



Latest update

Quayside House

March 2020

Come along to our pop-up event!

We're holding a pop-up event on 5 March where you can come along and find out more about our services and how you can get involved in making your community a better place.

The event will be held between 4.00pm – 8.00pm at Network Hub.

New Neighbourhood Officer: We would like to introduce you to Yeta who is your new Neighbourhood Officer and will be managing your estate.

Residents' Meetings: All meetings will take place at the Network HUB and will commence at 6:30pm.

Date of next meeting: Thursday 23 April, further dates will be scheduled at a later date.

Estate inspections: Inspections start the Network Hub reception at 10.30am. Date of next inspection is Thursday 19 March, further dates will be scheduled at a later date and published on the notice board.

Car Park: Some residents are storing personal items in the car park area which is a breach of health and safety and tenancy/lease conditions. We are unable to identify who the items belong to so will write to everyone by 13 March requesting removal of these items. We will provide you with a deadline to do so after which we will arrange for removal and destruction of all items.

Pram Sheds: Some residents are using the pram sheds as storage units and storing personal items there, not prams. We will carry out an audit to identify who owns the pram sheds and remind residents to clear the sheds of personal belongings that are not prams. We will write to everyone by 13 March.

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.

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.

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**.

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 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 room and instead are leaving bulky items by the bin chutes or anywhere on the podium level. Dumping bulk in this manner is a clear breach of your tenancy/lease conditions and we will identify you through CCTV cameras and will take action against your tenancy/ lease. If you have bulk that you need to discard, please take the item to the ground level and speak to the security team who will open the bulk room for you to discard the item. Please don't force your large bin bags down the bin chute as this causes blockages.

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.

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.





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.

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 on our website for more information at 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
- Website – 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

