

22 December 2022



The Resident(s)  
Ward Lane  
London,  
E9 5GX

The Hive  
22 Wembley Park Boulevard  
Wembley  
HA9 0HP

[www.networkhomes.org.uk](http://www.networkhomes.org.uk)  
customerservice@  
networkhomes.org.uk  
0300 373 3000

Dear Resident,

### **Theft of gas pipes at Hamella House**

There has been another recent theft of gas pipes from the bin room at Hamella House. As a result, we have now increased the number of security guards for Ward Lane, and in addition we will now be locking shut each bin/meter room with immediate effect. If you require access to these areas to dispose of rubbish or to read your meter you must now speak to the onsite security team who will provide accompanied access as your key fob will no longer work for the bin rooms and meter rooms. We will review this system in the new year.

**24 hour onsite security guard mobile number: 07079 383118**

**24 hour United Guarding Control Room: 0208 211 9444**

Due to the seriousness of these incidents, we are also paying a cash reward of up to £1000 to anyone who can provide information that leads to an arrest or that significantly helps us to resolve these thefts.

We have escalated these thefts to the Police borough commander to investigate and assist us with identifying the person/ people responsible for this crime. We also ask for your cooperation during this period and would like to assure you that we are doing all we can to resolve these thefts as soon as possible. These additional measures we have put in place are now vital in protecting the estate and they will be in place over the Christmas and New Year period.

### **What to do if you notice unusual behaviour on your estate**

Please remain vigilant, particularly not to allow strangers to follow you into secure communal areas of the building and this includes the bin rooms where the pipes are located. This kind of theft is dangerous and has the potential to cause harm given that gas pipes are involved.

If you have any information to report to us about this incident, please report it via our website at [www.networkhomes.org.uk/asb](http://www.networkhomes.org.uk/asb) by completing our Antisocial behaviour reporting form. All reports we receive about this will be treated as confidential.

If you have any concerns or suspicions about unusual incidents or behaviours that you have observed, please report this to the police as a matter of urgency. It is important that you do not approach any individuals who you have concerns about because of the potential risk of harm to you; report it to the police immediately.

We hope you understand why we've put these measures in place and hope they ease any concerns or worries you may have about the matter. If you have any questions regarding the contents of this letter, please do not hesitate to contact your neighbourhood officer, Andrew Robertson, at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) or on 0300 373 3000.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Gerry Doherty', written in a cursive style.

Gerry Doherty  
Executive Director of Customer Services