



Latest update

Kilburn Quarter

May 2020

Coronavirus (Covid-19) service update

Due to the coronavirus outbreak, our receptions are closed until further notice. We'll let you know when they are open again. You can still contact us by phone on **0300 373 3000**, by email at customerservice@networkhomes.org.uk, by social media or using our website contact us form.

We've also stopped all non-emergency repairs and all planned and non-essential maintenance work during this time. This includes estate inspections and residents meetings.

Please comply with Government advice, stay home, avoid gatherings and maintain social distancing.

You can find out more on our website at www.networkhomes.org.uk

Get ready for My Network Homes – your new online account

Things are about to get easier with My Network Homes, your new online account. Soon you'll be able to:

- Check your rent balance and pay your rent
- Ask us a question
- Report anti-social behaviour
- View your repairs history
- And much more!

We'll be getting in touch with details of how you can register, so keep an eye out!

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. BBQs are also not allowed anywhere at Kilburn Quarter.

Fire Strategy

The fire strategy at Kilburn Quarter 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.





Building Safety Team update

We're doing all that we can to keep the building safety investigations running during the coronavirus outbreak. We're following all government guidelines during this time as well. For example, all fire engineering contractors and staff will be observing social distancing whilst on site.

We have undertaken preliminary investigations and are now in dialogue with the builder. We have appointed a fire engineer to assist with this process.

Please keep an eye on the Network Homes website generally and on our dedicated building safety section at www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/ which will be able to provide you with the latest updates if we're unable to send letters.

Bin collections and bulkwaste

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. You can book online at <https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste>. If you receive Council Tax Support or Housing Benefit Credit you can get one free collection per year.

Cleaning and grounds maintenance

Pinnacle has continued to undertake full cleaning responsibilities during the coronavirus crisis.

Grounds maintenance has been reduced in line with government requirements to travel for essential purposes only. The grounds maintenance team has continued to work by supporting the cleaning service and dealing with urgent issues, like removing bulk waste and clearing bin stores.

We review the communal grounds during our scheduled visits and are carrying on with grass cutting and other duties on a risk-based approach. We'll continue to deliver a reduced grounds maintenance service until the Government restrictions have been lifted.

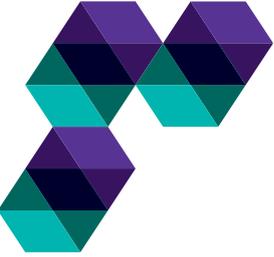
Do you need support with claiming benefits?

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

The team has helped residents claim in excess of £1.5m each year for the past three years and £2m last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you want to speak to the team call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.





Brent Hubs Kilburn

All Brent Hubs are now closed due to the current Coronavirus pandemic. Remember you can log on to your **My Account** on the Brent website where you can manage your payments, apply for benefit and support claims, tell Brent if your circumstances have changed, and access a range of other council services, 24 hours a day, seven days a week. <https://www.brent.gov.uk/your-community/brent-hubs/brent-hubs-kilburn/>

If you do need to speak to someone, the telephone Contact Centre is still open as normal from Monday to Friday, 9am-5pm. Call on 020 8937 1234.

Brent Safer Neighbourhoods Online Watch Link (OWL)

Residents of Brent can register with OWL to receive updates of what's going on in their area. OWL keeps communities safe, helps reduce crime and keeps people informed of what's going on locally. It's a shared, secure platform for the public, police and local authorities to maximise the potential of Neighbourhood Watch schemes. Once registered, you'll get news on burglaries, rogue traders and other incidents direct to your inbox. They will include information on crime prevention and how to stay safe. You can register for free at www.owl.co.uk.

Protecting your home and personal belongings

Network Homes is part of the Brent Council ASB group which discusses new initiatives and borough priorities. There's a liquid called Smart Water that can be applied to personal belongings to help identify them as yours if they are stolen. Each bottle contains a unique code which is registered with the Police and once applied, the liquid cannot be seen unless the item is put under UV light.

If you're interested in purchasing the liquid, please email enquiry@smartwater.com.

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.

Important contacts

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**.





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

Help make your community a better place to live

We have a varied and inclusive resident engagement programme at Network Homes that all residents can be part of. Tell us what matters to you, inspect our services and get to the very heart of the communities where we work. It's an opportunity for you to share your ideas and challenge our performance – while learning new skills along the way.

Show us how we can do better, and help us to:

- offer services that residents need and want
- work to a high standard, delivering quality services
- achieve value for money across our organisation
- enhance the quality of life for people living in your community
- ensure staff and Board members carry out their work effectively.



Find out how you can get involved at: www.networkhomes.org.uk/get-involved/

