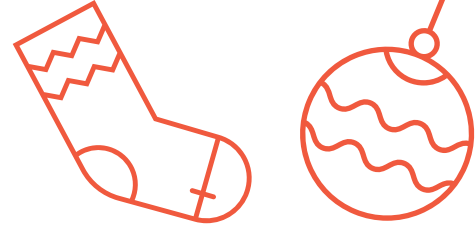
Saturday 10 December
2pm - 5pm
SW9 Resource Centre,
13 Benedict Road, SW9 0FS

Meet Father Christmas and his little helper
Arts & crafts
Bric-a-brac stall
Balloon Modelling
Games
Face Painting
Treat yourself to delicious cake

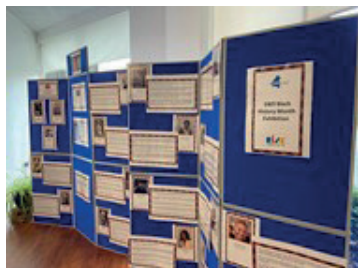
SW9 Community Housing
RISE Together. We Can.

Don't miss out on the fun. To book your place, email getinvolved@sw9.org.uk or call 0207 326 3700 | www.sw9.org.uk

What's on



We've developed several two-way forums in which SW9 officers, and our residents can engage and help in making a difference to their community.



Black History Month Celebrations

In the UK, the entire month of October marks the celebration of

Black History Month. Though originating in the USA, Black History Month is observed and recognised globally. The SW9 reception hosted an exhibition honouring medical pioneers of yesteryear and today.



You can find a video to this using the QR code here. Staff and residents also took an educational day trip to Portchester Castle which housed over 2,500 black and mixed-race prisoners from the Caribbean from 1796 to 1797.



Trip to Portchester Castle

As part of our Black History Month activities, we organised a trip to Portchester Castle on 25th October. The castle which was built in the 11th century, housed black and mixed-race prisoners of war from St Lucia in the late 1790s, who were imprisoned due to the breakout of war between Britain and Revolutionary France which found the countries' respective overseas colonies having to also fight the war. The castle is located near Portsmouth harbour and is looked after by English Heritage.



Drop-In Surgery With Your Local Police Officers

We arranged a drop-in surgery in early October where local Police Officers were available

to talk about any concerns you may have, as well as giving advice on how certain crimes can be prevented. There was also the opportunity to volunteer to be part of the Brixton North Ward Panel during the event. The next surgery will take place between 3pm and 6pm on the 21st December at the SW9 Learning Centre.

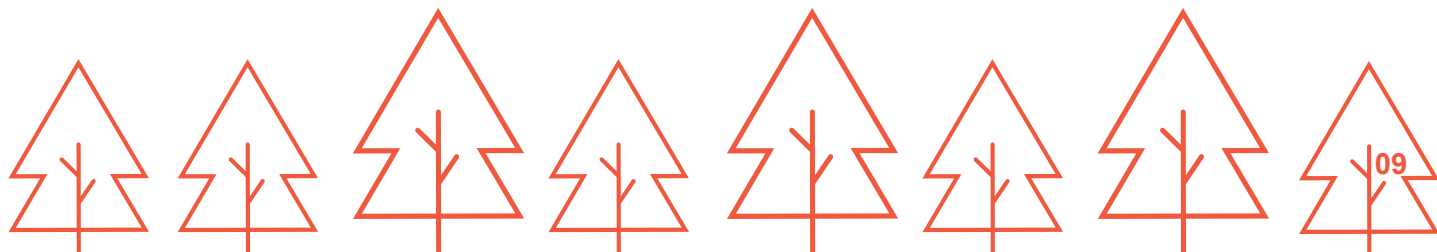


Fish and Chips Thursdays

From January 2023, SW9 will be hosting a monthly fish and

chips lunch on the last Thursday of each month, for £5 only. Who can say no to fish and chips?! This coming New Year's lunch will take place on Thursday 26th January between 1pm and 2pm at the SW9 Learning Centre.

Due to limited spaces, you must book in advance by emailing getinvolved@sw9.org.uk, call **020 7326 3700** or visit our office.





Have Your Say!

You may have noticed that at SW9, we have increased the number of ways in which our residents can speak with us. Please see below further details on all the Residents' Meetings scheduled for 2023. There is no need to book, you can just turn up. Please join us and Have Your Say!

Repairs & Estate Team Meet & Greets at SW9 Resource Centre, 13 Benedict Road, SW9 0FS

Thursday 16th February 2023 5pm-7pm
Thursday 18th May 2023 5pm-7pm
Thursday 14th September 2023 5pm-7pm
Thursday 5th December 2023 5pm-7pm

Street Properties Residents Meetings at SW9 Learning Centre, 153 Stockwell Road, SW9 9FX

Tuesday 24th January 2023 6pm-7.30pm
Tuesday 25th April 2023 6pm-7.30pm
Tuesday 25th July 2023 6pm-7.30pm
Tuesday 24th October 2023 6pm-7.30pm

Senior Leadership Meet & Greets at St Helen's RC School, Knowle Close, SW9 0TQ

Tuesday 7th March 2023 6.30pm-8pm
Tuesday 13th June 2023 6.30pm-8pm
Tuesday 7th November 2023 6.30pm-8pm

Block Meetings

Each month we endeavour to meet with one block at a time, to talk on specific issues that relate directly to your community. Please keep an eye out for an invite to your block during 2023.



Meet Jessica

Each issue we interview a member of SW9. In this latest edition, we meet with Jessica Johnson, our Executive Assistant & Office Manager, learning a little bit more about her and her life at SW9.

Q Hi Jessica, how long have you been at SW9?

A I've been here for around 9 months; I started on 14th February – Valentine's Day!

Q What's your normal day like?

A It varies, but on most days, I will start by checking that the day's events and meetings are in the diary. I will then check my emails and speak with our Executive Director to see if he needs me to do any specific tasks. There are several meetings throughout each day, so I will take the minutes for them in my little notebook. Although the days have the same structure, there's always something different to do or report on.

Q What do you like about working at SW9?

A I like that SW9 is a diverse organisation and I really enjoy my role. I have built up a good relationship with colleagues and our Senior Leadership Team Members quite quickly. Everyone is approachable and open. I like the people and enjoy learning and growing.

Q Can you tell us a bit about yourself?

A I'm 28 years old and grew up in Islington, north London and I now live in Essex. I studied television production at university and although I was always into editing, I preferred it as a hobby. I have since worked in the property industry, previously in the private sector. This is my first time working for a public organisation. I like going swimming and to the gym.

Q Would you like to add anything more about life at SW9?

A There are a lot of positive changes being made currently and I love being part of that, especially being part of the Service Improvement Plan. I also like that residents' activities and training are mostly free. It's great. I've never worked anywhere where so many events and activities are available to the residents.



Q & A Round Up

From the Senior Leadership Team Meet & Greet



On Tuesday 1st November, we held our latest Meet & Greet with the Senior Leadership Team at St Helen's RC Primary School.

We introduced our Service Improvement Plan for 2022/23, outlining several actions in progress and those that have already been actioned; the Panel responded to the concerns you raised during the proceedings. Here is a roundup of the questions and answers from the evening. The Panel members who attended were Delroy Rankin, Executive Director, Felicity Dunmall, Head of Housing and Estate Services, Orane Lewis, Head of Finance and Resource and Dipak Patel, Head of Corporate Services.

QUESTIONS FROM THE FLOOR

Q: Does SW9 have a Duty of Care to deal with Anti-Social Behaviour?

A: Yes, SW9 does have a Duty of Care in relation to Anti-Social Behaviour (ASB), however, we do not have certain powers to deal with criminality and illegal behaviours and must work with the police and other authorities to try and support a resolution. As an organisation, any action we pursue against someone's tenancy is through civil law.

Q: I've reported ASB for 2 years. I feel that SW9 are not proactive to assist.

A: A resolution to a ASB case can take long periods of time to resolve, especially if it is complex or requires legal intervention. All ASB cases are being actively monitored and all ASB cases are audited quarterly to ensure they are being dealt with in line with the policy and good practise.

Q: Do you have policies for ASB?

A: The ASB policy was recently reviewed to ensure that it reflected any changes in practise or the law. The policy is available on SW9's website and a hardcopy can be requested.

Q: The gully/drains are blocked at Barrett House. Please could you advise what is being done about this?

A: As this is a large structural issue, it is not a quick fix. Nonetheless, the Regeneration Manager at Network Homes has advised that as part of the on-going road improvement works, this issue will also be investigated. We carried out an inspection of this area on Friday 4th November and have invited Seville's to carry out a feasibility study.

Q: The entrance close to the Skatepark has no drain which leads to a build-up of water. Please could you let us know what is being done about this?

A: We will ask the Regeneration Manager at Network Homes for help, as part of on-going projects.

Q: Can the entrance to Barrett House be redecorated as it currently looks 'grotty' and attracts undesirables, such as drug users?

A: We are reviewing our cyclical programme of works and we will inspect the internal areas and decide but will keep residents updated as to a decision.

Q: When will the car park under Barrett House be ready and will residents have to pay for it?

A: We have requested an update as to the car park at Barrett House from Network Homes. Residents will be required to pay for the parking; however, we have tried to keep the cost low for residents and there is only a minimal increase from the price of street parking permits. It will also ensure that residents have their own dedicated bay, and their car is secure.



QUESTIONS FROM THE FLOOR

Q: When will the window cleaning to the entrance doors and lobbies be done?

A: We apologise for the missed window cleaning job. We are in the process of replacing our existing contractor and are carrying out site visits for procurement. We also contacted our present window contractor on the 7th November to voice our concerns.

Q: Are the intercoms all connected yet?

A: This is a work in progress.

Q: Why has it taken 3 years for the boiler linked to the heating/hot water system at 1 Benedict Road to be fixed?

A: We were led to believe that existing parts already in situ were leading to the fault. However, we have now installed 2 further commercial boilers which means a total of 4 boilers are now fully operational. We believe that this will solve the issue.

Q: The balcony above 1 Benedict Road is still leaking; what is being done to rectify this?

A: This is a design issue. There is no drainage system so the water cannot flow away. We are unsure if this can be rectified.

Q: When the alarm system is triggered at 1 Benedict Road, the hot water/heating is lost. We are confused by how the system works.

A: This is a health and safety issue, and we are looking into the situation to see how this can be improved.

Q: Can the main alarm panel be covered so people do not touch it?

A: After visiting the area of concern, we are still investigating options as to whether this can be covered.

Q: Can you check the CCTV when the fire alarm is triggered to see who the culprits are?

A: If SW9 are given specific times and dates when the alarm has been triggered, we would ask for the CCTV to be reviewed.

Q: When will the Crowhurst House Undercroft be improved?

A: This forms part of the regeneration works taking place on the Estate, which is being led by Network Homes. We have requested an update from the Project leader.

Q: The block inspection time was changed without informing residents. Who did the inspection and what was found?

A: We have modified the approach to block inspections. We have now asked residents to let us know if they are interested in attending and have said times are subject to change. We will review this again once the Cleaning team is operating at a reasonable capacity and there is lower turnover in staff. Our Estates Manager will also feedback directly to the resident who personally raised this issue. We will also look at ways to feedback results of inspections to the blocks.

Q: People are leaving rubbish on the floor, so could we get larger signage?

A: We will investigate placing larger signage in the bin areas.

Q: Two illegal cars have been parked in the vicinity of Crowhurst House, for 3 months. Although reported, nothing has been done.

A: There is a process that needs to be followed in relation to abandoned or illegally parked vehicles and we are unable just to remove cars from our land without following this process.

Q: At Redmayne, residents have been waiting 2 ½ years to receive the SW1 form, to enable us to sell our property. When will this be sorted?

A: The Head of Building Safety at Network Homes has responded directly to the resident who raised this issue.

Q: Who cleans my street?

A: If residents reside in a street property, the local authority (Lambeth) to whom they pay their council tax to, have responsibility for street cleaning.

Q: Where do the guards patrol?

A: The guards patrol was commissioned to patrol all the Estate with special focus on areas of concerns or hotspots. This has now ceased but SW9 are continuing to work to establish how to deal with issues around rough sleeping, drug use and ASB.

Q: Does the SLT ask their staff about what is happening on the Estate?

A: The SLT hold regular meetings with their teams, and we also have fortnightly staff meetings involving the whole organisation. This allows each team to provide updates to all colleagues. We also hold regular 1-2-1 meetings where staff can discuss what has been happening within their role and highlight anything to SLT. We also operate an open door policy so any member of staff can discuss any concerns they may have with the SLT.

Q: Residents need to know of the responsibilities between SW9 and Network Homes.

A: We can create a document that highlights the areas that each organisation is responsible for; however, this may not be an exhaustive list and will have the potential to change from time to time.

Q: A resident received a court action letter from Network Homes regarding non-entry to their property for an electrics check. However, this check had already been carried out in June. Why was this course of action done in such an emotive and discourteous way? Neither Network Homes nor SW9 are wanting to take responsibility for the letter.

A: This is a clear breakdown of communication on this occasion between Network Homes and SW9 and we can only again apologise for any upset caused. It is the responsibility of Network Homes to ensure compliance checks are completed and the relevant systems updated. Where they may struggle with access, they may ask for support from SW9. If errors continue to be highlighted to us, we will review the process between SW9 and Network Homes to ensure it is effective and these incidents can be avoided.



QUESTIONS FROM THE FLOOR

Q: Why is SW9 not dealing with gas/electric checks, instead of Network Homes?

A: This is a matter of legal compliance and is, therefore, the responsibility of the landlord. This is a service Network Homes wishes to continue to lead on for residents.

Q: I still don't know who my Housing Officer is.

A: We are in the process of recruiting a new Neighbourhood Officer to the team. Once this has been completed, we will send out a communication to residents letting them know who the team are, including the Housing Officer. We will also advise on the Income and the Repairs teams.

Q: Out-of-Hours were unaware of a block issue. Communication between Out-of-Hours, SW9 & T-Brown is failing.

A: SW9 does hold regular contract meetings with our Out-of-Hours provider and T-Brown. We will address this at the next meeting and discuss a process to improve communication to avoid further incidents.

Q: A gas charge increase letter has been sent regarding the communal boiler at Chute House. Why are you increasing this at a time when people are struggling?

A: We really appreciate that this has come at a difficult time of the year but SW9 wanted to bring it to our residents' attention. Again, this is not a decision that was made quickly but was made due to the increase of fuel prices. Delivering gas is not something that SW9 profit from; what we charge is what we pay for gas, and we have been lucky that we have been able to keep costs low over the years by taking advantage of the wholesale market price. Unfortunately, the costs have increased dramatically.

Q: Who is your gas supplier?

A: Monarch

Q: Why cannot the residents of Chute House not receive the government assistance of £400?

A: The government assistance of £400 relates to electric and not gas and therefore, residents will need to contact their electrical supplier for further information relating to their personal circumstances.

Q: As soon as the season changes, problems arise with the hot water. Why?

A: This relates back to previously only being two boilers. During winter, people put on heating also, so the boilers were working harder to deliver both hot water and heating. This should not continue now there are four fully operational boilers.



Q: How many electricians do Seville have on site?

A: Seville have two electricians; one is permanently onsite and the other when required. They also have access to other electricians should the need arise.

Q: Does SW9 check Seville's work? No-one from SW9 has asked whether I'm satisfied with the work

A: We have introduced post-inspections for works carried out by contractors, however it is impossible to post survey all jobs. We are looking at other ways to gather satisfaction feedback for services received by residents.

Q: The postcodes are still troublesome.

A: We appreciate that residents are still having difficulties with deliveries etc due to the postcode, however postcodes are allocated by Royal Mail and not something SW9 or Network Homes can influence, I am afraid.





Regeneration

Development Update



The Aytoun Road development continues to make progress.

Roof works to both Block A and Block B are 100% complete.

Further and final tests will be undertaken after the Air Source Heat Pump enclosure and works take place. The Air Source Heat Pump will provide heating and hot water to all units no longer needing gas, reducing carbon omissions, and supporting the government's NetZero programme.

While the build of the development is steadily making progress, full commissioning of the Air Source Heat Pump may cause delay and occupation will take place in 2023.

The Cladding panel installation is now 90% completed, with waterproofing to the balconies at 85% complete and works to the window installation levels 1 -5 are now 90% complete.






Crowhurst Lifts

Groundworks commenced during the summer. However, during this time, a large retaining wall and external drainage was discovered, which meant that works were put on hold while surveys and further investigation were undertaken. In mid-September, a redesign of the substructure was created.

This provided us with a method of removing the retaining wall and diverting works from the external draining system. At the beginning of October demolition of the retaining wall took place and groundworks continue.

Our performance

How we are doing?

Performance Indicator	Target	October	YTD (April-Oct)	Our improvement plan
% of Playground Inspections Completed	100%	100%	100% 	It is important to us that our playgrounds are clean and safe places for children to play in. Our Estate Officers inspect every playground once a week to make sure this is the case, and to report any repairs or cleaning that is needed.
% of Rent collected	100%	94.9%	94.9% 	The cost of living crisis is affecting all of us, and we understand you may be struggling to pay your rent during this time. If you need advice and support, our income team is here to help on 020 7326 3700 or email Rents@sw9.org.uk
Overall customer satisfaction	75%	89%	74% 	We are currently working on our improvement plan to make sure that our services become the best they can be. If you are interested in being involved as a resident, you can join our Resident Improvement Panel. Please email GetInvolved@sw9.org.uk or call 020 7326 3700 for more information.
Number of residents engaged	No target	169	1,402	We have several engagement activities for residents to take part in. Some recent events that have taken place include activities for Black History Month and our SLT Meet and Greet. For more information on activities and events, please visit www.sw9.org.uk , or drop into the office.





At SW9 we want to provide the best customer service for our residents, and so, have partnered with Bright Navigator who will conduct this piece of work on our behalf. We therefore, invite you to complete our SW9 Customer Satisfaction Survey.



This is your opportunity to provide invaluable feedback which will help us shape and improve our services to you. Simply use this QR code or visit our website **www.sw9.org.uk**. If you would like to complete this face to face or via telephone, please call us on **020 7326 3700**.

Contact us

 www.sw9.org.uk
 info@sw9.org.uk
 020 7326 3700
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