

Latest updates for residents at Acton Lane

March 2024



Upcoming estate inspections

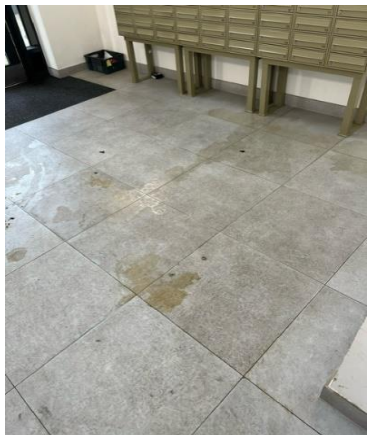
The next estate inspections will take place on:

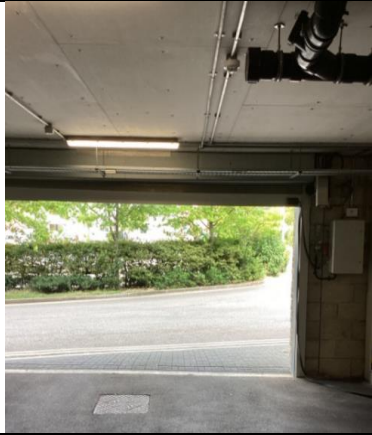

Day	Date	Time	Meeting point
Wednesday	6 March	11am	Renown House Front Communal door
Wednesday	15 May	11am	Renown House Front Communal door


If you would like to join Shantel Anderson, 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, Shantel Anderson, has identified the following issues:

Issue identified	Location	Action taken	Any other notes
ASB – Misuse of communal area. 	Renown front communal foyer.	Pinnacle instructed to clean – monitoring in place.	Residents to please be more considerate in communal areas.

Issue identified	Location	Action taken	Any other notes
	Renown House Car Park.	Part order and fitted.	Please to advised that the car park gate has now been fixed.
<p>Parking in unauthorised areas and blocking of the bin storeroom.</p> 	Outside Leyland House bin storeroom.	UK Car Park Management Ltd are instructed by Sovereign Network Group to managing parking enforcement. This service operates a 24-hour 7 day a week basis to ensure unauthorised users are given a Parking Charge Notice.	Currently looking into installation of operated parking CCTV which will issue automated Parking Charge Notices to unauthorised users.

Issue identified	Location	Action taken	Any other notes
<p>Misuse of bin storeroom.</p> 	<p>Leyland House bin storeroom.</p>	<p>Via CCTV, residents who have continued to misuse the bin store have been issued with Notice Of Seeking Proceession.</p>	

Window cleaning

The window cleaning programme for your site was February and is next scheduled for August 2024.

Support with claiming benefits

We have a Welfare Benefits Advice team at SNG that can support you with claiming benefits. The team has helped residents claim in excess of £1.5million a year for the past five years and sometimes as much as £2.4m. This includes Housing Benefit, Universal Credit, disability benefits, Pension Credit and Carers Allowance to name but a few of the benefits the team have assisted with along with Discretionary Housing Payment applications and 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.

Renewal of Parking Permits

It is the responsibility of residents 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.

Please note that parking enforcement is a civil matter therefore residents will be advised to take up any parking issue directly with the parking company CPM Limited.

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 vehicles
- 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.

Please note that SORN vehicles and vehicles without permit will be removed. Your SORN will start immediately if your vehicle tax has expired.

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**.

Home alterations and improvements

If you'd like to make any home alterations or improvements, you'll need to get written permission from us, your landlord, before you start any work. Please refer to the clause in your tenancy or lease agreement that covers alterations and your obligations. Failure to gain consent from us is a breach of your tenancy or lease and could result in action being taken by SNG.

Please note that you are not permitted to carry out any alterations or improvements in communal areas.

There are a number of home improvements you can make to your home, including DIY (do-it-yourself) improvements, however, there are certain procedures to follow, and you need to be aware of the noise impact on your neighbours.

You'll need to contact your housing officer who will guide you through the application process. Our surveyors might need to request for plans and full details of alterations and contractors you intend to use to carry out these works. Please note that you will be responsible for the cost and the maintenance of these alterations if we approve them. You may need more than our approval, depending on the changes, such as planning permission from the local council.

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 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.

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.

Making the move to a smaller home



*This does not apply to mutual exchanges, and any outstanding arrears will be cleared and paid out from your downsizing payment

If you are interested in discussing this offer further, please contact our Lettings team:

☎ by phone on 0300 373 3000

🏠 online at www.networkhomes.org.uk

@ email us customerservice@networkhomes.org.uk

Who's your next of kin?

Many services, particularly those involving housing, ask for details of your next of kin. You can name whoever you feel is most appropriate, however, naming that person does not grant them any legal rights or responsibilities. Organisations ask for details so that they know who to contact if they're unable to or are struggling to make contact with you.

Naming someone as your next of kin in these circumstances does have advantages. It ensures that person can contact and speak with us on your behalf if you grant them permission to do so. It also means they are kept up to date if the need arises. To grant this permission, you will need to complete and sign our online consent form which you can access using this link: [Representative Consent Form \(office.com\)](http://www.networkhomes.org.uk/representative-consent-form-office.com)

Please note that you are still able to inform us of a next of kin without giving them access to act on your behalf. Without your consent, we will not discuss your personal information with them. If you have any questions on this, please contact our customer services team at customerservice@networkhomes.org.uk or by completing our online contact us form at www.networkhomes.org.uk/contact-us.

Have your say on how we engage with you!

Hearing from you and taking your experiences into account is essential to ensuring we're providing a good service. Now that we've merged to form SNG, we'd like to hear your views on how you would like us to engage with residents and how you would like to influence the services you receive. Please complete our [short online survey](#) to share your thoughts and help shape our new resident engagement activities!

Our [short online survey](#) is open until **16 March 2024** and it won't take longer than five minutes to fill in. **Ten £50 shopping vouchers are also up for grabs**- enter our prize draw in the survey for the chance to win one!

Have your say today, you can fill out the survey below or click the button below to complete it if it isn't loading on this page.

We will not be able to identify individuals by your responses, unless you say you want to be contacted and provide your personal details. If you have any questions about the survey, contact get.involved@networkhomes.org.uk.

Have your say on how we engage with you!



Have you tried our new digital assistant for customers yet?

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.

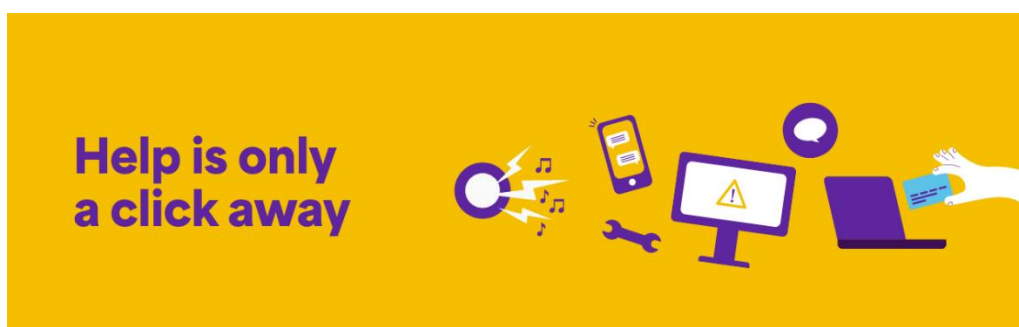
We're here for you online if you need to contact us

There are many ways you can contact us online which are quick, convenient, and available 24 hours a day, seven days a week. In many cases, you can even complete your request or query without having to contact us on the phone.

Some of the key things you can do online is raise a repair, check your balance, make a payment, report anti-social behaviour, find out about our services, and ask us about anything relating to your tenancy or lease.

Through our website at www.networkhomes.org.uk/contact-us, you can access information, online forms, our digital assistant (chatbot) and our payment portal. You can also email us at customerservice@networkhomes.org.uk, text us on **07908 670 571**, use your My Network Homes account if you have one, or direct message us on X **@networkhomesuk** or Instagram **@networkhomes**.

Whether it's checking your balance, paying your rent or something else, the easiest way to get in touch with us is online. Visit www.networkhomes.org.uk/contact-us.



Become a Community Ambassador for your neighbourhood and represent the views of residents 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 to 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**.

New resident information

If you are a new resident, then welcome to your new home at Acton Lane. 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 <https://bit.ly/4a8spfj>

Read the latest issue of our newsletter for residents, on our website at www.networkhomes.org.uk/your-home/customer-newsletter.

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.

Shantel Anderson is your Neighbourhood Officer who manages your estate. You can contact Shantel 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

What do you think of this newsletter?

Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

[Click here to complete the feedback survey](#)

No longer wish to receive this newsletter?

If you prefer not to receive this newsletter and would like us to remove you from the mailing list, please let us know in writing by emailing us at

OperationsandHousingContracts@networkhomes.org.uk



A promotional poster for the 'Brent Well & Warm' campaign. The background is orange with a pattern of small white dots. At the top left, there is a circular badge with the text 'FREE SERVICE'. In the center is a large, textured yellow beanie with a pom-pom. Below the beanie, the text reads: 'Brent Well & Warm', 'Are you struggling to keep your home warm and pay your bills?', and 'HELP IS AVAILABLE!'. Below this text is a QR code with the instruction 'Scan the QRcode to apply'. At the bottom, it says 'For further information contact: brentwarm@groundwork.org.uk'. The footer contains four logos: 'Brent Together Towards Zero' (with a globe icon), a green triangle logo, 'GREEN DOCTOR' (with a house icon), and the 'Brent' logo (with a colorful circular icon).