



## Latest updates for residents at Kilburn Quarter

July 2022



### Communal heating and hot water pipework replacement

K&T Heating has completed the works to repair the pipework at South Kilburn. Our consultant, Butler & Young, are checking that all has been completed as required and currently feedback regarding the quality of works has been positive. Thank you for your patience over the last 18 months while we investigated and fixed a complex issue.

We recognise that we took longer than we should have to resolve early leaks as we didn't have the materials available, however we were able to resolve most of the leaks within 24 hours. Our records show that leaks occurred on 10 separate occasions in different locations, these leaks occurred in random frequencies and there were periods of several months when leaks did not occur.

We are talking to United Living regarding liability for the leaks and costs for completing the repair work. Throughout our investigation, we have remained committed to compensating residents for the impact and delay in fixing the leaks. As a result, we will be making a compensation payment of £100 to all residents in recognition of the disruption and delay in fully resolving the leaks. We will make this payment to you via your rent/service charge account.

We will continue to monitor the performance of the pipework closely. We will be completing routine inspections through our own technical team and Oakray will be completing monthly maintenance visits to the plant room as well as an annual service of the communal boilers.

If you have any concerns relevant to the leaks, please contact our M&E Team by calling 0300 373 3000 or email us at [MandEandCompliance@networkhomes.org.uk](mailto:MandEandCompliance@networkhomes.org.uk).

### 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.

## 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](http://www.networkhomes.org.uk/asbtoolkit).

## Parcel deliveries

We strongly recommend that you arrange for parcels to be delivered on dates and times when you will be at home to receive them. Alternatively you may want to use the 'click & collect' service provided by many retailers. We accept no liability for thefts of parcels as we are unable to monitor parcels left by delivery personnel.

## Window cleaning

We have scheduled the window cleaning for week commencing 12 September.

## 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](mailto: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.

We recently inspected all blocks checking the communal riser cupboards, bin rooms, bicycle rooms and communal hallways for rodent infestation and proofing works. We found no major concerns therefore no proofing works are required.





## Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Tuesday	26 July 2022	10am	Communal Grounds
Tuesday	20 September 2022	10am	Communal Grounds
Tuesday	15 November 2022	10am	Communal Grounds

If you would like to join Shujaat Ali, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Shujaat on **0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

## New residents' information

If you are a new resident, then welcome to your new home at Kilburn Quarter. 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](http://www.networkhomes.org.uk).

Read previous updates about your scheme on our website at <https://bit.ly/2DTnpB2>

Read the latest issue of Network Life, newsletter for residents, on our website at [www.networkhomes.org.uk/networklife](http://www.networkhomes.org.uk/networklife).

## 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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact Network Homes on **0300 373 3000**.

## 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](mailto:networkhomes@pinnaclepsg.co.uk).

Shujaat Ali is your Neighbourhood Officer who manages your estate. You can contact Shujaat by phone on 0300 373 3000 or by email at [customerservice@networkhomes.org.uk](mailto: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](http://www.mynetworkhomes.org.uk)
- Phone –**0300 373 3000**

Latest update from Network Homes





- Email – [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

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