

SUTTON SCOOP

Spring 2022

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It is nice to feel that things are now returning to some sort of normality. As the weather starts to improve, we are hoping that we can start to hold more resident focussed events (both indoors and outdoors), where you can meet your neighbours, friends and residents from other schemes.

Many residents enjoyed the 'Celebrating Friendships' party held on Valentine's Day; for some this was their first event since coming out of lockdown. Many residents described the event as 'just what we needed' and it was gratifying to see how much people enjoyed it.

Our new Community Engagement Officer, Angie Holland, is planning several 'fun' events - and one of the larger ones is the celebrations around the Queen's Platinum Jubilee. With the help of a small number of residents, plans are well underway - see the community engagement page for more information.

Whilst the last year was again challenging in many ways, we continued to work hard to maintain our services. Inside this edition of Sutton Scoop, is information about the results of the STAR survey and how we use these results to improve our services to residents. There is also information about our performance over the year and our plans for a sustainability strategy.

We have introduced our new corporate plan, a more modern approach that better reflects where we are now. Our new purpose is *We remain true to our roots as an independent provider of affordable homes specialising in the over 55s where people can thrive, live in comfort and security, leading the fulfilling lives they deserve.*

Our ambition is *Here for good; enabling happy lives* and our values are *Accountable, Listen, Personal, Kind, Enjoy (what we do) and Bold.*

We are working with the whole staff team to embed our corporate plan and continue to improve services to you.





SUTTON HOUSING SOCIETY FEATURED IN THE SPRING EDITION OF HOUSING EXECUTIVE MAGAZINE – HIGHLIGHTING OUR ROOFTOP DEVELOPMENTS AND PLANS FOR THE FUTURE.



Development update



NORMAN HOUSE

Norman House

13 additional flats plus new communal lounge, office, salon and passenger lift

The new additions have taken shape with the third floor modules all in place and the rear and south extensions built. The internal and fitting out works to the new flats and lounge are well underway. There have been several delays, which have been outside of our control and these have included the weather, delivery and completion of the offsite modules – handover is now expected by mid-July.

Lancelot House

Two new flats

These two new one bedroomed flats added to the side of Lancelot House were completed in January 2022. The development has not only provided two new flats for older people, but increased garden space and added extra parking space. Both homes are now occupied by residents who are very happy with their new home.



LANCELOT HOUSE

Kent Court

One new flat

With the defect rectification virtually complete, work is due to start on the conversion of the scooter/cycle store to a one-bedroomed flat, at the beginning of June 2022. We will keep residents informed as the development progresses.

Ronald House

Five additional flats plus new communal lounge/lift

Work began at the end of March 2022 with investigation and drainage works to the side of the block where the new lift shaft is to be erected. The initial works will have minimal impact on the inside of the block and we will provide regular updates and support to residents throughout the development. This work is due to be completed by the end of January 2023.

Griffiths Close

Refurbished flats

We have identified two large/oversized one bedroomed flats, each are suitable for conversion to create two flats. Planning consent has been granted for one of these conversions however work will not begin until the other refurbishment works start – to minimise disruption to current residents. In the meantime, these flats will be used as temporary homes for residents at Ronald House and Trickett House during their development works.

Trickett House and Dorothy Pettingell House
Refurbished studio into one bedroomed self-contained flats

We have now successfully completed the conversion of five studio flats to one bedroomed flats; four at Trickett House and one at Dorothy Pettingell House. We will continue to identify further suitable studio flats to convert as they become empty.

Future schemes

The other major schemes at Trickett House (18), Griffiths Close (16) and Cloverdale Court (21), subject to Board approval, will follow on from Ronald House.

Community engagement

During the first part of 2022, we introduced additional Creative Minds arts and craft sessions at Dorothy Pettingell House and Trickett House, due to the success of the sessions at Cloverdale Court. The new arts and crafts activities are led by Kirsteen from Creative Minds and are enjoyed by residents taking part.

We held some board games sessions with Dominos 9 being the most popular – well done to residents at Peppermint Court and Trickett House who enthusiastically joined in!

The Celebrating Friendships party held on Valentine's Day, was the replacement to the Christmas party that was cancelled due to Covid-19. The party went down a storm! Around 50 residents attended and enjoyed a lively atmosphere, good food,

drinks, music, dancing and plenty of laughter! So many residents said 'this is just what we need' as it really helped to lift everyone's spirits.



Our Easter events were led by Angie who had just joined the organisation a few weeks before. Angie planned Easter themed coffee mornings and some craft sessions to get to know residents before throwing herself in to the planning of our Platinum Jubilee celebrations.

The Rah Rah Jubilee singers are at Cloverdale Court, Griffiths Close and Thomas House on 25 May to get everyone in the spirit of the Platinum Jubilee celebrations.

Angie, with help from our IT guru Xavier, has made a film of residents' recollections of the Queen in the 1950s and what life was like. Please contact Angie if you would like to view this.

The winners of the inter-scheme Jubilee Quiz and the winners of the Great Jubilee Bake-off are to be announced at the street party for older people taking place on Monday, 30 May at Griffiths Close.

The music will be provided from Nigel Smith, and we will have a special 'meet and greet' with the Purley King and Queen.



BUDDING ARTISTS AT DOROTHY PETTINGELL AND THEIR MASTERPIECES.

Property news

Another unusual year but hopefully, seeing a return 'to normal' for most of us. We would like to thank you for your help and co-operation that enables us to meet our repairing obligations. We would also like to thank you for your patience and understanding when, on occasion, things didn't go quite so well.

During 2021/2022, we:

- raised and completed over 1,300 repairs works orders, with 99% positive feedback on the works undertaken;
- replaced kitchens and upgraded electrics at Robertson House and Mary Court (with 100% positive feedback) and installed kitchens to a further three (empty) properties (to our new development standard);
- replaced eight bathrooms in properties that became empty;
- completed 22 Fire Risk Assessments – and the works specified in these. We have also refreshed and published the 'resident friendly' versions on our website;
- installed new fire doors to the flats at the Wandle Valley;
- replaced the front doors to the houses at the Wandle Valley;
- repaired a structural fault on lift number 1 at Thomas House (and regrettably had a lift out of service for over 50 days);
- worked with our contractor Acorn, who has delivered high standards of cleaning, grounds maintenance and window cleaning services throughout the past year;
- carried out work to 32 empty homes to our lettable standard, enabling new residents to move in as quickly as possible;
- remained 100% compliant across all areas of operations and had an external, independent review to confirm our (excellent) performance;
- carried out adaptations to 29 homes, enabling residents to remain safe in their homes. Lynn, our approved assessor, has proved to be a valuable resource;
- completed 40 periodic electrical tests and carried out all resulting repairs to bring installations up to regulation.

Once again, this work is only achieved with great teamwork. Our appreciation and thanks to Steve, Tracey, Isabel and Michael, and our residents, for another successful year. We hope to see more of you over the next 12 months as we are out and about at your scheme or on your estate.



**Michael Kilkelly,
Asset Manager**

michael.kilkelly@shsoc.org.uk
020 8661 5895

Our new website

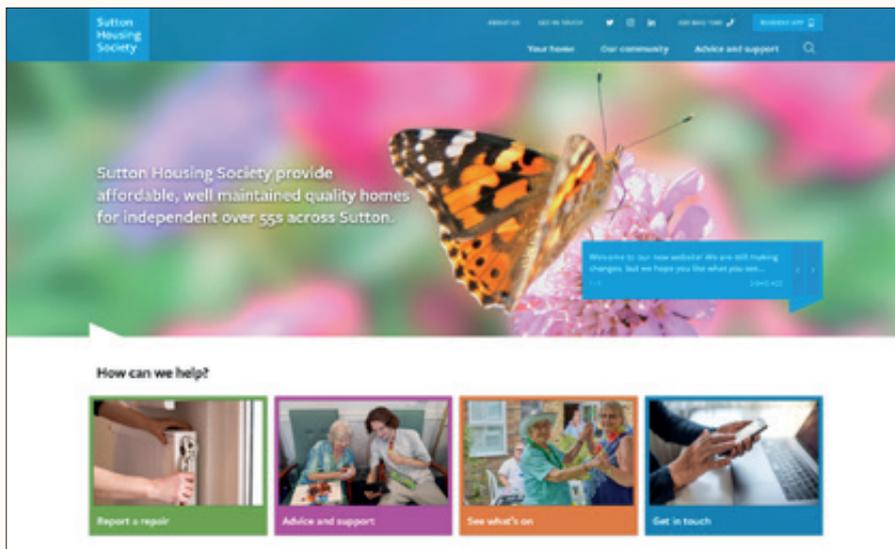
We now have a new website; we hope you like it and will find it easier to access the information you need. We will also be adding an events calendar and residents picture gallery soon. If you are keen to find out more, please visit one of our IT help sessions.

www.suttonhousingsociety.org.uk



The layout of the new website is clear and easy to navigate, there are more pictures and bold colours, and the events calendar is a great idea.

RESIDENTS OF TRICKETT HOUSE



105

RESIDENTS NOW USING THE SUTTON HOUSING SOCIETY APP

All things digital

IT help sessions at our monthly Wi-Fi cafés

Cloverdale Court

Second Thursday of every month

Dorothy Pettingell House

First Wednesday of every month

Griffiths Close

Third Thursday of every month

Thomas House

First Thursday of every month

Trickett House

Third Wednesday of every month

These cafés are normally based on a theme of interest to residents, such as shopping (finding deals online) or music (creating a playlist of your favourite music). Please let us know if you have a particular interest you would like to explore digitally.

Residents from all schemes are welcome to attend any of these sessions. Dates are also displayed on our digital noticeboards, along with other events like inter-scheme Skype quizzes. We hope to see you at an event soon!

If you have any questions or want to learn a specific IT skill, please contact Xavier to arrange an individual IT help session.

Resident app

We now have 105 residents using the app. You can manage your rent account, report repairs at any time and get notifications about your scheme direct to your phone or tablet. You can sign up to the app via:



If you would like more information or help signing up, please contact Xavier.



Stacey Smither-Moore, ICT Coordinator

T: 07936 957 585

E: stacey.smither-moore@shsoc.org.uk

Xavier Pamment, IT Assistant

T: 07874 866 349

E: xavier.pamment@shsoc.org.uk



Follow us on social media...



Twitter: @SuttonHSociety



Instagram: [suttonhousingsociety](https://www.instagram.com/suttonhousingsociety)

Our new corporate plan 2022–2027

The previous ‘business plan 2017/2022’ was due to expire this year. In the business plan there were five corporate objectives; these had been used to underpin the key priorities for the organisation and shaped the reporting framework for our performance measures.

Having a clear corporate purpose supports the organisation to deliver its long-term aspirations, as well as providing a clear framework for employees, that expresses the purpose of the organisation and provides a framework for measuring the organisation’s success.

The new corporate plan 2022–2027 adopts a **purpose** and **ambition** in place of the previous mission and vision as this is more ‘user friendly’; we also have opted to promote **values** that are more than the ‘day job’; they are meaningful and personal and underpin the beliefs of the organisation.

(Our) purpose

We remain true to our roots as an independent provider of affordable homes specialising in the over 55s, where people can thrive, live in comfort and security, leading the fulfilling lives they deserve.

Values

Accountable – *be the body...* taking personal responsibility to get things done, contributing to a culture of expectation to achieve and grow

Kind – we are thoughtful, caring and empathetic in all that we do

Personal – everyone is accessible, sharing a passion to deliver a truly individual service, with a commitment to go the extra mile

Enjoy (what we do) – we want to enjoy our work and ensure our residents have a fulfilling life

Listen – we can only improve by hearing what you say, being attentive and valuing the views of our residents, employees and wider community

Bold – we seek opportunities to improve and enhance our organisation, taking on challenges and being creative

Before being approved by the Board, two interactive resident workshops were held to discuss the proposals relating to the corporate plan, our purpose, our ambition and values. These were well received with useful feedback, which led to some of the proposed wording being amended.

Our priorities

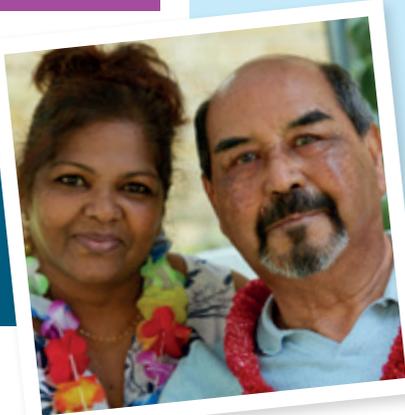
We have five core themes within our corporate plan 2022–2027 – these are:

- Our homes
- Our customers
- Our residents
- Our people
- Our resources

To find out more, please visit our website.

Ambition

Here for good, enabling happy lives.



Cloverdale corner

Spring is here – it’s time to get fit, active and stimulated! Look out and join us for chair-based exercises with Claire every Monday morning, regular quizzes and games afternoons.

Wanted

Any old complete games that you or family members do not use – we would love to rehome them.

Cloverdale in Bloom

We are looking for volunteers to help plant flowers in the garden. If you are interested in plants or have green fingers please let Lynn know. T: 020 8773 1734

E: lynn.goodman@shsoc.org.uk

AGE UK hub

AGE UK hub is held on the first Tuesday of each month at Cloverdale Court between 10.30am and 1.30pm. They can offer you a benefits check to ensure you are receiving the correct benefits, help fill in forms and offer advice on a range of subjects.

Remember...

COVID has not gone away... please remember to keep your distance – ventilate your rooms – wash your hands and sanitise your hands regularly.



Thomas House residents wanted a larger mobility scooter store

This is now in place.

Lancelot House residents wanted a new shed in the communal garden

This was put in place once the new homes had been completed.

You wanted more craft sessions

We now run regular arts and craft sessions at Dorothy Pettingell House, Trickett House and Cloverdale Court.

You wanted a greenhouse at Trickett House

This has been installed – a collaborative effort between Sutton Housing Society and residents, particularly John Vine.

You wanted a handyman to carry out small repairs that are residents' responsibility

We are planning to pilot a handyperson scheme by the autumn 2022.

You wanted new recycling bins at Margaret House

These are now in place, after a bit of a delay!

You said

Part of our Be the body... initiative

We did



You wanted a big Platinum Jubilee event

A big party for residents in our older peoples housing is planned for 30 May 2022. Other events are also arranged to take place across our housing schemes.

Residents' Charter update and progress

Residents may recall that the new residents' charter was launched at the AGM in September 2021.

The residents' charter group had agreed that we would use the survey issued with the birthday cards and the repairs surveys to invite feedback from across all residents.

The first quarterly meeting of the residents' charter monitoring group was held in late January 2022, with a resident member of the Housing Operations Committee also in attendance.



The group reviewed performance results from the surveys between September – December 2021, where there is an average of 32% response rate to surveys. A summary of the results is shown on the right.

To date the feedback has been good overall; there are no common themes or trends to investigate.

The residents' charter is a clear way for residents to hold the organisation to account and forms part of the charter for social housing residents (the white paper). It is important that we are open and transparent about the results and that we share these appropriately. The first year results will be shared in the next edition of our newsletter, Sutton Scoop.

Average for all responses over four months

STAFF TREAT RESIDENTS WITH RESPECT	100%
COMMUNICATION IS CLEAR AND TIMELY	95%
RESIDENT FEELS VALUED AND LISTENED TO	84%
ENOUGH WAYS TO HAVE YOUR SAY	90%
HOME IS SAFE/WELL MAINTAINED	92%
KNOW HOW TO RAISE CONCERNS	90%

Pension scams, energy scams, NHS scams – the list goes on...

There are so many scams around now, how do you keep your money and your information safe? Age UK provides a lot of useful information – www.ageuk.org.uk/information-advice/money-legal/scams-fraud/ and below are some common scams to watch out for.

Postal scams

Postal scams are getting more sophisticated and it can be difficult to spot the difference between scam mail, junk mail and offers from legitimate companies. Some common postal scams involve lotteries and prize draws and hard luck stories...

Lotteries and prize draws

You may receive a letter congratulating you on winning a cash prize. But you won't receive any prize, and you may be asked to call a premium rate number or to pay fees to 'release' your prize.

Please don't respond to these letters, even if they look genuine. A genuine lottery won't ever ask you to pay a fee to collect your winnings.

Hard luck stories

The fraudster may claim to have lost all of their money in unfortunate circumstances or that they need to pay for an operation, and ask you for money. Don't respond, even to say no, as this will encourage the fraudster to keep contacting you.

Energy bill scams

One of the latest scams is for people to receive an email from an apparent debt recovery company, claiming you owe money to an energy supplier that went bust a few years ago and they request payment via bank transfer.

Do not pay anything! Ring your current energy provider and speak with them directly to confirm the situation.

Bank scams

Someone may call claiming to be from your bank, telling you there's a problem with your card or account. They may sound professional and try to convince you that your card has been cloned or your money is at risk.

They may ask for your account and card details, including your PIN number, and even offer to send a courier to collect your card. They may also advise transferring your money to a 'safe account' to protect it.

This is a common scam; your bank would never ask you to do this.



The results are in...

95%

OF RESIDENTS SATISFIED WITH SHS SERVICES

13%

INCREASE IN SATISFACTION WITH SHS LISTENING & ACTING

Thank you to the nearly 50% of residents that took part in the STAR survey (Satisfaction of Tenants and Residents Survey) that was undertaken in the autumn, on our behalf, by Acuity Research & Practise. The report was received in January 2022 and all staff attended a presentation by Acuity to hear about the outcome.

Overall, the results are extremely pleasing, with the headline being that 95% of residents are satisfied with the services provided by Sutton Housing Society. The key **areas of satisfaction** are:

SAFETY & SECURITY	95%
EASY TO DEAL	95%
OVERALL SERVICES	95%
RENT (VFM)	94%
QUALITY OF HOME	93%
KEPT INFORMED	92%
COMMUNAL AREAS	91%
REPAIRS & MAINTENANCE	91%
SERVICE CHARGE (VFM)	88%
LAST CONTACT	86%
LISTENS & ACTS	82%
MAKE VIEWS KNOWN	82%

Whilst we are, overall, pleased with these results, there is still much for us to do. We need to better understand the **areas of dissatisfaction**, which although low in numbers, are clearly areas of concern:

LISTENS & ACTS	6%
LAST CONTACT	6%
REPAIRS & MAINTENANCE	6%
MAKE VIEWS KNOWN	5%
KEPT INFORMED	4%
SERVICE CHARGE (VFM)	4%
QUALITY OF HOME	3%
COMMUNAL AREAS	3%
SAFETY & SECURITY	3%
OVERALL SERVICES	2%
EASY TO DEAL	2%
RENT (VFM)	1%

Compared with the last STAR survey results from 2017, overall satisfaction has increased; satisfaction with Sutton Housing Society listening to residents and acting on this has increased by 13%.

When comparing us with other landlords, Sutton Housing Society is in the top performance section for all areas of satisfaction apart from two (quality of home and satisfaction with last repair), where we are in the upper part of the median section.

Every resident that provided feedback where a response was needed, or who had a query, and who gave permission for Acuity to pass along your name and address, has been contacted by us. The vast majority of queries/comments have now been addressed with the others in the process of being completed/responded to.

If you would like to learn more about the STAR survey result, please call Glynis on 020 8661 5898 or email glynis.gatenby@shsoc.org.uk



Hats Off – it's the Pat Shaw Award 2022!

Every two years we host our Pat Shaw *Good Neighbour* award but following a high number of entries in 2021, we decided to change this to an annual award!

The Pat Shaw award recognises those residents who selflessly go out of their way to help others and who generally shrug off any thanks and recognition, as it's just what they do. These people make such a difference to those around them – and we want to show our appreciation.

Sutton Housing Society would like to 'take our hats off' to these great neighbours and friends and to say thank you for all that they do.

If you would like to nominate someone, we will need:

- the name and address of the person you're nominating;
- the reason(s) for your nomination.

Please contact Angie with your nomination by:

- calling: 07791 754624
- emailing: angie.holland@shsoc.org.uk
- writing to:
Sutton Housing Society,
Pat Shaw House,
13 – 19 Ventnor Road,
Sutton SM2 6AQ

Entries close at the end of July.

LEFT: OUR PREVIOUS PAT SHAW AWARD WINNERS, JOAN BYRNE FROM NORMAN HOUSE AND JOHN VINE FROM TRICKETT HOUSE.



Planned maintenance programme

Waiting for a new kitchen, new windows or perhaps a new tv aerial? You can view the current 2022/2023 planned maintenance programme on our website.

Information is available in alphabetical address order so you can see if there are planned improvement works being undertaken in your area. Please visit suttonhousingsociety.org.uk/property-compliance.

If you have any queries, please call Michael on 020 8661 5895 or email him at: michael.kilkelly@shsoc.org.uk

Keep updated

To keep updated on events and activities please check the monthly calendars on the digital noticeboards and following us on social media:



Twitter:
[@SuttonHSociety](https://twitter.com/SuttonHSociety)



Instagram:
[suttonhousingsociety](https://www.instagram.com/suttonhousingsociety)

Alternatively, contact Angie on 07791 754 624 or email angie.holland@shsoc.org.uk

July 2022 gardening competition launch

It's that time of year again to spruce up the gardens, weed out the borders, plant your potatoes... and get ready for the Sutton Housing Society gardening competition!

Our gardening competition is an annual event. Although the main focus is on the communal gardens at our schemes, we would love to receive entries from residents with their own gardens too.

The categories are:

- Best overall garden
- Best gardener
- Best boarders
- Best baskets and pots
- Best veggie patch
- Best natural habitat/wildflower area

How to enter

Please contact Angie, your Community Engagement Officer, to register your interest by 30 June 2022. You can call Angie on 07791 754624 or email her at angie.holland@shsoc.org.uk



Our sustainability strategy

Did you know that homes in the UK account for around 30% of energy consumption and 27% of the UK's total CO₂ emissions? The UK has the challenge of achieving net zero by 2050, with a 78% reduction by 2035. A net zero home will be highly energy efficient, powered from renewable energy, with any remaining carbon balance offset.

89%
OF SUTTON HOUSING SOCIETY HOMES HAVE A CATEGORY C EPC

11%
OF SUTTON HOUSING SOCIETY HOMES HAVE A CATEGORY D EPC

Our code of governance 2020 requires that *'The board gives specific consideration in setting such (sustainability) plans to value for money, financial sustainability; carbon neutrality and environmental sustainability; and social sustainability'*. In addition to this, landlords like Sutton Housing Society will, once agreed, have to meet the future homes standard from 2025.

Each of our homes has an Energy Performance Certificate (EPC); this measures the energy efficiency of a property on a scale of A – G. At Sutton Housing Society, the vast majority of homes (89%) are a category C, with the remaining 11% being a category D. The EPC shows CO₂ emissions and advises on the amount this could be reduced by.

We feel that our key drivers in reducing our carbon footprint are:

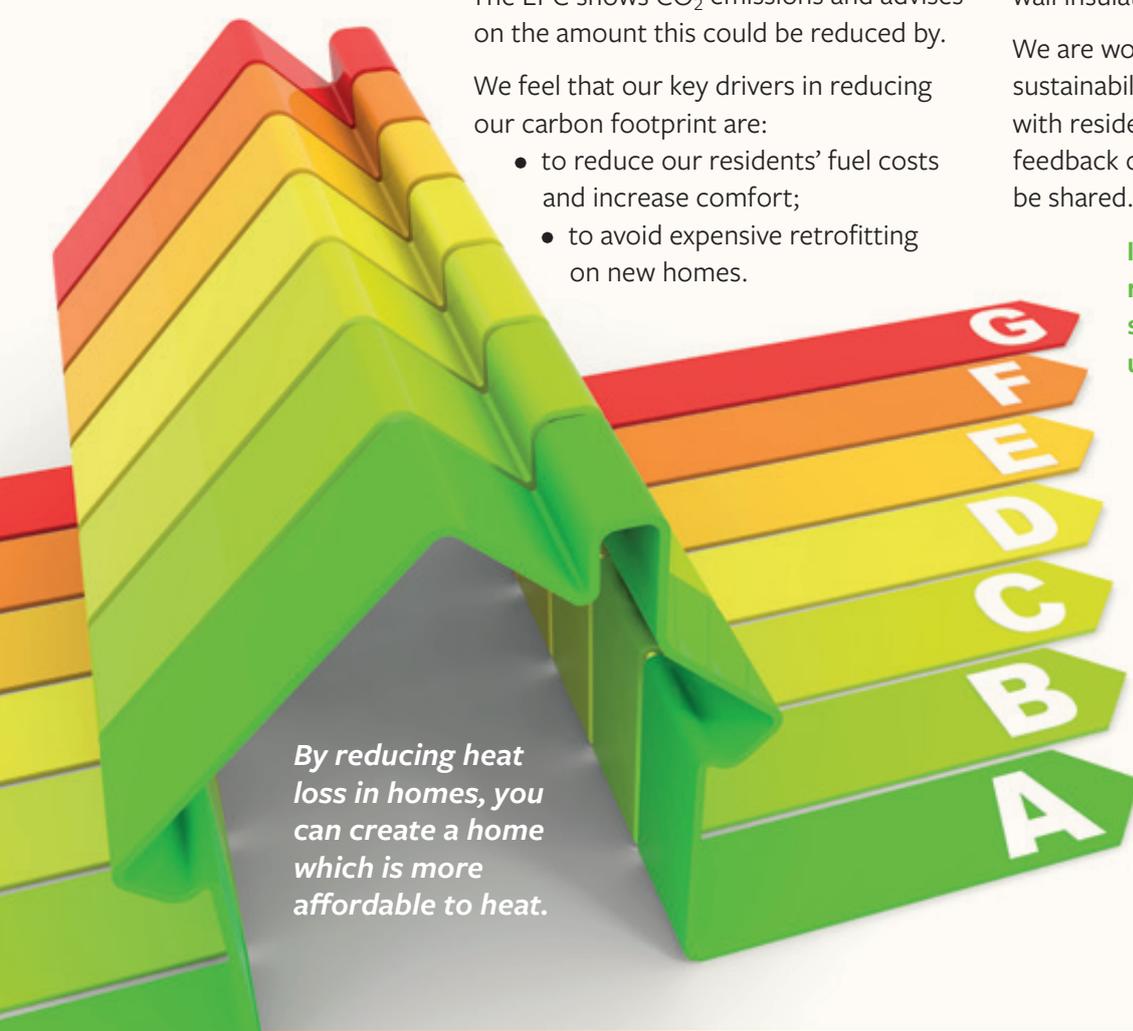
- to reduce our residents' fuel costs and increase comfort;
- to avoid expensive retrofitting on new homes.

We also feel that a 'fabric first' approach is a positive start. This is a relatively simple concept – by reducing heat loss in homes, you can create a home which is more affordable to heat. Heating makes up about 60% of the energy an average home consumes, so even when using renewables to heat your home, without a fabric first approach you are not creating a low energy home.

There are many things we can do to help reduce heat loss – things like ensuring gaps/holes are blocked up when a property is empty, or when repairs or planned maintenance works are carried out, replacing boiler jackets, topping up cavity wall insulation and roof insulation etc.

We are working towards drafting our sustainability strategy and will share this with residents and ask for your views and feedback once it's at a stage where it can be shared.

If you have any queries regarding our approach to sustainability, please contact us at hello@shsoc.org.uk



By reducing heat loss in homes, you can create a home which is more affordable to heat.



Priority services scheme from utility companies for vulnerable residents

Vulnerable residents across the borough can register to receive additional support from utility providers, which is important when power cuts occur. Registering for this service ensures that additional support and assistance is available to you.

Residents can register to be on their utility providers *priority services register* if they:

- rely on medical equipment;
- have refrigerated medicines;
- have a serious or chronic illness;
- have a disability;
- or someone they care for is living with dementia;
- are of a pensionable age;
- have children under five in the household;
- need extra support for a short time period (eg if you are recovering from medical treatment).

You may also receive free advice on being more energy-efficient, receive bills and meter readings in a style to suit you eg in braille, large print, audio tape, textphone or typetalk. You can also become a priority for reconnection if your supply is interrupted.

To register for the priority services register you can contact the following:

UK Power Networks

T: 0800 169 9970

E: psr@ukpowernetworks.co.uk

Thames Water

T: 0800 009 3652

E: ecs@thameswater.co.uk

SES Water

To register for the Helping Hand Scheme from SES Water, call 01737 772000.

Gas Supply: Southern Gas Networks

General registration is through residents' gas supplier. Residents can also register via their energy supplier but must remember to re-register if they change supplier.

Employee news: leavers, starters and name changers!

There have been some new starters to the team since the winter edition of our newsletter...

LEAVERS



Sophie Huggins left on 10 December 2021 for pastures new and a career change. We wish Sophie the best of luck for the future.

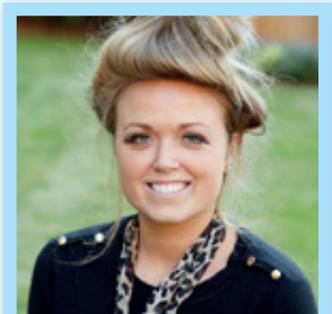
STARTERS



Angie Holland joined Sutton Housing Society in March 2022 as our Community Engagement Officer. Angie leads on all our community events and activities as well as the garden competition and the Pat Shaw Award. If you have any ideas for activities you would like introduced at our Older People schemes, please let her know.

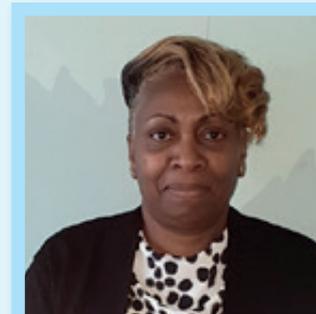
E: angie.holland@shsoc.org.uk
M: 07791 754624

NAME CHANGERS



Many congratulations to **Stacey**, our ICT Coordinator who got married in March, after a two year delay due to the pandemic. Stacey's surname has changed and is Smither-Moore.

E: stacey.smither-moore@shsoc.org.uk
M: 07936 957585



Jannett Blake joined us in April 2022 as our Lettings Officer. Jannett works with the housing team, (Martin, Lise and Lauren) primarily looking after our housing waiting list, transfer list, viewings of accommodation and dealing with our pre-tenancy enquiries.

E: jannett.blake@shsoc.org.uk
T: 020 8915 2951
M: 07710 725203



Easy ways to pay

If you are experiencing problems with paying your rent, please speak to Lise or Lauren, your Housing Officer as soon as possible. They are here to help and will provide practical assistance and advice on what support may be available to you. Remember, don't miss your rent payments, or you risk losing your home.

Ways to pay your rent



Direct Debit

The easiest and most worry-free way for all residents to make regular rent payments. It is also the most efficient method for us to collect your rent.

We currently collect by Direct Debit on the following dates: 1st, 8th, 15th and 22nd of each month.

Direct Debit payers are covered by the Direct Debit Guarantee and can cancel at any time by contacting their bank.



Allpay rent payment card

This method allows you to choose when to pay. You apply to SHS for a card and can pay by:

- **Cash** – at the Post Office or anywhere displaying a PayPoint sign.
- **The Post Office** also accepts debit card and cheque payments.
- By debit card from your **bank account** – with your Allpay card, by phone, online or using the Allpay payment app; which is free to download.

T: 0330 041 6497
www.allpay.net



The Allpay rent payment card has no monetary value and Allpay.net Limited has no record of account balances.

All queries should be directed to the Housing Team on 020 8915 2951.

Lise Mellors

Community Housing Officer
T: 020 8915 2954
M: 07710 725 205
E: lise.mellors@shsoc.org.uk

Lauren Durand

Community Housing Officer
T: 020 8915 2955
M: 07714 229 866
E: lauren.durand@shsoc.org.uk

Got some news you'd like to share? Please get in touch!

Sutton Housing Society

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Pat Shaw House, 13-19 Ventnor Road
Sutton, Surrey, SM2 6AQ

Tel: 020 8642 1500
Email: hello@shsoc.org.uk



www.suttonhousingsociety.org.uk