



Latest updates for residents at 243 Ealing Road June 2024

Upcoming resident meetings for 2024

The next resident meeting will take place on:

Date	Time	Virtual or in person	Location or meeting link details
Tuesday 16 July 2024	6pm	In person	TBC

We will publish the resident meeting dates on our website and send you a text message closer to the time to remind you.

You can find details of upcoming or previous meetings on our website here:

www.networkhomes.org.uk/ealingroadmeeting

Window cleaning

The window cleaning programme for 2024 is scheduled for June, November and December.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	22 August 2024	1pm	Lobby Area of Venice House

If you would like to join Thomas Furnell, 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

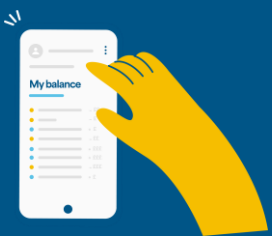
Your neighbourhood officer, Thomas Furnell, has identified these or were raised during customer meetings, which he has flagged with our repairs team to action.

Issue identified	Location	Action taken	Any other notes
Light Sensors not working across the estate	Estate Wide	Raised with repairs	This work has now been completed and the lights throughout the blocks will now only come on when the sensors detect



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

Issue identified	Location	Action taken	Any other notes
			movement. This should result in less expenditure in electricity usage.
Residents are wedging internal fire doors open	Venice House	Residents must not prop the fire doors open; they are there as a safeguarding measure in the event of a fire. Please leave them closed at all times.	
Lights across various blocks not working	Various blocks	Raised with our repairs team	
Light in lift not working	Marsworth House	Raised with our M&E team	
Damaged or missing ceiling panels	A couple of the blocks on the estate	Raised with our repairs team	
Damaged Dry Riser Front	Northampton House	Raised with our Fire Safety Team	



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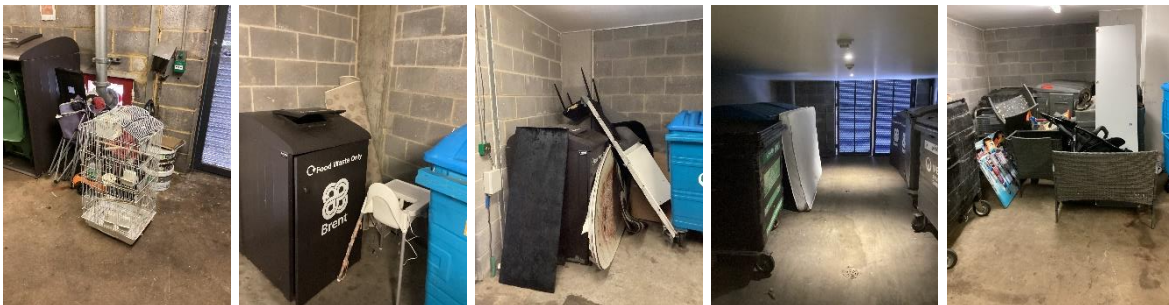
Issue identified	Location	Action taken	Any other notes
Missing pickets from playground fence	Communal Area	Raised with our repairs team	

Fly Tipping and dumping items in bin stores

On the last estate inspection, we found that there has been an increase in the number of residents getting rid of large items by dumping the items in the bin store. These items will not be collected by the council bin collections. This behaviour is not acceptable and is classed as fly tipping which is a form of Anti-Social Behaviour. Costs of removing these items are recharged to all residents. You must dispose of your waste correctly. If you have large items please make arrangements for these to be disposed of correctly or contact Brent’s Bulk Item Collection team by visiting:

<https://www.brent.gov.uk/bins-rubbish-and-recycling/special-collection-bulky-rubbish#about> .

Residents found fly tipping will face enforcement action taken against them and continued behaviour will see increases in rent and service charges.



Bike storage areas

We found that several of the bike stores across the estate have become very busy and unkept. The bike stores are designed for the purpose of safely storing your bikes and should not to be used for storage of other items. They must also be kept in an orderly manner. If you use the bike store, please can you store your bike neatly, throw away any bicycle you no longer want and keep the stores in good condition.



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Changes in parking enforcement

As proposed in our previous newsletter, the ANPR camera has now gone live on the estate along with our permit management system called Sippi.

The ANPR camera will issue tickets to any vehicle parked on the estate that does not hold a valid permit. Permits have now moved from the old paper-based permit that residents displayed in their windscreens to electronic permits. You can manage your permits and which vehicle they are apply to via the Sippi platform.

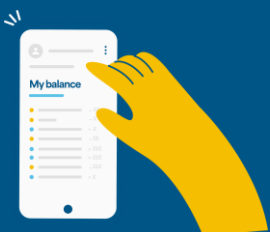
If you have the right to park on the estate, you will have received a letter containing a QR code which, when scanned, allows you to register for your permit. If you have not yet registered or misplaced your QR code letter, please contact us on 0300 373 3000.

Visitor bays

The two visitor bays are continuing to operate as they were before the introduction of the Sippi platform. The two visitor bays are available to be booked and paid for by both residents and visitors. We are aware that the signage for these bays were incorrectly removed during the renewing of general parking signage on the estate. Our parking contractors have placed an order for replacement signs to be put back to correct this issue. If you would like to use these bays, please book via Just Park with location code 301371.

Update to Disabled Bays

It has been brought to our attention that there is a lack of disabled bays in the overground carpark that is having a negative effect on residents with a disability. We have begun the process of the installing two disabled bays, to be located near the current visitor bays. Please note that these bays will only be permitted to be used by overground permit holders who display a blue disabled badge. Vehicles without both a permit and blue badge will receive a parking ticket. We hope that this change will both provide parking for residents with a disability as well resolve some of the lack of available spaces in the general overground carpark to prove a benefit to all residents.



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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: [SNG secures record Unlawful Profit Order of £136,000 against London tenancy fraudster | SNG, formerly Network Homes](#)

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.

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



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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.

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.

New residents' information

If you are a new resident, then welcome to your new home at 243 Ealing 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.

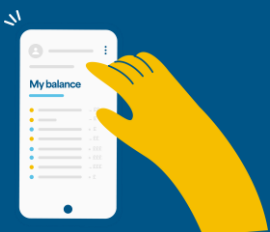
Read previous updates about your scheme on our website at <https://bit.ly/3acBBAV>

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.

Thomas Furnell is your neighbourhood officer who manages your estate. You can contact Thomas by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.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](https://www.networkhomes.org.uk/contact-us)

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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