



Latest updates for residents at Garden Road June 2024

Upcoming Estate inspections


The next estate inspections will take place on:

Day	Date	Time	Meeting point
Friday	7 June 2024	10am	Meet at: main entrance
Friday	5 July 2024	10am	Meet at: main entrance

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

Site inspection findings

Your Neighbourhood Officer, Masooma Okera has identified this issue from her last estate inspection.

Issue identified	Location	Action taken	Any other notes
Cardboard Boxes not being folded. Rubbish being left on the floors.	Bin Stores	Letter sent to residents. Residents must ensure that the cardboard boxes are folded, and that they are not leaving rubbish on the floor. Pinnacle cleared overspill, and Serco were contacted to arrange for regular collection on time.	

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.



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

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

Window cleaning

The window cleaning programme for your site is next scheduled for July 2024.

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/

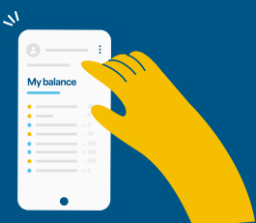
Taking in a lodger

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.

Police Partnership Working

We're working closely with the police to address ongoing anti-social behaviour (ASB) concerns. Please continue to contact the local safer neighbourhood team if you have any issues you would like to discuss. The police are continuing to patrol the Garden Road area and specifically our



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underground car park. Please report any concerns to them immediately via email at NorthRichmond@met.police.uk.

We've been made aware that homeless individuals are accessing the underground car park areas therefore extensive work is being carried out by the relevant agencies to prevent this from happening. Please continue to report an unauthorised individual to the police. You can also report any issues to Richmond Street link via this link:

https://richmond.gov.uk/services/housing/homelessness/preventing_homelessness/reasons_for_homelessness/sleeping_rough_street_homeless

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 may report ASB to 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.

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 Garden Road. Please check out our website for information about our services and important information you would need to know as a customer. 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/3kHXqw>

Read the latest issue of our newsletter for residents on our website at 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.



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

Masooma Okera is your Neighbourhood Officer who manages your estate. You can contact Masooma 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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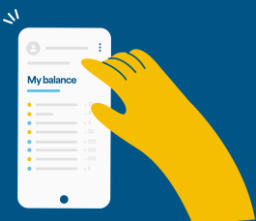
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