

# SUTTON SCOOP

Winter 2025



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**We were delighted to be recognised for the second year running as a *Sunday Times best places to work (2025)*. However, this year was even more special, as we were also named the *best not for profit to work (small)* – a significant achievement.**

To support this people award, we have been shortlisted for the (global) Investors in People awards – *best small employer* with the award ceremony taking place on 12 November 2025 (after this newsletter has gone to print).

Congratulations to this year's garden award winners, together with a special mention to Jack Sotiri from Nairn Court, who was winner of the annual Pat Shaw good neighbour award. Jack showed genuine kindness to his neighbour.

We welcome back Steve Smith, who returns as our Property Inspector – those of you who know Steve will see him around our schemes undertaking stock condition surveys to all our homes. This year we are starting an annual programme of inspections, that will be completed in phases over the next five years – please do help us with access. These inspections will support our work with the new decent home standard, which the government is currently consulting on.

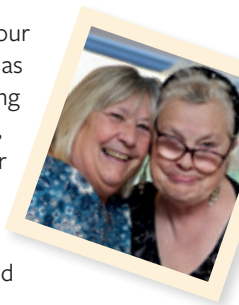
We have experienced problems with lifts at some of our schemes. The lift at Trickett House is being replaced as part

of the development works, however, with the support of the Board we are to replace the lifts at Old Brewery House (1) and Thomas House (2).

Trickett House has now started and will be completed in phases, the rear block will be followed by the front block – we are pleased to be working with Northvale Construction. To support this larger development scheme, we have submitted several smaller infill planning applications across our stock, which we hope to complete over the next few years to provide more affordable homes.

We are holding a Board away day later this year, where we will be looking at our purpose, ambition and values, as well as considering how older people's housing may change over the years. Currently, we remain committed to housing over 55s, with the age band reviewed every year.

Thank you to everyone who completed and returned their tenant satisfaction survey (TSM); we will share the results in the next edition of Sutton Scoop, and use any feedback to help us improve our services.



# Development update



ABOVE:  
ARCHITECTS CGI IMAGES OF THE  
TRICKETT HOUSE REDEVELOPMENT

## Trickett House: Main contractor appointed

Following a robust tender process, we appointed Northvale Construction to build 19 new flats at Trickett House, together with wider scheme improvements.

This is our third ‘airspace’ scheme and works started on 6 October 2025 with the external drainage and enabling works.

After the enabling works are complete, work to the rear block will start, followed by the front block, once the rear block is complete. Overall, the works will take around 25 months to complete.

## Wandle Valley: Infill planning approvals secured

Planning permission has been granted for two areas at Wandle Valley for general needs homes:

### 27 McRae Lane

This will comprise a two-storey home, along with space at the front for wheelie bin storage and a parking area.

### Land between flats 36–41 Tull Street and flats 37–47 McRae Lane

This scheme will comprise a two-storey building creating two one-bedroom self-contained flats. The design also includes a balcony at the back of the building, a bin store and cycle store at the front.

## Looking ahead

We are working on other small infill sites and once all approvals are in place, we will plan their phasing.

## Employee news: updates...



We welcomed **Michelle Easton** back to work in September 2025 as our Management Accountant, following her maternity leave. Our thanks go to Daisy Bushby who assisted with covering Michelle’s role in her absence.



We welcome back **Steve Smith**, who following his retirement, has returned to work for us as the Property Inspector.



**Sally Sinclair** has also moved from her trainee Property Officer role to the permanent post of Property & Repairs Administrator. Sally is usually the voice at the end of the line if you ring in to report repairs.



## Take a look at our 2024/2025 annual report

Following the Sutton Housing Society AGM, held at Norman House on 25 September 2025, the 2024/2025 annual report became available to residents and the public on our website: [www.suttonhousingsociety.org.uk](http://www.suttonhousingsociety.org.uk)

If you would like to receive a hard copy of the annual report, please contact [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk), speak to any member of our team or call 020 8642 1500 to make your request. Happy reading!



## The Priority Persons Register for residents with communal heating

As you may remember, Ofgem is taking over responsibility for all forms of communal heating regulation and is also introducing new regulations to benefit consumers. As part of this work, they require landlords to introduce a priority persons register.

This register is for vulnerable people who may need additional support should there, for instance, be a power cut, or the heating not be working for a period of time.

You can qualify to be added to the Sutton Housing Society Priority Persons Register if you live at Dorothy Pettingell House, Griffiths Close, Margaret House, Norman House, Old Brewery House, Thomas House or Trickett House *and* you meet any of the following criteria:

- you are of pensionable age;
- you are disabled;
- you are chronically ill or have a long-term medical condition;
- you have hearing or visual impairment or other communication needs;
- you temporarily need extra support due to extenuating circumstances.

If you wish to be included on the Sutton Housing Society Priority Persons Register, please call Glynis Gatenby on 020 8642 1500 or email [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk)

## Residents' charter news

You may have seen the residents' charter groups' article in the spring edition of Sutton Scoop about being green/sustainable. The group is very keen to ensure Sutton Housing Society, its contractors and its residents are as sustainable as possible around their homes – particularly as residents' service charges cover the cost of communal electricity and heating.

You may also have read the letter from the residents' charter group that accompanied the Tenant Satisfaction Measures (TSM) survey that you received late August/September time. The letter outlined the importance of residents having a say and sharing their views about Sutton Housing Society and the services provided.

At the time of writing, the final report is awaited; this will be presented to the Board, then shared with residents. The residents' charter group will monitor the subsequent action and improvement plan.

If you would like to get involved, or perhaps find out more before committing to taking part, please contact Glynis on 020 8642 1500 or email [glynis.gatenby@shsoc.org.uk](mailto:glynis.gatenby@shsoc.org.uk).

## What can the Helping Hands Fund pay for?



The Sutton Housing Society Helping Hands fund is a grant of up to £500 for current Sutton Housing Society residents, who are experiencing financial worries.

In the last year, the fund has paid for:

- replacement cookers;
- new floor coverings;
- fridge/freezers;
- a new television.

If you are interested in finding out more, please speak with your Housing Manager – Lise Mellors or Kelly Steers – who will be happy to discuss the fund with you.

# All things digital

# 166

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

## Staying connected and secure

We're always working to improve your digital experience at Sutton Housing Society. We have already completed Wi-Fi upgrades at Old Brewery House and Margaret House, as well as upgrades to Norman House and Ronald House during their developments. Over the coming months, upgrades to our communal Wi-Fi networks at Cloverdale Court, Dorothy Pettingell, Robertson and Thomas Houses are planned. These improvements are designed to make your online experience smoother and more reliable.

We're also carrying out an external cybersecurity audit to help strengthen the privacy and protection of your personal data. This is part of our ongoing commitment to keeping your information safe and secure.

## Wi-Fi cafés – your go-to for tech help

Our Wi-Fi cafés continue to be the best place to get help with your tablet or device. Whether you're just starting out or need a hand with something specific, Xavier is on-hand to help four times per month at various schemes.

The **dates and times for the cafés** can be viewed on the digital noticeboard, on our app, or you can contact Xavier to provide dates via phone on 07512 327 771 or via email at [xavier.pamment@shsoc.org.uk](mailto:xavier.pamment@shsoc.org.uk). Please note Xavier is only available during office hours (9am – 5pm) on Wednesdays and Fridays – so sending a text or email is your best way of ensuring contact.

**Need help getting there?** Angie can arrange transport – just give her a call on 07791 754 624 or email [angie.holland@shsoc.org.uk](mailto:angie.holland@shsoc.org.uk).

**Don't forget...** if you don't have a device, you can borrow one through our free tablet loan scheme. Just contact Xavier for more information.



## Resident app – stay in the loop

More and more residents are using the Sutton Housing Society app to stay connected. We currently have 166 users who find it to be

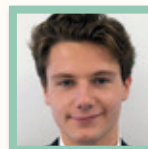
a great way to receive and send information. You can check your rent balance, report repairs, and see what's happening at your scheme – all from your device.



If you haven't downloaded the app yet, now's a great time to give it a try!

Visit [www.suttonhousingsociety.org.uk/your-home/living-in-your-home/digital-support-and-the-resident-app/](http://www.suttonhousingsociety.org.uk/your-home/living-in-your-home/digital-support-and-the-resident-app/) for helpful guides and download links. Need a hand? We're happy to help you get set up at one of our Wi-Fi cafés.

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



**Xavier Pamment,  
ICT Coordinator  
(maternity cover)**

T: 020 8661 5899  
M: 07512 327 771  
E: [xavier.pamment@shsoc.org.uk](mailto:xavier.pamment@shsoc.org.uk)



Follow us on social media...



X: @SuttonHSociety



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

# Community engagement

As the days turn chillier, we can look back at a wonderful summer of events!

Our big event in May was the **VE Day 80th celebrations**.

Over 30 residents enjoyed traditional pie & mash (with liquor or gravy) and dancing and singing with the Cockney King and Queen. A wonderful afternoon!

During June, July and August we had the wonderful **Rah Rah Theatre Company** performing their summer shows for us at various schemes. There was the 1950's inspired 'Rock Around the Clock' and the very popular ABBA-influenced 'Thank You for The Music'.

Both shows were packed with cheeky humour and sing-along songs. Watch out for their Christmas shows that are already booked for December!

In July we held our **4th of July Big Bingo**. We always get good numbers at these sessions and this time 22 residents enjoyed hot dogs, cookies and a raffle.

Sadly, August saw the end of our joint Men's Club venture with Sutton Befrienders after three years. This was due to a change in funding for our Befriender colleagues – but there will continue to be events aimed at gentlemen – look out for these in the coming months.

August also saw us holding two events to mark the **80th celebration of VJ Day**: A barbeque at Griffiths Close and a garden party at Peppermint Court. Delicious!

In September, we had our second **seaside outing** – we hired a midi-coach and took residents to Littlehampton. We didn't get glorious weather, but that didn't stop everyone shopping in the town and enjoying fish & chips on the seafront. As one resident said: "It doesn't matter about the weather, it's just a chance to get out and have a natter with other people". Well said!

Our usual activities continue with our **Creative Minds** sessions at Trickett House, Dorothy Pettingell House and Cloverdale Court every month.

There is a variety of exercise: Chair-based exercise; Tai Chi; Music & Movement and our twice-monthly line dancing and salsa to choose from.

As we go to print, there are various events being planned for winter and Christmas.

All our events are advertised on the digital notice boards and on the Sutton Housing Society App. For further information please call Angie on 07791 754624 or [angie.holland@shsoc.org.uk](mailto:angie.holland@shsoc.org.uk).



## 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.



X: @SuttonHSociety



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

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

## Christmas events

### Christmas gatherings

<b>Peppermint Court</b> Tuesday 2 December, 12pm	<b>Norman House</b> Wednesday 3 December, 11am	<b>Griffiths Close</b> Monday 8 December, 2.30pm
<b>Old Brewery House</b> Tuesday 2 December, 2.30pm	<b>Thomas House</b> Thursday 4 December, 2.30pm	<b>Dorothy Pettingell House</b> Wednesday 10 December, 12pm

### Aladdin Pantomime

**Epsom Playhouse**  
Tuesday  
16 December  
1.30pm

### Christmas office hours

Wednesday 24 December	Tel/email only 9am – 1pm
Thursday 25 December	Closed
Friday 26 December	Closed
Monday 29 December	Closed
Tuesday 30 December	Closed
Wednesday 31 December	Closed
Thursday 1 January	Closed
Friday 2 January	9am – 5pm

### Rah Rah Theatre Company Dick Whittington panto

<b>Norman House</b> Wednesday 10 December 3.30pm	<b>Cloverdale Court</b> Monday 22 December 1.30pm
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### Rah Rah Theatre Company Jingle Bell Singers

**Thomas House**  
Wednesday  
17 December, 1.30pm

If you would like to attend any of these events, please contact Angie Holland on 07791 754624 or email [angie.holland@shsoc.org.uk](mailto:angie.holland@shsoc.org.uk) to register your interest and to arrange transport.

When the office is closed, please ring 0300 369 0586 to report an emergency repair.

If you receive a text or email saying **click here** to qualify or resubscribe to the winter fuel payment, please **do not click the link.**

# Scam alert!

Residents should be aware of text messages which are being used by scammers, trying to entice people to apply for the winter fuel allowance and other benefits.

If you receive a text and/or email saying *click here* to qualify or to resubscribe to the winter fuel payment, please **do not click the link.**

If you qualify for the winter fuel allowance, you will have been advised during October 2025 by letter, with details of how much and when your payment will arrive.

Please tell your friends and family and make sure that you report any of these texts or emails, because if it says the word *apply*, you know it's a scam.

### For text scams

Text 7726

[www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/scams/7726-reporting-scam-texts-and-calls](http://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/scams/7726-reporting-scam-texts-and-calls)

### For email scams

Forward your email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

[www.ncsc.gov.uk/collection/phishing-scams/report-scam-email](http://www.ncsc.gov.uk/collection/phishing-scams/report-scam-email)



## Cloverdale corner

Cloverdale Court has had a makeover with the redecoration of the internal communal areas. This work commenced in September and will be finished in time for Christmas. The makeover was not only inside the building, but with the help from a resident at Trickett House – John – the communal gardens have been full of colour this year. Also, a ‘thank you’ goes to Monica at Cloverdale Court, for so diligently watering the plants during the hot summer!

The summer BBQ was a huge success, with great food and the BBQ being well supported and well attended by residents and members of the day centre. Hopefully we didn't upset the neighbours with our choice of music from (resident) DJ, Tony.

Cloverdale Court continues to have a **full programme of events** ranging from fish & chip suppers, movie nights, chair-based exercises to line dancing and creative minds, our art sessions.

Joint working with the Friends of the Elderly day centre, based at Cloverdale Court, means we can put on **extra activities**. One of the great successes is the Warblers choir (singing for fun). The Ladies afternoon making lavender bags using lavender cut from Cloverdale gardens was also very popular.

We are putting together another joint **Christmas party** for residents at Cloverdale together with the Friends of the Elderly day centre clients.



# Gardening competition 2025

Like last year, the awards were judged slightly differently; co-ordinated by Angie Holland, the whole staff team collectively reviewed the submissions and voted for the winners. We had a gold and silver winner for several of the categories – and these are listed below. Congratulations to all who entered!

## BEST COMMUNAL GARDEN

**GOLD** ROBERTSON HOUSE  
**SILVER** CLOVERDALE COURT



## BEST HANGING BASKETS/POTS

**GOLD** COLIN WINTLE  
NAIRN COURT  
**SILVER** JENNY ROUSE  
PEPPERMINT COURT



## BEST VEGETABLE GARDEN

**GOLD** ANNETTE DUNNINGHAM  
AND ANN PRIESTLEY  
PEPPERMINT COURT  
**SILVER** JAMEELA LONE  
ROBERTSON HOUSE



## SPECIAL RECOGNITION AWARD

**JOHN VINE**  
OF TRICKETT HOUSE FOR HIS  
DEDICATED WORK AT CLOVERDALE  
COURT THIS SUMMER



## BEST INDIVIDUAL GARDEN

**GOLD** GEORGINA MALLET  
OLD BREWERY HOUSE  
**SILVER** ANN PRIESTLEY  
PEPPERMINT COURT



## Pat Shaw Award 2025

Every year Sutton Housing Society hands out this good neighbour award, which is voted for by both residents and staff. It's a chance for the community to appreciate someone special who goes the extra mile.

This year's winner is a person who is always cheerful and positive. They are a great advocate for Sutton Housing Society and offer help and support whenever they can.

A standout moment for this person was when a neighbour needed urgent medical assistance and our resident, along with his wife, handed out refreshments to Sutton Housing Society staff and other first responders on the scene, while they dealt with this difficult situation.

This year's Pat Shaw Award goes to Jack Sotiri from Nairn Court. Hats off and congratulations to Jack!



**You said**

**We did**  
(or are doing...)

Part of our Be the body... initiative

**You wanted a trip to the seaside**

A wonderful day was had by all who attended the September day trip to Littlehampton, despite the rain!

**You wanted an air fryer at Griffiths Close**

Our contractor, Acorn, kindly supplied an air fryer for use in the communal kitchen.

**You wanted a gazebo at Old Brewery House**

This has been provided.

**You wanted a seat for the lift at Norman House**

This has been agreed and ordered.

**You wanted residents to be made more aware of scammers**

An article is included in this newsletter.

**You were (rightly) upset at lifts breaking down on numerous occasions**

Trickett House lift will be replaced as part of the development work. New lifts will be installed at Old Brewery House and Thomas House, as soon as possible.

# Complaints and compliments

## (praises and grumbles!)

During the first half of this financial year, we have received seven complaints, nine service requests together with 55 compliments.

### Grumbles

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

A service request is when a resident requires action to put something right.

The grumbles received are outlined in the table below, together with a summary of the actions taken:

#### Service requests

LOCATION	ISSUE	ACTION
Old Brewery House	Hot water not hot	Hot water was reinstated
Margaret House	Residents did not receive compensation resulting from heating issues	Compensation paid
Tull Street	Repair requested	Repair completed
Thomas House	Lift out of service	Lift repaired and brought back into service. Service charge to be refunded and all residents issued with a gift voucher
Griffiths Close	Bed bugs	On-going pest control intervention and treatment
Trickett House	Lift x 2	Repairs completed
Nairn Court	Delayed repairs	Repair carried out
Ronald House	Arrears letter issued	Rent arrears policy was correctly applied

#### Complaints Stage 1

LOCATION	ISSUE	ACTION	COMPLAINT UPHELD
Old Brewery House	Squeaky floorboards with numerous issues	Flooring was replaced to the flat above	Yes
Old Brewery House	Service contract issues x 2	Working with our contractor and with residents to improve the grounds and window cleaning at this scheme	No x 2
Thomas House	Lift out of service	Lift repaired and brought back into service. Service charge to be refunded and all residents issued with a gift voucher	Yes
Thomas House	Scheme issues	Letter issued to all residents providing updates on property issues	Yes

#### Complaints Stage 2

LOCATION	ISSUE	ACTION	COMPLAINT UPHELD
Old Brewery House	Property issues	Working with our contractor and with residents to improve the grounds at this scheme	Yes
Old Brewery House	Service contracts	Working with our contractor to improve the window cleaning at this scheme	Yes

### Praises

A 'thank you' is always welcome and when an unprompted compliment or words of appreciation are made, these are recorded.

In the first six months of this financial year, we recorded 55 compliments from 43 different residents.

#### Compliments received April – August 2025



### Survey feedback

Feedback from our regular repairs surveys is reviewed every quarter. When negative feedback is received, we will contact the resident to discuss it further or provide information that addresses the issue directly.

### Making a complaint or providing a compliment

We provide many ways for residents to make a complaint or provide a compliment:

- Email: [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk) (available 24/7);
- Call: 020 8642 1500 (available weekdays 9am – 5pm, apart from bank holidays);
- In person by visiting the office at Pat Shaw House, 13–19 Ventnor Road, Sutton SM2 6AQ (available weekdays 9am – 5pm, apart from bank holidays);
- In writing to the office at Pat Shaw House;
- Speaking to one of our team on site;
- Via the resident app;
- Via Twitter or Instagram (please note that for any complaints/compliments received in this way, we will not engage with you via social media and will contact you directly).

Thursday

15 December 2025

10.30am – 12pm

Join Kelly and Lise for the next estate inspection. Meet on the corner of Miller Close and McRae Lane.

#### Contact us

If you want to discuss any estate issues, please feel free to call your Housing Managers:

**Kelly** T 020 8915 2955

**Lise** T 020 8915 2954

# Wandle Valley news

## Estate Inspection and partnership working

Your Housing Managers, Kelly Steers (McRae Lane and Batley Close) and Lise Mellors (Tull Street and Miller Close), recently met with Eugene (Estate Caretaker) and Elliot (the newly appointed Area Manager) who both work for London & Quadrant Housing Trust (L&Q), to carry out an estate walkabout. They were joined by Edward, the Neighbourhood Lead covering the L&Q homes on the Wandle Valley estate.

We were delighted to see how much tidier the estate is looking, thanks to the very conscientious Eugene who is on site five days per week. Eugene goes the extra mile to clear away fly-tipped items promptly and reports any areas of concern to us.

Sutton Housing Society and L&Q are now working more closely together to try to resolve other issues, such as dumped or abandoned cars.

Sutton Housing Society really appreciates our residents who support us in continuing to tackle this ongoing issue.

Eugene has confirmed that he is on site Monday to Friday and is happy for residents to report any estate issues direct to him.

Should you wish to join Kelly and Lise for the next planned estate inspection on 15 December 2025 at 10.30am please meet on the corner of Miller Close and McRae Lane at 10.30am.

We would love for residents to join us as we invite your feedback, input and ideas. Do let us know if you plan to come along.

## Keeping you safe – internal communal areas within blocks of flats

**If you live in a block of flats with shared halls, stairs and landings these areas serve as fire exits and should be kept clear of all personal belongings. Your safety is something we do not take for granted and we regularly check for items such as bikes, prams, buggies, furniture, scooters, shopping trolleys, shoes or plants being left in the communal areas.**

Our checks also include items placed on the walls or any seasonal/permanent decorations attached to a resident's front door. Our housing team are making regular inspections to keep you safe and will remove any items they discover.

Some items will be removed immediately if they present a serious risk, whilst others will be removed after a polite request for the owner to remove them within a reasonable period.

We know residents may wish to make the communal areas to their homes welcoming however, the safety of residents and their visitors is our primary concern.

Items stored in the communal areas can create trip hazards and may also combust in the event of a fire, both of which could make an evacuation very challenging for residents, visitors and the emergency services.

Having clear communal areas makes it easier for our contract cleaners to clean the floor areas when they visit.

If you are concerned about a communal hall, landing or staircase please let us know as soon as possible and we will make sure the items are inspected and removed where necessary. Call 020 8642 1500 or email [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk).

If you would like to join our staff on an estate inspection please let us know and we will share when and where your next scheduled inspection is taking place.

**If you are concerned about a communal hall, landing or staircase call 020 8 642 1500 or email [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk).**

We carry out fire risk assessments (FRAs) to all our blocks of flats annually.

# Fire safety in blocks of flats

## Responsible person

In line with new legislation, Sutton Housing Society must have a named person responsible for fire safety. The *responsible person* is Robin Roberts, the Chief Executive. Robin's base is Pat Shaw House, 13-19 Ventnor Road, Sutton SM2 6AQ.

The role of the responsible person is to ensure that we carry out/have in place appropriate fire safety measures throughout our buildings. In practical terms, much of the day-to-day compliance work falls to the property team.

## Please keep communal entrances, walkways, corridors and lobbies clear

Within blocks of flats, common area hallways and landings are the main escape route from the property in the event of a fire. It is essential that these areas are kept clear and free from any obstructions. Nothing should be stored in these areas, eg bikes, prams, shoes, toys, mobility scooters and bins.

The Housing Managers and the Property Compliance Officer regularly visit your homes/blocks of flats; they take action if they find anything that could hinder an escape route in the event of a fire.

## Risk assessments

We carry out fire risk assessments (FRAs) to all our blocks of flats annually. The latest FRAs were carried out during the summer months by an independent contractor called DELCO.

The Property Services Manager (Peter Toulson) and the Property Compliance Officer (Martin Sinclair) ensure that they understand the recommendations made in the FRAs and that these are implemented within an agreed timescale. This information is also reported to the Board of Sutton Housing Society.

If you would like a copy of the full FRA relevant to your building, please ask a member of the team and this will be sent to you.

## Fire doors

All of our flats have been fitted with suitable fire doors as their front door. This ensures that, in the event of a fire (that is not within your home), you can remain safely, within your home until the fire brigade arrives. However, we need to ensure that these doors are well maintained.

It is important that:

- fire doors are shut when not in use
- residents and visitors do not tamper with self-closing devices on any fire doors
- residents report any fault with, or damage to, fire doors immediately to us on 020 8642 1500 or email [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk)

## Other fire safety measures

Within many of our buildings for older people, there are fire alarm systems installed, many of which connect to the telecare service where this is in place.

Where fire alarms are in place to buildings without telecare services, these are there to alert people to a potential fire within the building, so they can take the appropriate action.

Some of our newer homes have a 'misting' system installed. This activates when a fire/smoke triggers the sensor, and alerts the occupants of the situation.

## Stay put policy

Whilst Sutton Housing Society has a 'stay put' policy in place for its blocks of flats, if the fire is within your home, you must evacuate. Similarly, if any resident is in any doubt, they should evacuate from the premises if it is safe to do so.

## Individual notices to residents living in flats

Every year, Sutton Housing Society issues a fire safety notice to all residents living in a flat. It is important that residents read and understand this notice. If you have any queries about the notice, please speak to your Housing Manager.

We ask that residents keep all corridors etc clear of personal items – it's for the safety of you, your family, your neighbours and any visitors.





# Easy ways to pay

If you are experiencing problems with paying your rent, please speak to Lise or Kelly, your Housing Manager, 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, please do not 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 8642 1500 or email [hello@shsoc.org.uk](mailto:hello@shsoc.org.uk)

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

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