Latest update

243 Ealing Road June 2021

Home swap / Mutual exchange

A mutual exchange is where you 'swap' homes with another resident, who can be a Network Homes resident or a resident of another housing association or local council. Despite the coronavirus pandemic we are still processing mutual exchanges.

Is mutual exchange for you?

Mutual exchange might be for you if you:

- Live in an overcrowded home
- Are under-occupying your home
- Want to move to a different area.

You may not be given permission to exchange if you:

- Are in rent arrears
- Have legal action being taken against you
- Have a history of anti-social behaviour.

How to find your new home

We are a member of Homeswapper, an online service which matches tenants to suitable properties. This service is free and you can find out more at **www.homeswapper.co.uk**. You can search for properties based on location, number of bedrooms and rent charge. You can also filter your search based on the type of tenancy, special provision, level of urgency and property features.

You must enter information about your current home into the website. The more information you provide, the more likely you will be successful. You need to include information such as: Size, Type of property, Location, Special features, Rent charge.

After you have found a home to exchange with you must apply to us for permission to go ahead with the mutual exchange. Both you and the resident you are swapping with must complete a form. You can find out more about mutual exchanges and download the form from our website at https://www.networkhomes.org.uk/your-home/your-tenancy/mutual-exchange/.

Hoarding

Hoarding is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. Hoarding is considered a significant problem if:

- the amount of clutter interferes with everyday living – for example, the person is unable to use their kitchen or bathroom and cannot access rooms

- the clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers.

We can help you if you are hoarding as it could cause a significant fire risk, as well as health and safety risk especially if the clutter attracts rodents.

If you feel that you need help, please speak to your Neighbourhood Team on 0300 373 3000, your family members or support worker (if applicable).

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 the 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.

Check your smoke detection - Having smoke detection can prove lifesaving as it gives early warning of a fire within your home. It's important you test these detectors regularly. Your detection should have a 'test' button and if you push this, it will sound for a few seconds. If you think your detector is not working, please call us on 0300 373 3000.

Knowing what you should do in a fire - It's important that you and people in your household are prepared if a fire breaks out in your home. You should familiarise yourself with details of the fire strategy for your building. You can find the details on a notice placed on the wall by the entrance of the building. If you require assistance developing an escape plan, please call our Fire Safety Team on 0300 373 3000.

Balconies - Over the last couple of years, Network Homes, like other landlords, have reported an increase in the number of balcony fires. If you have a balcony here are some of the things you can do to reduce the risk of a fire occurring:

- Do not use any cooking equipment on balconies
- Do not keep items like plastic plant pots on balconies where smoking takes place
- Ensure there are not large quantities of combustible materials such as cardboard boxes
- Always ensure you properly stub out cigarettes and dispose of them carefully
- Never leave lit cigarettes or cigars unattended
- Empty ashtrays carefully, ensuring all smoking materials are stubbed out and cold.

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.

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/

If you think you're experiencing ASB, please check out our ASB toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. You can find the toolkit on our website at www.networkhomes.org.uk/asbtoolkit.

Keep your contact details updated through your My Network Homes account!

You can use your My Network Homes online account to update your contact details with us. It's safe, secure, and available for you to use at any time of the day. You'll be able to update your telephone number and email address to ensure we have your correct details to keep you informed about our services.

If you have a tenancy with Network Homes, you can register and set up an account. All you need is your customer reference number, a unique PIN which we will send to you and an email address. To find out more, including how to request a new unique PIN, visit

www.networkhomes.org.uk/mynetworkhomes.

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.

London Borough of Brent

Check out what's going on in your local borough.
https://www.brent.gov.uk/your-community/community-directory/

https://www.brent.gov.uk/events-and-whats-on-calendar/

https://www.brent.gov.uk/your-community/community-grants-and-voluntary-sector-support/nominate-a-community-asset/

Important contacts

If you have any **issues with communal cleaning or grounds maintenance service**, call Pinnacle on 0330 332 0845 or email **networkhomes@pinnaclepsg.co.uk**.

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

- Your My Network Homes account **– www.mynetworkhomes.org.uk**

Latest update from Network Homes

- 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**, please visit **https://online.et.police.uk to report minor or non-urgent crimes.**

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