



Latest updates for residents at 243 Ealing Road

July 2022



Balconies

Some residents have been using their balconies in a way that is prohibited by the lease for the building. This is a reminder to all residents about the balcony restrictions in place that you should follow. They are:

- **Not to attach any items to an edge or sill of the balcony** – This means residents cannot attach plant pots or hanging basket to their balcony or any handrails. Please relocate these plants inside your property.
- **Not to attach any item to the balcony glass or handrails** – This includes hanging baskets (as per the above) but also any material that acts as a covering, a privacy block/divider, fencing, bamboo or other material fixed to the balcony itself.
- **Not to light fires, use any patio heater or barbeque equipment** – This means residents cannot use disposable or purpose-built barbeques, or light any fires or smoke on their balcony.
- **Not to dry washing on the patio balcony or terrace** – residents are not permitted to hang washing on their balcony to dry.

By following this advice, you can help keep you and your neighbours safe. Please be aware that these areas are inspected as part of routine inspections of the block, and you may be asked to remove items if they are deemed hazardous. Any resident found to be disregarding this request will be in breach of their tenancy or lease and therefore will have legal action taken against them.

Parking and Permits

We are aware that some residents have received parking tickets when parked in the disabled bays in the parking area while not displaying a blue disabled badge. This is a reminder to all residents that you must display both a residents parking permit and a blue disabled badge to park in the disabled bays. You may receive a parking ticket if you do not display **both** of the badges. We understand that some residents may not have been aware of this or misinformed about the use of the disabled parking bays, however going forward any resident not displaying these items will receive parking notices.





Bicycle Stores

We are aware that some residents are storing items other than bicycles in the bicycle storerooms. These include, but are not limited to, pushchairs, clothes horses, Christmas decorations, boxes, and other personal items. This is not permitted and can pose a fire risk. If you have any items, other than bicycles, stored in the bicycle store, please ensure you remove them by **3 July 2022**. After this date, we will remove and throw away any items, other than bikes, that we find in these store rooms without further warning.

Investigation of Noise Nuisance - Noise App

As part of our efforts to reduce anti-social behaviour (ASB), we're now using a noise monitoring app called The Noise App. This app is simple to use and free to download by going to your App store. This will enable you to create a record of the noise nuisance you are experiencing and how it is affecting you. All you need to do is **create your account and choose Network Homes** as the service provider to investigate your noise nuisance reports.

For us to prove a breach in tenancy, noise nuisance must be deemed as a statutory nuisance. To be considered a statutory nuisance the noise must occur on multiple occasions and typically for a prolonged period. Before reporting incidents of noise to us you should consider:

- Is the noise 'reasonable'?
- The time of day it occurs. i.e., loud noises after 11pm and before 7am
- How long it lasts i.e., duration
- Is it a regular or frequent occurrence?
- Is it deliberate?

We will not consider the following as Anti-social behaviour (ASB):

- Household noise due to everyday living (e.g., babies crying, banging doors, flushing toilets, vacuum cleaning, slamming doors, DIY, occasional dog barking, movement through stairwells and internal staircases etc)
- Children playing
- One off parties/ BBQ's/ religious celebrations

Please refer to our online ASB toolkit on our website www.networkhomes.org.uk for further information.

Non ASB will be logged and recorded, and no further action will be taken. If you made the report to us, we will explain to you why it will not be investigated. We may offer potential solutions to the other party involved where appropriate.

If you would like us to investigate the nuisance you are experiencing, you will need to use **the Noise App or complete an Incident Log Sheet**. You must keep a record for 10 consecutive days. If using the noise app it is vital you record the impact to you in the comments section within the app such as





how it is making you feel and describe the level of noise; there is a box to indicate the level on a scale of 1 – 10 with 10 being the loudest.

All recordings via the Noise app will be reviewed. We may contact you if there are any issues with the recordings.

Once we have received the Noise App recordings or completed Incident Log sheets, we will review the information to assess whether we can investigate your complaint further. Without this information it is unlikely we will be able to investigate on your behalf. This is a legal process and will require good evidence of the noise you have been experiencing to demonstrate a tenancy breach.

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.

Pest control

In April we told you about our new pest control contract with Nightshift Pest Control. Rats and mice within your homes are covered under the contract. To report a problem with rats or mice, please contact Nightshift Pest Control directly by email at office@nightshiftpestcontrol.co.uk. If it is an emergency, you can phone them on **01892 871008**. All other pests in your home are your responsibility to remove.

Window cleaning

The window cleaning programme for 2022 is scheduled for week commencing 5 December.

Upcoming estate inspection

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	24 August 2022	12pm	Meet at: lobby entrance

If you would like to join Thomas Furnell, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Thomas on **0300 373 3000** or email customerservice@networkhomes.org.uk

Rubbish disposal

Household waste that is placed inside the wrong bin or bulk household furniture dumped inside the bin room will not be collected. When this does happen, we have to arrange for the removal of contaminated waste and such household items which we will then have to claim back from you by adding the cost we incurred for doing this to your service charge. Please ensure you place your





rubbish in the correct bins available and make your own arrangements for the removal of your bulk household furniture. The contact details for Brent Council are <https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste> or by phone 0208 937 5050.

Stay put fire safety strategy for your building

The fire strategy for your building 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.

Braunston House fire

You may be aware that in May a fire broke out within a flat at Braunston House. We are pleased to tell you that there were no injuries and the fire was contained to that flat. The cause of the fire was accidental and was caused by a candle.

The property is fitted with sprinklers which activated, suppressing the fire until the emergency services arrived on site. This resulted in minimal fire damage. All flats within Braunston, Aylesbury, Marsworth, and Venice House have sprinklers installed and it's really important that we inspect and service them every year. If you have not had a sprinkler test completed within the last 12 months, please contact us on 0300 373 3000. Please be aware that under the terms of your tenancy agreement or lease, you are required to provide us with access so we can complete this service/inspection. If you refuse us access to complete these essential safety checks, we will have no choice but to take legal action to gain access to your home. If we do this, we will have to recover any associated legal costs from you which could be in the region of £800.

If you live in a flat in Northampton, Cosgrove and Wendover House, you will not have sprinklers installed as your building is under 30m tall.

New residents' information

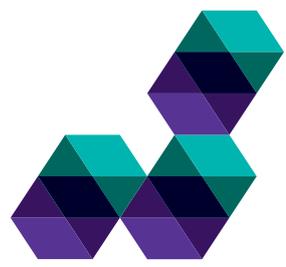
If you are a new resident, then welcome to your new home at 243 Ealing Road. Please check out our website for information about our services and important information you would need to know as a resident. You can also find previous updates about your scheme.

Visit our website at www.networkhomes.org.uk.

Read previous updates about your scheme on our website at <https://bit.ly/3acBBAV>

Read the latest issue of Network Life, newsletter for residents, on our website at www.networkhomes.org.uk/networklife.

Latest update from Network Homes





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.

Thomas Furnell is your Neighbourhood Officer who manages your estate. You can contact Thomas 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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