



Latest update

Rectory Park

November 2019

Fire safety at home

We wanted to remind you of a few simple fire safety tips for your building...

Please make sure you dispose of cigarettes safely and keep all corridors and communal areas clear. Items left in communal areas can be dangerous in a fire because they can help the fire spread and trip people up, so we'll remove anything stored in the communal areas without notice.

And remember, under the terms of your lease/ tenancy agreement, you're not allowed to dry clothes or store household furniture and other items on your balcony. BBQs are also not allowed anywhere at Rectory Park.

Fire strategy

The fire strategy at Rectory Park is a **stay put** policy. This means unless you're directly affected by a fire or are told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home.

Making sure everyone's parking properly

Parking has been allocated to specific properties and only people with valid permits can park. If you're not sure whether you have a parking space, please check your lease or ask a member of staff.

Resident permit controls apply to the Network Homes car park areas but not on the public highway, which has its own parking control managed by Ealing Council.

Please make sure you don't park on double yellow lines. You also shouldn't block access points like bin rooms and hatched areas.

Parking is monitored each day and night, during the week and at weekends by CPM. They will issue a notice on any vehicle causing an obstruction whether or not a permit is displayed.





Estate inspections, bulk waste collection and cleaning

We carry out estate inspections on a weekly basis to make sure cleaning and grounds maintenance are to a good standard, and to identify any repairs that need doing.

Bulk waste

Ealing Council offers a special collection if you have up to eight items that are too big for a normal household waste collection, but can be carried by two people. This can include things like furniture (wooden, metal or plastic), carpets and glass or mirrors.

You can request a collection on the Ealing Council website, or by calling them on 020 8825 6000 (Mon-Fri, 9am to 5pm). You must have the list of items ready when you make your request.

Collections cost £40 for up to eight items and £25 per fridge or freezer which need to be listed on a separate booking form.

Cleaning

A quick reminder of when cleaning takes place:

- **Internal** – daily between 8am – 4pm
- **Grounds** – every two weeks on Thursday
- **Communal window cleaning** – twice a year.

If you have any issues, please contact our cleaning contractor Pinnacle on: networkhomes@pinnaclepsg.co.uk or 0330 332 0845.

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

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 for more info: www.networkhomes.org.uk/news.





Pets

Pets are not allowed at Rectory Park unless you've got our permission to keep one. If you're thinking of getting a pet, you'll need to fill out an application form which you can do online at www.networkhomes.org.uk/your-home/your-tenancy/pets/ or call 0300 373 3000 to get hold of one.

Have you experienced anti social behaviour...?

Anti social behaviour can take many forms and includes things like:

- Excessive noise nuisance like music, dogs barking persistently, shouting, screaming, banging etc., during unsociable hours 11pm – 07.00am
- Harassment or intimidation
- Damage, vandalism, graffiti and criminal behaviour
- Any race hate motivated offences
- Disability hate crime
- Threats of violence or harm
- Fly tipping

Noise associated with everyday living like domestic appliances, children playing in their home or playing football outside (unless damage is being caused) is not classed as anti social behaviour. Neither are general parking issues, youths simply 'hanging around' or overgrown trees.

What you can do...

Ealing Council will investigate complaints of excessive noise. Call them on 020 8825 8111. Officers aim to respond within one hour of a report. The service is available:

- Monday to Thursday 9am to 2am
- Friday 9am to 5am
- Saturday midday to 5am
- Sunday 2pm to 11pm

Other useful sources of help#

- Crimestoppers: www.crimestoppers-uk.org; 0800 555 111
- Police (Emergency): 999
- Police (Non-emergency): www.police.uk/101; 101
- RSPCA: www.rspca.org.uk; 0300 1234 999





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

Ways to get in touch with us...

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

Get involved in your community centre for courses, classes, fun and fitness!

The Rectory Park community centre is managed by Community First Foundation and hosts loads of activities including: **sewing classes, ladies fitness class, bible studies group, functional skills ESOL, childcare training, tuition and homework club and supporting citizens with the European settlements scheme application.**

You can also hire out the space...

If you're interested in booking the venue for your event, please call Community First Foundation on **020 8841 5263** or email: info@communityfirstfoundation.org.uk
Alternatively drop by at the Centre and fill out a booking form.

Get fit with 24 Fit Club

Join to stay in shape and feel good about yourself.

This takes place every Monday from 8pm. The cost is £5 per session. Please contact: Iwetta on **0787 668 4247** or Ewa on **0773 856 3993**.

