

Issue 20  
Spring 2023

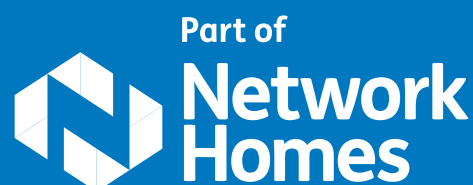


# Our Community News



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# Welcome



Keeping it local

The first days of Spring are here, and with the change in the season, challenging yet exciting moments lie ahead.

At SW9, we are committed to face head-on whatever the season may bring, in the assurance that we will continue to deliver the level of service, opportunities, and activities that our residents expect of us.

In this Spring Newsletter, we will be discussing our resolve in tackling Damp and Mould on the Estate; a topic that is very much at the forefront of people's minds. We want to reassure you that we take this matter very seriously indeed and hope that the comments following will assure you of this. We also take an in-depth look at how the services the community enforcement organisation, Parkguard offer are helping us tackle the issue of Anti-Social Behaviour. And as the Cost of Living remains a cause of anxiety for many of us, we wanted to reiterate the ways SW9 can assist and support you through this period.

You may have seen the announcement that was released in March, regarding a proposed merger between Network Homes and Sovereign, which is due to come into being in October 2023. We would like to reassure our residents that the merger does not

affect SW9 Community Housing; we remain a separate entity and our services and events continue as they are now. For further details on the proposed merger, please see the Network Homes **news release**.

In engagement news, early in the season we celebrated International Women's Day by hosting an exhibition showcasing a few global female sporting figures who Embrace Equity, which was this year's IWD theme. We also invited several our younger residents to whizz around on a go-karting track in Mitcham, and we re-introduced the Homework Club, in partnership with CEFLyncx, a virtual online study group support club for children in key stage 1 to 3. These features and more are examined further here.

Challenges will be faced by us all throughout the season, but we promise our residents to meet them with determination and resolve. And we will not lose sight of the excitement that we promise to deliver to you, too.

We wish you a happy Easter and hope that you have a bright and colourful Spring.

**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:

***"Is Network Homes merging with another company?"***

We were recently advised by our parent company, Network Homes, that it had entered talks with Sovereign about a proposed merger. If successful, the merger will take place in October of this year and will see the new organisation – Sovereign Network – become the owner of over 80,000 homes in the South of England and London. We would like to reassure you that the merger will not affect SW9 Community Housing. We are a separate entity from Network Homes, and we remain a resident-led, locally focussed organisation based in the community in which our services and events will continue as they are currently.

***Who is my Housing Officer? How can I contact them?***

The Estate and surrounding Street Properties are overseen by our Neighbourhood Services team. We've recently welcomed Anthony Akerele, who as our Senior Neighbourhood Services Officer will oversee the general responsibilities that may occur around Stockwell Park, along with Yasmin Kakari, our Neighbourhood Services Officer, who has responsibilities for more specific areas. We are in the process of welcoming another Officer to work alongside both Anthony and Yasmin.

To contact our Neighbourhood Services team, please email [info@sw9.org.uk](mailto:info@sw9.org.uk) or telephone **020 7326 3700**. Details of the areas in which our Officers are responsible for can be found on our [website](#).



## Take Pride in our Estate

**Don't Dump – Dial! (Call SW9 to book a FREE bulky waste collection)**

Did you know that SW9 has an in-house bulky waste collection service? We collect furniture, fridges, mattresses, and lots more, for **free**.

We are taking steps to tackle dumping and fly tipping on the Estate.

Please be assured that we are working closely with the Control Room and the police to identify and fine perpetrators up to £1000 who do this.

If you wish to use the service, please contact us on **020 7326 3700**, email [info@sw9.org.uk](mailto:info@sw9.org.uk) or visit our [website](#).

## Taking Pride in our Estate: Parkguard Patrols

To help tackle Anti-Social Behaviour (ASB) on the estate, SW9 have instructed the community enforcement organisation, Parkguard, to provide a patrol service.



Two patrol officers provide a physical presence to reassure our residents, to take a lead role in addressing ASB and to help gather critical information which we analyse with the

police. We had received positive feedback from our residents about this service during a previous trial and noted that the presence from Parkguard helped towards the reduction of ASB on the estate. The service has been extended until March 2024 and is supported by the installation of a dedicated Parkguard answerphone service line, for your to report any non-urgent concerns you may have. The number you can call is **020 7737 1164**. Further details on the answerphone service can be found on our [website](#). We would add, however, wish to encourage our residents to report any issue to the police, when necessary.

## Let's Keep The Vermin Away!

We would ask that our residents use the chutes, recycling and refuse bins to dispense of their rubbish, and not to leave rubbish bags on the floor.

Not only leaving rubbish on the floor constitutes a Health and Safety hazard, it also attracts vermin to areas where bulk and waste are left on the floor.

We would also ask that you use the right-sized bin bag for the chutes, to prevent any blockages.



## About Parkguard

Parkguard provide a range of community safety services and high-visibility patrols to support local authorities and the police in taking enforcement action, increase public reassurance and improving community safety.

Parkguard is accredited under the Community Safety Accreditation Scheme (CSAS) and holds a range of delegated powers under the Police Reform Act 2002 which enhances their supportive role in addressing ASB, crime and quality of life-related issues.

As the police cannot always respond to callouts on the Estate, SW9 have asked Parkguard to provide a patrol service up to the new financial year. You may remember having seen them in the area in the distinctive uniform, which includes body cameras.

Please visit the Parkguard website for more information on the service [here](#)

## Homework Club

We've partnered with CEFLyncx to offer a virtual online study group support club, for children in Key Stage 1 to 3.



The Club offers additional help with Literacy, Numeracy and Science with the aim to help young people achieve and / or improve their attainment level in these core subjects, and it runs from 5pm to 7pm, Monday to Thursday, during term times only.

Further information on the Homework Club including how to register, can be found on our [website](#).

## The SW9 Eat Well Support Scheme

We recognise that times are currently stressful to some of our residents.

This scheme that we offer, is for our residents who may require some staple food items for their households.



If you would like to receive a bag, please speak to one of our Officers, contact us by telephone on **020 7326 3700** or email us at [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk).

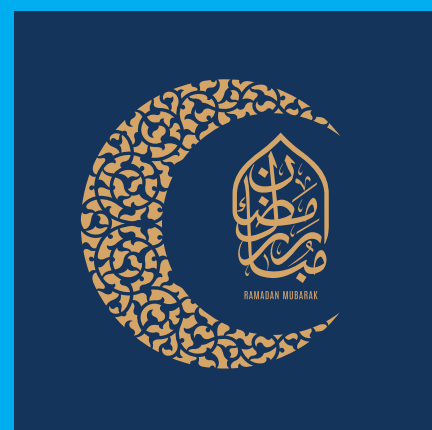
More information can be found on our [website](#).

## Ramadan

The season of Ramadan is celebrated during the ninth month of the Islamic calendar and in the UK this year, Ramadan commenced in late March.

Throughout Ramadan, most Muslims fast between dawn and sunset; fasting, it is thought, aids in self-discipline and in remembering those who are going through poverty.

We at SW9 wish our residents, colleagues, suppliers, and partners who are taking part, Ramadan Mubarak! There are a series of events and talks on Ramadan taking place throughout the capital; for more information, please see via the link [here](#).



## The SW9 Improvement Panel

SW9 needs YOU! Join the Improvement Panel today!



The SW9 Improvement Panel gives you an opportunity to work in partnership with us, to influence positive changes and ensuring we continue to provide excellent services.

It is an essential way in which we can engage with our residents and ensure you are at the heart of SW9 Community Housing. Would you like to become a Panel Member? If so, we would like to hear from you. For more information including on how to apply, please visit our website.

## Changes to Payment

### Options Coming Soon

When you start your tenancy, several options are given to you on how to pay your rent and service charge. During Spring / Summer of this year, we will be making some changes which will incorporate changing our payment provider from allpay to PayPoint. The anticipated changes means that you will be able to make payments online via our website; via a dedicated SW9 PayPoint app; by cash at a PayPoint outlet using a new SW9 payment card; or by phone.

Please note that if you currently pay by Direct Debit or Standing Order, you will not be affected by these forthcoming changes.

Please see the Changes to Payment Coming Soon information on our [website](#).



## Walk & Talk



This initiative from the Metropolitan Police involves female officers 'buddying-up' with women, to patrol open spaces whilst hearing about concerns and experiences.

The scheme is open to women aged 18 and above, who live and work in our capital. You can read further details about the **Walk & Talk scheme** on our [website](#), as well as information on the StreetSafe service, where you can report anonymously, on public spaces where you may feel unsafe due to environmental issues such as bad street lighting.





# Spring Is Here!

For the beginning of Spring, the daffodils are blooming, the days are brighter and SW9 is promoting several exciting activities and events.

## International Women's Day

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

The video is still available to view on our [website](#).



## Easter Happiness

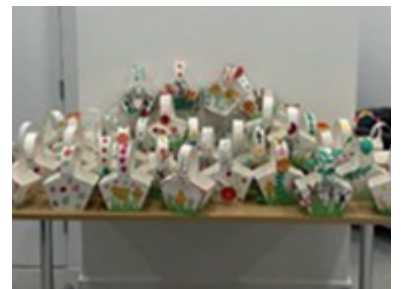
Once again, we held the Easter Egg Hunt where our young residents searched for those elusive chocolate goodies.

We hoped that the tasty treasure found was enjoyable!



## Easter Hampers

Twelve years since its conception, several of our residents volunteered their time to shop, prepare and deliver amazing Easter hampers to 100 of our most vulnerable community members.



## Speeding Away - Vroom, Vroom!

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



Please look out for further information on the year's up-and-coming activities that we will be hosting. If you want to get involved, simply email [getinvolved@sw9.org.uk](mailto: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 towards making a difference to their community.

## Residents Meetings

At SW9 we have been meeting residents through various meetings because we know it's important to hear your views on our services, which allows us to put in measures to make improvements where needed.



### Meetings with residents include:

- Monthly block meetings
- Street Properties Residents' meetings
- Meet and Greets

**Meetings are not the only way in which you can have a say. You are encouraged to Get Involved by:**

- Becoming a Block or Street Champion
- Attending Estate walkabouts
- Join the Resident Improvement Panel
- Set up a Residents' Association

To learn more, please visit our website [www.sw9@org.uk](mailto:www.sw9@org.uk)

## Joint Estates and Street Properties Sisters Uniting People (JESSUP)

SW9 is proud to collaborate with the JESSUP Committee Group. JESSUP is made up of resident volunteers who have a strong passion in uniting the SW9 community. JESSUP take the lead on our Christmas and Easter hampers and have planned many community activities for you all to enjoy. Keep an eye on our website, social media, and other publications to find out more about JESSUP and their plans.

## 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.

## 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](mailto:Neighbourhood.enquiries@sw9.org.uk) or telephone: **0207 326 3700**.



## Condensation, Damp and Mould

Damp and mould in social housing has been in the news a great deal recently, especially since the death of Awaab Ishak in Rochdale in late 2020, and several other cases of people becoming ill after exposure to damp and mould, which has been left untreated.

At SW9, our Damp and Mould Policy is now live, ensuring our staff can tackle damp and mould in the most effective way possible. We recognise that this topic is very much at the forefront of people's minds, and we wanted to assure you of how we are addressing it as a matter of importance.

There are lots of different things that can cause damp in the home, so it is important that we find out the root cause. This could include leaks, damage to your building, condensation, or broken ventilation systems.

We have also produced a six-page leaflet – Condensation, Damp & Mould – which contains guidance on how to report instances you may have, as well as offering information on the efforts SW9 are taking to make continued improvements in this area. The leaflet also contains the contact details if you need to report an issue of condensation, damp, or mould.



You can read the leaflet by scanning the QR code here, or by visiting our [website](#).



## Service Improvement Plan

We mentioned the Service Improvement Plan in the Community News Update but wanted to give you further details.

- The new telephone system which will offer a more pleasant experience for both you and our colleagues, is to be installed during April.
- The SW9 Customer Service Promise has also now been published; further details can be seen on page 9.
- We are still in the process of procuring a grounds maintenance contractor and a window cleaning contractor for the beginning of the next quarter.
- A second iteration of the Service Improvement Plan is due to be published in the next couple of months.
- We are continually striving to increase your satisfaction and develop accurate, timely and favourable communication between you and our staff.

Further updates on the Service Improvement Plan will be published soon.



# The Cost of Living

We recognise that energy and retail prices are still rising and currently, the Cost of Living is still a point of anxiety to many of our residents.

You can revisit our Cost of Living – Support and Tips guide, which is available to read on our website, together with the government’s guide Help for Households which also information on where and how to reduce costs in the home. Please see information on our [website](#).

Members of our Income Team can also provide you with advice on how to set up personal repayment plans. Please contact them on **020 7326 3700** or by email at [Rents@sw9.org.uk](mailto:Rents@sw9.org.uk), for information. Our dedicated Debt and Money Support page hosts additional information and support and we are still running the Eat Well Support Scheme where we can offer bags containing staple food items, for your household.

Please speak to one of our Officers if you would like a bag or contact us by telephone **020 7326 3700** or by email at [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk). For all this and more, please see our [website](#).

The Energy Saving Trust is also a useful source of advice and information; you can access the organisation’s website via the link [here](#).



## Did You Know?

Did you know that SW9 now has a supplementary circular that is available in the periods between us delivering your seasonal Newsletter. Called Our Community News Update, it does not stray too far from what we offer in regular periodicals. Nonetheless, we thought that it was important to keep you updated on more current news and on the services and events we aim to present. In the first edition, we remarked on how we are promoting employment programmes for the community, in partnership with Resurgo, and an article on the issues surrounding condensation, damp and mould. Our Community News Update is available to view on our website or you scan the QR code here.



## SW9 Customer Service Promise

We believe that all our customers – residents, colleagues, and other stakeholders – have the right to know the level of service which we provide and what is expected of us.

In the SW9 Customer Service Promise, we outline how we focus on these services to enable the improvements to your community.



We aim to provide an excellent housing service, to meet our legal and contractual responsibilities in a timely manner, reflecting the needs of our residents and their homes.



Please scan the QR code to read the SW9 Customer Service Promise or look on our [website](#).

## Did You Know?

SW9 Community Housing has a growing presence on several social media platforms, where we post up-to-date and relevant information on a range of news, activities and events that are happening in and around the Estate, and we do this daily.

You can find SW9 Community Housing on the following platforms;

 [sw9communityhousing](https://www.instagram.com/sw9communityhousing)

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

 [@sw9housing](https://twitter.com/sw9housing)

 [SW9 Community Housing](https://www.facebook.com/SW9CommunityHousing)

# What's on



## Fish & Chips

Once a month, SW9 hosts a Fish and Chips Thursday lunch for our residents for only £5. What a bargain! Come along, meet new people, and have a fun afternoon, as you have a scrumptious meal.

To book yourself a place, simply contact the Community Engagement team by calling **020 7326 3700** or email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)

Here are the dates for your diary for when the Fish and Chips Thursday lunches are taking place this season:

**27 April**

**25 May**

**29 June**

**27 July**

# ONLINE TRAINING



## Free Certified Training Programmes

We have successfully been running an online training programme which many residents have taken advantage of. The beauty of this programme is that the sessions can be taken in your own time.

Some of the courses include Starting a Business and Time Management Training.

You can see a full list of the training courses on offer by looking on our website.

To sign up to one or more of the courses, please contact the Engagement Team on **020 7326 3700** or email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk).

# 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 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 & Greets at SW9 Resource Centre, 13 Benedict Road, SW9 0FS

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 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 Primary School, 6A Knowle Close, SW9 0TQ

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 Davison



Each issue we interview a member of SW9. In this latest edition, we meet Davison Hunte, learning a little bit more about him and his days at SW9.

## Q Hi Davison, how long have you been at SW9?

A I've been at SW9 for just over 11 years. I was previously employed as an Estate Service Officer, now I am Technical Surveyor.

## Q What's your normal day like?

A From the start of the day, I check my emails and voicemails to see if any emergency has been reported overnight. I check which tasks have been assigned to me and the visits which I have booked in to attend on the day. There's a regular meeting regarding Voids where colleagues discuss start dates and expected dates of works that need to be completed to our lettable standards.



## Q What do you like about working at SW9?

A As I like variety, a career in surveying is perfect for me. Different properties have different defects, which means keeping your eyes peeled when one is inspecting domestic properties and blocks. Being responsible for pre / post inspections, reporting on responsive repairs, void works and cyclical repairs, and consulting and engaging with residents, I try to do my very best to ensure the highest customer standards of delivery and highest customer satisfaction are achieved.

## Q Can you tell us a bit about yourself?

A I am married with two children and four grandchildren, who I love spending time with.

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

A There is a real family atmosphere at SW9. I am happy working here. It's really my dream to work with such wonderful colleagues.



# Q & A Round Up



From the Senior Leadership Team Meet & Greet



**On Tuesday 7 March, we held our latest Meet & Greet with the Senior Leadership Team held at St Helen's RC Primary School.**

The Panel members in attendance were Delroy Rankin, Executive Director, Felicity Dunmall, Head of Housing and Estate Services and Orane Lewis, Head of Finance. Please see here a round-up of the Questions and Answers from the evening.



# QUESTIONS FROM THE FLOOR

## **Q: There continues to be issues around illegally parked cars at Crowhurst House.**

**A:** SW9 is working with Network Homes to approach Lambeth Council who can assist us with removal of illegally parked cars. We are also working with Bridge Parking who have their own process of removing illegally parked vehicles. The underground parking at Crowhurst House is part of a refurbishment programme, which will allow us to identify vehicles that are parked without authorisation.

## **Q: There are ongoing Anti-Social Behaviour (ASB) issues. How do I contact Parkguard?**

**A:** Please read page 3 of this newsletter for further details on our Parkguard service.

## **Q: There is lack of lighting outside Benedict Road, near the electrical store.**

**A:** SW9 are looking into providing better lighting in this area.

## **Q: 9 Benedict Road: external front door is broken which has been reported since September. This is attracting ASB. Why can there not be a final fix?**

**A:** The contractor KRM attended on 14 March and remedied the issue. Their findings were that the threshold on the floor kept catching, and so was the overhead closure, both of which have been rectified.

## **Q: Fundamental security is not being addressed. Why do we need to meet additional charges?**

**A:** SW9 are working closely with Network Homes, who manage the contract for doors. The estate has CCTV as an additional security measure.

## **Q: We have not seen Parkguard in building of Barret House, only in the car park.**

**A:** Parkguard patrol all areas of the estate. SW9 is provided with a report verifying what issues need to be addressed and what actions are to be taken.

Parkguard also work collaboratively and share the intelligence from their patrols with the local Safer Neighbourhood Team, which allows them to focus their patrols on areas of concern.

Barret House is one of their priority buildings.

**Q: Barret House; the intercom is not working. Residents are compelled to keep running downstairs to open. People jump up from the slope at the side to gain entry.**

**A:** SW9 work closely with Network Homes who manage and administer the contract for intercoms. SW9 will continue to ask for a final fix. We are looking into preventing measures for access from the slope. Parkguard will continue to prioritise high ASB areas.

**Q: Is there an independent body who provides feedback?**

**A:** Network Homes is regulated by the Regulators of Social Housing. SW9 is regulated by the Charities Commission.

**Q: There is a lack of communication. Why contact me the day before this Meet & Greet session?**

**A:** SW9 has reviewed its Customer Service Promise and all staff are expected to follow through on promises made within this document. Residents can hold SW9 accountable for where we do not follow through. The document can be found on our website. Contacts made to residents on the day of the Meet & Greets are purely coincidental.

**Q: There is no feedback from Block meetings.**

**A:** This should not happen. All staff involved in Block meetings are expected to follow through on their actions and ensure relevant residents are kept informed at all stages until completion of their query. We apologise on this occasion.

**Q: Does SW9 have SLAs? If so, can the data be presented at the next Meet & Greet session?**

**A:** SW9's Customer Service Promise forms our SLA to our residents. Currently, we do not have the resources for a detailed breakdown of information; however, with our new telephone system that is due to be installed, we will be able to track and monitor much more detailed data.

From April 2023, SW9 will publish performance data on a quarterly basis. Findings from this will form part of a 'Lessons Learnt' programme where we will use the data to provide continuous improvement.

**Q: Why is Network Homes not here?**

**A:** Network Homes were unable to attend on this occasion; however, SW9 will continue to invite representatives from our parent company to all forthcoming Meet & Greets.

**Q: What does Network Homes look after?**

**A:** Network Homes are responsible for:

- Mechanical and Engineering contracts
- Capital Works
- Regeneration and development
- Other major works programmes

**Q: Who is my Housing Officer?**

**A:** Details of your Neighbourhood Officers can be found on the SW9 website. The Neighbourhood Officers and our Leasehold Property Manager have sent introductory letters to all residents.



# QUESTIONS FROM THE FLOOR

**Q: Why are minutes not taken and why are so many staff taking notes? This is very unprofessional.**

**A:** Minutes are being taken by the Communications team and all questions and answers from this Meet & Greet session are made available through our residents' newsletter. Other officers are taking notes to ensure that they follow up on any queries following the meeting.

**Q: SW9 is not abiding by the Customer Charter.**

**A:** Our Customer Service Promise states clearly that residents can hold us accountable where we have not met the standards set out.

**Q: When did your Service Improvement Plan (SIP) review process begin?**

**A:** We are continuously reviewing the SIP at all levels to ensure improvements we make are imbedded and if not, why not.

**Q: Norton House. There is a build-up of trash, and the road has not been cleaned for over six months.**

**A:** The pavements and roads are owned by Lambeth Council. This issue has been raised with the council, who confirmed the road is attended to every Tuesday.

**Q: Cleaners - do they get paid London Living wage? What additional support do they receive?**

**A:** SW9 cleaners receive the national minimum wage.

Examples of some additional benefits that they receive include pension, bonuses, participation in a discount scheme, training and development, and annual leave.

**Q: The Graffiti Pen - why is it not a multi-purpose facility? Where can children play football?**

**A:** The Graffiti Pen is set to be a multi-purpose area and SW9 understands it is not always used as such. However, we continue to encourage children to use this space.



**Q: SW9 have hired an unknown individual who allows the Graffiti Pen to be used for rave parties.**

**A:** SW9 have a process in which any hiring individuals, groups or organisation must follow. All hiring parties must present SW9 with a Risk Assessment, Confirmation of Public Liability Insurance, and other formal documents. Filming, events, or any other activity can only take place if SW9 have carried out due diligences and provided an authorisation notice.

SW9 would not have agreed to a rave.

**Q: When will I be moved into Albemarle House?**

**A:** Albemarle House is a leasehold block. We cannot transfer general rent tenants into a leasehold-only block.

**Q: I have been trying to deal with the Neighbourhood Team regarding a Home Swap for some time but have received no response.**

**A:** The Neighbourhood Manager has been in direct contact with the resident concerned.

**Q: Why is there not an in-house Repairs service?**

**A:** SW9 is exploring the possibility for this. At present, we have a contract with an external partner who carries out this service.

**Q: Contractors are rude, and residents believe they do not have the correct knowledge / skillset.**

**A:** We are sorry to hear this. We will feedback to the contractors to ensure such issues are addressed.

**Q: Do residents receive compensation for repairs that they have had to do themselves?**

**A:** Any resident wishing to carry out repairs should refer to their tenancy agreement and seek consent from SW9 before undertaking works. Only once written consent has been given by SW9, can the works be carried out.

**Q: Contractors are incompetent. Why do they come from outside London?**

**A:** SW9 carries out a formal procurement process; the contract will be awarded to the supplier who meets our criteria and values. The contract is not awarded on the geographical base of the supplier.

**Q: I hardly ever receive contact from the Repairs Team, and I must keep chasing. Why?**

**A:** We have a work-flow process in place and during busy times, we may not be able to meet our obligations. We understand that this is not ideal; however, we are making improvements and we seek to reduce the number of times residents must contact us for feedback.



# QUESTIONS FROM THE FLOOR

**Q: My kitchen door has been hanging for six months; when will it be fixed?**

**A:** The Repairs team have been in touch with the relevant resident.

**Q: When residents attend the office to log a repair, why is it not raised on your system?**

**A:** We are training all front-line staff on how to raise a repair which means all repairs will be logged and a job number will be provided.

**Q: We believe that the people who answer the Repairs line do not know what they are doing.**

**A:** Our officers are well equipped; however, we understand that they may not have the answers to all the questions raised. We will work closely with partners to find a solution.

**Q: The surveyors used have no common sense.**

**A:** SW9 surveyors are knowledgeable and experienced individuals.

**Q: Barret House - the building has had mould since refurbishment; windows in the bathroom are rotting. SW9 provided humidifiers, however, is this the right solution as this is costly, and how long will they remain in situ?**

**A:** We have a robust Damp and Mould Procedure in place and part of that process is to install humidifiers to reduce the moisture in the air.

Network Homes are managing the water ingress issues at Barret House.

**Q: Your repairs' contractors are not performing. Are you looking at new contractors or local labour companies?**

**A:** We are in the process of procuring for a new repairs' contractor. In time, we will invite residents to be part of the process.

We are also investigating a possibility of an internal Repairs Team in the coming future.

**Q: Lambert House - there has been water ingress in the property for over seven months.**

**A:** SW9 has been in touch with the resident.

**Q: 1 Benedict Road - surveyors attended to examine poor heating a few weeks ago. Who were they – Network Homes or SW9?**

**A:** Network Homes and the gas contractor, T-Brown, attended to carry out a heat loss assessment.

**Q: Can you speak with the resident above my home regarding the leaking balcony?**

**A:** SW9 has been in touch with the resident.

**Q: Repairs take too long.**

**A:** SW9 meets with Seville's regularly and this issue will be discussed.

**Q: Why have we not received an update?**

**A:** During previous Meet & Greets, residents suggested we focus on questions from the residents in attendance. For future Meet & Greet sessions, we will provide a written update on the night.

**Q: Why are there different tariffs in various buildings with Insite Energy? Who are the providers?**

**A:** Different blocks are on different tariffs due to size. Details about your tariff can be found on your bill, or on the display screen of your Pay-As-You-Go (PAYG) In-Home Display (IHD).

**Q: As the Service Charge has risen 2 ½ times above inflation, how can this be justified due to the lack of service?**

**A:** Looking at the most recent Service Charge breakdown helps to understand and provide justification.

**Q: What SW9 can charge and what should be charged should be two different elements.**

**A:** We charge in line with the sector averages as well as Network Homes. Your Service Charge statement will provide a thorough breakdown of what is covered in the management fees.

**Q: Energy prices will decrease in time. Will this be reflected in a decrease of the Service Charge?**

**A:** Yes

**Q: Is there an incentive in place for the Service Charge to decrease? If there is a process, how do you inform residents of it?**

**A:** We have an ongoing Value for Money process. All staff are actively involved in achieving Value of Money. For example, bringing the cleaning in-house reduced Service Charge costs. Though we do not publicise this information, we can include it in future publications.

**Q: The Housing Minister states that all social housing staff should be qualified. Is this the case at SW9?**

**A:** It is not a current legal requirement for all social housing staff to be qualified. However, at SW9 we develop and provide the necessary training to staff, ensuring individuals and groups can conduct their roles effectively.



# Regeneration

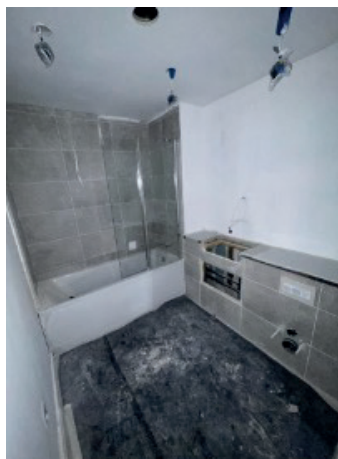
## Development Update

### Aytoun Road Update

- Façade on Block B L5 completed
- ASHP installed in place inside lower roof enclosure
- Completion of Scaffold strike West Elevation – Main Façade
- Norton House Plantroom progressing with all plant equipment on site
- Show Flat progressing with bathrooms; flooring being installed
- Tank installed in Tank Room in Under Croft area
- Water main pipe has been installed in the Under Croft
- Power supply cables have been installed
- Completion date end of June 2023.



**Aytoun Road installation of Air Source Heat Pump Enclosure**



**Aytoun Road Show Flat Progress**



**Aytoun Road Show Flat Progress of Works Balcony**

### Crowhurst Lift Update

- The ground floor brickwork has been completed to both the lift shaft and the new bin store
- Brickwork has been completed to the ground floor level of the steel structure
- Brickwork to both Levels 1 and Levels 2 have commenced in the week commencing 20 March; steel frames to be installed in the week commencing 27 March to complete the lift shaft brickwork



**Crowhurst Lift**

- Lift shaft to be completed with scaffolding being struck in week commencing 3 April
- Completion date end May 2023.

# Our performance

## How we are doing?


Performance Indicator	Target	Feb 2023	Improvement Plan
% of repairs survey responses that said their repair appointment was kept	100%	93.3% 	Every month we ask the third-party survey company, IFF research, to call some of our residents to ask how their recent repair went. If you receive a call, please do take the time to respond if you can. We report all the results back to our contractors.
Residents who took part in community activities	500 per year	178 	We have a Menu of Involvement which highlights a number of the activities and events which we are promoting. Please visit our <a href="#">website</a> for further information, or email <a href="mailto:GetInvolved@sw9.org.uk">GetInvolved@sw9.org.uk</a>
Rent Collection	100%	96.26% 	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 <b>0207 326 3700</b> if you would like to speak to someone.





## 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 – 7pm
- Friday – 9am – 5pm

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 SW9 Community Housing  
 sw9communityhousing  
 SW9 Community Housing

Part of  
 **Network  
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ONEPOST



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