



Latest updates for residents at 243 Ealing Road September 2024

53 rent weeks from April 2024 to March 2025

This rent year is from 6 April 2024 until 5 April 2025, and has 53 Mondays, therefore 53 weeks instead of 52. This means there’s an additional week of rent to pay. This will affect all customers except for customers who receive Housing Benefit. If you receive Universal Credit, and do not receive Housing Benefit, the Department for Work and Pensions will not cover the extra week of rent and you will need to pay it.

Find out more about how this affects you and what you need to do to ensure you cover your full year’s rent by visiting our website at www.networkhomes.org.uk/53weeks.

If you’re struggling to pay your rent, we can offer advice and support. Please contact our Income Team online at www.networkhomes.org.uk/contact-us or call us on 0300 373 3000.

Upcoming resident meeting for 2024

The next resident meeting will take place on:

Date	Time	Virtual or in person	Location or meeting link details
Tuesday 17 December	6:00pm	Virtual	www.networkhomes.org.uk/ealingroadmeeting

We will publish the resident meeting dates on our website and send you a text message closer to the time to remind you.

You can find details of upcoming or previous meetings on our website here: www.networkhomes.org.uk/ealingroadmeeting

Window cleaning

The window cleaning programme for 2024 is next scheduled for November and December.

Balcony glass

If you have an issues or concerns about your balcony please contact your Neighbourhood Officer, Thomas Furnell.



Our digital assistant is there when you need it and saves you waiting in the line on the phone. It’s quick, convenient and available for you to use any time of the day. Visit networkhomes.org.uk/contact-us

Balcony cleaning guidance

Residents requested at the previous residents' meeting for some information and guidance on balcony cleaning. Below are some Do's and Don'ts when cleaning your balcony.

- **DO** tell your neighbours in advance to allow them time to prepare and to remove items from their balconies to prevent any dust or water damaging their belongings from your balcony above.
- **DO** ensure you sweep your balcony regularly to prevent the build-up of dirt and the need for extensive cleans.
- **DON'T** use excessive or running water. This will drain down on to your neighbours below.
- **DON'T** clean your balcony straight after a window cleaning visit. This will undo the hard work of the window cleaners if they then get dust or water on them. Try to complete your balcony clean before they attend.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	28 December 2024	1:00pm	Lobby Area of Venice House
Thursday	27 February 2025	1:00pm	Lobby Area of Venice House

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


Estate inspection findings

The findings below have been identified by your Neighbourhood Officer Thomas Furnell, or they were raised during customer meetings. Thomas has flagged them with our Repairs team to action.

Issue identified	Location	Action taken	Any other notes
Request for deep cleans of communal areas	All blocks	Discussed and agreed with Pinnacle, our cleaning contractors	Pinnacle have confirmed that deep cleans of all the blocks will be taking place in October 2024.
Shrub replacements	Communal Areas	Discussed and agreed with Pinnacle on	We have approved a quotation for the planting of numerous new shrubs and



Whether it's a leak, broken door or something else, the easiest way to get in touch with us is online. To find out how, visit networkhomes.org.uk/contact-us

Issue identified	Location	Action taken	Any other notes
		planting of several new shrubs across the estate	plants to be planted around the estate. This will take place in Autumn 2024.
Signage missing for visitor parking bays	Visitor bays	New signage has now been installed to replace the old signs.	

Parking reminders

We are aware that some residents have been contacting us about parking restrictions. These have not changed despite the introduction of the ANPR camera and the Sippi Permit platform. We would like to take this opportunity to remind you of the following rules:

- Only vehicles that have an E-permit through the Sippi platform can park on site. This is the same rule as previously, but residents used to display paper permits in their windscreens.
- The ANPR camera captures all vehicles that enter and exit the estate (we were previously reliant on wardens being present when an offending vehicle was present).
- There is a 20 minute grace period to allow users to obtain, change their e-permit to the vehicle they are parking on site or to drop off and pick up passengers before the ANPR camera issues a parking ticket.
- Vehicles must be parked in a bay and cannot park on double yellow lines. If a car is left unoccupied on a double yellow, they run the risk of receiving a ticket.
- Wardens still patrol the estate and issue tickets to any vehicles that are not parked within a bay (as this cannot be captured by the ANPR).
- Residents must park in their correct car park (for example a resident with an overground permit cannot park in the underground car park. This is checked by wardens).
- If you have a contractor doing work in your home, you can approach our on-site Concierge to request an exemption whilst they park on site (the contractor will be asked to provide ID to show they are from a registered company conducting repair work).
- If you receive a parking charge notice (PCN) that you wish to dispute, you must follow the CPM appeals process. **SNG cannot intervene or cancel PCNs that have been issued.**



Whether it's checking your balance, making a payment or something else, the easiest way to get in touch with us is online at networkhomes.org.uk/contact-us

Bike store clearances

At the previous 243 Ealing Road residents' meeting, we received feedback that the bike stores are becoming very cluttered and filled with abandoned or broken bikes or other items that are not permitted to be stored in these bike stores.

To address this, we will be rolling out a planned programme of clearances and removals of items that should not be in the bike stores. This will be carried out in stages, block by block, and residents of each block will be written to in advance. We will introduce a 'tagging' system to allow you to identify bikes you wish to keep, with the remaining unwanted bikes and items being removed in order to get the bike stores back to a satisfactory condition.

You will begin to receive letters after September as we appreciate some residents may be away during the summer holiday period.

Public bicycles and e-scooters

Public bicycles and scooters such as Lime cycles and scooters are not permitted on the estate. They should remain on public property as they are attracting strangers onto the estate.

Downloading key fire safety information for your building

We're committed to making sure that it's easy for you to access the key fire safety information about your building that you need to know. You can download the Fire Risk Assessment (FRA) for your building and more fire safety information for your building using the Riskhub Resident Hub. All you need is your unique building reference number which you can look up [by clicking on this link](#) or by visiting www.networkhomes.org.uk/riskhub

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 would be unable to self-evacuate or evacuate using the stairs in the event of a fire, please contact our Fire Safety Team on **0300 373 3000** so we can visit you and discuss a personal evacuation plan.

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.



Whether it's a leak, broken door or something else, the easiest way to get in touch with us is online. To find out how, visit networkhomes.org.uk/contact-us

Report excess noise nuisance using The Noise App



We recognise that everyone has a different tolerance when it comes to noise from your neighbours so please try to be considerate to others around you. If you feel the noise you are experiencing is excessive, please report it to us via our Noise App. The app is secure, and you don't have to leave your home to record we can assess any reasonable steps available for us to take.

The Noise App is free and will let you record audio for up to 30 seconds on your smartphone.

Who is The Noise App for?

The Noise App will need to be used in conjunction with a current 'open' case of noise nuisance that has already been reported to us. You will need to make an initial report before we will review or accept recordings. To do this, you will need to get in touch by:

- reporting via our website: www.networkhomes.org.uk/contact-us
- reporting via your My Network Homes account – www.mynetworkhomes.org.uk
- emailing us at customerservice@networkhomes.org.uk
- phoning us on **0300 373 3000**
- writing to us or calling to book an appointment to visit us in person at our Wembley or Hertford offices.

Downloading the app

You can download 'The Noise App' for free from the [App Store](#) for iPhone and iPads and the [Google Play Store](#) for Android phones or tablets. Once downloaded, you will need to register your account and when prompted choose Network Homes as your housing provider. Once you've registered your account, you will then be able to submit a recording to us. We are unable to use any recordings you submit if you do not have a current noise complaint with us.



Whether it's checking your balance, making a payment or something else, the easiest way to get in touch with us is online at networkhomes.org.uk/contact-us

New residents' information

If you are a new resident, then welcome to your new home at 243 Ealing Road. 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/new-residents

Read previous updates about your scheme on our website at <https://bit.ly/3acBBAV>

Read the latest issue of our newsletter for customers 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.

Thomas Furnell is your Neighbourhood Officer who manages your estate. You can contact Thomas 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



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