



Latest updates for residents at Acacia Court

April 2023



Neighbourhood Team

We would like to introduce you to Erika Davidson, who is your Neighbourhood Officer, who will be managing your estate. Please see 'important contacts' for ways to contact Erika.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Tuesday	04 April	9.30am	Outside the bin room.
Tuesday	06 June	9.30am	Outside the bin room.

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 customerservice@networkhomes.org.uk

Estate inspection findings

Your neighbourhood officer, Erika Davidson, has identified the below disrepairs which she has flagged with our repairs team to be actioned:

Repair identified	Location	Action taken	Any other notes
Fire hose reel glass pane broken.	Fire exit stairwell.	Reported to Customer Service. Job raised.	2502048/1
Light out in basement room.	Basement room.	Reported to Customer Service. Job to be raised.	2488517/1

Window Cleaning

The window cleaning programme for 2023 is scheduled for April and October.



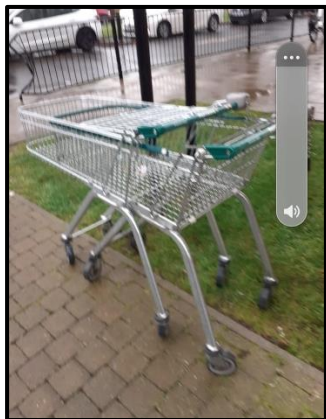


Theft of trolleys from Morrisons

On the 10 March, we sent the following SMS to all residents:

'Residents must STOP bringing trolley's back to Acacia Court - they're potential fire obstruction risks. Leave them in the supermarket grounds. Network Homes'.

Since we sent out the text message, we're still finding trolleys left at Acacia Court. We received the picture on the right on the 21 March.

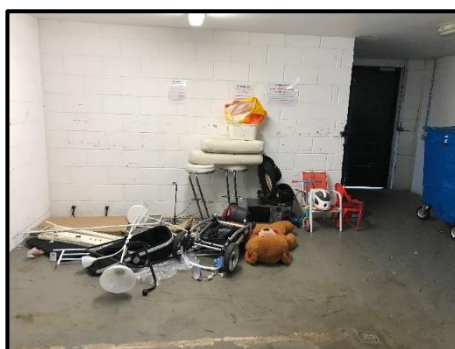


Please continue to help by giving us more precise information, for example a date and time when the trolleys have been left, as this will make it possible for us to check CCTV to identify the perpetrators. We have instructed Pinnacle, our cleaners, to report people they see with a trolley in the building and they will continue to put all trolleys outside of the building when they clean the blocks on Wednesdays.

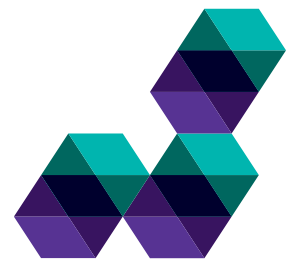


Rubbish disposal - Stop dumping bulk items in the bin room

We are finding a lot of bulk items dumped in the bin room which is a misuse of the space and fly tipping. We are proactively working to stop this type of anti-social behaviour at Acacia Court and are using CCTV to identify this behaviour. We will make a recharge to residents we can identify who dump rubbish at Acacia Court. If you're concerned about this and you are aware of who is damaging where you live, you can make a report in the strictest confidence to our Customer Service team using the anti-social behaviour form on our website at www.networkhomes.org.uk/asbform.



Household waste that is placed inside the wrong bin or bulk household furniture dumped inside the bin room will not be collected. When this does happen, we have to arrange for the removal of contaminated waste and such household items which we will then have to claim back from you by adding the cost we incurred for doing this to your service charge. Please ensure you place your rubbish in the correct bins available and make your own arrangements for the removal of your bulk household furniture. The contact details for Brent Council are <https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste> or by phone on 0208 937 5050.





Contact your Police Safer Neighbourhood Team

Report crimes to 999, 101, via the Metropolitan Police online or Crime Stoppers.

Contact your Police Safer Neighbourhood Team on 07920 233 750 or email them at SNTQK-Queensbury@met.police.uk.

Destroying lift mirrors

Someone has been destroying the lifts mirrors by smearing nose mucus on it. Please help us to catch the person doing this by reporting them to us and including their flat number. You can report them to us using the anti-social behaviour online form at www.networkhomes.org.uk/asbform.

Section 20 consultations

Main door to Acacia Court upgrade

We have identified that the main door to the building is not fit for purpose and will need to be upgraded to a more suitable Warrior Door. This will increase the security of the building and help us to significantly control the anti-social trespass in the building.

The cost of this upgrade will require a Section 20 consultation, which is specific to leaseholders only, as they will be directly impacted by the cost. Our Mechanical and Electrical Team are leading on this consultation.

Intratone fob entry system to be fitted to the bin room doors at Acacia Court

Due to the significant amount of constant abuse in our bin room, we have asked for the Intratone, fob entry system to be installed on our bin room doors, so we have greater control over who is accessing the bin room and when. The information from the Intratone along with our CCTV will help us to pinpoint the perpetrators and take full enforcement action against them.

The cost of this upgrade will require a Section 20 consultation, which is specific to leaseholders only, as they will be directly impacted by the cost. Our Mechanical and Electrical Team are leading on this consultation.

Cost of living help

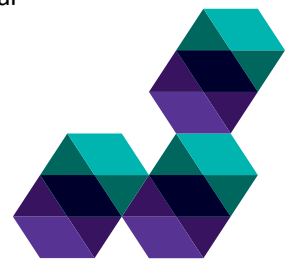
Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home this winter.


How we can help

- **Support with claiming benefits**

We have a Welfare and Benefits Advice team at Network Homes that can support you with claiming benefits. The team has helped residents claim more than £1.5million each year for the past three years and £2.4million last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with

Latest update from Network Homes





Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at welfareadvisors@networkhomes.org.uk.

- **Charitable fund**

If you have had a change in circumstances that has reduced your household income or you're experiencing financial difficulties, you may be eligible to receive support from us through our charitable fund. The most common ways we support people through the fund is by providing food vouchers, beds and white goods. We've also helped with small electronics, energy vouchers (prepayment meters with a card or key only), and school uniforms.

You can find out more information and apply to our charitable fund by visiting the charitable fund page on our website at www.networkhomes.org.uk/charitablefund.

- **Cost of living hub**

We have a cost of living help section on our website where you can access the support we provide, top tips and information about support from external organisations. You can find it in the advice section or directly at www.networkhomes.org.uk/costofliving

Support from your local council

- **Brent Council cost of living help and advice**

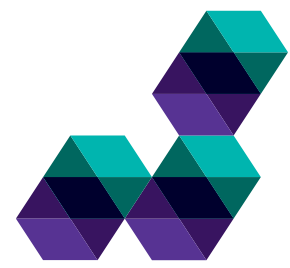
For tips to support you through the rising cost of living you can visit Brent Council's cost of living support hub at www.brent.gov.uk/cost-of-living-help-and-advice

Condensation, damp and mould

Too much moisture in your home can lead to damp and mould. Excess moisture can enter your home in several ways and the most common causes are from condensation and penetrative or rising damp. If too much moisture builds up and is left untreated, mould may start to grow.

There are a few things you can do to help reduce excess moisture in your home. Here are a few tips to try out:

- Close the kitchen and bathroom doors when they are in use. This will help prevent moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.
- Avoid drying washing on your radiators, or if you do, then dry it in the bathroom with the door closed and the window open.
- Use saucepan lids when cooking.
- Put a small amount of cold water in the bath before you turn on the hot tap.
- Place furniture slightly away from the wall. Where possible, position wardrobes and furniture against internal walls.
- Wipe down condensation or water (including on window ledges and sills) with a cloth every morning, and ensure it is wrung out and dried properly between use.





To find out more ways to reduce excess moisture in your home, information on the causes of damp, mould or condensation, how to tackle it and how we manage these issues, visit the condensation, damp and mould page on our website at www.networkhomes.org.uk/condensation.

Changes to payment options: no longer accept cheque payments

We're making some changes to the ways you can make a payment to us over the spring / summer period. From 1 April, we will no longer accept payments by cheque. You will need to use another payment option to make a payment to us if this was a payment method you used.

We will be making more changes to your payment options, however Direct Debit and standing order payments will not be affected.

To find out more about the changes we will be making, please check out the ways to pay section on our website at www.networkhomes.org.uk/waystopay.

Parking problems

We have received complaints that some people are illegally parking in the car park. If you have a valid permit and are authorized to park in the car park, please use the car park. Please park in your allocated parking bay and always display a valid parking permit.

We do not own or manage the car park. It is owned by the managing agents therefore please follow the car park rules.

Sign in, sort it with a My Network Homes account!

Have you heard about My Network Homes, your new online account? With an account, you'll be able to:

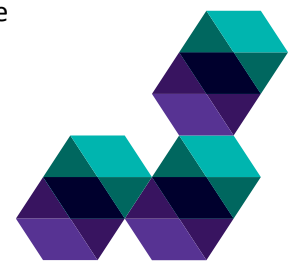
- Check your rent balance and pay your rent
- Report a repair
- Ask us a question
- Report anti-social behaviour
- View your repairs history
- And much more!

If you have a tenancy with Network Homes, you can register and set up an account. All you'll 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.

Anti-social behaviour (ASB) toolkit

We've developed a toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. The toolkit covers a range of issues including drug use or dealing, hate crime and noise nuisance. You can find the toolkit on our website at

Latest update from Network Homes





networkhomes.org.uk/asbtoolkit.

Some incidents are a criminal offence. If you're experiencing or see ASB that is an immediate danger to you or others, please call the police on 999 before reporting the incident to us. You can also report some crimes such as knife crime anonymously to Crimestoppers on **0800 555 111**. We know that it can be difficult to pick up the phone but sharing what you know with Crimestoppers anonymously can help to make our communities safer. You can find out more about Crimestoppers at crimestoppers-uk.org.

Items left in communal hallways

We have noticed that some residents are still leaving personal items in communal hallways even though we have a zero tolerance policy to items left in communal areas. This policy means that we have removed items we have found in these areas without notice and we will continue to do this.

We do not allow residents to store items in communal hallways or areas. There is a TORT notice on your notice board which highlights the importance of keeping areas free from personal items, and that we will remove them without notice.

Your neighbourhood officer, along with Pinnacle, will be visiting the estate within the next few weeks to check and remove items. If you have left any personal belongings in the communal areas, please remove them immediately.

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 require assistance developing an escape plan please contact our Fire Safety Team on 0300 373 3000 or email at firesafety@networkhomes.org.uk.

Important contacts

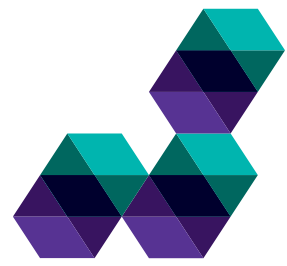
If you have any **issues with communal cleaning or grounds maintenance service**, call Pinnacle on 0330 332 0845 or email networkhomes@pinnaclepsg.co.uk.

Erika Davidson 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

Latest update from Network Homes





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

OperationsandHousingContracts@networkhomes.org.uk

