



Latest updates for residents at Handley Grove June 2024

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	18 July 2024	3pm	Outside Joy Court
Thursday	24 October 2024	3pm	Outside Joy Court

If you would like to join Alan Llorente, 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 for your site

Your Neighbourhood Officer, Alan Llorente has identified these issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Fly tipping	Outside Joy Court and Heyford Court bins store	Pinnacle removed Cameras have been used more frequently to catch culprits and footage passed to Barnet Council enforcement teams, who can issue fines/prosecute.	



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
Jumping on recycling bins to access shortcut to estate	Outside Joy Court	Letter sent to residents. This behaviour is unacceptable and vandalising bins. Anticlimb paint is next option if continues.	
Large items/rubbish left inside blocks	Various blocks	Pinnacle removed All reminded to keep landings and hallways clear at all times	

Window cleaning

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

Tackling tenancy fraud

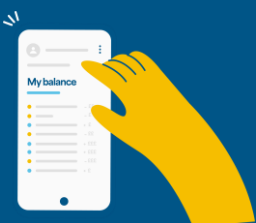
Tenancy fraud is not only illegal it prevents people who genuinely need a home from getting a place to live. This is why we take tenancy fraud seriously and are dedicated to tackling it. You can help us with this and report tenancy fraud to us in confidence by calling [0208 459 9463](tel:02084599463) 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.



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

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 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 resident information

If you are a new resident, then welcome to your new home at Handley Grove. 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 <http://bit.ly/31f9KU0>



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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.

Alan Llorente is your Neighbourhood Officer who manages your estate. You can contact Alan 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?

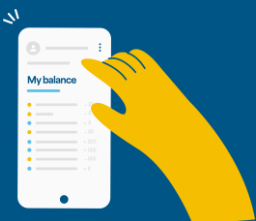
Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

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

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OperationsandHousingContracts@networkhomes.org.uk



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