



Latest updates for Quayside

December 2021



Become a Community Ambassador for your neighbourhood and represent the views of residents where you live



If you're proud of your community and have ideas to make it better, then the Community Ambassador role could be for you. In this role, you'll get to share your local knowledge with us, support others and make a real difference to your area.

As an ambassador, we'll connect you to the relevant teams every three months, so you have the opportunity raise areas of concern and suggest improvements. You'll also work with your neighbours to develop community projects and activities that benefit the people living in your community.

Check out the Community Ambassador page on our website at www.networkhomes.org.uk/communityambassador to find out more information or register your interest. Alternatively, you can email our Resident Engagement Team at Get-Involved@networkhomes.org.uk or call the Customer Contact Centre on **0300 373 3000**.

Upcoming estate inspections

The next estate inspections will take place on:

Wednesday	05/01/2022	12.00 pm approximately	Meet: inside Network Hub
Wednesday	02/02/2022	12.00 pm approximately	Meet: inside Network Hub
Wednesday	02/03/2022	12.00 pm approximately	Meet: inside Network Hub

If you would like to join Erika Davison, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet her on the dates above. Please contact Erika on **0300 373 3000** or email customerservice@networkhomes.org.uk





Building Safety Team update

The building safety team will be writing to first week of December.

You can email customerservice@networkhomes.org.uk if you have any questions.

Please keep an eye on our website especially the dedicated building safety section at www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/ for the latest updates.

Pest Control

From 1 December Brent Direct will be our new pest control contractor. Brent Direct will provide a pest control service for four months. We are currently tendering for a new contractor to start 1 April 2022.

Pram Store

At the end of the consultation period in July residents voted in favour of permanently removing the pram store from the middle podium. Your Neighbourhood Officer Erika Davison is leading on getting this task completed by mid January 2022.

We wrote to you on 23 September advising you to remove any items stored in the pram store by 1 October.

We will send a final text message to give you one final opportunity to remove items. Any items remaining will be disposed of.

Podium works

We expected this work to be completed by 3 December 2021, however our contractor TCL has faced several issues which have caused major delays to the schedule. Our Structural Engineer advised that only three paving slabs can be stored on top of each other within one square metre. This required additional handling of materials and reduced the space the contractors could work in.

Additionally, our roofing specialist, Axter, carried out adhesion tests on all three podiums, which failed because the screed (a layer of material used to give a level and smooth finish) was heavily saturated with rainwater over many years.

We are now proposing to remove the existing screed and increase the insulation depth, which will delay the completion date. Our consultants are working with our contractors TCL to finalise and provide a revised completion date. We apologise for the inconvenience the delay may cause you. We will contact you with an update when we have further details.

Data Protection (CCTV & Doorbells)

Here's everything you need to know to ensure you are meeting data protection laws.

[BLOG: Ensuring your CCTV and Doorbells meet data protection laws | Network Homes](#)

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Do you need support with claiming benefits?

Did you know Network Homes has its own welfare and benefits advice team? In recent years, the team has consistently assisted residents in obtaining unclaimed benefits of approximately £2million per year. If you're worried that your benefits are incorrect or wonder if you would be entitled to any, please call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Fire safety and fire strategy for your home

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.

There has been a lot of media coverage this past year of fires affecting balconies in blocks of flats across the country. If you have a balcony, it's important you take preventative measures to reduce the risk of a fire breaking out or spreading via your balcony. We've found some useful balcony safety tips you can use:

- Don't use BBQs on your balcony.
- Avoid smoking on your balcony and always ensure cigarettes are put out.
- Never throw cigarette butts over the edge of the balcony.
- Keep doors and pathways clear and clutter free.
- Don't store flammable items on your balcony.
- Always have a working fire extinguisher nearby.

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.

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

With your My Network Homes online account, you can check your rent account balance, recent transactions and make a payment. You can also use your account to report and book an appointment for most non-emergency repairs, make an enquiry, access our FAQ library 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

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out more, including how to request a new unique PIN and register your account, visit www.networkhomes.org.uk/mynetworkhomes.

Anti-social behaviour (ASB)

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 www.networkhomes.org.uk/asbtoolkit.

Police Safer Neighbourhood Team (SNT)

Your Safer Neighbourhoods Team (SNT) is a group of Met police officers dedicated to serving your community. The team is made up of officers based in your area (or 'ward'), supported by additional officers from the wider area.

They work closely with local authorities, community leaders and residents to decide their policing priorities for the area. This helps them to find useful, long-term solutions to local problems, while maintaining their wider focus on reducing crime across London.

Contact your Police SNT

From reporting a crime, anti-social behaviour or neighbourhood concerns to getting in touch with an officer, you can contact your local team online: [Contact your local policing team | Metropolitan Police](#) or call 101.

Your report will be dealt with by their control room in exactly the same way either way.

In an emergency: always call [999](#).

Here are some events your Police SNT will be hosting.

Crime Prevention Stall

A one-to-one consultation session in conjunction with crime prevention advice.

12:00PM - 12:30PM, Sat 11 December 2021

Portobello Green London W10

Have A Say Day

An opportunity for any member of the public to express concerns about crime and disorder in the neighbourhood.

12:00PM - 12:30PM, Sat 18 December 2021

Meanwhile Gardens Elkstone Road London W10

Street A Week

A SNT finds out the concerns of residents/ businesses in a specific street.

12:30PM - 1:00PM, Thu 23 December 2021

Portobello Road outside the post office





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.

Erika Davison is your Neighbourhood Officer who manages your estate. You can contact Erika by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.uk

If you need to report a repair, check on the progress of an existing 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

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