



Latest updates for residents at Kilburn Quarter

December 2021



Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	12 January 2022	10:00am	Communal Grounds
Thursday	9 February 2022	10:00am	Communal Grounds
Thursday	9 March 2022	10:00am	Communal Grounds

Communal heating and hot water system

We're pleased to confirm that since our last meeting with you on 18 November, the project plan for the replacement of heating and hot water pipework in the car park has been completed and the work began on 22 November 2021.

We have also reiterated to United Living that the leaks have come about because of construction issues and should be treated as a latent defect. We are waiting on a formal response from United Living based on Butler & Young's initial report (commissioned by Network Homes).

Please note that the discussion about compensation will take place when a permanent solution to the leaks has been completed.

Thank you for your patience, and if you wish to discuss any concerns about the leaks with us, please contact our Mechanical and Electrical Team by calling **0300 373 3000** or emailing MandEandCompliance@networkhomes.org.uk.

Building Safety team update

Since our last newsletter we have continued the safety investigations at Kilburn Quarter in line with the advice issued to landlords by the Government and we're following all guidelines to carry out these





works safely. We've finished our investigations of the North Block (15 Hansel and 72 Cambridge Road) and the EWS1 certificates are available on our website:

- Hansel form: <https://www.networkhomes.org.uk/media/9799/ews1-signed-20919-network-homes-kilburn-quarter-north-block-hansel-1-26.pdf>
- Cambridge form <https://www.networkhomes.org.uk/media/9798/ews1-signed-20919-network-homes-kilburn-quarter-north-block-72-cambridge-1-20.pdf>
- Letter https://www.networkhomes.org.uk/media/9922/20919-kilburn-north-block-ifc_ews1_cover-letter.pdf

Please see the most recent update about the investigations on the East Block (110,110,120,130,140 Kilburn Park Road, South Block- 82 Cambridge Road, West Block- 72,74,76,78,80 Cambridge Road) here: <https://bit.ly/3qo6uL3>

Please email customerservice@networkhomes.org.uk if you have any questions.

Pest control

We've appointed Brent Direct as our new pest control contractor. Brent Direct started on 1 December 2021 and will provide a pest control service for four months. We are currently tendering for a new contractor to start on 1 April 2022.

Data Protection (CCTV & Doorbells)

If you currently have or are considering installing a CCTV camera or video doorbell, you could be subject to data protection laws. You must ensure it meets certain criteria which includes only using it for domestic purposes; positioning it to only overlook your home or garden and not surrounding areas like communal areas, neighbours' home/ garden or public pathways; and turning off the sound recording.

You can read more about it including what you need to know to ensure you are meeting data protection laws on our website at www.networkhomes.org.uk/cctvdoorbells.

Online Safe Spaces available on our website



We've recently added the online Safe Spaces to our website which is a discreet portal offering helpful support, advice and contact information to people at risk of or experiencing domestic abuse. It features a quick exit button and leaves no internet history, ensuring your safety if you use the service.

All you need to do is select the Safe Spaces banner in the footer of our website at www.networkhomes.org.uk and it will open on the screen for you to use.

Do you need support with claiming benefits?

Latest update from Network Homes





Did you know Network Homes has its own welfare and benefits advice team? In recent years, the team has consistently assisted residents in obtaining unclaimed benefits of approximately £2million per year. If you're worried that your benefits are incorrect or wonder if you would be entitled to any, please call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Fire safety and fire strategy for your home

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.

There has been a lot of media coverage this past year of fires affecting balconies in blocks of flats across the country. If you have a balcony, it's important you take preventative measures to reduce the risk of a fire breaking out or spreading via your balcony. We've found some useful balcony safety tips you can use:

- Don't use BBQs on your balcony.
- Avoid smoking on your balcony and always ensure cigarettes are put out.
- Never throw cigarette butts over the edge of the balcony.
- Keep doors and pathways clear and clutter free.
- Don't store flammable items on your balcony.
- Always have a working fire extinguisher nearby.

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.

Check your rent account balance through your My Network Homes account!

With your My Network Homes online account, you can check your rent account balance, recent transactions and make a payment. You can also use your account to report and book an appointment for most non-emergency repairs, make an enquiry, access our FAQ library and raise other service requests.

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 sent to you and an email address. To find out more, including how to request a new unique PIN and register your account, visit www.networkhomes.org.uk/mynetworkhomes.

Latest update from Network Homes





Anti-social behaviour (ASB)

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.

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.

Masooma Okera is your Neighbourhood Officer who manages your estate. You can contact Masooma by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.uk

If you need to report a repair, check on the progress of an existing 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

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