

# SUTTON

# SCOOP

Spring 2023

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*I am loving my new home, feels like I am always on holiday!! Thank you so much.*

NEW NORMAN HOUSE RESIDENT



**These are challenging times and as an organisation, we are committed to do all we can to help our residents. If you are in need of advice or support, please contact your Housing Officer, who will be happy to help or point you in the right direction.**

In early January 2023, we took practical completion of Norman House, which has been a huge milestone for Sutton Housing Society creating fifteen new homes as well as the wider scheme improvements. Ronald House, our second airspace scheme, is currently on site and this and our other 'development' work is covered in more detail elsewhere in the newsletter. We plan to start our third airspace scheme at Trickett House in early 2024.

We are now in the second year of our five-year corporate plan (2022/2027) and in February 2023, the board approved this year's key objectives, which help to support the delivery of the plan. Included as one of this year's objectives, we will be securing more funding from our current funders Charity Bank, together with new funding from the CAF Bank. These new funds, together with grant funding from the GLA (Greater London Authority) will help us build more affordable homes within Sutton. At the same meeting the board approved our new sustainability strategy (2023/2030).

Sustainability is an important consideration for Sutton Housing

Society, it is also a huge challenge for the UK to reach net zero (where the carbon emissions associated with a building's operational energy on an annual basis is either zero or negative). Our new sustainability strategy seeks to ensure we have the right data so that we can make the right long term decisions, adopting a fabric first approach and wherever possible, installing renewable technologies. We start from a strong position, most homes have an EPC rating of C or above, the 9% (45 or so), which are D, will be improved to at least a C over the next year. This is some seven years in advance of the Government's 2030 target.

The NHF (National Housing Federation) launched its better social housing review and we will be supporting this in all that we do. We have reviewed their seven key findings and believe that our commitment to remain a small, independent and local housing provider supports the NHFs aspirations.

Over the next two years, we will be replacing/updating our warden call (telecare) systems in relevant schemes, to ensure our older people's homes are ready for the new digital switchover.





THE NORMAN HOUSE OPENING, 19 APRIL 2023.



# Development update

In December 2022 we held the Norman House opening event in the new communal lounge, with many residents in attendance from both Norman House and other Sutton Housing Society properties. Sutton Housing Society staff, Board Members (current and former), contractors and members of the design team all came along, to mark the occasion.

Residents are continuing to enjoy the benefits of the fully refurbished areas, especially the communal lounge. We know they are looking forward to the summer when the garden areas will be completed with new planting, raised beds, a large patio to enjoy and a pergola area.

Work continues to progress at Ronald House, where we are creating an additional top floor with five new flats, together with a new lift, a new communal lounge and a smart new entrance. We are also refurbishing the existing building with new windows, redecoration throughout, new flooring and a new digital alarm call system. This development and refurbishment work is due for completion late October 2023.

Our next scheme is an airspace scheme at Trickett House, where the design is progressing and we expect a start date of early 2024. Trickett House will see an additional two floors added to the rear block and an additional floor to the lower section of the front block, together with new lifts, flooring and internal redecorations, as well as other enhancements and renewable technologies.

We are looking ahead to ensure we maintain a pipeline of development following the completion of the first five phase 1 developments, after Griffiths Close and Cloverdale Court are completed. Consultations with residents and further considerations will take place during 2023.

In January 2023, we completed another of our smaller projects;

the conversion of the large, under-used scooter/cycle store at Kent Court. This is now an older persons one-bedroom, ground floor flat and has been let to an applicant from our direct (own) waiting list. We repositioned the scooter and cycle stores to the front of the block as we continue to make the best use of the space.

Last year we also secured planning permission for an additional single storey bungalow at Bridges Court. The design and preparation work is progressing and work is expected to begin in September/October 2023.

In March 2023, we completed the sixth studio conversion to a one-bedroom flat (at Trickett House) and have identified a further two conversions – one at Dorothy Pettingell House and one at Griffiths Close. These are expected to be completed in May 2023.

## Property news

It was another busy year for the property team during 2022/2023. However, with the assistance of our contractors, it proved to be another successful year improving homes and staying compliant with the various rules and regulations!

During 2022/2023, we:

- raised and completed 1,400 repairs with 98% positive feedback on works undertaken;
- replaced 20 bathrooms under the planned maintenance programme;
- replaced nine kitchens to our new development standard;
- installed new front and back doors at Furlong Close;
- carried out internal communal decorations at Dorothy Pettingell House in consultation with residents, including new lighting, flooring and redecorations;
- completed redecorations at Peppermint Court in the communal areas;
- worked with our contractor Acorn and the resident review group, delivering a high standard of cleaning, grounds maintenance and window cleaning throughout the year;
- completed works to 30 empty homes, enabling 30 people in housing need to find a new home;
- remained 100% compliant across both current and new areas of operations;
- carried out adaptations to 30 homes, enabling residents to maintain an independent life in their own home; Lynn, our approved assessor, has been valuable in enabling us to deliver this.
- fitted a smart new entrance door at Cloverdale Court;
- completed our first phase of fencing repairs at Wandle Valley;
- replaced defective electric boxes at Wandle Valley;
- carried out upgrade works to the parking bays at Margaret House and provided a new BBQ area;
- installed a new door entry system at Wandle Valley to enhance the recently installed security doors.

My thanks to my team. We would also like to thank the residents for allowing us access to your homes when required and your patience if things do not go as planned.



Please feel free to contact **Michael Kilkelly, Asset Manager** on 07710 095 887 or email michael.kilkelly@shsoc.org.uk

if you would like to discuss any aspects of your repair service.

# Community engagement

Can you believe Angie has already been with us for just over a year – where did that year go? We can look back at some fantastic events and get excited for summer, with a bit of sun and warmth, and look forward to some up coming events...



## Creative Minds

The Creative Minds sessions continue to be popular; leading up to Christmas 2022, residents created mosaic angels and doves and mobiles out of strips of coloured paper, which doubled as Christmas decorations to hang on Christmas trees.

Regular Creative Minds sessions are held at Cloverdale Court, Dorothy Pettingell House, Norman House and Trickett House.

## Men's club

The Men's Club, our joint venture with Sutton Befrienders, continues to go from strength to strength. Since our trip to Brooklands Museum, we have held games afternoons at Thomas House, had a trip to Little Holland House in Carshalton Beeches and to round off 2022, a pub lunch at The California in Belmont. So far in 2023, we enjoyed a trip to a local fire station on 19 April.

## Burns Night

We enjoyed a Burns Night afternoon at Trickett House with Scottish music, haggis, tartan, some Robert Burns poetry and some very silly dancing courtesy of Angie and Lynn.

## Norman House

As the new residents at Norman House settled in during February and March 2023, we held a 'Meet Your Neighbours' coffee morning and celebrated Shrove Tuesday with a Pancake Party.

## Griffiths Close

In February, sixteen students from Cheam Common Junior Academy spent some time at Griffiths Close, playing board games with the residents. The children came bearing wonderful gifts of cards, cookies and a flower mural, all hand made, for the residents to enjoy.

Take a look at page 11 for details of our King's Coronation celebrations on 3 May!



## Inter-scheme quiz

The spring inter-scheme quiz competition is well underway, courtesy of Angie, Stacey and Xavier. The quizzes are always popular and fun to hold, so keep checking the digital noticeboards for future quizzes!

## Feedback

In March, Angie and Glynis visited several schemes to hear feedback on the 2022 engagement activities and to understand what residents would like to see provided during 2023/2024. It was fantastic to hear the difference that our community engagement activities makes to people – and to hear some individuals feel less lonely with improved wellbeing. As a result of feedback, we have started a 'Ladies that Lunch' club and are looking to introduce line dancing.



## The 2023 garden competition and Pat Shaw Award

Our annual garden competition will be coming up again this summer. There will be more details to follow in the next few months, so in the meantime get planting

those bulbs and seeds! We want to see a riot of colour and some plump veggies...

Alongside this, the 2023 Pat Shaw Award will be awarded again. Residents can nominate a neighbour who goes 'that extra mile' for their community; a special 'hats off' to them for all that they do.

## Keep up-to-date... don't miss out!

You can keep up-to-date with all our community engagement activities via our website at see *what's on* | *Sutton Housing Society* or if you live in one of our older people's schemes, check the noticeboards for updates and details of what is to come.

Here's to a fun-filled 2023!

To find out more about our community engagement work, please contact Angie Holland at [angie.holland@shsoc.org.uk](mailto:angie.holland@shsoc.org.uk) or call her on 07791 754 624.

## Keep updated

To keep updated on our events and activities please check the monthly calendars on the digital noticeboards as well as following us on our social media platforms.

Alternatively, you can contact Angie on 07791 754 624 or email [angie.holland@shsoc.org.uk](mailto:angie.holland@shsoc.org.uk)



@SuttonHSociety



suttonhousingsociety



### Inter-scheme virtual quizzes

If you love a quiz why not join in the fun at one of our inter-scheme virtual quizzes!

Our recently introduced *Kahoot* quizzes have been very popular! Residents compete against each other by answering questions on a tablet – learning new skills and broadening their general knowledge. Look out on the digital boards for the next round of quiz dates.

Quiz and Wi-Fi café dates are published on our digital noticeboards, the resident app and the website events calendar. Remember to check for upcoming dates – don't miss out!

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**RESIDENTS**  
NOW USING THE  
SUTTON HOUSING  
SOCIETY APP

# All things digital

### Monthly Wi-Fi cafés

Interested in browsing the internet, shopping online, playing online games or just want to find out what else you can do on the internet? Look no further, come along to a Wi-Fi café!

Xavier, alongside Angie our Community Engagement Officer, hosts these group sessions on a Thursday at several of our schemes. If there isn't a Wi-Fi café at your scheme, you are very welcome to come along to another scheme – transport can be arranged if needed.

### Tablet loan scheme

If you do not have a device, we have a tablet loan scheme available where you can loan a tablet from Sutton Housing Society, free of charge.

We also encourage you to sign up to our resident app and attend our Wi-Fi cafés to ensure you receive all the help you need.



### Sutton Housing Society website

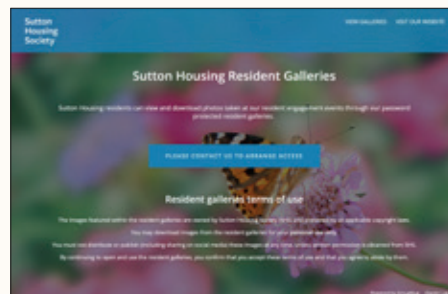
Our website is now eight months old and we recently reviewed our website and app with a group of residents. Feedback was positive:

*'I like being able to check my rent balance on the resident app'.*

*'Enjoy the resident app, it's fantastic'.*

*'The website is very clear and information is easy to read'.*

*'It's very easy to get on the website and very easy to use'.*



Don't forget to check out our website's new **resident's gallery** for photos from recent community engagement events. Access is by password – just ask a member of staff, who will be happy to provide this.

Our new **events calendar** details what's happening at schemes including all the community events.

Why not take a look...  
[www.suttonhousingsociety.org.uk](http://www.suttonhousingsociety.org.uk)

### Our resident app

Our resident app is a great way to report repairs, manage your rent and to see what's going on at your scheme – and we are happy to assist if you need help signing up. We also have some useful guides on our website. If you're interested in joining them, you can download it at:



### Wi-Fi

If you're having problems connecting to the SHS Wi-Fi on your smartphone, tablet, laptop or smart TV, please call Social Telecoms on 01743 730 100.

We have a programme in place to update the communal Wi-Fi at our older person schemes over the next two years.

**If you would like any more information about anything digital, please get in touch...**

**Stacey Smither-Moore,**  
**ICT Coordinator**

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E: [stacey.smither-moore@shsoc.org.uk](mailto:stacey.smither-moore@shsoc.org.uk)

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Follow us on social media...



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

# Pets policy review

In our 2022 winter edition of *Sutton Scoop*, we updated you on our plan to consider allowing dogs and cats at schemes – based on consultation with residents at individual blocks of flats. We adopted this approach as some schemes lend themselves differently to pet ownership. We will pilot this at one scheme and consult with other schemes later in the year. The pilot will take place at our housing for older people flats at Nairn Court, Wallington.

It is only our older peoples housing that does not currently allow residents to apply for permission to keep a cat or a dog. Regretfully we will not be able to include our housing with care scheme at Cloverdale Court given the care and support arrangements we offer residents.

Our general needs homes do allow residents to request permission to have a dog or cat, although this is subject to certain criteria. Our criteria are outlined in our existing pets policy. This policy will be reviewed to broaden the criteria, which will include a more comprehensive registration and approval process. The same registration process will apply as and when consultation is concluded and where residents are unanimously in favour of allowing dogs and cats.

Having started the review of our pets policy in context to our housing for older people, the requirements needed to keep a cat will fall into two categories; cats that either have direct access to a private garden, or a communal garden, and those that do not. We will review requirements to keep a cat, and cover areas such as neutering, micro-chipping, vaccination, and annual boosters.

Regarding the Governments Renters' Reform Bill, which contains proposals that will legislate to ensure landlords do not unreasonably withhold consent when a tenant requests to have a pet in their home, whilst this does not apply to older peoples housing, we are keen to follow Government advice – and we continue to wait for the Bill to be enacted. One of the early recommendations was for landlords to require pet keepers to hold animal insurance affording property owners some protection against damage to property caused by a pet and which we hope to include.

We apologise for the delays in progressing our pets policy review within our housing schemes for older people but felt it best to wait for the Renters' Reform Bill to be concluded and introduced. Whilst we wait for the Bill, we are taking the opportunity to pilot our proposals.

Shelter is closely following the progress of the Bill for a variety of reasons and their update at the time of writing this article reports the following progress, see right.



## Renters' Reform Bill key dates

### February 2022

**The Government published the Levelling Up White Paper.**

In this, it recommitted to bringing forward the Renters' Reform Bill and scrapping Section 21 'no fault' evictions.

### May 2022

**The Government promised a Renters' Reform Bill in the Queen's Speech.**

It announced that the Bill will abolish section 21 'no fault' evictions and introduce a register of landlords.

### June 2022

**The Government published A Fairer Private Rented Sector White Paper.** Setting out plans for the Renters' Reform Bill. The Government must now bring forward the Bill, turn plans into law and give renters rights.

### Spring 2023

**The Government says the Renters' Reform Bill will be brought forward at the end of the parliamentary session.**

We can expect the Renters' Reform Bill to be debated and voted on before May 2023.



**A new bench was needed at Griffiths Close**

This has been provided.



**The doors at Cloverdale Court were old and clunky**

New automatic doors have been installed.



**You wanted a new BBQ area at Margaret House**

A dedicated area has been provided; hopefully residents will enjoy this in the good weather.



**You said**

Part of our Be the body... initiative

**We did**

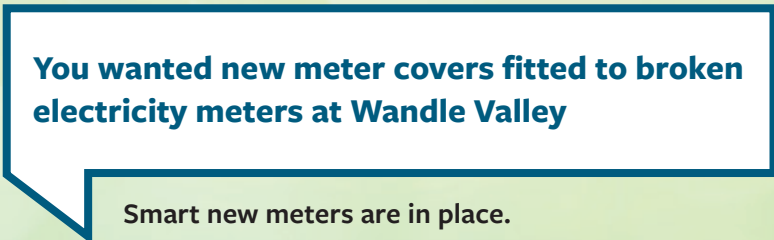
**You wanted a new fence in the Old Brewery House garden**

This has been provided.



**You wanted new meter covers fitted to broken electricity meters at Wandle Valley**

Smart new meters are in place.



**You wanted chair-based exercises re-introduced at Trickett House**

Classes were reintroduced for a three-month trial period from April. These will continue if regular attendance is good.

**You said the decoration in the communal areas at Peppermint Court looked tired**

The communal areas have been redecorated in colours chosen by the majority of residents.



# Sutton Housing Society Friendly Faces

*Friendly Faces* is our new volunteering service, bringing like-minded residents together for a face-to-face chat or telephone call. It might be with someone who feels lonely, has recently moved into the area or is perhaps unable to venture out due to disability.

**Would you like to volunteer to be a friendly face?**

**Would you be interested in hosting an afternoon tea event?** We would be happy to help you with the organisation.

If you are interested and would like to find out more, please contact Lynn Goodman on 0208 773 1734 for a chat.

**Are you feeling lonely? Would you appreciate a chat with, or a telephone call from, a friendly face?**

If you would, please also contact Lynn Goodman on 0208 773 1734.



## Helping Hands

We are pleased to be introducing *Helping Hands*. This is a new fund for 2023/2024 to assist residents who are facing financial hardship as a result of the cost-of-living challenges this year.



Everyone needs a helping hand sometimes and at Sutton Housing Society, staff are here to help. With financial support of up to £500 available, we may be able to help if you are struggling with everyday living costs.

To find out more, please speak with your housing officer – Lise, 020 8915 2954 or Lauren, 020 8915 2955 (or Lynn at Cloverdale Court) – or email us at [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk)





# Can you help us to improve our services to residents?

Need a reason to get involved in helping Sutton Housing Society improve its services? Look no further, with these great reasons to be involved:

- meet new people and make new friends;
- learn new skills;
- gain skills and confidence that will be useful to you in other areas of life; and
- help make your area/community a better place to live.



## What are your options?

You can:

- join a focus group to review particular services (eg, grounds maintenance, cleaning etc), to be involved in the appointment of suitable contractors and in the monitoring of their performance;
- attend an estate 'walkabout', highlighting any areas/issues of concern. These are advertised in advance and usually involves an hour or so of your time, a couple of times a year;
- join the Residents' Charter group. This group meets once every three months for about an hour and examines performance over the previous three months and learns how Sutton Housing Society responds to 'negative' comments/feedback;
- complete surveys sent to you to help with the scrutiny of our services and performance;
- join the Disability Forum which meets around three times a year for about two hours each time;
- join the Housing Operations Committee, which is a sub-committee of our Board. This group considers many 'frontline', operational matters, approves policies and reviews performance across the organisation.

If you are interested in finding out more, please contact Glynis at [glynis.gatenby@shssoc.org.uk](mailto:glynis.gatenby@shssoc.org.uk) or call her on 07714 229 868.

How do you prefer to contact Sutton Housing Society?

Email                       Letter                       Website

Mobile phone               Landline telephone

In person at the main office       In person at the scheme

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Do you access the internet?

Yes                       No

If yes: what device(s) do you use? (please tick all that apply)

Mobile/smartphone       Tablet                       Laptop

PC                       Smart TV

If yes: if we had a Sutton Housing Society app, (available 24/7) would you use it to check your rent account/report a repair etc?

Yes                       No

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If you live in one of our schemes for older people, do you use the Sutton Housing Society provided Wi-Fi?

Yes                       No

If no: can you say why you do not use the provided Wi-Fi?

Happy with own provider

Signal not strong enough to do what I need easily

Only access the internet at work

Unable to access my preferred sites due to restrictions

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If you do not currently access the internet, are you interested in learning how?

Yes                       No





# What are **tenant satisfaction measures**?

From April 2023, the Regulator for Social Housing has advised that all social housing landlords must ask their residents (tenants) 12 specific questions. The landlords must submit an annual summary of the survey results to the Regulator. For small housing associations with under 1,000 homes like Sutton Housing Society, we must do these every two years. The 12 questions must be asked via a 'perception survey' to residents.

At Sutton Housing Society, we are planning to run our perception survey now and then again in 2025. Every other survey will be managed via an external company to ensure it is appropriately validated.

For this year's perception survey, we have taken the opportunity to also ask you a few additional questions of our own; we will use the responses to help us to shape the service we offer to you.

Enclosed with this edition of *Sutton Scoop* is the survey. We would appreciate you completing the survey as quickly as possible. If you complete and return the survey to us by Friday 30 June 2023, you will be entered into a draw, with a chance of winning a **£150 gift voucher** of your choice.

If you would prefer to complete the survey online, you can do this by visiting [www.surveymonkey.co.uk/r/6BRXKJK](http://www.surveymonkey.co.uk/r/6BRXKJK). If you do this by 30 June, you will be entered into our prize draw. The winner will be notified shortly after 30 June 2023.

Our survey asks 20 questions; we actually have to report on an additional ten measures, and we collect the data for these internally. These are issues like the number of complaints received, the number of anti-social behaviour cases, compliance with gas, asbestos requirements etc.

The results of our survey will be shared in the next edition of *Sutton Scoop*.

**If you have any questions regarding the tenant satisfaction measures, please contact Glynis Gatenby at [glynis.gatenby@shsoc.org.uk](mailto:glynis.gatenby@shsoc.org.uk) or call her on 07714 229 868.**

## Cloverdale Corner

When you visit Cloverdale Court, you will notice we have a new automatic door – gone are the sliding doors and in place is a door that opens out, so don't get caught out, take a step back and safely enter the building.

### Goodbyes and hellos

We have recently said goodbye to residents who have moved into residential care and also welcomed new residents into Cloverdale Court.

Our new residents are very impressed with the tablet loan from Sutton Housing Society – they can now shop online, Facebook friends and visit the Sutton Housing Society website.

### Unwanted aids and equipment

Aids and equipment no longer needed should be returned to Croydon Solutions. It is the responsibility of the resident or family to contact Croydon Solutions.

Please contact Croydon Solutions on 0208 664 8860 or email them at [cesadmincroydon.gov.uk](mailto:cesadmincroydon.gov.uk) to pick up any unwanted aids or equipment.

Please do not leave anything in communal areas as this can cause a trip hazard, as well as being unsightly.

### Partnership working

Cloverdale Court and Friends of the Elderly Day Centre continue to put on joint activities and events.

Wendy Carpenter (Day Centre Manager) retired in March after a long service working for Friends of the Elderly. Sutton Housing Society and residents of Cloverdale would like to wish Wendy a very happy retirement.

### Trusted assessor

Sutton Housing Society has a trusted assessor who can assess for grab rails, shower seats and small adaptations in the home. Contact your housing officer who can refer you to the trusted assessor or LBS Occupational Therapy Department. You too can contact LBS to see if you qualify for major adaptations via the Disability Grant.

### Reminder!

**Grab rails should not be used to pull oneself up from a toilet or shower seat. Grab rails are there to steady oneself – they can easily be pulled off the wall, resulting in injury.**



# Wandle Valley update

We have upgraded and installed new entry phone systems to all our communal blocks; we hope residents are happy with them and feel that they go a long way to improving the security of homes – we have received very positive feedback about them.

## Fencing replacement programme

You may have noticed that we have begun a fencing replacement programme around the communal gardens and have also started on some of the individual homes along Tull Street and McRae Lane. We hope residents agree that the new fencing has improved the look of the area.

We will continue to work on this during 2023/2024.



## Estate inspections

As you may be aware these take place twice a year; Sutton Housing Society staff invite residents to take part in our estate inspections and walkabouts to see what improvements we can make and highlight any issues that you wish to be brought to our attention.

During the last inspection, it was reported how much dog poo is found on communal paths and grassed areas. Therefore, a friendly reminder, if you are a dog owner, please ensure you always have a bag with you to pick up and take away any deposits your pooch should produce whilst out enjoying your walk!

The next estate inspection will take place on **14 July 2023 at 10.30am**. Please meet at the corner of Miller Close/McRae Lane if you wish to join us. We look forward to seeing you as we welcome and encourage resident involvement as much as possible in the decisions we make.

## Key Wandle Valley Sutton Housing Society contacts



**Michael Kilkelly**  
Asset Manager  
07710 095887  
michael.kilkelly@shsoc.org.uk



**Lise Mellors**  
Community Housing Officer  
07710 725205  
lise.mellors@shsoc.org.uk

## Employee news: a warm hello to some new faces!

We have welcomed a couple of new colleagues to Sutton Housing Society in the last few months.



**Osei Sarfo-Bonsu** is our Resident Liaison Officer (Development) and joined us in March 2023. Osei is working with residents affected by our development plans and works closely with Ray Alder, our Development Project Manager.



**Sally Sinclair** is our interim Trainee Property Officer. This is a new role for us, replacing the previous apprenticeship post. Sally is working with Michael Kilkelly, our Asset Manager, and is responsible for taking residents' repair requests, liaison with contractors and dealing with the resident satisfaction surveys.

# Scam awareness

Trudy Richards from Trading Standards recently visited residents at Dorothy Pettingell House and Cloverdale Court, regarding scam awareness and how to spot a scam.

Trudy spoke about the different types of scams including doorstep crime – this is when someone tries to sell you something or asks you to sign up for something in your own home. There are also many online and phone scams, including lotteries, prize draws, investment and romance scams.

**Please always remember to be vigilant** – almost half of the people in the UK (48%) have been scammed. Scammers can be very clever and convincing.

Here are some websites and phone numbers to help you become more ‘scam savvy’:

[www.ageuk.org.uk/information-advice/money-legal/scams-fraud/](http://www.ageuk.org.uk/information-advice/money-legal/scams-fraud/)  
T: 0800 678 1602

[www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/](http://www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/)  
T: 0808 223 1133

## 48%

OF PEOPLE IN THE UK HAVE BEEN SCAMMED AT SOME POINT



## Celebrating the Coronation of King Charles III

Residents and staff came together to celebrate the King's Coronation at a special event held at Dorothy Pettingell House on 3 May 2023. Everyone enjoyed the day – the singing, music, food and dancing.

Special thanks go to the residents at Dorothy Pettingell House who put up the flags and made the table decorations, which all added to the celebratory atmosphere.





# 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: 08445 578 320  
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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Email: hello@shsoc.org.uk



www.suttonhousingsociety.org.uk