



Latest updates for residents at Capitol Way June 2024

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	13 June	2pm	Car Park
Thursday	11 July	2pm	Car Park

If you would like to join Shujaat Ali, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can arrange to meet him on the dates above by contacting him on **0300 373 3000** or email customerservice@networkhomes.org.uk




Estate inspection findings

Your neighbourhood officer, Shujaat Ali, has identified these issues on his last estate inspection.

Repair identified	Location	Action taken	Any other notes
5 th floor – Automatic fire door maglock ripped off the wall by flat 104.	Avery Court	Raised with repairs team. Works order 2632085/1	
Electric wall plug socket in the staircase	Avery Court	Raised with repairs team. Works order 2634018/1	



Whether it's making a payment, checking your balance or something else, the easiest way to get in touch with us is online at networkhomes.org.uk/contact-us

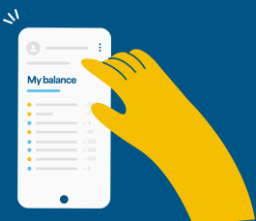
Repair identified	Location	Action taken	Any other notes
A1 lift Podium push button missing	Avery Court	Complete	
2 nd Floor medium sized dent in the wall	Avery Court	Raised with repairs team. Works order 2634021/1	
Flood	Basement car park	TNQ confirmed issue resolved 2 May.	Premier estates have arranged for their contractors to clear away the excess water with wet vac machines.
Faulty lights	Communal hallways	Electrical works completed. Cleaning team will replace light bulbs as necessary on a weekly basis.	

Window cleaning

The window cleaning programme for 2024 is next scheduled for October.

Car park gate

The car park gates are now fully operational however, it is very important to avoid tailgating other vehicles that are entering or exiting via the car park gates as this will trigger the safety sensors and they shut off the gates until reset. The gates will lock/shut off in either an open or closing position depending on when the safety alarm is activated, and the gates then require a manual reset to be carried out. All gates must have this level of safety sensors connected due to safety legislation.



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Tackling tenancy fraud

Tenancy fraud is not only illegal it prevents people who genuinely need a home from getting a place to live. This is why we take tenancy fraud seriously and are dedicated to tackling it. You can help us with this and report tenancy fraud to us in confidence by calling [020 8459 9463](tel:02084599463) or emailing fraud@networkhomes.org.uk. Any information you give us will be treated in the strictest of confidence and your identity will be protected.

Since 2019, we have recovered over 70 properties making savings of approximately £3.1million. We have also obtained Unlawful Profit Orders for illegal subletting for the sum of approximately £241,000. Through our tenancy fraud action, we're able to return homes to people in genuine need of social housing.

You can read more about a recent incident we had we had with subletting on our website here: www.networkhomes.org.uk/news/latest-news/2024-news/we-secure-record-unlawful-profit-order-of-136-000-against-london-tenancy-fraudster/

Taking in a lodger

You may allow anyone to lodge in your home 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.

Littering in communal areas

There is persistent littering in the communal areas of Capitol Way including corridors, stairwells, lifts, balconies, and outdoor spaces. This behaviour not only detracts from the aesthetics of the estate but also poses health and safety hazards for residents and visitors. Please use designated bins for rubbish and recycling and to refrain from leaving any items or litter in communal areas.

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

You can report ASB to us using our online ASB form at www.networkhomes.org.uk/asbform. You can also call us between 9am to 5pm from Monday to Friday. If it's out of office hours, please contact the Police or your Local Authority Environmental Health team.



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Don't let your clutter become a hazard

Now's the time for a traditional 'spring clean'. It's a great opportunity to declutter and get rid of things you no longer need or use. But before you start any decluttering, please think about how you plan to get rid of any large items. Leaving unwanted belongings in communal areas can block emergency exits and be a fire risk. They can also be a trip hazard for your neighbours, especially in the event of a fire when smoke can cause reduced visibility.

Check out [gov.uk/find-local-council](https://www.gov.uk/find-local-council) to see if your local council provides a free collection service for items you no longer want. You can also find out more about fire safety in your home by visiting our website at www.networkhomes.org.uk/firesafetytips

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 an SNG 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.

New resident information

If you are a new resident, then welcome to your new home at Capitol Way. 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 <http://bit.ly/3aPMIRb>

Read the latest issue of the newsletter for residents on our website at <https://www.networkhomes.org.uk/your-home/customer-newsletter/> .

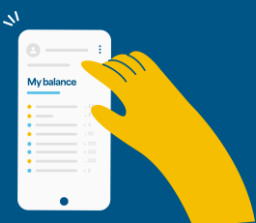
Important contacts

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

If you have any queries in the meantime, please contact Shujaat Ali 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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OperationsandHousingContracts@networkhomes.org.uk



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