

Latest updates for Residents at Brindley House

July 2022



Anti-social behaviour (ASB)

In May, we successfully obtained injunctions with the power of arrest against the 9 identified perpetrators who've been loitering inside our blocks, causing vandalism, engaging in drugs use and engaging in further anti-social behaviour.

We've worked with Westminster Council's 1 Anti-Social Behaviour (ASB) Team and have put signs up throughout the estate warning everybody that this is an ASB Focus Area. And we've put up the Metropolitan Police's warning posters in areas we know people usually loiter.

These extra steps are to show that we have taken significant action to combat ASB on our estate, and that our work here will continue alongside the police and Westminster Council.

We've noticed a significant improvement in ASB across the estate and have received feedback from residents who have also observed this improvement.

We now believe that we have resolved this long standing issue but we will continue to be vigilant through the continuation of the mobile patrol service.

Our advice to all residents will always be to report crimes to the police on 999 for an emergency, and 101 for non-emergencies.

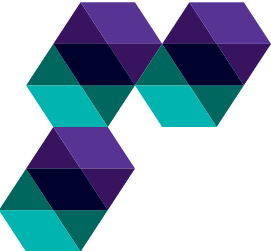
If you think you're experiencing ASB, please check out our ASB toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. You can find the toolkit on our website at www.networkhomes.org.uk/asbtoolkit.

Cleaning

In June, Pinnacle deep cleaned and disinfected all our bin rooms across Brindley Estate. We also unblocked one of drains that was in a bad condition to ensure our cleaning standards are maintained, and to control pest control activity as much as possible.

Our Estates Services Manager, Lavinia Rogers, has been working closely with Pinnacle to maximise the service they provide across Brindley Estate, which has included liaising with residents, retraining their staff and deep cleaning areas of concern.





Pest control

In April, we told you about our new pest control contract with Nightshift Pest Control. Rats and mice within your homes are covered under the contract. To report a problem with rats or mice, please contact Nightshift Pest Control directly by email at office@nightshiftpestcontrol.co.uk. If it is an emergency, you can phone them on 01892 871008. All other pests in your home are your responsibility to remove.

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.

Estate inspections

The next Estate inspection will take place on:

Day	Date	Time	Meeting point
Wednesday	20 July	9.30am	Meet at: outside Langley House
Wednesday	21 September	9.30am	Meet at: outside Langley House
Wednesday	19 October	9.30am	Meet at: outside Langley House
Wednesday	16 November	9.30am	Meet at: outside Langley House

If you would like to join Erika Davidson, 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 customer.service@networkhomes.org.uk

Bicycles

In April, Erika Davidson, your Neighbourhood Officer met with colleagues in the Regeneration Team to discuss all options possible for a bike rack installation within the car park below Astley House. We still need to arrange a site visit with one of our bike rack contractors to facilitate the next step of this project.

New residents' information

If you are a new resident, then welcome to your new home at Brindley House. Please check out our website for information about our services and important information you would need to know as a resident. You can also find previous updates about your scheme.

Visit our website at www.networkhomes.org.uk.

Read previous updates about your scheme on our website at <https://bit.ly/3aqKIOz>

Latest update from Network Homes





Read the latest issue of Network Life, newsletter for residents, on our website at www.networkhomes.org.uk/networklife.

Stay put fire safety strategy for your building

The fire strategy for your building 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.

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

What do you think of this newsletter?

Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

[Click here to complete the feedback survey](#)

No longer wish to receive this newsletter

If you prefer not to receive this newsletter and would like us to remove you from the mailing list, please let us know in writing by emailing us at HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk

