

22 June 2021

TO ALL RESIDENTS AT EATON PLAZA, ELMFIELD WAY

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk
customerservice@
networkhomes.org.uk
0300 373 3000

Dear resident,

Re: Temporary changes to the new security service for Eaton Plaza, Elmfield Way, London, W9.

In April, I wrote to you about the introduction of a security service at Eaton Plaza and confirmed that, following feedback from residents, it will be a static security service operating a 12-hour security shift from 4pm to 4am, seven days a week. We've had to make an adjustment to this service, due to planning permission required, and provide you with a mobile security service for the first few weeks instead of a static service. The changes will mean an initial savings for you as the mobile service is £6.26 per week rather than £10.60 per week for the static service. The mobile patrol service will start on Monday 28 June.

For us to provide a static security service, the security guards will need to operate from a portacabin. After reviewing what needs to be in place to start this service, we discovered we're unable to have a portacabin in the communal area around the garden bed or in the underground car park without planning permission from Westminster Council. It is estimated that it will take 8 to 10 weeks to receive planning permission. To prevent any delays to your security service, we will introduce a mobile security service while we apply for planning permission for the static security service.

You will still have a 12-hour a day security service from 4pm to 4am, seven days a week. The security guards will visit Eaton Plaza on a regular basis and they will patrol all floors in internal and external communal areas including the underground car park. You will be able to call the mobile patrol during their 12-hour shift if you notice anything unusual. Once we have received planning permission for the portacabin, we will write to you again about the service.

You will be able to contact United Guarding through their patrol control room on 020 8211 9444. They will let you know when the security patrol will be in your area.

Please see attached frequently asked questions (FAQs) regarding the mobile patrol service. If you have any concerns or comments please email me at Gabriel.codjoe@networkhomes.org.uk

Yours sincerely,



Gabriel Codjoe
Director of Housing

Frequently asked questions (FAQs) about the introduction of a mobile security service

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

Answer *We have set a provisional date of Monday 28 June 2021 to start the security service, although this may be subject to change.*

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 (they will respond within five working days) or call customer service on 0300 373 3000.*

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 mobile security guard will do periodic patrols of all blocks and each floor. They will patrol car parks and all external areas. Touch points will be placed in each block and on each floor, all external communal areas including car parks. 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 and other areas. What powers will the security guard have and how do you propose the security guards 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 in the block/estate?

Answer *In the last 12-months, Network Homes has taken formal action against a number of residents. These actions included warning letters and Notices Seeking Possession.*

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.*