



Latest updates for residents at Acacia Court June 2024

Upcoming estate inspections


The next estate inspections will take place on:

| Day | Date | Time | Meeting point |
|---------|--------------|--------|-----------------------|
| Tuesday | 02 July | 9.30am | Outside the bin room. |
| Tuesday | 03 September | 9.30am | Outside the bin room. |
| Tuesday | 05 November | 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 arrange to meet her on the dates above by contacting her on **0300 373 3000** or email customerservice@networkhomes.org.uk


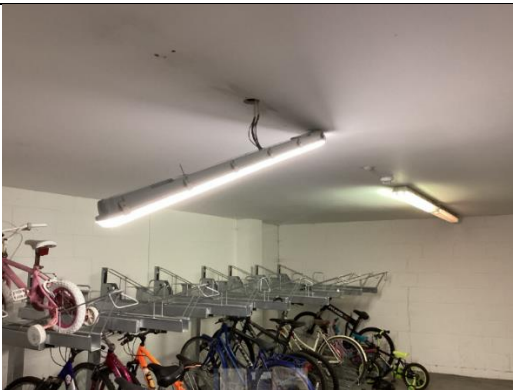
Estate inspection findings

Your Neighbourhood Officer, Erika Davidson, has identified these issues on her last estate inspection.

| | Repair identified | Location | Action taken | Photos |
|----|---|----------------------|---|--|
| 1. | Most lights throughout the fire exit stairwell are out. | Fire exit stairwell. | Raised to repairs as an urgent job. Reference: 2636433/1. |  |



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| | Repair identified | Location | Action taken | Photos |
|----|---------------------------------------|------------|-------------------------------|---|
| 2. | Lock still has not been replaced. | Bin room. | Chased repairs for an update. |  |
| 3. | Strip light is missing an attachment. | Bike room. | Raised as an urgent repair. |  |

Window cleaning

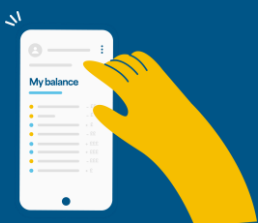
The window cleaning programme is next scheduled for September 2024.

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 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](#)



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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.

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.

Contact your Police Safer Neighbourhood Team

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

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

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



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New resident information

If you are a new resident, then welcome to your new home at Acacia Court. 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/3K464DE>

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.

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

What do you think of this newsletter?

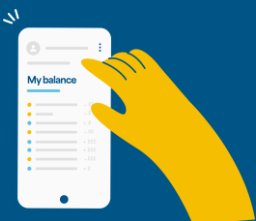
Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

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

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OperationsandHousingContracts@networkhomes.org.uk



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