



Latest update

Princess Louise

July 2021

Security

We wrote to you on 18 June about the introduction of a new mobile security patrol service for the W9 & W10 blocks along the Harrow Road. Following the section 20 consultation for the new security contract with United Guarding, we've made the decision to introduce a patrol security service. This will be a 12-hour shift, 4pm to 4am, seven days a week. There will be a charge to each household of **£6.26** per week for this service.

We've made this decision based on advice from the Police Safer Neighbourhood Team given the level of anti-social behaviour reported by you about non-residents coming into the external and internal communal areas. The start date for the service was Monday 28th June but charges to residents will only start from the 28 July 2021. If you think this additional charge will cause you financial hardship you can contact our Welfare Benefits Team at welfareadvisors@networkhomes.org.uk

The security patrol service will attend your estate/block, check all external and internal areas to ensure people who are not residents are not loitering by moving them off the property. Electronic touch points will be placed through the estate/block for the security patrols to 'check-in' to confirm they are accessing and checking the areas as required. You will be able to call the mobile security patrol during their 12-hour shift if you notice anything unusual on 020 8211 9457. They will let you know when the security patrol will be in your area.

Call United Guarding if it's:	Organisation to contact if it's:
Anti-Social Behaviour	Domestic Disputes – report to Network Homes
Loitering	Maintenance Issues – report to Network Homes
Criminal Damage	Serious Criminal Activity – call the police
Breaches of Communal area rules	Car Parking Issues – report to Network Homes
Low level Criminal Activity	Assault or Threatening Behaviour – call the police
Noise Abatement (after 11pm)	Medical Emergencies – call the emergency services on 111 or 999
Vandalism	Fouling of Footpaths

Virtual surgeries

We continue to follow government guidelines on social distancing so we're unable to hold face to face meetings with residents at present. We would still like to stay in touch with you to hear your views about where you live. We are holding virtual surgeries every Friday from 10am to 1pm. Residents can book a 15-minute time slot and you must book your slot at least 24 hours in advance of the surgery date together with the reason for your attendance. If you would like to attend these surgeries please email Judine.alleyne@networkhomes.org.uk or Sayeed.ali@networkhomes.org.uk





to let us date and time slot you wish to attend. This will of course be subject to availability. You will receive an invitation to attend the surgery with a Microsoft Office Teams link to join the meeting. Please remember that these surgeries are not to report communal repairs. You should continue to report all repairs to our Customer Contact Centre, details under 'Important contacts' in this newsletter, including new repairs or checking on the progress of an existing repair.

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.

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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.

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
- 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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#residentsforchange
#getinvolved



Hands up if you want to get involved
Join our Resident Engagement Team

Speak up
Team up
Join up

Come along to our virtual events and speak with our teams from across the business about your home and local community. We want to hear from you!

www.networkhomes.org.uk/get-involved/local-events/

All events will be held virtually on Microsoft Teams!

To find out more:
Email: get.involved@networkhomes.org.uk
Visit: networkhomes.org.uk/getinvolved
Phone: contact us on 0300 373 3000



#residentsforchange
#getinvolved



Hands up if you'd like to get involved!

Residents have many opportunities to get involved, share local knowledge and support others and make difference

Hands up if you want to get involved
Join our Resident Engagement Team

Speak up
Team up
Join up

To find out more:
Email: get.involved@networkhomes.org.uk
Visit: networkhomes.org.uk/getinvolved
Phone: contact us on 0300 373 3000



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