

Latest updates for residents at Acacia Court

December 2023



Become a Community Ambassador for your neighbourhood and represent the views of tenants where you live



If you're proud of your community and have ideas to make it better, then the Community Ambassador role could be for you. In this role, you'll get to share your local knowledge with us, support others and make a real difference to your area.

As an ambassador, we'll connect you to the relevant teams every three months, so you have the opportunity raise areas of concern and suggest improvements. You'll also work with your neighbours to develop community projects and activities that benefit the people living in your community.

Check out the Community Ambassador page on our website at www.networkhomes.org.uk/communityambassador to find out more information or register your interest. Alternatively, you can email our Resident Engagement Team at Get-Involved@networkhomes.org.uk or call the Customer Contact Centre on **0300 373 3000**.

Try out our new digital assistant for customers

We've launched our digital assistant for customers which gives you another convenient way to raise or get an update on repairs, check your account balance, or make a payment. The digital assistant comes in the form of a chatbot which you can find on our website and your My Network Homes online account.

The digital assistant is available at any time of the day, seven days a week. It will help you with your enquiry by giving you options to select so it can support you as quickly as it can. During set times, currently Monday to Friday, 10am to 3pm, if it's unable to answer your query or help you to complete your service request, it will give you the option to chat online to one of our customer service advisors.

You can try out the digital assistant the next time you want to raise a repair, check your account balance or make a payment. Simply open the chatbot feature by clicking on the purple 'Chat with us' bubble on our website at www.networkhomes.org.uk

Contact centre opening hours and service over the festive period

As always, we aim to provide you with a good service at all times including over the festive period.

Date	Office opening hours*	Contact centre opening hours
Friday 22 December	9am to 1pm*	8am to 1pm
Monday 25 December	Closed	Closed
Tuesday 26 December	Closed	Closed
Wednesday 27 December	9am to 5pm*	8am to 6pm
Thursday 28 December	9am to 5pm*	8am to 6pm
Friday 29 December	9am to 5pm*	8am to 6pm
Monday 1 January	Closed	Closed
Tuesday 2 January	9am to 5pm	8am to 6pm

Our offices and contact centre will be open as usual from Tuesday 2 January 2022. Usual office opening hours are Monday to Friday, 9am to 5pm and our contact centre hours are 8am to 6pm. If you have an emergency repair while we are closed, please contact us on **0300 373 3000** and you'll be directed to our out of hours repairs service.

*Please note, our Hertford office will close at 12pm on 22 December and only our Wembley office will be open from 27 to 29 December.

Renewal of Parking Permits

It is the responsibility of customers who are eligible to park and have a permit to note when their permits are due to expire. CPM manage the car park at your estate and send out permit renewal reminders four weeks prior to permits expiring, however, these letters can get delayed or lost.

Places you should not park:

- In a car park area if you are not permitted to do so
- On double yellow lines – this can obstruct emergency vehicles and bin trucks.
- In a parking bay not allocated to you
- Double parked in a single bay property
- In front of access points e.g., bin rooms and hatched areas
- On the grass verge by play areas

Parking is monitored daily and at weekends by our staff and CPM. CPM will issue a penalty charge notice to any vehicle that's causing an obstruction or parked in a bay that it's not permitted to use, whether a permit is displayed or not. All car park areas are clearly marked by CPM on the terms & conditions signage displayed.

All parking enquiries and appeals are managed by CPM, not SNG. You can contact CPM at networkhomes@uk-cpm.com or by telephone on 0845 463 5050.

Condensation, damp and mould

Too much moisture in your home can lead to damp and mould. Excess moisture can enter your home in several ways and the most common causes are from condensation and penetrative or rising damp. If too much moisture builds up and is left untreated, mould may start to grow.

There are a few things you can do to help reduce excess moisture in your home. Here are some tips to try out:

- Close the kitchen and bathroom doors when they are in use. This helps prevent moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.
- Avoid drying washing on your radiators, or if you do, then dry it in the bathroom with the door closed and window open.
- Use saucepan lids when cooking.
- Put a small amount of cold water in the bath before you turn on the hot tap.
- Place furniture slightly away from the wall. Where possible, position wardrobes and furniture against internal walls.
- Wipe down condensation or water (including on window ledges and sills) with a cloth every morning, and ensure it is wrung out and dried properly between use.

To find out more ways to reduce excess moisture in your home, information on the causes of damp, mould or condensation, how to tackle it and how we manage these issues, visit the condensation, damp and mould page on our website at www.networkhomes.org.uk/condensation.

Pigeons on your estate and around your home

There's a high cost each year to local authorities and housing associations to clean, repair buildings, and provide pest control proofing. If you feed pigeons around your home, you are encouraging them to roost and perch nearby. Pigeon droppings are acidic and can erode stonework, resulting in long term costly damage. The feeding of pigeons also attracts rats and mice, which take any uneaten food and can also cause a health risk to you and your family. Please do not feed pigeons anywhere on your estate.

Certain scents repel pigeons, such as cinnamon, hot and chilli peppers, peppermint, essential oils, vinegar, perfume, onions, garlic, cumin, cologne, ghost peppers and even jalapenos. Pigeons have a strange relationship with cinnamon. Because of its pungent scent, it becomes a good deterrent, and its natural medical properties help to cure various pigeons' diseases.

Prevention is better than cure. You can purchase and install netting cheaply online or at most DIY stores to prevent pigeons from perching.



Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Tuesday	05 December.	9:30am	Outside the bin room.
Tuesday	06 February.	09:30am	Outside the bin room.

If you would like to join Erika Davidson, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can arrange to meet her on the dates above by contacting her on **0300 373 3000** or email customerservice@networkhomes.org.uk

Estate inspection findings

Your Neighbourhood Officer, Erika Davidson, has identified these issues on her last estate inspection.

Repair identified	Location	Action taken	Any other notes
LED light not working.	1 st floor short corridor.	Raised to repairs.	
Fob reader not working.	1 st floor short corridor.	Raised to repairs.	

Responsible ways of dumping rubbish

The bin room continues to be abused by residents and possibly non-residents. Do continue to ensure that you throw bin bags into the correct commercial bins.

Promptly clear all mess you might accidentally make in the communal area.

Never dump bulk items in the bin room or anywhere else at Acacia Court. Make sure you arrange for your own removal via Brent Council, a private contractor or by taking the items to a refuse centre.

Close the bin room door securely behind you after every use, to avoid unauthorised people entering the bin room to fly tip.

Tackling tenancy fraud

Tenancy fraud is not only illegal – it prevents people who genuinely need a home from getting a place to live. This is why we take tenancy fraud seriously and are dedicated to tackling it - we offer a £250 incentive for anyone who helps us to identify a genuine tenancy fraud case.

Check our latest news on our website for more information at www.networkhomes.org.uk/news.

Ending your tenancy

If you need to move out of your home, you'll need to give us notice to end your tenancy. Please ensure that you provide us with a minimum of four weeks' notice if you plan to end your tenancy agreement with us. You can do this by writing to us at SNG, The Hive, 22 Wembley

Park Boulevard, Wembley, HA9 0HP, or send your notice by email to customerservice@networkhomes.org.uk or contact us by phone on 0300 373 3000.

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.

You may report ASB to us between 9am to 5pm from Monday to Friday. If it's out of office hours, please contact the Police or your Local Authority Environmental Health team.

Defacing lift mirrors

You will be aware that someone continues to deface the lift mirrors with nose mucus. We need your help to catch the perpetrator please. You can report them to us using our ASB toolkit www.networkhomes.org.uk/asbtoolkit

Smoking and smells traveling to neighbouring flats

We continue to receive complaints of smoke and cannabis smells travelling around the building.

Smoking of any substance is not allowed in any communal area.

Legal substances are allowed to be smoked in flats and on balconies.
Smoking illegal substances are not permitted as this behaviour is criminal.

In all instances, consider your neighbours and smoke away from the building, particularly if they're strong smelling.

We continue to work closely with your Queensbury Police Safer Neighbourhood Team, and they'll investigate reports they receive, on 111, for non-emergencies, and 999 for emergencies.

Your Queensbury Police Safer Neighbourhood Team continue to patrol Acacia Court as part of their daily route to support us in managing anti-social behaviour there.

Contact your Police Safer Neighbourhood Team

Report crimes to 999, 101, via the Metropolitan Police online or Crime Stoppers.

You can contact your Police Safer Neighbourhood Team on 07920 233 750 or email them at SNTQK-Queensbury@met.police.uk.

Fire Risk Assessments (FRA) – no items in communal areas

We have a zero-tolerance policy on items left in communal areas. Our FRA action plan also applies to car park areas and will be enforced without exception. Our policy means that we have removed and will continue to remove items found in communal areas without notice. We will dispose of any items we remove as we do not store/keep items.

Shared communal areas include stairways, lifts, landings, hallways, and car parks. Please ensure you do not leave any items in these areas including shoes, shoe racks, prams, pushchairs, bicycles, children's toys, plant stands etc. Items stored in shared areas are a hazard as they can prevent people from leaving the building safely in a fire.

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 an SNG 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 assistance developing an escape plan, please contact our Fire Safety Team on 0300 373 3000 or email at firesafety@networkhomes.org.uk.

New customers' information

If you are a new customer, then welcome to your new home at Acacia Court. Please check out our website for information about our services and important information you would need to know as a customer. 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 <http://bit.ly/3K464DE>

Read the latest issue of our SNG newsletter for customers, 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.

Erika Davidson is your Neighbourhood Officer who manages your estate. You can contact Erika 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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OperationsandHousingContracts@networkhomes.org.uk