



## Latest update

**Kilburn Quarter**

**November 2019**

### **Need advice on employment, money management or wellbeing? Then join the Hub...**

If you need a helping hand on everyday issues from money management to getting a job, then visit Brent Council's Kilburn Hub.

The Hub provides support on a range of issues from housing, employment, money management, wellbeing, benefits (including Universal Credit), food bank access, digital inclusion and more.

It's open every Tuesday, Wednesday and Thursday from 10am to 1pm and 2pm to 5pm at the old South Kilburn Housing Office on Albert Road, which has been fully renovated. Visit Brent Council's website [www.brent.gov.uk](http://www.brent.gov.uk) for more information.

### **Do you need support with claiming benefits?**

Did you know Network Homes has its own welfare and benefits advice team?

The team has helped our residents claim over £1m already this financial year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications.

If you want to speak to the team call 0300 373 3000 or email [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk).

### **Keeping your home safe from fire**

Please don't dry clothes or store household furniture and other items on your balcony. This includes barbeques and patio heaters which are a big fire risk. Also make sure you dispose of cigarettes safely.

Items left in communal areas can also be dangerous in a fire because they can trip people up so we'll remove anything stored in the communal areas without notice.





## Fire Strategy

The fire strategy at Kilburn Quarter is a stay put policy. This means if there's a fire in any of the blocks, please remain inside your flat until the emergency services arrive.



## Don't let tailgaters get away with it!

We've had some reports of people who do not have a permit, tailgating drivers into the underground carpark at Kilburn Quarter. If this happens to you, please report it to us immediately and we'll investigate.

Only people with a permit are allowed to park their cars at Kilburn Quarter.

## Estate inspections for your diary

Here are the dates for your next estate inspections - the starting point will be outside 100 Kilburn Park Road at 10.30am:

- Monday 4th November
- Monday 2nd December
- Monday 27th January
- Monday 24th February
- Monday 23rd March
- Monday 27th April

Remember we also have onsite security from 3pm to 3am daily.

And here's a quick reminder of when cleaning takes place:

- **Internal** – Monday to Friday, 8am-4pm
- **Grounds** – every two weeks on Fridays, 8am-4pm
- **External litter picking and bin rooms** – daily

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

## Bin collections and bulk waste

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

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.





## 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](http://www.networkhomes.org.uk/news).

## Important contacts

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

- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)
- Website – [www.networkhomes.org.uk/contact-us](http://www.networkhomes.org.uk/contact-us)
- Facebook – **Networkhomesuk**
- Twitter – **asknetworkhomes**.

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

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

## Have you signed up for our digital newsletter?

Our new digital newsletter keeps you more informed and up-to-date about what's going on at Network Homes with:

- Our latest events
- Information about support services we provide
- Ways you can get involved with improving our services
- Stories from residents
- And much more!

Sign up at [www.networkhomes.org.uk](http://www.networkhomes.org.uk)

