

Keeping it **Local**

**SW9**

Community  
Housing

# Your SW9 News



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## Our New Responsive Repairs Partner

PART OF



Sovereign  
Network  
Group

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## Welcome

**With winter finally over and with the clocks going forward on the last Sunday in March, the promise of new beginnings has arrived. With spring now here, SW9 is also ready to look forward to some exciting times ahead.**

**We fully** understand that some of our residents may have been disappointed with our responsive repairs service in the past. In our commitment to deliver the best services we can, the first week in April sees us forging a new partnership with MNM Property Services.

You may have seen on our website, on posters around the estate and social media in the past few weeks, the promotion of MNM Property Services' imminent arrival. The company has been very active during the past few weeks, on getting to know our estate, our Repairs team and most importantly, establishing the most telling needs for our residents. We know that the company will hit the ground running, and we very much look forward to having a successful partnership with them.

On a personal note, I appreciate the frustrations that some of our residents may be feeling about the repairs service. The turnaround in bettering service delivery in this area will not happen straightaway. Nonetheless, we, alongside MNM Property Services, are determined to offer a more cohesive and responsive repairs service for you **and** to you, and I would like to thank you for your continued understanding as we mark this new and exciting way forward.

**The Deputy Chief Executive** of Sovereign Network Group, Helen Evans, left the organisation on 1 April.

We would like to take this opportunity to say “thank you and goodbye”.

Helen was the Chief Executive Officer of (the formerly known) Network Homes between 2011 and 2023; I, along with some of my colleagues at SW9, have had a long-standing and convivial working relationship with Helen throughout this time. She has seen some great changes at SW9 including overseeing the regeneration of our estate and community, which continues to this day.

On behalf of SW9, I would like to thank Helen for her commitment and passion and wish her all best wishes for the future.

We have introduced the Stockwell Park and Robsart Village Estates Parking Scheme, a major task undertaken by our Neighbourhood Parking team led by Kellie Carson, Head of Customer Services, in conjunction with the Regeneration team at SNG and construction partners, Kingsbury.

We are now confident that the scheme offers our residents and visitors a clearer, fairer and more accessible way to access and park on the estate.

For our younger residents, we will be hosting our annual Easter Egg Hunt in mid-April. Please visit our website for more information.

We will be holding a series of drop in surgeries, hosted by our Income and Neighbourhood teams, in the forthcoming weeks. These surgeries, held at the Community Centre on Aytoun Place offer residents the opportunity to meet our officers and gain advice and support on a range of issues including rent payment and anti social behaviour. Please look out for details on times and dates, which will be publicised soon.

Independent community group, Action on ASB!, held a public meeting for everyone, at Pop Brixton on 24 March, exploring how agencies respond to anti social behaviour and on attempts to make the community safer and more pleasant to live and work in. If you were able to attend, we hope you found it informative and of benefit.

On 25 April we will be holding a Meet the Contractor event at the Resource Centre and representatives from MNM Property Services will be in attendance. Please look out for further details.

In closing, I wish to reaffirm our commitment in offering you all effective services all round, so that our estate and community continues to flourish.

May you have an enjoyable Easter and a safe and bright Spring season.



**Delroy Rankin**  
Executive Director

# Helen Evans. Thank You and Goodbye

**Sovereign Network Group's Deputy Chief Executive Officer** and Board Member, Helen Evans, stepped down on 1 April. She was previously, the Chief Executive Officer of Network Homes from 2011 to 2023, having joined the organisation in 2010. Meaning that Helen has overseen major changes to SW9's organisation, environment and community during her tenure at our parent company.

In 2019, Helen became the first female chair of the G15, the group that comprises of London's largest housing associations. She led the G15 for two years.

Previous to working at Network Homes (subsequently, Sovereign Network Group), Helen had worked with Brent and Hackney councils; in fact, she has spent most of her working career in social housing.

In 2020 alongside other G15 Chief Executives, Helen signed a pledge to encourage more diversity at senior levels at London's largest housing associations.



And Helen was also at the forefront when Network Homes joined forces with Sovereign in October 2023 which was fully integrated as Sovereign Network Group in April 2025; an organisation of over 82,000 homes and over 210,000 customers across London, Hertfordshire and the south of England.

"Housing associations are partners to local authorities, we are providing supportive environments to those people that need support and may be vulnerable," she has previously stated. And her philosophy is to help towards having "people fulfil their potential and overcome challenges around health and well-being."

SW9 hopes that her legacy will be in force for a very long time. All the best, Helen, in your future endeavours.

# Welcome to MNM Property Services

Keeping it **Local** Your SW9 News



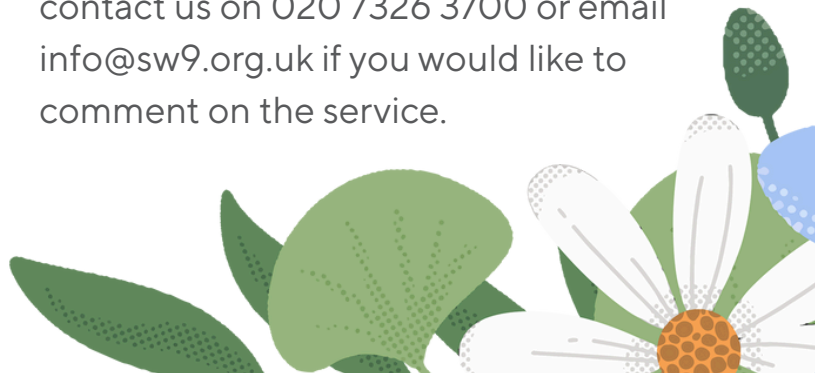
MNM's Property Service Operations Manager, John Lilywhite, states, "**we are proud to collaborate with SW9 Community Housing to deliver high-quality property maintenance services that enhance the living experience for residents of the Stockwell Park Estate.**"

**One of London's** leading contractors, MNM Property Services, officially commenced their partnership with SW9 during the first week in April. The company is offering our residents a high-standard of repairs service delivery and ongoing support.

Colleagues from MNM Property Services are located in a dedicated office in Bedwell House which should help towards gaining a quicker response to residents' requirements. You may have already witnessed their presence around the estate; MNM Property Services' colleagues are identified by its unique logo which is shown alongside our own.



**We welcome** your feedback on the new Repairs Responsive service; please contact us on 020 7326 3700 or email [info@sw9.org.uk](mailto:info@sw9.org.uk) if you would like to comment on the service.



# The SW9 Parking Scheme

The **Stockwell Park and Robsart Village Estates-wide Parking Scheme** came into effect in early March following an extensive overview and consultation.

All of the undercrofts have now been refurbished and CCTV covered. In total we have 490 parking bays in these areas.

The visitor parking bays require electronic permits, which can be accessed via the QR codes shown on signage. The permits should be registered by mobile phone. An outline of visitor permit charges and grace periods, is presented in the Overview which can be accessed via our website.

Please also see the Parking Scheme Map which acts as a useful reference if you were looking for Electric Vehicle Charging Points, Disabled Parking Bays or if arranging a delivery. Please scan the QR code shown for a more extensive look at the Parking Scheme.



# Updates from the Income Team

**On the following pages**, you will find important information, updates and advice from the Income team, including details on rent increases and Housing Benefit reviews. If you wish to speak to one of our officers, please email us; [info@sw9.org.uk](mailto:info@sw9.org.uk) or contact us on 020 7326 3200.

Please pop into our fortnightly Income & Neighbourhood Teams Free Drop In Surgeries; the next session takes place on Tuesday 8 April, 1.00pm, at the Community Trust Centre, Aytoun Place, SW9 0TE. Scan the QR code for details.



Keeping it Local

## INCOME & NEIGHBOURHOOD TEAMS DROP IN SURGERY

- Benefits Advice
- Housing Services
- Anti Social Behaviour
- Help & Support Agencies

NO NEED TO BOOK; JUST POP IN

EVERY FORTNIGHT FROM  
TUESDAY 25 MARCH  
1.00PM - 3.00PM

THE COMMUNITY TRUST CENTRE  
AYTOUN PLACE  
SW9 0TE



## Rent Increases

Rent increases will come into effect on **Monday 7 April**. If you are in receipt of **Housing Benefit**, you will need to provide them a copy of your new rent letter to ensure that they pay the correct rent.

If you are in receipt of **Universal Credit**, don't forget to update your **Universal Credit Journal** with your new rent on or soon after **Monday 7 April**.

Contact us at [Rents@sw9.org.uk](mailto:Rents@sw9.org.uk) for assistance.



# Updates from the Income Team

## Transition from Housing Benefit to Universal Credit



If you have been moved over from Housing Benefit to Universal Credit, please note the following:

- You may be required to make a Universal Credit application online.
- You will need to report the housing cost (how much your rent and service charge is) on your Journal.
- You will need to complete a Council Tax Support form online as this is not part of the Universal Credit claim.
- Your housing cost (rent) will be paid to you directly and you will be responsible to pay your full rent.

Contact us at [Rents@sw9.org.uk](mailto:Rents@sw9.org.uk) for assistance.



### Housing Benefit Full Case Review

If you have received a letter from Housing Benefit requesting for you to complete a Full Case Review online, please make sure you complete the form as soon as possible. Failure to do so may result in your Housing Benefit claim to be terminated and you will be liable to clear any arrears outstanding. You can access the Full Case Review form by scanning the QR code shown or call us on 020 7326 3700 for more information.





# The Rising Cost of Living

**The new financial year** commences in April. This may also coincide with a rise in housing and other costs for many households. Please see details below on where you can seek advice and support from local organisations in Lambeth.

**The Lambeth Larder** has an extensive online directory featuring details of local organisations offering advice and support on a range of subjects including utility bills support agencies and low-cost food outlets. Please scan the QR code shown here to see more.



**The Citizens Advice** Merton & Lambeth office (CAML) offers free and confidential advice on a range of topics for local residents. Please scan the QR code for more details.



**Visit Lambeth Council's** Cost of Living, Money and Debt page which offers further information on council services including parents & guardians' support, housing support costs and energy saving advice.



# Recent Events

## International Women's Day

Saturday March 8 was International Women's Day; a clarion call for global action on accelerating female equality. This year's theme was Accelerate Action!

SW9's contribution to this year's celebration was a video showcasing a number of global female figures who in their unique way, are striving towards a more gender-equal world.

Some of our SW9 colleagues showed their support also.

View our contribution to IWD2025# by scanning the QR code shown.



## Healthy Eating and Weight Management Workshop

In February the Ascension Trust hosted a free workshop on healthy eating and weight management. Several of our residents attended the session at the Learning Centre, and learnt about barriers in accessing healthy foods, and finding resources on how to overcome those barriers. We hope that you enjoyed the morning and discovered some useful tips.



# Recent Events

## JESSUP Corner

The JESSUP IWD Event took place on March 8 and was held at the SW9 Resource Centre. The day was a celebration of local female community achievements and businesses, as well as the chance to forge new friendships. Thank you to those of you who were able to attend; it was lovely to see many familiar faces.



**JESSUP** paid homage to the mothers and grandmothers amongst us recently. The monthly Bingo Night held on Saturday 29 March, was this time round, held in celebration of Mother's Day.



Watch out for details on forthcoming Bingo Nights and other JESSUP events which will be posted soon.



**YOU'VE BEEN EGGED!**

Please visit  
[www.sw9.org.uk](http://www.sw9.org.uk)  
for more details



## **Easter Egg Hunt**

**Tuesday 15 April 11am-12.30pm**

**SW9 Learning Centre**

**153 Stockwell Road SW9 9FX**

**Make sure you join the hunt!**

# Future Events



**AT Beacon Project is hosting** free Healthy Eating and Weight Management workshops at the SW9 Learning Centre. The next workshop is on Friday 4 April, 9.30am - 11.30am.

The **NTCG-Clapham Outreach** group will be visiting the Stockwell Hall of Fame over the next few months, welcoming anyone who is looking for conversation, friendship and prayer. The group will next be visiting on Saturday 12 April from 12.15pm.



The **Self-Care, Health & Wellbeing Drop-In Hubs** are held on Thursdays 2.00pm - 5.00pm and Fridays 9.30am - 12.00pm, at the SW9 Learning Centre. All are welcome to attend.



**Details** on our current and future events and much more can be found on our website which can be accessed via the QR code shown here.

# Employment & Skills Drop In & Meet The Contractor

**DO YOU**

- **Want to apply for live vacancies?**
- **Want to create your perfect CV?**
- **Want expert employment coaching?**
- **Want to fast track a job application directly with repairs contractor MNM?**

**If so, join us for this special event exclusive to SW9 Community Housing residents.**

**Friday 25 April  
2.00pm - 4.00pm  
SW9 Resource Centre  
13 Benedict Road SW9 0FS**

**Open to Ages 16 & Over!**





# Regular Events at The Community Trust Centre



**Our colleagues** at the Community Trust Centre on Aytoun Place hold weekly in-house events. All are welcome to attend.

## Arts Class

Arts & Crafts Group with a focus on reusable material.  
Vulnerable people and carers welcome  
Mondays 12.00pm - 4.00pm  
Tuesdays 10.00am - 2.00pm



## Sewing Group

Mixed media crafts group for all skill levels.  
Materials provided.

Knitting Tuesdays 2.00pm - 5.00pm

Sewing Thursdays 2.00pm - 5.00pm

Jewellery Making Fridays 2.00pm - 5.00pm

## Tai Chi

Free and relaxed classes focussing on movement, pain relief and breath-work. Free pain clinic available afterwards for those who would like additional support.  
Fridays 1.00pm - 2.00pm, followed by pain clinic ending 2.30pm



## Clear Community Web

1 on 1 digital literacy support. No booking needed, walk-ins welcome.  
2nd and 4th Tuesday of every month,  
11.00am - 2.00pm



# Regeneration

## Completed Works as of March 2025

### Loop Road Renovation

The Loop Road Renovation has now been completed.

### Early Years Centre

This is now completed and ready for handover.

### Planting and Tree Pits

All planting and tree pits have been installed, incorporating community art within the tree grids.

### Undercrofts

All the undercrofts have now been refurbished.

#### New Planters



#### New Bollards on Rumsey Road



#### New Loop Road



#### New Tree Grid



#### Tree Grids with Community Art





# Regeneration

## Upcoming & Ongoing Works

### Parking Controls

Parking enforcement recommenced across the Estate on 3 March.

### New Parking Policy

A designated **visitor parking area** has been introduced on Benedict Road. Visitors can purchase a permit using the **Bridge Ram app** (signs are in place).

### Community Initiatives

Community Cargo Bike –  
Now ready for use!



Electric Cargo Bike Launch –  
Coming soon!

### Courtyard Car Park (Lambert & Chute House)

Works are underway to lay over the car park, including the installation of EV charging points. This area will have **allocated parking for residents with commercial vehicles** as well as **visitor parking spaces**.

### Play Area Improvements

A **planning consultation** is in progress for a potential new **ball court** near Lambert House, with further renewal plans for the central play area. We are working with the **Community Centre** to host an event during the **Easter half-term in April** to discuss these plans. Stay tuned for more details!

**Thank you** for your patience and cooperation as we continue to enhance the estate. If you have any questions or feedback, please contact the Regeneration Team at SNG.

# How we are doing?

Performance Indicator	Target	February 2025	Our Improvement Plan
Block Inspections Completed	100%	100% 😊	<p>Every month we inspect all of the blocks on the Stockwell Park Estate to make sure that everything is clean and that any repairs are dealt with. We would love it if you would like to attend with one of our Estate Officers. Please visit <a href="http://www.sw9.org.uk/get-involved/block-inspections/">www.sw9.org.uk/get-involved/block-inspections/</a> to see when the next inspection is for your block.</p>

Performance Indicator	Target	February 2025	Our Improvement Plan
Rent Collection	101%	99.42% 😞	<p>Our Income Team hold regular drop in surgeries and are also available by telephone if you are struggling. Please give us a call on 0207 326 3700 if you would like to make an appointment with one of our Income Team Officers.</p>

# How we are doing?

Performance Indicator	Target	February 2025	Our Improvement Plan
Satisfaction with how your call is dealt with	85%	44% 😞	We are currently working on improving our call response times to ensure all residents are able to reach us promptly.

Performance Indicator	Target	February 2025	Our Improvement Plan
Gas safety inspections completed	100%	100% 😊	Here at SW9 your safety is important to us. We have a legal obligation to undertake a gas inspection at your property annually. You will receive a letter from our contractor when it is time for your inspection.

# Awaab's Law and SW9

**SW9 reviews its Policies and Procedures** every 1 to 3 years, or earlier if there are statutory changes to legislation or regulations. Please scan the QR code shown below for a further overview on our Policies and Procedures.

In line with the above, we wanted to update you on the latest process in regards to **Awaab's Law**.

**We all recall the tragic case of young Awaab Ishak who in 2020**, sadly passed away due to a respiratory condition which was caused by the severe damp and mould in his home which had been provided by Rochdale Boroughwide Housing Association. Following a high-level campaign by his family, charities and the local press, the previous Conservative government put into place Awaab's Law as part of the Social Housing (Regulation) Act 2023.

It will be enforceable via the Housing Ombudsman and the courts.



The law will come into force in October 2025, taking a phased approach. For us here at SW9 as well as all social housing providers, this will mean the following:

## **From October 2025:**

Housing providers (including SW9) will be required to resolve all emergency repairs within 24 hours.

This includes all hazards, as well as damp and mould. Housing providers will have to resolve damp and mould cases with a significant risk of harm, within a set timescale. A consultation is to be undertaken in the current months to determine these timescales.

## **From 2026 (date not yet determined):**

The above requirements will expand to include other hazards beyond damp and mould. This will include excess cold and heat, falls, structural collapse, fire, electrical, and hygiene hazards

## **From 2027 (date not yet determined):**

The requirements will apply to all hazards defined by the Housing Health and Safety Rating System, with the exception of overcrowding.

# We Remember



**It is approaching** two years since the tragic passing of Johanita Kossiwa Dogbey whose life was taken during an unprovoked attack that happened on the estate.

The sense of anger, shock and bewilderment over the awful event was keenly felt by Johanita's family, friends and our community.

SW9 will continue to hold Johanita's family and friends in our thoughts and prayers, especially during this most poignant and difficult time.

# Seasonal Activities & Events

**Eid al-Fitr**, “The Feast of the Breaking of the Fast” which marks the end of the month-long observance of Ramadan, was celebrated on March 31.

This celebration of communal prayer, of giving, of large meal gatherings, of being with family and friends, is marked amongst many millions around the world.

SW9 wishes you and yours Eid Mubarak!



**The days leading up to Easter** sees a number of family-friendly events taking place across the capital, including The Brixton Village Easter Scavenger Hunt, between 5 April and 27 April, starting from the SoLo Craft Fair Brixton, 97 Granville Arcade, SW9 8PS. Please scan the QR code for more information.

**The Passion of Jesus** will be performed in a live retelling of the story in Trafalgar Square on Good Friday. A cast of 100 will be performing and the event is free to attend. For further details of this and other events happening in the Square, please scan the QR code shown here.



# Easter at SW9

Our office opening hours for the Easter period are:

- Monday 14 April 9.00am - 5.00pm
- Tuesday 15 April 10.00am - 5.00pm
- Wednesday 16 April 9.00am - 5.00pm
- Thursday 17 April 9.00am - 5.00pm
- **Good Friday, 18 April** **CLOSED**
- **Bank Holiday Monday, 21 April** **CLOSED**
- Tuesday 22 April 10.00am - 5.00pm



If you have an emergency repairs issue during the Easter period, please call our **Out-of-Hours** service on **020 7326 3700**.

**Parkguard**, SW9's patrol service, continues to operate on and around the estate throughout Easter. Please call Parkguard's dedicated contact line on **020 7737 1164**.

In case of an emergency, please dial **999** for immediate help.

**Please** visit our website for details on we approach Anti Social Behaviour. Scan the QR code for access.



# Contact Us



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

## Normal Office Opening Hours

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



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



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



020 7326 3700



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London SW9 0FG



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