Latest update

Amory Tower March 2021

Neighbourhood Team

We would like to introduce you to Andrew Robertson, your Neighbourhood Officer, who will be managing your estate. You can contact Andrew by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.uk.

Please contact our Customer Contact Centre, details under 'Important contacts' in this newsletter, regarding all repairs, that includes reporting a new repair or checking on the progress of an existing repair.

Anti-social behaviour (ASB)

We've had an increase in noise nuisance reports as we're spending more time indoors because of Government guidelines. Please be mindful of the impact of the noise you make and be considerate of your neighbours as you carry out your daily chores within your home. Check out our website for top tips to keeping the sound down https://www.networkhomes.org.uk/your-home/anti-social-behaviour-and-domestic-abuse/anti-social-behaviour/top-tips-for-keeping-the-sound-down/

We've developed a toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. The toolkit covers a range of issues including drug use or dealing, hate crime and noise nuisance. You can find the toolkit on our website at **networkhomes.org.uk/asbtoolkit**.

Some incidents are a criminal offence. If you're experiencing or see ASB that is an immediate danger to you or others, please call the police on 999 before reporting the incident to us.

You can also report some crimes such as knife crime anonymously to Crimestoppers on **0800 555 111**. We know that it can be difficult to pick up the phone but sharing what you know with Crimestoppers anonymously can help to make our communities safer. You can find out more about Crimestoppers at **crimestoppers-uk.org**.

Sign in, report it with a My Network Homes account!

You can now report a repair and book an appointment for most repairs through your My Network Homes account. The great thing about reporting your non-emergency repairs through your account is that you can do it at any time of the day when it's convenient for you. Don't forget, you can also:

- Check your rent balance and pay your rent
- View your repairs history
- Ask us a question
- Report anti-social behaviour
- And much more!

If you have a tenancy with Network Homes, you can register and set up an account. All you'll need is your customer reference number, a unique PIN which we sent to you and an email address. To find out more, including how to request a new unique PIN, visit **www.networkhomes.org.uk/mynetworkhomes.**

Fire safety and fire strategy

Network Homes has a zero tolerance to any personal items such as bicycles, shoes, plant pots, scooters, prams, etc. being stored in the communal areas, including in riser cupboards. This is to ensure escape routes remain clear for if you need to evacuate in the event of a fire Any items found in these areas will be removed and disposed of without prior notice. We must also remind you that smoking in enclosed spaces is illegal and barbeques are not allowed anywhere at this estate. **This is dangerous and puts everyone's safety at risk.** Anyone found to be ignoring this law could be found in breach of their tenancy.

The fire strategy is a stay put policy. This means unless you're directly affected by a fire, told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home. Remember if you do need to evacuate because of a fire, do not use the lifts. Close the door behind you and safely make your way out of the building before calling the emergency services on 999. If you are unable to self-evacuate or evacuate using the stairs, please contact our Fire Safety Team on 0300 373 3000 so we can visit you and discuss a personal evacuation plan.

Do you need support with claiming benefits?

Did you know Network Homes has its own welfare and benefits advice team? If you want to speak to the team call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Tackling Tenancy fraud

We take tenancy fraud very seriously. This financial year, we have recovered eleven properties as a direct result of tenancy fraud investigation enabling us to ensure that our homes are used to their full potential only by those authorised to do so. We remain undeterred in the fight against tenancy fraud and continue to work with our partners to bring offenders to account. In a recent case regarding the unlawful sublet/non-residency of a Network Homes property, we obtained an outright possession order as well as full costs and an unlawful profit order totalling approximately £10k. An unlawful profit order is defined as an order requiring the offender to pay the landlord an amount that represents the profit made from illegally subletting. The tenant was found to have unlawfully sublet the whole of the property to a care worker while he lived with his family elsewhere.

Successful outcomes in tenancy fraud cases rely heavily on the support we receive from our residents and members of the public. If you suspect someone of unlawfully subletting one of our properties, making a false statement to obtain a home, abandonment or fraudulently submitting a Right To Buy /Acquire application, you can contact our Tenancy Fraud Officer in confidence on 0208 459 9463. Alternatively, you can email Fraud@networkhomes.org.uk. You may be entitled to a £250 reward, see our website for more details at www.networkhomes.org.uk/your-home/tenancy-fraud/.

Taking in a lodger

You may allow anyone to live with you in your home as a lodger if you first get our written permission. We would usually only refuse permission if having a lodger would result in your home being overcrowded.

You will not be able to include a lodger on your tenancy agreement but having one may affect your Housing Benefit entitlements.

If you would like to take in a lodger, please speak to your neighbourhood officer.

Communal cleaning

Y&Y Management Company are the managing agent who provides the communal cleaning service for your building. Y&Y carry out cleaning three times a week, on Monday, Wednesday and Friday. If you have any issues, please report them to us at customerservice@networkhomes.org.uk.

We've had reports of rubbish bags being left on the bin room floor. When using the bin room, please place your bags in the bins. Leaving bags with household waste on the floor will attract vermin such as mice and rats.

Please do not leave large cardboard boxes in the rubbish or recycling bins. You can place your cardboard boxes in the bulky item room located in the basement area. Please flatten your boxes before disposing of them in the bulky item room to prevent the room filling up too quickly. The bulky room door is always open, but you may need to push the door with a little force for it to open.

Communal repairs

Y&Y Management Company are responsible for all communal repairs. This includes the main doors and bin chute. The main door is automatic so please do not wedge it open or pull it as this will cause damage. Currently a part is on order to fix the door.

We've had to repair the bin chute several times over the last few months but it continually breaks down. The management company are in contact with the manufacturer to resolve this ongoing issues.

Important contacts

Got a repair? Or need any other information? Get in touch by:

- Your My Network Homes account – www.mynetworkhomes.org.uk
- Phone –0300 373 3000
- Email –customerservice@networkhomes.org.uk
- Website –www.networkhomes.org.uk/contact-us
- Facebook –Networkhomesuk
- Twitter –asknetworkhomes.

If you need **to report crime or anti-social behaviour**, please visit **https://online.et.police.uk to report minor or non-urgent crimes.**

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