

30 April 2021

To residents at  
Eaton Plaza  
Elmfield Way  
Westminster  
W9 3UH

The Hive  
22 Wembley Park Boulevard  
Wembley  
HA9 0HP

[www.networkhomes.org.uk](http://www.networkhomes.org.uk)  
customerservice@  
networkhomes.org.uk  
0300 373 3000

Dear resident,

**Re: Update on the consultation about the introduction of a security service at Eaton Plaza, Elmfield Way, London, W9**

Following on from my letter to you on 1 April about introducing a security service at Eaton Plaza, we've made the decision to introduce security service option two, which is a 12-hour shift, 7pm to 7am, seven days a week. There will be a charge to each household of £10.16 per week for this service. We've made this decision based on advice from the Police Safer Neighbourhood Team and resident responses to the consultation. We also have a provisional start date for the service, which is 24 June 2021.

As mentioned previously, the security service will oversee a range of things such as fly tipping, managing the estate to ensure non-residents or visitors, who are intent on causing a nuisance for the residents, do not enter the building, and the general wellbeing for all residents.

We outlined the different service options and costs of them in the letter dated 1 April for you to review and express your preference. The cost of the service will be split equally among all homes on the entire estate.

I received responses from 14 residents who were concerned about several issues and had questions about them. Thank you to everyone who got in touch. We've reviewed the concerns that residents raised with us and I've included, with this letter, a frequently asked questions (FAQs) guide which provides answers to these concerns.

Please take the time to read through the Frequently Asked Questions on the following pages and if you do have any additional questions that have not been captured in the FAQ guide, please feel free to get in touch by email to [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) or call us on 0300 373 3000.

Yours sincerely,



**Gabriel Codjoe**  
**Director of Housing**

## Frequently asked questions (FAQs) about the introduction of a security service at Eaton Plaza

**Question** How many residents responded to the initial consultation letter?

**Answer** *Out of 139 properties (including Union Court and Worcester Court) residents from 14 homes responded.*

**Question** What option received the most positive feedback?  
And what would be the cost to each resident.

**Answer** *Option two – a 12-hour shift, 7pm to 7am for seven days a week. This will cost each resident £10.16 per week and this is inclusive of VAT. Network Homes will cover the cost of the portacabin and portaloos.*

**Question** When will this security service start?

**Answer** *We have set a provisional date of Monday, 24 June 2021 to start the security service, although this may be subject to change.*

**Question** Are there any other costs associated with the introduction of security?

**Answer** *Yes, the portacabin will require electricity and water and these will come from the communal supply. These costs will need to be covered by residents as part of the service charge, but we will not know the cost until the service has been in operation for three months. We are not anticipating that this additional cost will be significant, but we will closely monitor it. There will be no additional cost to Network Homes' insurance policy.*

**Question** What if I can't afford these costs, is there any help I can get from Network Homes?

**Answer** *If you have financial difficulties and are struggling to pay your rent or service charges, the Welfare Team at Network Homes may be able to help you. They specialise in benefits and were able to gain over £2million in unclaimed benefits for our residents in the last year. You can contact one of our advisors directly by emailing [welfareadvisers@networkhomes.org.uk](mailto:welfareadvisers@networkhomes.org.uk) (they will respond within five working days) or call customer service on 0300 373 3000.*

**Question** Were there any residents who opposed the introduction of security?

**Answer** *Yes. 3 out of the 14 residents who responded to the consultation opposed the introduction of a security service.*

**Question** Will the L&Q blocks (Union Court and Worcester Court) contribute towards the costs?

**Answer** *Yes, the residents of the L&Q block will contribute towards the cost and we've reflected this in the £10.16 per week charge.*

**Question** Does this process require further consultation, e.g., a Section 20? and which companies are quoting for this service - and on what basis will they be selected?

**Answer** *We have recently completed a Section 20 consultation process with residents for the new Security Framework, this instruction is a call off contract (which refers to the contract between Network Homes and United Guarding) from this framework and therefore no further consultation is required. United Guarding are part of the Security Framework and were selected on this basis.*

**Question** What will be the duties of the security guard?

**Answer** *The security guard will do periodic patrols of all blocks and each floor. They will patrol the underground car park and all external areas. Touch points will be placed in each block and on each floor, all external communal areas including the underground car park. Touch points are electronic sensors that allows the guard to record that the specific location has been inspected; these will be reviewed daily to ensure all areas are being checked. The guard will keep a log of each interaction they have with a non-resident who is not visiting a specific property. The guard will also report repairs and allow access to internal communal areas for Network Homes contractors.*

**Question** On occasion there have been up to 10-15 youths congregating in the car park. What powers will the security guard have and how do you propose a singular security guard deal with such large numbers?

**Answer** *Network Homes has 10 other estates in London where we have a security/concierge presence. The guards are Licensed under the SIA (Security Industry Association) and have the necessary experience to communicate effectively with trespassers. United Guarding work well with the local Police Safer Neighbourhood Team and ultimately, they will call the Police if matters escalate to that level; this has occurred in only a handful of occasions over the last five years.*

**Question** What steps are already being taken by Network Homes to tackle known perpetrators - those who reside on the estate?

**Answer** *In the last 12-months, Network Homes has taken formal action against three residents. The actions included a Notice Seeking Possession and warning letters.*

**Question**    **How will the security guard be supervised?**

**Answer**        *A manager from United Guarding will visit the site during each shift. The manager can remotely monitor the Touch Point data to confirm that patrols are being carried out. Network Homes can also periodically review CCTV footage to see what activities are being undertaken by the guards.*

**Question**    **Can residents call the guard if they see any anti-social behaviour (ASB)?**

**Answer**        *Yes, residents can call the guard if they notice any anti-social behaviour on the estate. A mobile number for the guard will be published.*

**Question**    **Will this arrangement be reviewed, if so when and how often?**

**Answer**        *Yes, the intention will be to hold a formal review three months after the service has started and residents will be involved in this process.*