



Latest update

243 Ealing Road

11/07/19

Balcony glass repairs

Our contractor Hill has made good progress in Venice House and Aylesbury House, inspecting all glass and replacing where necessary. Work is also nearly finished in Northampton and Wendover House.

We've not been able to access some homes, so if you haven't been checked, contact Hill to book a slot on **0800 032 6760** (freephone) or residents@hill.co.uk.

If you have any questions about the balcony repairs, please speak to our Aftercare team on **0300 373 3000**.

Safety tips on your balconies:

- Minimise the use of your balconies
- Don't allow children onto balconies unsupervised
- Don't use barbeques or cooking equipment as they are a fire risk.

If your balcony is damaged, please call us on **0300 373 3000** and make sure you don't use it again until it has been repaired. If you hear a loud noise or sound like glass cracking, go inside immediately and look outside to see what is happening. If you hear a noise, please ensure you are inside away from the balcony.

Fire safety

Please make sure you dispose of cigarettes safely and make sure all corridors and communal areas are kept free of items. Any items left in the communal areas will be removed without notice.

Parking

Our parking contractor has issued over 200 tickets in May and June. Please make sure you don't park in the electrical charging spaces, on double yellow lines. You also shouldn't block access points like bin rooms and hatched areas.

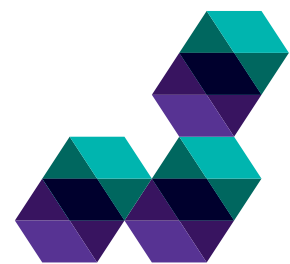
Resident meetings

The next meetings will take place at Peppermint Heights, Northwick Road, Wembley on the following dates:

- Wednesday 14 August 6.30-8pm
- Wednesday 18 September 6.30-8pm.

Estate inspections

The starting point for inspections will be outside the management office at Cosgrove House. Inspections will take place on the following dates:





- Friday 12 July 10.30am
- Thursday 15 August 10.30am
- Friday 13 September 10.30am
- Friday 18 October 10.30am
- Friday 15 November 10.30am
- Friday 13 December 10.30am.

Bin collections and bulk waste

All bins – recycling, general and food waste – are collected every Tuesday.

Brent Council offers a collection service for bulk items which costs £35 for up to five items. You can book as many collections as you like. If you receive Council Tax Support or Housing Benefit Credit you can get one free collection per year.

Cleaning

A quick reminder of when cleaning takes place:

- **Internal** – Monday to Friday, 8am-4pm
- **Grounds** – every two weeks on Fridays, 8am-4pm
- **Window cleaning** – twice a year. The next due date is October.

If you have any issues, please call Pinnacle on **0330 332 0845**.

Sub-letting

There is a £250 incentive for anyone who helps us to identify any genuine tenancy fraud cases. Check our latest news on our website for more information at www.networkhomes.org.uk/news.

Pest control

If you need some information about pest control or would like a site visit and free, no-obligation quote, please call Monitor, our pest control contractor on **01474 358855**.

Important contacts

Got a repair? Or need any other information? Get in touch by:

- Phone – **0300 373 3000**
- Email – customerservice@networkhomes.org.uk
- Website – www.networkhomes.org.uk/contact-us
- Facebook – **Networkhomesuk**
- Twitter – **asknetworkhomes**.

If you need to report anti-social behaviour, please visit <https://online.et.police.uk> **to report minor or non-urgent crimes**.

In an emergency, call the Police on 999 or 101 for non-emergencies.

