

Latest update

Garden Road

March 2021

Tackling tenancy fraud

We take tenancy fraud very seriously. This financial year, we have recovered eleven properties as a direct result of tenancy fraud investigation enabling us to ensure that our homes are used to their full potential by those authorised to do so. We remain undeterred in the fight against tenancy fraud and continue to work with our partners to bring offenders to account. In a recent case regarding the unlawful sublet/non-residency of a Network Homes property, we obtained an outright possession order as well as full costs and an unlawful profit order totalling approximately £10k. An unlawful profit order is defined as an order requiring the offender to pay the landlord an amount that represents the profit made from illegally subletting. The tenant was found to have unlawfully sublet the whole of the property to a care worker while he lived with his family elsewhere.

Successful outcomes in tenancy fraud cases rely heavily on the support we receive from our residents and members of the public. If you suspect someone of unlawfully subletting one of our properties, making a false statement to obtain a home, abandonment or fraudulently submitting a Right To Buy /Acquire application, you can contact our Tenancy Fraud Officer in confidence on 0208 459 9463. Alternatively, you can email Fraud@networkhomes.org.uk. You may be entitled to a £250 reward, see our website for more details at www.networkhomes.org.uk/your-home/tenancy-fraud/.

Taking in a lodger

You may allow anyone to live with you in your home as a lodger if you first get our written permission. We would usually only refuse permission if having a lodger would result in your home being overcrowded.

You will not be able to include your lodger on your tenancy agreement but having one may affect your Housing Benefit entitlements.

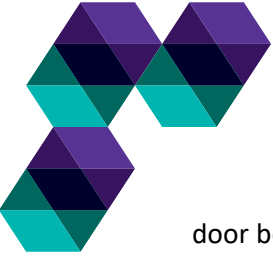
If you would like to take in a lodger, please speak to your neighbourhood officer.

Fire safety and fire strategy

Network Homes has a zero tolerance to any personal items such as bicycles, shoes, plant pots, scooters, prams, etc., being stored in the communal areas, including in riser cupboards. This is to ensure escape routes remain clear for the need to evacuate in the event of a fire. Any items found in these areas will be removed and disposed of without prior notice. We must also remind you that smoking in enclosed spaces is illegal and barbeques are not allowed anywhere at this estate. **This is dangerous and puts everyone's safety at risk.** Anyone found to be ignoring this law could be found in breach of their tenancy.

The fire strategy is a stay put policy. This means unless you're directly affected by a fire, told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home. Remember if you do need to evacuate because of a fire, do not use the lifts. Close the





door behind you and safely make your way out of the building before calling the emergency services on 999. If you are unable to self-evacuate or evacuate using the stairs, please contact our Fire Safety Team on 0300 373 3000 so we can visit you and discuss a personal evacuation plan.

Anti-social behaviour (ASB)

We've had an increase in noise nuisance reports as we're spending more time indoors because of Government guidelines. Please be mindful of the impact of the noise you make and be considerate of your neighbours as you carry out your daily chores within your home. Check out our website for top tips to keeping the sound down <https://www.networkhomes.org.uk/your-home/anti-social-behaviour-and-domestic-abuse/anti-social-behaviour/top-tips-for-keeping-the-sound-down/>

If you think you're experiencing ASB, please check out our ASB toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. You can find the toolkit on our website at [networkhomes.org.uk/asbtoolkit](https://www.networkhomes.org.uk/asbtoolkit).

Check your account balance and pay your rent through your My Network Homes account!

You can use your My Network Homes online account to check your account balance and pay your rent. It's safe, secure, and available for you to use at any time of the day. You can also use your account to raise and schedule non-emergency repairs, get in touch with us and raise other service requests.

If you have a tenancy with Network Homes, you can register and set up an account. All you need is your customer reference number, a unique PIN which we sent to you and an email address. To find out more, including how to request a new unique PIN, visit

www.networkhomes.org.uk/mynetworkhomes.

Do you need support with claiming benefits?

Did you know Network Homes has its own welfare and benefits advice team? If you want to speak to the team call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Important contacts

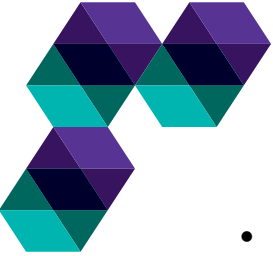
If you have any **issues with communal cleaning or grounds maintenance service**, call Pinnacle on 0330 332 0845 or email networkhomes@pinnaclepsg.co.uk.

Got a repair? Or need any other information? Get in touch by:

- Your My Network Homes account – www.mynetworkhomes.org.uk
- Phone – **0300 373 3000**
- Email – customerservice@networkhomes.org.uk
- Website – www.networkhomes.org.uk/contact-us

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- Facebook – **Networkhomesuk**
- Twitter – **asknetworkhomes**.

If you need **to report crime**, please visit <https://online.et.police.uk> to report minor or non-urgent crimes.

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