



Latest updates for residents at Quayside House June 2024

Upcoming estate inspections



The next estate inspections will take place on:

Tuesday	11 June	12pm approximately	Meet inside Network Hub
Tuesday	9 July	12pm approximately	Meet inside Network Hub
Tuesday	10 September	12pm approximately	Meet inside Network Hub

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 update for your site

Your neighbourhood officer, Erika Davidson, has identified these issues from her last estate inspection.

Issue	Location	Action taken	Photo
Cracked canopy.	Podium 3, street level.	Chased Repairs for an update.	
Door permanently open.	Podium 3, podium level.	Chased Repairs for an update.	



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

Window handle has come off.	Block 71-80.	Chased Repairs for an update.	
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Window Cleaning

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

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](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.

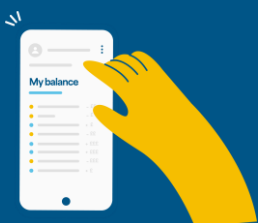
Since 2019, we have recovered over 70 properties making savings of approximately £3.1million. We have also obtained Unlawful Profit Orders for illegal subletting for the sum of approximately £241,000. Through our tenancy fraud action, we're able to return homes to people in genuine need of social housing.

You can read more about a recent incident we had we had with subletting on our website here: www.networkhomes.org.uk/news/latest-news/2024-news/we-secure-record-unlawful-profit-order-of-136-000-against-london-tenancy-fraudster/

Podium works

We wrote to residents on 12 April to let you know that most of the works to the podium have been completed with the exception of a few items which we have since finalised. Now that we have completed the work to the paving, we're able to investigate how best to progress to determine the repairs needed to fix the issue with water coming in through the roof and affecting some homes.

We will need to temporarily put up a scaffolding from podium to roof level to investigate the cause of the leak. We will let you know when the scaffolding is going up at the entrance area of **dwelling Nos. 31 to 44**. We will aim to keep the time the scaffolding is up to as short a time as possible. These works, which are likely to be extensive, will start once we have appointed a contractor.



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We provided an update of these planned maintenance activities to residents at the recent Quayside House scheme Meeting on 24 April 2024.

We will continue to provide updates about the work to you as it progresses.



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



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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 us 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

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 Quayside. 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 <https://bit.ly/2Y2EzDx>

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.

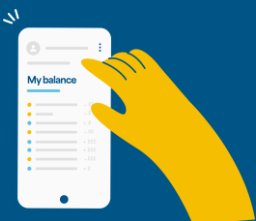
Erika Davidson is your neighbourhood officer who manages your estate. You can contact Erika by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.uk

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

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OperationsandHousingContracts@networkhomes.org.uk



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