



Keeping it local

Our Community News



Celebrating 100 Years!





Welcome

Keeping it local

Welcome to this bumper summer edition of Our Community News.

The year seems to have sailed by, but with the sun finally arriving, we look forward to fun and inclusive community events, as well as looking back to what has been happening on and around the estate.

We wanted to take the time to reflect on the tragic event that occurred during the early May Bank Holiday. SW9 continues to offer support to and send prayers and condolences to Johanita Kossiwa Dogbey's family and friends and we wanted to ensure you that we continue to take the safety and security of everyone within our community very seriously.



We had a Community Drop-In Surgery in May with representatives from both Lambeth Council and the Metropolitan Police in attendance. If you were able to attend, we hope you found the session helpful. Thank you for your comments and invaluable feedback. Lambeth Council has details of support services you can access; please see our website on how to contact these services, as well as our Toolkits which deals with issues ranging from Anti-Social Behaviour to Safeguarding.

On a brighter note, we wanted to feature, and celebrate, the efforts of the JESSUP Committee Group, a resident-led group who make our community an inclusive and happy place to live through the events and activities it lays on. You can read more about JESSUP on the following pages. And we also marked the small matter of a milestone celebration – one of our long-standing residents, Mr Arthur Samuda, one hundred years young in July – where guests and colleagues gathered to sing his praises.

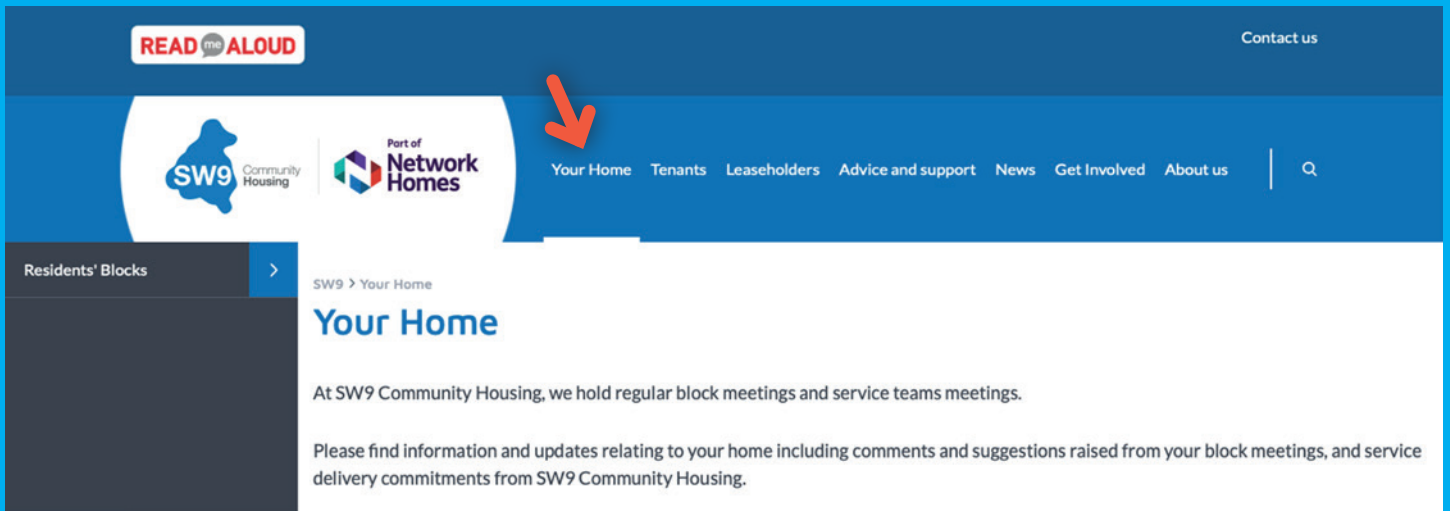
The latest SW9 Podcast episode was produced in late March where we had a conversation about the Parkguard patrol service. If you have not yet had the opportunity, scan the QR code here and take a listen. Previous SW9 Podcast episodes are still available; please access via our website.



We're introducing a new, free and confidential service – The Tenant Support & Wellbeing Service (TSWS) – which you can read more about on the following pages.

We hope you enjoy your latest Newsletter, and that you, family, and friends have a safe and happy Summer.

Delroy Rankin
Executive Director



Your Home

We have recently introduced a new feature on our website – **Your Home** - which features information on our **Residents Block Meetings**.

The meetings are where you can meet SW9 Officers and discuss concerns and issues relating to your individual block or street property. An opportunity for you to comment and raise suggestions about service delivery and commitment from SW9, these forums will have Action Points recorded and will be available to read on the website. Please read more about Your Home via our website.

New Payment Options Are Here

We launched a range of new **Payment Options** in early July, some of which are replacing the **current methods that you use**.

This new range of payment methods are used when you need to make a payment to us. Please note that if you make payments to us by standing order or Direct Debit, you will not need to do anything different.

For more information, please visit the **How to pay your rent** page on our website or contact us at **0207 326 3700**.



Your New Repairs Contractor

KNK GROUP In early June, we welcomed **KNK Building Group** as our **new Repairs Contractor**.

The company who is based in Mitcham has been working in the repairs and maintenance sectors in the south London and surrounding areas since 1997 and has established itself in successfully handling day-to-day maintenance, void works and more. The company holds the International Safety Award from the British Safety Council.

You can report a non-emergency repair via our online form, or dedicated Repairs telephone line on **020 3007 3170**. You can also visit our website to see which repairs you are responsible for.

The Tenant Support & Wellbeing Service

Your wellbeing, mental health and general safety are important to us. We've introduced a new service – The Tenant Support & Wellbeing Service (TSWS) – alongside our new partnership colleagues, Life & Progress, where you will be able to access information and support on a range of life and work-related issues, including financial guidance, managing family relationships and legal advice. This new service will be made available 24 hours a day, all-year round and is free and confidential.



Life & Progress

Free Tenant Support & Wellbeing Service



FREE Support available around-the-clock, 24/7, on the phone and online



Call freephone
0330 094 5593

or visit www.tenantcare.co.uk

Username: **SW9247**
Password: **tenant365**

Your **Tenant Support & Wellbeing Service**, from independent mental health and wellbeing provider Life & Progress, is here to help you.

The service provides SW9 Community Housing residents, practical information, resources, and counselling to help you balance your work, family and personal life.

There is no limit to the number of issues you can gain support on and there is no cost to use the service.

Support on a wide range of work, family and personal issues, including but not limited to:

- Health and wellbeing information
- Mental Health Support
- Relationships
- Family matters
- Managing debt
- Workplace issues
- Your rights as a consumer
- and much more...



How Do I Cope With The Rising Cost of Living?

Constantly in the news, the country's inflation rate stubbornly remains around the 8-10% mark.

Hard-earned wages and/or benefits are being stretched to the limit; rents and mortgages, energy bills and food prices will not stop going up! Unfortunately, this may be the situation for the rest of the year. According to the independent reviews organisation for housing developments, *HomeViews*, there are various elements that are contributing to the current high cost of living and that this is more keenly felt in London than anywhere else in the UK.

The government has recently published up to date cost of living insights, looking at changes in prices on everyday items, and much more. You can read further details on the insights by visiting the Gov.uk website. The government also recently published several money-saving tips on its Help for Households feature which can be seen on our website.

SW9 has published advice on where residents can find some more help. If you are struggling with your rent payments, please contact our Income Team as soon as you can on **0207 326 3700**, and you can visit our website for money saving tips and support services.

The SW9 Hardship Fund is also available to provide a safety net if an emergency arises. Please contact us on business@sw9.org.uk for more information.

The Trussell Trust reports that approaching three million emergency food parcels have been distributed by its food parcels network in the past year. If you are in financial difficulty, please contact one of our officers via getinvolved@sw9.org.uk or visit our website for details on the SW9 Eat Well Support Scheme.

The rising cost of living is something we all will be experiencing for the foreseeable future. SW9 will support our residents through this stressful time, as much as we can.



A Chocolate-Filled Easter!

On a chilly April day, some of our younger residents were excited to join in our annual Easter Egg Hunt. Egg-related clues were dotted around parts of the estate; when the clues were all found, the 'prize' at the end of the hunt was a chocolate egg reward. We hope that the eggs were enjoyed, but gosh, the sugar rush!



Easter Hampers Bring Joy

Twelve years since its conception, several of our residents volunteered their time to shop, prepare and deliver amazing Easter hampers to one hundred of our most vulnerable community members.

Easter bags filled with small but treasured gifts were given and this annual event helps to create some inclusive, festive cheer. The smiles on those residents we were lucky to meet, makes this one of our most rewarding of activities. Thank you to all those who volunteered in making the April spring day full of sunny cheer.



Speeding Away - Vroom, Vroom!

How could we have let half term go without hosting our ever-popular go-karting session? Several Lewis Hamilton and Fernando Alonso wannabes sped their way around the track in Mitcham in a flash!



International Women's Day

The theme for this year's International Women's Day which was in February, was #EmbraceEquity. SW9 celebrated the global event by displaying an exhibition which highlighted several of the world's leading female cricketers and footballers. Alongside, we presented a video which also featured SW9 colleagues who are taking up the challenge to #EmbraceEquity. The video is still available to view on our website.



Happy 100th Birthday, Mr Samuda!



On July 8, Mr Arthur Samuda turned 100 years young! A resident of SW9 for the past 20 years, Mr Samuda celebrated his big day with family and friends. When asked what the secret of his youth is, Mr Samuda answered, “do your own shopping and cook your own food”. Great advice for us all to take on board. A momentous occasion for so many reasons, SW9 is proud to have been part of Mr Samuda’s journey. Upon reading King Charles’ birthday card, Mr Samuda simply said, “this is real nice!” We wish Mr Samuda all the best in this special year, and we look forward to celebrating many more of his birthdays to come.



EID Celebration at SW9

We celebrated Eid in mid-May, welcoming around thirty residents and young children, and SW9 colleagues. It was a day of food, face-painting, and fun! We were joined by local Imam Stephenson from the Brixton Mosque, who gave us a talk on the spiritual and cultural nature of Eid. A Halal buffet menu was served, the Henna and Face-Painting artists were kept busy, and everyone had a colourful, wonderful time.



75th Anniversary of the Windrush Generation

This June marked the 75th anniversary of the HMT Empire Windrush arriving to British shores, carrying around eight hundred passengers who had left their homes, mostly in the West Indies, to begin a new life in the UK, helping towards the rebuilding of the country’s economy after the Second World War. Lambeth is considered the home of the Windrush Generation, and Lambeth Council opened an exhibition by the award-winning photographer, Jim Grover - ‘Windrush: A Voyage Through The Generations’ – at Clapham Library, which remains open until September.



Learn more about the Windrush, the history and personal stories, via Lambeth Council’s website or look at Lambeth Talk www.lambeth.gov.uk/about-council/transparency-open-data/lambeth-talk, the council’s free newsletter which highlighted the events that were happening in June.

JESSUP (The Joint Estate and Street Properties Sisters Uniting People)



SW9 is proud to be a resident-led organisation and welcomes the opportunity to celebrate our community.

We thought that this would be a great time to showcase one of our most prominent of resident groups, so please say hello to the JESSUP Committee Group.

Audrey, Helen, Judith, Marcia, and Sharon all reside on the Stockwell Park Estate and have done so for several years; indeed, their sunny faces may be familiar to many of you. The ladies always seek fun and inclusive ways to engage with us all and the aim of JESSUP is to forge greater friendships with us all. One of the projects that JESSUP host – the Festive Hampers Drops – has been in existence for over 12 years.

Future events that JESSUP are hosting will be promoted by SW9, so please look out for any future information throughout the remainder of the year on our website, social media, and posters.

JESSUP Mission Statement, June 2023:

“JESSUP is built on the historic foundation of the residents who have grown within SW9 over 40+ years.

We have a passion for bringing the community together by sharing the same values and goals. Respecting and trusting one another brings together good relationships.

JESSUP runs solely on activities, our community spirit is to bring back unity, make memories, and engage with our residents to make a difference. We have already shown this by doing the Christmas and Easter hampers for over the past 12 years and now we are in the process of organising our ‘Table Top Sale’ event and celebrating Volunteers Week’.

We believe our community is a beautiful and diverse place to live so connecting with the community is very important to us.

We at JESSUP look forward to making our community a better and enjoyable place to live.”



What's Been Happening At SW9?



We are proud that the activities we have been able to offer have been so well received. Upon building on our RISE programme, we have been able to engage with over 2,500 residents.

An exciting piece of news has been the development of the JESSUP (Joint Estate and Street Properties Sisters Uniting People) Committee Group who are enthusiastic in engaging with our community to tackle isolation, deprivation, and discrimination. We featured JESSUP on the previous page.

This year, we have introduced Individual block meetings, where residents are able to speak about issues that directly affect their home.

Our training opportunities include hands-on truck driving, online training courses on various subjects and electrician courses. If you wish to partake in a course that we do not offer, apply for the SW9 Employment and Training Grant, which you could use towards payment of your chosen course.

So far, thirty-two of our residents have taken advantage of free training. Please get in touch if you would like more information on these and more opportunities via getinvolved@sw9.org.uk



Community Drop-In Surgery

The Brixton North's Local Safer Neighbourhood Team hosted a Drop-In Surgery at our Learning Centre on June 15. Residents and the wider local community were invited to meet local police officers and discuss any concerns that they may have, as well as receiving advice on safety and crime prevention. We hope that these Drop-In Surgeries are a welcome regular feature for you.



National Blood Donor Week



June 12 marked the start of National Blood Donor Week, a time to raise awareness on the importance of donating blood. To mark the week, we collaborated with the NHS and the artist Dreph, in promoting blood donations to minority communities. Dreph created a stunning piece of mural art that was seen in the Hall of Fame.



Forthcoming Events

Summer Is Coming!



We have several exciting activities to look forward to this summer; please see the events we have planned for you below;

Event	Date	Ages
Laser Quest and VR Experience Bromley	Tuesday 1st August 2023	6+ Years
Kidzania!	Thursday 3rd August 2023	4 to 14 Years
Go Karting	Tuesday 8th August 2023	8+ Years
Brighton – ‘London By The Sea’ - Coach Trip	Thursday 10th August 2023	All Ages
The SW9 Community Fair	Saturday 9th September 2023	All Ages

Places are limited with activities restricted to SW9 Community Housing residents only. To register your interest please email getinvolved@sw9.org.uk ensuring you provide your credit/debit card details for no shows or cancellations. You must include your name, address, phone number, and details of your party. Any missing information, including your card details, will result in your details not included in the list for consideration.

At The Heart

On 5 August, we will be holding an Open Day in partnership with the local organisation, At The Heart (www.attheheartuk.org) which is a charity organisation supporting young people from minority (racialised) backgrounds with opportunities to develop life skills and further supporting them in achieving goals towards a better future.

During the Open Day, At The Heart will be presenting taster sessions on the workshops it runs, including mental wellbeing and presentation skills. Representatives of the charity will also be offering advice and materials, to those of you who are entering University in September.

The At The Heart Open Day will be at the Learning Centre, 153 Stockwell Road, SW9 9FX, 11am to 1pm. All are welcome.



Have Your Say!



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 the remainder of the year. There is no need to book, you can just turn up. Please join us and Have Your Say!

Repairs & Estate Team Meet & Greet

Venue	Date	Time
SW9 Resource Centre 13 Benedict Road SW9 0FS	Thursday 14th September 2023	5pm-7pm
SW9 Resource Centre 13 Benedict Road SW9 0FS	Thursday 5th December 2023	5pm-7pm

Street Properties Residents' Meetings

Venue	Date	Time
SW9 Learning Centre 153 Stockwell Road SW9 9FX	Tuesday 25th July 2023	6pm-7.30pm
SW9 Learning Centre 153 Stockwell Road SW9 9FX	Tuesday 24th October 2023	6pm-7.30pm

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.

SW9 – Better On Your Doorstep

We have recently published the 2023 SW9 Service Improvement Plan, which highlights the Areas of Service that we are committed in offering you, as well as transparency in how we will deliver the high standard of service our community expects. Please scan this QR code to see the Areas of Service within the 2023 SW9 Service Improvement Plan or you can visit our [website](#).



War on Graffiti

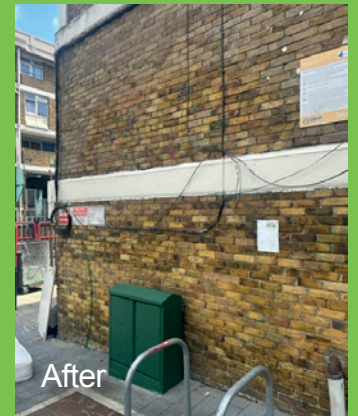
23rd June was just an ordinary sunny Friday in June, but it also marked the time where, to the best of our knowledge, there was zero graffiti across the estate at SW9.

We've recently seen an increase in graffiti at Stockwell Park, and we are aware just how much you dislike it. The increase seems to be in opportunist 'tagging' – where often indecipherable initials or words are repeated in as many different places as possible.

This is to confirm that SW9 Community Housing will take a 'zero tolerance' approach to graffiti and aim to clear it off in 7 days at the very longest. Any graffiti that is racist, homophobic or otherwise offensive will be cleaned off within 4 hours. If you think that we have missed any graffiti, please contact us about it in the usual way. We're going to log areas of frequent

abuse, and see if we can make any physical improvements, like anti-graffiti treatments and re-sited CCTV which will deter the perpetrators.

There is a real difference from graffiti that vandalises your homes and the street art which is showcased at the Hall of Fame. Some of the work there is fantastic, and our own art gallery in the centre of SW9.



Regeneration

On Friday 2nd June 2023 Construction Management Contractors Claritas announced that they were filing for Creditors Voluntary Liquidation due to cashflow and inflationary pressures. Network Homes have successfully secured a new Construction Management Contractor called Stack London Ltd who have expertise in delivering residential and mixed-use developments.

Network aims to handover both Aytoun Road and Crowhurst Lift by Mid October 2023.





Our Friends at The Community Trust

The Community Trust held several events during the spring.

Children were invited to give the Centre's walls a fresh look through stencils, spray paint and paint, during the Art Attack! event. The Trust's sewing group created customised clothing, crocheting, and knitting over tea and coffee on a weekly basis throughout the spring, and the glass painting group will be hosting a summer exhibition – please see the Trust's website for more information. And on Tuesdays, free surplus food that supermarkets and local restaurants would ordinarily throw out, is given out by the Trust's volunteers, for community members who may be in need.

For information on these and more up-and-coming events, you can visit the Trust's website at www.thetrust.org.uk



Spot the Difference!

Spot eight differences correctly to be entered in a prize draw to win a gift card of your choice, up to the value of £30. Send your entries by 21 August to SW9 Community Housing, 6 Stockwell Park Walk, London SW9 0FG or email getinvolved@sw9.org.uk.



Volunteer Week 2023

On June 8, SW9 joined in with the annual celebration, praising the many volunteers up and down the country who make a positive contribution to their communities.

We held a small yet intimate party at the Learning Centre, where we were able to personally thank our community's volunteers, admiring their commitment and time. Thank you to all who came along on June 8 and thank you to all our volunteers throughout our estate.



How we are doing?

Performance Indicator	Target	May 2023	Our Improvement Plan
Percentage of Repairs appointments kept	100%	88% 	We are currently in the process of on boarding our new contractor KNK and are exploring new ways of managing repairs. If you would like to report a repair, please call us on 020 3007 3120 .
Rent Collected	101%	94.65% 	We understand that the Cost-of-Living crisis is affecting everyone, and our Income Team is happy to provide you with support if you are struggling to pay your rent. Please give them a call on 0207 326 3700 if you would like to speak to someone.
Block Inspections completed	100%	100% 	The Estate Services Team inspect all our blocks monthly. For information on when your block is being inspected, please visit our website and if you would like to take part, call us on 020 7326 3700

Contact us

There are several ways in which you can contact us as seen below. You can also visit us in person:

Opening Hours

- Monday – 9am – 5pm
- Tuesday – 10am – 5pm
- Wednesday – 9am – 5pm
- Thursday – 9am - 5pm
- Friday – 9am – 5pm

-  www.sw9.org.uk
-  info@sw9.org.uk
-  020 7326 3700
-  6 Stockwell Park Walk, London, SW9 0FG
-  @sw9housing
-  SW9 Community Housing
-  sw9communityhousing
-  SW9 Community Housing

