



Latest updates for residents at Printworks June 2024

Upcoming estate inspections

The next estate inspections will take place on:


Day	Date	Time	Meeting point
Tuesday	7 June 2024	9.30am	Meet at: Main entrance
Tuesday	5 July 2024	9.30am	Meet at: Main entrance
Tuesday	2 August 2024	9.30am	Meet at: Main entrance

If you would like to join Masooma Okera, 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 update for your site

Your Neighbourhood Officer, Masooma Okera has identified the below issues.

Issue identified	Location	Action taken	Any other notes
Rubbish not being disposed properly, in particular soiled nappies	Bin Store 	Pinnacle to clear before bin collection, as Serco will not collect due to contamination.	Residents need to ensure that they are disposing of rubbish properly. Soiled nappies need to be put inside rubbish bags.



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

<p>Cars parked in front of gates</p>	<p>Printworks Front entrance</p> 	<p>Reported to CPM, SNG parking contractor</p>	<p>Residents should not be parking vehicles in front of access gates. If you do not have a permit, or allocated bay please park outside of the estate.</p>
<p>Trolleys in communal hallways</p>	<p>Communal Hallways</p> 		<p>Please do not bring any trolleys on to the estate.</p>

Window cleaning

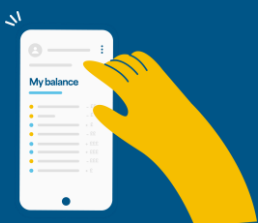
The window cleaning programme for your site is next scheduled for October 2024.

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](#)



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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.

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 customer information

If you are a new customer, then welcome to your new home at Printworks. 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.



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Visit our website at www.networkhomes.org.uk.

Read previous updates about your scheme on our website at <https://bit.ly/2Q2xZZj>

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.

Masooma Okera is your Neighbourhood Officer who manages your estate. You can contact Masooma 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?

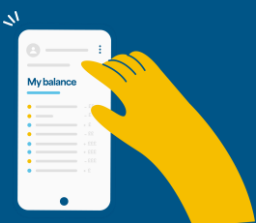
Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

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

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OperationsandHousingContracts@networkhomes.org.uk



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