



Latest updates for residents at Rectory Park June 2024

Upcoming estate inspections


The next estate inspection will take place on:

Day	Date	Time	Meeting point
Thursday	18 July 2024	10am	Rectory Park Community Centre
Thursday	19 September 2024	10am	Rectory Park Community Centre

If you would like to join Michael Smith, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above by contacting him on **0300 373 3000** or email customerservice@networkhomes.org.uk to arrange this first.




Estate inspection findings update for your site

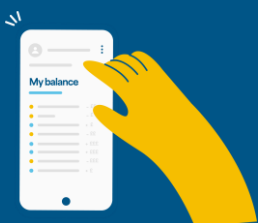
Your Neighbourhood Officer, Michael Smith has identified the below issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Car park gate broken	Harman Court	Reported to M&E for repair	



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
Front entrance door maglock not locking	Harman Court	Reported to M&E for repair	
Damage to lift casing	Katherine Court	Reported to M&E for repair	
Car park gate broken	Katherine Court	Reported to M&E for repair	
Lift out of service	Larkspur Court	Reported to M&E for repair	
Front entrance door maglock not releasing	Molloy Court	Reported to M&E for repair	



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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](#)

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.

Play area



As previously published, we are not happy with the outcome of the works and safety of the play slide.

Our Development Team is still in negotiations with Hill contractors to redesign and propose a more suitable option.

We will write to you when the play area is available and ready for children to use.



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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.

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.

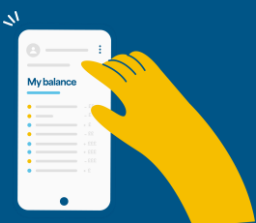
Check out gov.uk/find-local-council to see if your local council provides a free collection service for items you no longer want. You can also find out more about fire safety in your home by visiting our website at www.networkhomes.org.uk/firesafetytips

Fire strategy for Harman, Hern, Molloy, Bundy, Weyman, Katherine, and Sterry Court

The fire strategy for Harman, Hern, Molloy, Bundy and Weyman Court 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 us on **0300 373 3000**.

Fire strategy for Blanche and Larkspur Court

The fire strategy at Blanche and Larkspur is a **Total Evacuation policy**. This means that if a fire starts you must evacuate your building immediately and you should exit as soon as possible to the designated Assembly Point. The Assembly Point for **Blanche** is the open space in front of Harman Court. The Assembly Point for **Larkspur** is the open space opposite the community hall. 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**.



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Community First Foundation Centre

Please see our website for the latest update on the fantastic activities available at the community centre for your scheme. Go to www.networkhomes.org.uk/localevents. Alternatively, you can contact the community centre directly via telephone on 020 8841 5263 or by email at info@communityfirstfoundation.org.uk



If you would like to visit the community centre, the opening hours are Monday to Thursday, 9.30am to 5pm and Friday 9am to 4pm.

Please see our website for details of activities and contact numbers to book.

New residents' information

If you are a new resident, then welcome to your new home at Rectory Park. 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/30TwYJd>

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.

Michael Smith is your Neighbourhood Officer who manages your estate. You can contact Michael by phone on **0300 373 3000** or by email at customerservice@networkhomes.org.uk

All parking enquiries and appeals are managed by CPM, not SNG. You can contact CPM here www.uk-carparkmanagement.co.uk/contact-us or by telephone **0845 463 5050** or **0300 373 3000 option 2**.



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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?

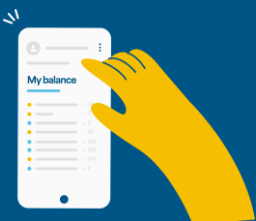
Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

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

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OperationsandHousingContracts@networkhomes.org.uk



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