



Latest updates for residents at Eaton Plaza June 2024

Estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	27/06/24	12.30pm	Meet at: courtyard outside Leicester Court
Thursday	25/07/24	12.30pm	Meet at: courtyard outside Leicester Court
Thursday	29/08/24	12.30pm	Meet at: courtyard outside Leicester Court

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 update

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

Repair identified	Location	Action taken	Any other notes
Top floor window by the staircase extends fully and needs a window restrictor installed.	Welford court	Raised with repairs team	Complete

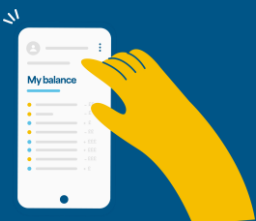


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Repair identified	Location	Action taken	Any other notes
The walls inside of the main entrance ground floor by the noticeboard are in poor condition (cracked and holes in both walls and the skirting board) & 3rd and 2nd floor paint incomplete on walls of staircase	Leicester Court	Raised with repairs team	Job no. 2624804/1 
5th floor - GERDA fire door to stairs needs adjusting to close to frame	Kennet Court	Raised with repairs team	Job no. 2624861/1 
Bin room missing FB2 lock as it has been removed	Kennet Court	Raised with repairs team	Job no. 2622730/1
Damp on external brick wall of the bin room by front entrance of the block	Kennet Court	Raised with repairs team	Job no. 2623939/1 

Window cleaning

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



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Children playing in the courtyard

As much as we encourage children play and recognize its importance for their development, we also want to ensure their safety and respect for the courtyard. Therefore, we kindly ask for your cooperation in supporting us with this. If you are responsible for children, please supervise them while they are playing in the courtyard to ensure their safety and to prevent any disturbance to other residents.

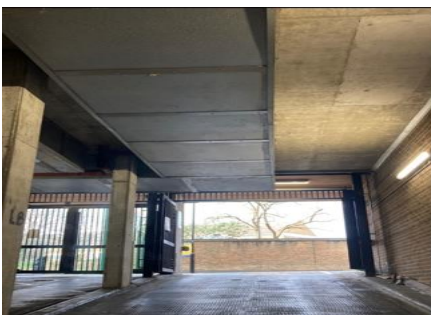
While children playing naturally produce noise, we ask everyone to be mindful of noise levels, especially during early mornings and late evenings, to maintain a peaceful environment for all residents. Please kindly remind your children to respect the communal area and to refrain from any behaviour that could cause damage or disturbance to the surroundings such as ball games which are not allowed on the estate.

Litter in the communal areas

There is persistent littering in the communal areas of Eaton Plaza including in the corridors, stairwells, lifts, balconies, and outdoor in the courtyard. The littering not only detracts from the aesthetics of the estate but also poses health and safety hazards for residents and visitors. We understand that accidents can happen, but it is essential for all residents to be mindful of their actions and take responsibility for throwing away waste properly. Please remember to use the bins for rubbish and recycling and to refrain from leaving any items or litter in common areas.

Car park gate

There have been instances of individuals covering the electric car park gate sensor which results in the gate sensor being disabled and the gates become non-operational until manually reset. This unauthorised tampering not only poses a security risk but also disrupts the normal functioning of the car park, inconveniencing all residents who rely on it. We urge all residents to remain vigilant and report any suspicious activity around the car park gates immediately to our customer services.



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 [0208 459 9463](tel:02084599463) or



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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.

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

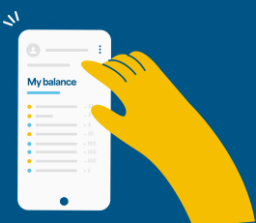
You may report ASB to us between 9am to 5pm from Monday to Friday. If it's out of office hours, please contact the Police or your Local Authority Environmental Health team.

Partnership Working

We are working with the Local Safer Neighbourhoods team and Security Patrol team to manage anti-social behaviour on your estate and the wider community. Please report any issues to the police and us so we can tackle them.

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.



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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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact SNG on **0300 373 3000**.

New resident information

If you are a new resident, then welcome to your new home at Eaton Plaza. 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/2MK4Ofz>

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.

Shujaat Ali is your neighbourhood officer who manages your estate. You can contact Shujaat 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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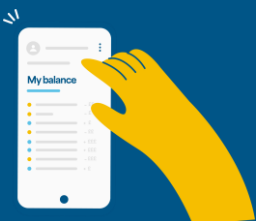


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OperationsandHousingContracts@networkhomes.org.uk



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