Sutton Housing Society

SUTTON SCOOP

Winter 2026

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Earlier in the year, we were once again named on The Sunday Times best places to work (2026), which sees Sutton Housing Society gain this prestigious employer recognition for the last three years (in 2024, 2025 and 2026).



In 2025, we were also named winners of The Sunday Times best small not for profit to work for and this year (2026), we were named winners of the best employer for 55+. In support of these employee awards, we are currently working towards Investors in People platinum, which we hope to find out about later this year.

As highlighted elsewhere, we unusually welcomed several new members to the team – Ish Lkhagva, Layla Taffurelli-Harbud, Bernie Dawes and Maxine Parkes. This recent recruitment is in support of internal promotions and other colleagues moving on to new roles elsewhere. We formally welcomed our new Board Member, Louise Graham-Smith who was elected to the Board at the September 2026 AGM. We are now seeking to recruit a new Resident Board Member to support our succession planning.

We are six months into our new corporate plan and supporting corporate strategies, whilst early into the new 'plan' some good progress has already been made. In support of the Regulator of Social Housing's new competence and conduct standard, in September 2026, the Board approved Sutton Housing Society's new code of conduct, which summarises and sets out how we will operate as a registered provider in accordance with this new legislation.

In May 2026, the Board approved our approach to rent convergence. The government is re-introducing rent convergence from April 2027, which forms part of the Regulator of Social Housing's rent standard (2026). The article on page 3 explains a little more about this. Rents from April 2027, will rise by CPI + 1%, although if your rent is 'lower' there will be an additional £1 – each affected household will be advised within their 2027 rent increase letter.





Development update

Trickett House

19 new flats and wider scheme improvements

Under the extensive scaffold, with its 'tin hat', the rear roof has been removed. The new steel frame and floor joists are complete, ready to receive the new concrete floors, brickwork external walls and mansard roof/dormers. Works to the roof of the existing link corridor are progressing, which will receive the new heating pipework connecting the ASHP to the new flats to the front block. The rear block is expected to complete in April 2027.

Working with the contractor, we have agreed to start the front block in October 2026, this is to ensure there is no impact on the overall programme – with the complete scheme expected to finish late October/ early November 2027. The front block will receive three new flats, to the right-hand block (viewed from the road), together with a new full height entrance. Since the last update, we have secured planning permission for an additional lift tower to the left-hand front block – this new lift allows us to remove/replace the existing lift to the main block as part of the works, as well as be a 'back up' lift to this scheme.

Once complete, the overall scheme will receive new PVC-u windows to all flats, internal communal decoration and carpeting, a new door entry system linked to a fully digital care alarm system, as well as additional parking and a new larger residents patio to the communal lounge.

Wandle Valley

New infills

Planning permission has been granted for seven new (general needs) homes across six sites in Wandle Valley. These works will be progressed in-between our larger airspace developments. No agreed order and/or start date has been agreed.

Robertson House

New maisonette and entrance

With planning permission in place, we have secured board approval and GLA grant funding for this scheme, which will create a new maisonette together with a new entrance, access ramp and internal communal works. We hope to start these works very soon, subject to clearing the final planning condition and formally appointing a main contractor.

Peppermint Court

Two new flats

As previously highlighted, planning permission has been granted for a two-storey side extension to provide two one-bedroom flats to the left-hand side of the building, as you look from the front. It is currently proposed that these works will, subject to grant funding, start after Robertson House is completed.

Griffiths Close

15 new flats and wider scheme improvements

We are working on developing this scheme, which would start after Trickett House is finished – Griffiths Close is expected to start on site in 2028. However, we are currently exploring whether we can increase the number of homes to this scheme and will be discussing this increase/new scheme with residents later this year.

Other projects

Cloverdale Court will temporarily be paused. However, we are looking at other scheme extensions where we may also be able to add new lifts.



New rights for residents

From October 2026, Sutton Housing Society must follow new rules called STAIRs (Social Tenant Access to Information Requirements). These new requirements are designed to help residents better understand how we make decisions, spend money, manage homes and deliver services.

From 1 October 2026, we introduced a 'publication scheme' on our website. This provides information about:

- how Sutton Housing Society is run;
- how money is spent;
- the homes we manage;
- our performance;
- the services we provide;
- details of registers and records relating to housing management.

Visit **www.suttonhousingsociety.org.uk/advice-and-support/stairs** to find out more.

New right to ask for information

From 1 April 2027, Sutton Housing Society residents will have the right to request certain information about how their home is managed. This could be information about:

- repairs and property condition;
- planned improvements;
- housing services and policies;
- estate management;
- complaints performance;
- health and safety matters.

What does this mean for residents?

The new requirements are intended to make housing associations more transparent. Residents will have easier access to information about how decisions are made and how services are delivered, helping landlords like Sutton Housing Society to be more accountable.

We have created the dedicated STAIRs information area, in consultation with the Residents' Charter Group and have reviewed the information available on our website.

If you would like further information, please contact hello@shsoc.org.uk

Look out for more STAIRs updates in future editions of Sutton Scoop

We will provide details on where to find information, how to make a request, and the support available if you need help accessing information.



Rent convergence

What is it and what does it mean for Sutton Housing Society residents?

From April 2027, the Government is allowing housing associations to gradually bring some social rents closer to the standard formula rent for each home.

Formula rent is a government calculation that takes account of factors such as the property's value, number of bedrooms, local earnings. The formula is designed to ensure that social rents are affordable, fair and transparent.

Many social rented homes currently have rents that are lower than the government's formula says they should be. This has happened because rents have developed differently over many years. Rent convergence should make rents fairer and more consistent, so that similar homes, in similar areas, are charged similar rents.

This means that if your rent is currently below the formula rent level, your annual rent increase may include an additional amount of up to £1 per week from 2027 and up to £2 per week from 2028. At Sutton Housing Society, most residents will see a gradual change. The extra increase is capped, meaning rents will move towards formula rent slowly rather than all at once. Cloverdale Court is considered 'supported housing' and is exempt from rent convergence.

For more information, please contact Glynis Gatenby – glynis.gatenby@shsoc.org.uk



Take a look at our 2025/2026 annual report



Following the Sutton Housing Society AGM, held at Norman House on 24 September 2026, the 2025/2026 annual report became available to residents and the public on our website: www.suttonhousingsociety.org.uk

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



Pat Shaw Award 2026

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



Our winner this year is kind, friendly, supportive of their neighbours and actively helps new residents settle into the community. They are proud of where they live and regularly strive to improve it. They are highly engaged with Sutton Housing Society, working closely with the organisation to contribute ideas and feedback that help shape and develop policies for the benefit of residents.

This year's Pat Shaw Best Neighbour Award goes to Les Cox. Congratulations Les!

Residents' Charter Group news

The Residents' Charter Group has met four times since April 2026. The Group has been involved in key areas of work such as outcomes of the repairs survey, performance outcomes and new regulations.

Much of their work this year has focussed on the new STAIRs standard and ensuring our 'publication scheme' is fit for purpose, meeting what our regulator requires. STAIRs is the Social Tenants Access to Information Requirements Scheme. The Group reviewed and approved some easy guide documents for residents relating to service charges, what to expect from our contractors, and a sustainability jargon buster. These documents are all available on our website.

The Residents' Charter Group has also been involved in our work towards meeting the new Competence and Conduct Standard, introduced from October 2026. The Regulator specifically requires our Residents' Charter Group to review and input to the new Code of Conduct. Residents were pleased to be included in this work and felt that the new Code of Conduct reflects Sutton Housing Society and our values.

The Group met again at the end of September 2026 to review the final version of our STAIRs publication scheme on the website; this was ahead of our 'go live' on 1 October 2026.

In the coming months, residents will input to the phase 2 arrangements for STAIRs (which will be introduced from April 2027), rent convergence and continue to monitor performance, particularly relating to property issues such as damp, day-to-day repairs etc.

Community engagement

Winter is coming, although it's hard to believe as the warm weather continued into late September. However, we can look back at a fantastic summer of events.



During the summer, we had the wonderful **Rah Rah Theatre Company** performing their summer shows ('Swinging 60's' and the 'Summer Singing Sensations') for us at various schemes. Watch out for their Christmas shows that are already booked for December!

June is Pride Month and we celebrated with a **Pride party** at Peppermint Court. The weather was lovely, so we sat in the garden amid our rainbow decorations. Also in June, we held a successful **Ascot Ladies Day** at Dorothy Pettingell House. Everyone (including the gentlemen) was encouraged to dress in their finery, and we voted for Best Dressed Lady (won by a very glamorous Trickett House resident.) We then sat down to watch the racing on TV.

Our **big summer party**, in July, was held at Norman House and as it tied in with the end of the World Cup, we had inflatable footballs and mini-goal posts in the garden to test our footie 'skills'! Thirty-two residents attended and enjoyed the delicious buffet lunch.

A resident-led **summer party** was held at Dorothy Pettingell House, with a fantastic spread of food and entertainment in the form of Barry, an amazing singer. We also held our first evening event, a **cheese and wine party** at Thomas House 6pm – 8pm.

In September, we had our third **summer trip out**, this time to Eastbourne. We enjoyed a beautiful day with blue skies and a blue sea. We also held two resident-led **MacMillan events**, which combined raised just over £300!

Our usual activities continue with our **Creative Minds** sessions every month as well as ad-hoc events such as our book club; film nights; games afternoons and ladies' lunch. There are a variety of **exercise classes** available too – Chair-based exercise; Tai Chi; Music & Movement and our twice-monthly line dancing and salsa to choose from. We re-started our **inter-generational work** with two primary schools and our older people residents in October – it's early days, but it's looking good!

As some residents will know, we previously offered **IT support** to older residents at our older people schemes via our wi-fi cafés. However, following a change in the team, this will no longer be available. Angie is in talks with NESCOT college in Epsom to see if their IT students can visit us on a regular basis to support residents with IT queries and/or to show residents how to get the best use of their tablets, mobile phones etc. Watch this space for updates!

As we go to print, there are various events planned for winter and Christmas, including our intergenerational sessions with local school children and a Christmas party.

All our events are advertised on the digital notice boards and on the Sutton Housing Society app. For further information please call Angie, Community Engagement Officer, on 07791 754 624 or 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

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

Christmas office hours

Thursday 24 December	Tel/email only 9am – 1pm
Friday 25 December	Closed
Monday 28 December	Closed
Tuesday 29 December	Closed
Wednesday 30 December	Closed
Thursday 31 December	Closed
Friday 1 January	Closed
Monday 4 January	9am – 5pm

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

Wandle Valley update
Travellers and fly-tipping

Repairs and redecoration in Wandle Valley

During the summer and early autumn, we carried out repairs and redecoration to the internal communal areas of all Sutton Housing Society blocks of flats, as they had begun to look tired.

We hope residents are pleased with these improvements and will help us keep these areas looking clean and welcoming, by ensuring all communal areas are kept clear of personal belongings and by reporting any damage to the Repairs team on 020 8642 1500 or hello@shsoc.org

Traveller encampments

Many residents have shared their concerns with us throughout the summer regarding illegal traveller encampments and ongoing fly-tipping across the Wandle Valley estate. We would like to thank everyone who has taken the time to raise these issues and provide feedback.

In September, Sutton Housing Society met with the landowners, London & Quadrant Housing Trust (L&QHT), to discuss residents' concerns about both recent and historic traveller encampments on the open green space bordering Budge Lane and Miller Close.

We were reassured that L&QHT remain committed to carrying out works designed to prevent unauthorised access to the land and reduce the risk of future encampments. During October 2026, the proposed works progressed through a procurement process. We are currently awaiting further information regarding this and relevant timescales.

During our discussions, Sutton Housing Society emphasised that residents remain understandably anxious about the situation and are keen to know when these preventative measures will be put in place. L&QHT are fully aware of residents' concerns; we have asked for regular updates and will continue to press for clear timescales.

How to report fly-tipping

If you see fly-tipped rubbish, please report it to Sutton Council: **www.sutton.gov.uk/w/report-fly-tipping**

Or call Sutton Council on **020 8770 5000** if you are unable to report online.

Tackling fly-tipping together

Fly-tipping continues to be a significant issue across the estate and is something we know causes frustration for many residents.

We would like to remind everyone that all incidents of fly-tipping should be reported directly to the Council. Reporting every incident helps build an accurate picture of the scale of the problem and ensures that local authorities are aware of the impact on the community.

£20,000

CURRENT ESTIMATES OF **YEARLY FLY-TIPPING CLEARANCE COSTS** IN WANDLE VALLEY

Where rubbish is dumped on private land, the cost of clearance falls on the landowner. Across the Wandle Valley estate, current estimates suggest that fly-tipping clearance costs are now more than £20,000 per year.

This is a substantial amount of money that could potentially be invested in estate improvements, maintenance works, environmental enhancements, and services that benefit residents.

By reporting fly-tipping promptly and helping to spread awareness, residents can play an important role in supporting efforts to keep the estate clean, safe, and welcoming for everyone.

Thank you for your continued support and patience as we work with our partners to address these issues and improve the environment at Wandle Valley.



Employee news: updates...

Since the spring edition of Sutton Scoop, there have been a few farewells and we have welcomed some new faces at Sutton Housing Society...

We said farewell to...



Sally Sinclair, Repairs & Property Administrator...



...and to **Osei Sarfo-Bonsu**, Development Officer.

Both are leaving for pastures new and we wish them well for the future.

We welcomed...



Layla Taffurelli-Harbud, Finance Assistant, joined the team in July 2026, working with our management accountant Daisy Bushby.



Ish Lkhagva, Digital and ICT Support Officer, started with us in August 2026; his line manager is Michelle Easton the Finance Director.

Ish's role is different to the previous ICT role – focussing on our internal IT systems and development.

Take a look at the community engagement article on page 5 to find out about our plans for IT support for residents.



Bernie Dawes, Repairs & Property Administrator, joined the team on an interim basis in July 2026 and was appointed to the permanent role from September 2026. Bernie is the cheery voice you hear when you call to report a repair!



Maxine Parkes, Resident Liaison Officer (Development), started with us in October 2026, taking over from Osei (Sarfo-Bonsu). Maxine will work particularly closely with residents at Trickett House and Griffiths Close due to the development work on site/planned.

Cloverdale corner

Cloverdale Court residents enjoyed a summer 1950's party, held jointly with Friends of the Elderly day centre and it was a great success!

The party was in remembrance of Maureen Brabon who was a resident at Cloverdale Court. Maureen's family kindly donated funds to enable us to put on the super party and brought in their Cadillac for residents to pose inside and outside. Along side this, Maureen's daughter Lynn and son-in-law had their dancing shoes on and gave us a thrill with their Jive dancing!

We held a **pizza topping day** with residents designing their own pizzas toppings – the end results were delicious!

The Tea and Natter Club

Cloverdale Court Tea and Natter Club on a Saturday is doing well. It is a great safe place to come and make friends. Currently, the Tea and Natter Club is held on the second Saturday of every month; from January 2027 this will move to every third Saturday of every month. Looking forward to seeing you there!

Christmas Fayre

Saturday 14 November, 10am –12.30pm

Everyone was welcomed to the Christmas Fayre at Cloverdale Court. Look out for updates on the digital noticeboards or in the resident app.







Storage heating safety

As the cold weather approaches, please remember **do not put** items on top of the storage heaters – this is a fire hazard.

Do not switch them off at the electrical point – this will prevent the heaters from heating up overnight when electricity is less expensive.

New Competence and Conduct Standard

From 1 October 2026, housing associations across England must now meet a new regulatory standard called the Competence and Conduct Standard. This new standard is designed to give residents confidence that the people managing their homes are competent, accountable and committed to providing excellent services.

The new standard aims to ensure that employees providing housing services have the right skills, knowledge, training and behaviours to provide excellent services to residents. This means a greater focus on professionalism, respect, clear communication and putting residents first. We must also make sure that contractors working on our behalf meet appropriate standards.

Sutton Housing Society and our contractors are in a good position with the new standard, with high levels of satisfaction for our services. To ensure that we meet the new standard, we have reviewed our training, employee development and performance management arrangements and have introduced a new Code of Conduct (approved by the Residents' Charter Group), to ensure we meet the new requirements.

Could our Helping Hands fund support you?



As the cost of living continues to rise, many households are feeling pressure. Support is available, if you need it – nobody needs to navigate financial challenges alone.

Sutton Housing Society residents may be eligible for financial support of up to £500, to help with everyday essentials and the cost of living.

To find out more, speak with Housing Managers, Lise Mellors and Kelly Steers, or with Lynn Goodman, the Housing with Care Manager at Cloverdale Court.

You can also contact us via email at **hello@shsoc.org.uk.**



Our Helping Hands fund offers practical help for residents experiencing financial hardship. It exists to provide support when unexpected costs arise or when essential items become unaffordable.

Complaints, concerns and compliments

Between April and September 2026, we received five complaints and 15 concerns (service requests), together with 67 compliments. The table below outlines these in more detail:

Complaints

During the first six months of the 2026/2027 financial year, we received five complaints. These are listed below. Of these complaints, one was upheld.

LOCATION	ISSUE	SERVICE REQUEST OR COMPLAINT	OUTCOME
Norman House	Door entry system failed and Mole Valley requested security information, which resident felt was not reasonable	Complaint (stage 1)	Complaint upheld
Norman House	Resident was unhappy with the actions/ solutions proposed in respect of the stage 1 complaint	Complaint (stage 2)	Complaint not upheld
Cloverdale Court	Daughter of resident complaint about Sutton Housing Society conduct at a professionals meeting	Complaint (stage 1)	Complaint not upheld
Norman House	Unhappy with lift being out of service and lack of action by Sutton Housing Society; unhappy with the rear garden	Complaint (stage 1)	Complaint not upheld
Norman House	Unhappy with lift being out of service and lack of action by Sutton Housing Society; unhappy with the rear garden	Complaint (stage 2)	Complaint not upheld

During the summer, we received two enquiries from the Housing Ombudsman Service in respect of an issue at Old Brewery House and another at Margaret House. We responded to the Ombudsman Service and are awaiting an outcome.

Concerns (service requests)

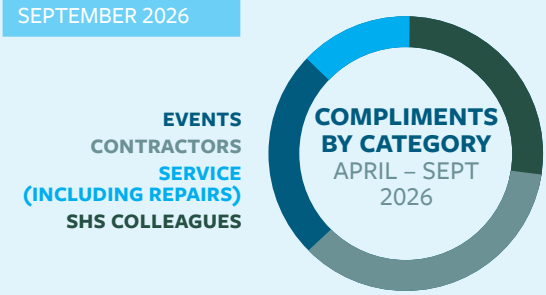
Between April 2026 and September 2026, we received 17 service requests, for a variety of matters. These are listed below:

LOCATION	ISSUE	SERVICE REQUEST OR COMPLAINT	OUTCOME
Margaret House	Unhappy with team member behaviour towards him during a telephone conversation	Service request	Meeting held with resident and employee; issues discussed and clarified. Additional support offered to resident
Trickett House	Development work	Service request	Visits made; decant accommodation offered
Trickett House	Lift being out of service	Service request	Explanation provided
Norman House	Raised historical issues; resident unhappy with the lift being out of service at the weekend	Service request	Explanation provided
Norman House	Unhappy with Mole Valley's lack of action out of hours	Service request	Mole Valley investigated, admitted operator error
Old Brewery House	Unhappy with pest control did not treat flat despite no pests being found	Service request	Explanation provided to resident
Old Brewery House	Requested refund for pest control costs	Service request	Refund made
Old Brewery House	Request for pest control fees refund	Service request	Complaint not upheld
Lancelot House	Housing benefit over-payment not fully refunded	Service request	Explanation provided
Dorothy Pettingell House	Missed contractor appointment	Service request	Contractor advised they did call but there was no answer
Tull Street	Conduct of Sutton Housing Society colleague	Service request	This was a mix up/ miscommunication
Griffiths Close	Low water pressure	Service request	Actioned
Norman House	Query re: new extractor fan	Service request	Explanation provided
Kent Court	On-going nuisance from neighbour	Service request	ASB case management
Dorothy Pettingell House	Lift concerns	Service request	Explanation provided; lift brought back into service

67
COMPLIMENTS
BETWEEN APRIL AND SEPTEMBER 2026

Compliments

We received 67 compliments from April 2026 to September 2026; these were spread across categories, as shown below:



The **complaints and concerns** summary report of all complaints and service requests received during 2025/2026 is available on our website. It was also shared with the Housing Ombudsman during September 2026.



Fire safety updates

Fire risk assessments

Our latest fire risk assessments (FRAs) were carried out in September and October 2026 by the independent contractor, Clear Risk Management. Our Property Services Manager, Peter Toulson, and Property Compliance Officer, Martin Sinclair, are reviewing the recommendations and will ensure that any required actions are completed within agreed timescales.

If you would like a copy of the full FRA for your building, please ask a member of the team and we will send it to you.

We report at every Board meeting on all aspects of our work relating to health & safety, including FRAs and any outstanding concerns.

Fire safety information

We have updated all fire action notices and replaced any missing fire safety signs in our buildings.

The individual, site-specific, fire action notices are included in this edition of Sutton Scoop; this information is for all Sutton Housing Society residents living in a flat.

Keep communal areas clear

Please keep corridors and other communal areas clear of personal belongings and other trip hazards. This helps to protect you, your family, your neighbours and visitors, and ensures that escape routes remain clear in an emergency.

Communal corridors in blocks of flats, and stairwells and entrance halls in all homes, are essential escape routes in an emergency.

Fire doors

All flats have compliant fire-resistant entrance doors. Clear Risk Management inspects these doors every year, and any necessary remedial work is completed within an appropriate timescale.

These doors help to protect you if a fire starts elsewhere in the building, allowing you to remain safely in your home until the fire and rescue service arrives. To ensure that fire doors continue to provide this protection, please:

- keep fire doors closed when they are not in use;
- do not tamper with self-closing devices on any fire door;
- report damaged or faulty fire doors, or missing signage immediately by calling **020 8642 1500** or emailing **hello@shsoc.org.uk**

Fire alarm systems

Many of our buildings for older people are also fitted with fire alarm systems. The systems are tested (almost) every week. We also carry out ad hoc fire alarm tests when residents are not expecting them, to ensure residents follow our fire safety guidance and remain within their homes. These ad hoc tests were carried out in September 2026, with only a few issues to address with individual residents.

Chargers, batteries and fire safety

Do you pop your phone on to charge before bed? Maybe you enjoy watching TV on your laptop or tablet in bed – plugged in to keep the screen bright, of course. Let's take a closer look at how many of us use every day electrical items – and the fire risks many of us leave ourselves open to without realising it.

What is a lithium battery?
Lithium batteries are the lightweight, rechargeable batteries that power our mobile phones, laptops and cameras. They're found in many electrical devices from mobility scooters to e-cigarettes.

Are batteries dangerous?

When used properly, no. However batteries can present a fire risk when over-charged, short-circuited, submerged in water or damaged. They should also be charged safely.

If your battery starts swelling or expanding...

- Stop charging immediately.
- Turn off the device.
- Do not remove the casing or tamper with the equipment.
- Contact the manufacturer or a certified technician.

Counterfeit electrical chargers can be deadly
Many fail to meet UK safety regulations leading to fires and injury. What may seem like a bargain at the market isn't worth the risk when you consider what might happen.

Staying safe – firefighter safety tips for charging your devices

- Always use the charger that came with your phone, tablet, e-cigarette or mobile device.
- If you need to buy a replacement, always choose a branded, genuine product from a trusted supplier. There are lots of fakes out there and it can be difficult to spot the difference.
- Avoid storing, using or charging batteries at very high or low temperatures.
- Protect batteries against being damaged (eg crushed, punctured or immersed in water).
- Don't leave items continuously on charge after the charge cycle is complete (eg don't leave your phone plugged in overnight).
- Never cover chargers or charging devices – that includes using your laptop power lead in bed.
- When you travel, avoid keeping all your items containing lithium ion batteries together, especially on a plane. Check with your flight carrier for additional advice.
- Don't overload power sockets.



E-bikes, e-scooters and fire safety

E-bikes and e-scooters are becoming increasingly popular – but the lithium-ion batteries that power them can present a serious fire risk if they are damaged, faulty or charged incorrectly. These fires can develop extremely quickly, producing intense heat, toxic smoke and, in some cases, explosions. Guidance from the National Fire Chiefs Council (NFCC) and the UK Government highlights a growing number of serious fires involving e-bikes and e-scooters, many of which have occurred in people's homes.



Take care charging at home

Most e-bike and e-scooter fires happen while batteries are charging. A battery fire can spread within seconds, making escape difficult. For this reason:

- Never charge batteries overnight or when you're out.
- Only use the manufacturer's approved charger.
- Do not charge batteries near doors, hallways or anywhere that could block your escape route.
- Stop using the battery immediately if it becomes hot, swollen, damaged, smells unusual or makes crackling sounds.

Keep communal areas clear

A fire involving an e-bike or e-scooter in communal areas could prevent residents from getting to safety and hinder firefighters from reaching those in need.

National fire safety guidance advises that e-bikes and e-scooters should not be stored or charged in communal areas. For this reason, e-bikes, e-scooters and similar electrically powered vehicles must not be stored or charged in any communal area of a Sutton Housing Society building, including corridors, landings, stairwells and entrance halls. The only exception is a Sutton Housing Society designated and approved storage area, designed specifically for that purpose.

Stay safe

- Use approved batteries and chargers.
- Charge only when you are awake and at home.
- Check batteries regularly for signs of damage.
- Keep escape routes clear at all times.
- Do not charge batteries overnight.
- Do not store or charge e-bikes or e-scooters in communal areas.
- Do not use damaged batteries or chargers.

A clear corridor could save a life. Please help us keep our buildings safe for everyone.

National fire safety guidance advises that e-bikes and e-scooters should not be stored or charged in communal areas.



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

Lise Mellors
Housing Manager
T: 020 8915 2954
E: lise.mellors@shsoc.org.uk

Kelly Steers
Housing Manager
T: 020 8915 2955
E: kelly.steers@shsoc.org.uk

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

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