



Latest update

Matthews Close

March 2020

Come along to our pop-up event!

We're holding a pop-up event on 11 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 Sattavis Patidar Centre, Forty Avenue, Wembley, HA9 9PE.

Glass replacement programme

The scaffolding for the glass replacement is now complete. We're really sorry there has been a delay in the installation of the new glass but this has now started, and we can confirm the following programme, subject to weather conditions:

- Yashin House start 2 March, completion of glass 3 April, scaffold down 21 April
- Moss House start 6 April, completion of glass 8 May, scaffold down 22 May
- Best House start 11 May, completion of glass 12 June, scaffold down 26 June
- Smith House start 15 June, completion of glass 17 July, scaffold down 31 July.

Mulalley will be writing to give you 2-3 days' notice when your balcony is to be done. Remember, we don't need you to be at home but please remove anything on the balustrade and either move or protect any furniture etc on the balconies as Mulalley will accept no responsibility for any damage caused. You will also not be able to use the balcony while the work is being done although this will only be for one day. Mulalley's Site Manager Peter Davy can be contacted on 07827 884374 or by email peter.davy@mulalley.co.uk.

Estate inspections

Everyone is welcome to attend our estate inspections which start at the entrance of Smith House at 10.00am. The dates of the next inspections are:

- 26 March
- 23 April

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.





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 Matthews Close.

Fire Strategy

The fire strategy at Matthews Close 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

Here's a reminder of the cleaning schedule for Matthews Close:

Internal – a cleaner cleans each block weekly.

Grounds – fortnightly from April – September, and monthly from October – March.

Window cleaning – every six months.

Please contact Pinnacle on 0330 332 0845 or email networkhomes@pinnaclepsg.co.uk if you have any issues with cleaning or grounds maintenance.

Bin collections and bulkwaste

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

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.

Parking

Parking is only available for those with allocated spaces. Parking enforcement is in place and residents are reminded to not park on site if you do not have an allocated parking space.

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, riding skateboards, littering, dumping bulky items and not disposing of bin bags properly. When we receive complaints of ASB, we normally check the CCTV cameras, take statements from witnesses and take enforcement action against those involved.





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

