



# Latest update

Quayside House

January 2020

**Fire safety at home:** We want 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.

Please 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 Quayside House.

**Fire strategy:** The fire strategy at Quayside House is a **stay put** policy. This means unless you're directly affected by a fire or 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:** Leaseholders have purchased parking spaces with their lease in the underground car park. They do not need to prove ownership of a vehicle as they are entitled to permits without any vehicle registration on them, their permits will only have bay numbers on them.

General rented residents have access to 33 car park bays which have all been allocated.

**Resident meeting dates:** All meetings will take place at the Network Hub and will commence at 6:30pm. Dates of next meetings: Thursday 23<sup>rd</sup> January 2020, and Thursday 23<sup>rd</sup> April 2020.

**Estate inspections:** Inspections start the Network Hub reception at 10.30am. Dates of next inspections are 12 December 2019, 16<sup>th</sup> January 2020, and Monday 13<sup>th</sup> February 2020.

**Welfare advice:** Did you know Network Homes has its own welfare and benefits advice team? Are you aware of what benefits you may be entitled to? Does the benefit cap, bedroom tax or Universal Credit affect you and do you need help to claim benefits, allowances or pensions? The team can help with housing benefit, Universal Credit, disability benefits, pension credit, carers allowance, assist with Discretionary Housing Payment applications and more. Please do not wait if you think you may be affected and contact us immediately on 0300 373 3000 or by emailing [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk)



**Antisocial behaviour (ASB):** Residents, their household members, visitors or guests must not cause any antisocial behaviour within the estate. Antisocial behaviour includes playing ball games, riding scooters, shouting, screaming, loitering, ridding skateboards, littering, dumping bulky items, not disposing of bin bags properly. When we receive complaints of ASB, we normally check the CCTV cameras, take statements from witnesses and security team and take enforcement action against those involved.

**Bin collections and bulk waste:** All bins – recycling, general and food waste – are collected every Tuesday and Friday.

Royal Borough of Kensington and Chelsea offer a free a collection service for residents that are on Housing/ Council Tax benefits but there is a charge of £32.60 for up to 10 items to be collected. You can contact the council's bulk waste collection team Street Line on 020 7361 3001 (Monday to Friday between 8.30am and 5.30pm).

Some residents are not taking bulk refuse to the bulk waste room and instead are leaving items by the bin chutes or anywhere on the podium level. This is a breach of your tenancy/lease conditions and we can identify people doing it through CCTV.

If you have bulk items that you need to throw away, please take the item to the ground level and speak to the security team who will open the bulk room for you. Please don't force your large bin bags down the bin chute as this causes blockages.

**Cleaning:** 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, please call Pinnacle on **0330 332 0845**.

**Sub-letting:** There is a £250 incentive for anyone who helps us to identify genuine tenancy fraud cases. Check our latest news on our website for more information at [www.networkhomes.org.uk/news](http://www.networkhomes.org.uk/news).

**Security:** We have onsite security based at the HUB between 7am and 9pm, 7 days a week. Our regular security team are Mohan and Terrence. If you witness any antisocial behaviour, you can approach them directly or call them on **07741 743958** or **020 8969 8516**. You can also report ASB to us and the police. There is also a mobile patrol team that attends your estate throughout the night until the day guards start their shift at 7am.

**Important contacts:** Got a repair? Or need any other information? Get in touch 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.et.police.uk> to report **minor or non-urgent crimes**.

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