



## Latest updates for residents at Princess Louise June 2024

### Upcoming resident meetings for 2024

The next resident meeting will take place on:

Date	Time	In person or Virtual	Location or Meeting link details
Tuesday 9 July 2024	6pm	In Person	<a href="https://www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/">https://www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/</a>
Tuesday 10 December 2024	6pm	Virtual	<a href="https://www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/">https://www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/</a>

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

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

<https://www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/>

### Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Mary Adelaide House	3 Princess Louise	Winicotte House	Meeting point
Thursday	13 June 2024	10am	10.45am	11.30am	Lobby Area of the building
Thursday	11 July 2024	10am	10.45am	11.30am	Lobby Area of the building
Thursday	8 August 2024	10am	10.45am	11.30am	Lobby Area of the building




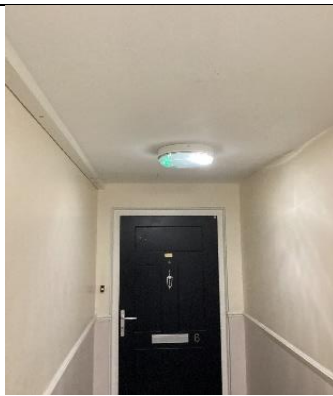
If you would like to join Thomas Furnell, your neighbourhood officer, during the estate inspection or discuss a specific issue, you can arrange to meet him on the dates above by contacting him on **0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

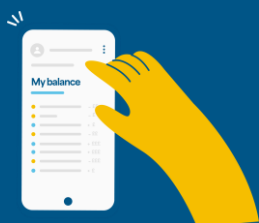


Whether it's making a payment, checking your balance or something else, the easiest way to get in touch with us is online at [networkhomes.org.uk/contact-us](https://www.networkhomes.org.uk/contact-us)

## 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
Missing Stair Nosing	Step leading to door to Flats 1-4 in Winicotte House	Repair raised with our repairs team	
Pedestrian Gate from courtyard to carpark via stairs not closing	Staircase form courtyard to carpark	Repair raised with our repairs team	
Missing light cover	Between 3 <sup>rd</sup> and 4 <sup>th</sup> floor of 3 Princess Louise Close	Repair raised with our repairs team	
Light continuously flashing	Outside flat 6, 3 Princess Louise Close	Raised with Repairs	



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://networkhomes.org.uk/contact-us)

Issue identified	Location	Action taken	Any other notes
Identified a handful of residents storing items outside their properties	Estate Wide	Residents have spoken to via a door knocking exercise as well as letters sent.	Residents must be aware that communal areas must remain clear of all items. If items remain, SNG will remove and dispose of these. These include plant pots, children’s scooters and cars, and any other personal items.

## Window cleaning

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

## 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](mailto: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



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://networkhomes.org.uk/contact-us)

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](https://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 a 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**.

## 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](https://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 our mobile security patrol team.

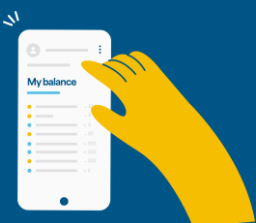
## New residents' information

If you are a new resident, then welcome to your new home at Princess Louise Close. 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](https://www.networkhomes.org.uk).

Read previous updates about your scheme on our website at <https://bit.ly/3h7O7Ud>

Read the latest issue of our newsletter for residents, on our website at [www.networkhomes.org.uk/your-home/customer-newsletter](https://www.networkhomes.org.uk/your-home/customer-newsletter).



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)

## 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](mailto: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](mailto: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](http://www.mynetworkhomes.org.uk)
- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto: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](#)

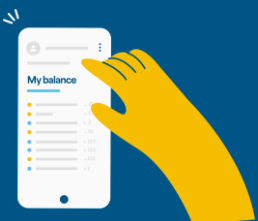
## No longer wish to receive this newsletter?

If you prefer not to receive this newsletter and would like us to remove you from the mailing list, please let us know in writing by emailing us at

[OperationsandHousingContracts@networkhomes.org.uk](mailto:OperationsandHousingContracts@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](http://networkhomes.org.uk/contact-us)



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://networkhomes.org.uk/contact-us)