



Latest updates for residents at Kilburn Quarter

April 2023



Security

Thank you to those of you who participated in our security consultation exercise. We will be writing to all residents week commencing 3 April with the results of the consultation exercise and about changes to the security service.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	13 April 2023	10am	Communal Grounds
Thursday	11 May 2023	10am	Communal Grounds
Thursday	8 June 2023	10am	Communal Grounds

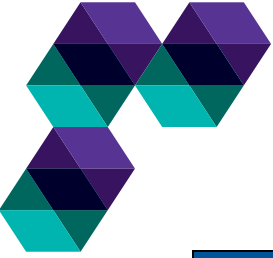
If you would like to join Akisha Francis, your neighbourhood officer, during the estate inspection or discuss a specific issue, you can meet her on the dates above. Please contact Akisha on **0300 373 3000** or email customerservice@networkhomes.org.uk

Estate inspection findings update for your site

Your neighbourhood officer, Akisha Francis, has identified the below communal disrepairs which she has flagged with our repairs team or TNQ to be actioned:

Repair identified	Location	Action taken	Any other notes
Gate latch missing for communal park gate.	Communal Grounds- Play area.	Reported to repairs – awaiting completion.	
Bin room grill on door missing.	80 Cambridge Road.	Reported to repairs – awaiting completion.	





Repair identified	Location	Action taken	Any other notes
Intercom door faulty.	82 Cambridge Road.	Reported to repairs – awaiting completion.	
No light in basement	78 Cambridge Road	Reported to repairs – awaiting completion	

Window cleaning

The window cleaning programme for 2023 is scheduled for May and October.

Changes to payment options: no longer accept cheque payments

We're making some changes to the ways you can make a payment to us over the spring / summer period. From 1 April, we will no longer accept payments by cheque. You will need to use another payment option to make a payment to us if this was a payment method you used.

We will be making more changes to your payment options, however Direct Debit and standing order payments will not be affected.

To find out more about the changes we will be making, please check out the ways to pay section on our website at www.networkhomes.org.uk/waystopay.

Update from CPM

We are pleased to announce that CPM now have a dedicated Network Homes email address, setup and ready for use: Networkhomes@uk-cpm.com

If you have permit related queries, in relation to a delay in receiving your permit or not getting a response from CPM, you can now send your enquiry directly to Networkhomes@uk-cpm.com. This dedicated address will speed up responses to residents' enquiries.

For all permit applications or to request replacement permits, please ensure that you email permits@uk-cpm.com.

Cost of living help

Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home this winter.

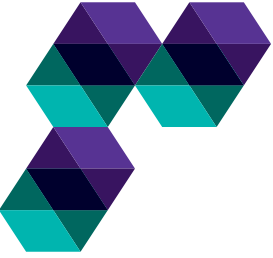
How we can help

- **Support with claiming benefits**

We have a Welfare and Benefits Advice team at Network Homes that can support you with claiming benefits. The team has helped residents claim more than £1.5million each year for

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the past three years and £2.4million last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at welfareadvisors@networkhomes.org.uk.

- **Charitable fund**

If you have had a change in circumstances that has reduced your household income or you're experiencing financial difficulties, you may be eligible to receive support from us through our charitable fund. The most common ways we support people through the fund is by providing food vouchers, beds and white goods. We've also helped with small electronics, energy vouchers (prepayment meters with a card or key only), and school uniforms.

You can find out more information and apply to our charitable fund by visiting the charitable fund page on our website at www.networkhomes.org.uk/charitablefund.

- **Cost of living hub**

We have a cost of living help section on our website where you can access the support we provide, top tips and information about support from external organisations. You can find it in the advice section or directly at www.networkhomes.org.uk/costofliving.

Support from your local council

- **Brent Council cost of living help and advice**

For tips to support you through the rising cost of living you can visit Brent Council's cost of living support hub at www.brent.gov.uk/cost-of-living-help-and-advice

Please take recycling seriously

Recycling contamination remains a major problem and occurs when materials are sorted into the wrong recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container.



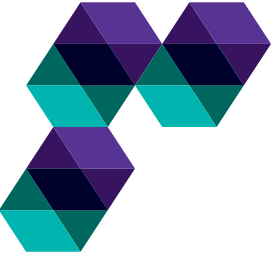
What happens if I put the wrong things in my recycling bin?

If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

Due to contamination of the recycling and the council then refusing to collect the bin, we have to arrange for our contractors to dispose of the bins at a cost which will be **service chargeable to all residents**. It is important to recycle properly to avoid such unnecessary additional cost to you.

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How to prevent recycling contamination

1. Rinse your containers as soon as they're empty and before placing in the recycling bin.
2. Sort your recycling materials.
3. Check the recycle material list to see what is accepted and how to sort it.
4. Follow your local council's recycling guidelines.
5. Remind other residents about the recycling guidelines as their actions could cause your recycle bin not to be collected by the council if it's contaminated.

If you live in a block of flats, you should have access to communal recycling bins. These will have labels that clearly show what you can recycle.

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

Parcel and bicycle thefts

We have received many reports of parcel and bicycles being stolen from the estate, this includes both Cambridge Road and Kilburn Park Road. Thieves are operating in your area, and we strongly recommend that you receive your parcels in person rather than asking delivery drivers to leave them in the front lobby area. Parcels left in the lobby can be seen by passers-by and encourage opportunist thieves.

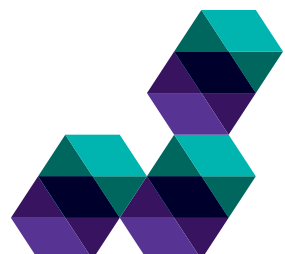
We've been investigating incidents and are in contact with the police to provide CCTV footage. If you are a victim of this crime, please report it to the police and ask the investigating police officer to contact us directly. We are not able to release any CCTV images to you directly, but we can share it with the police once they have completed the DPA form.

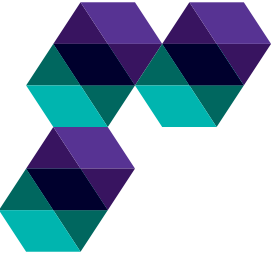
So far, we have found that the thieves are non-residents and are buzzing any flat to be let into the communal lobby. We can also see that the bicycle room doors have been forced open and perpetrators are using face masks and hoodies to cover their faces. I would like to reassure you that we are assisting the victims and police when they contact us and I hope you will redirect any parcels and remain cautious at all times.

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.

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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.

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.

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.

Akisha Francis is your Neighbourhood Officer who manages your estate. You can contact Akisha 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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