



Latest updates for residents at South Way, Wembley June 2024

Upcoming estate inspections

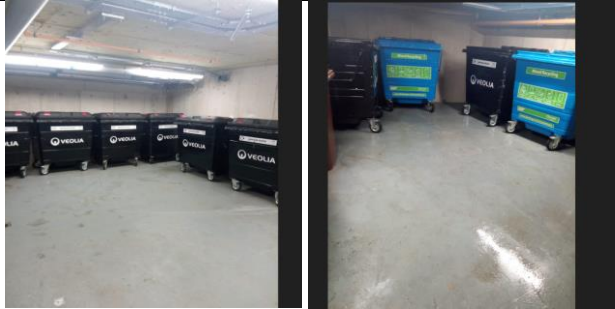

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	5 June 2024	11:30am	Lobby of Desai House
Wednesday	3 July 2024	11:30am	Lobby of Desai House

If you would like to join Savannah-Rae Wright, 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

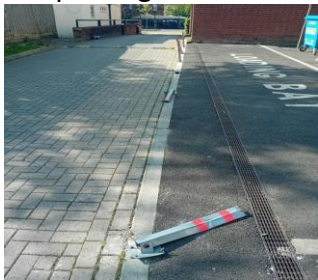
Estate inspection findings

Your neighbourhood officer, Savannah-Rae Wright, has identified these or were raised during customer meetings, which he has flagged with our repairs team to action.

Issue identified	Location	Action taken
	Tavener & Desai	Bin rooms have been jet washed
Residents to break down cardboard boxes properly 	Tavener and Desai	Residents informed



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
<p>Car parking bollards broken</p> 	<p>Connemara</p>	<p>Contractor informed, arranging replacements</p>

Bin Collections and Bin Rooms

We're aware of the ongoing issues affecting the estate regarding missed bin collections. We're working with Veolia to ensure the bin collections happen on a consistent basis (every Friday). While we are experiencing challenges with collections, our cleaning team are carrying out overspill collections from the bin room when necessary.

We are aware that the missed collections have resulted in a build up and overflow of rubbish and this is causing knock-on effects in terms of cleanliness and smell. The bin room has been jet washed and deodorisers installed in the bin rooms and around the lifts.

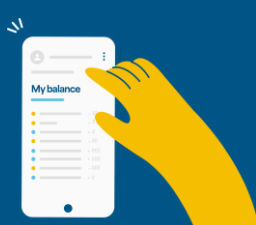
Thank you for your patience while we deal with this matter. Due to the buildings recently being handed over for occupation and the number of residents moving in at one time, we have been proactively taking actions to address the large number of recycling, bulk items and refuse that comes with many residents moving in at once. We had skips present for residents to use for excess waste, as well as arranging regular removals and clearances. This is something we will look to continuously manage to ensure communal areas are clear of items and refuse.

Rubbish disposal

Household waste that is placed inside the wrong bin or bulk household furniture dumped inside the bin room will not be collected. When this does happen, we have to arrange for the removal of contaminated waste and such household items which we will then have to claim back from you by adding the cost we incurred for doing this to your service charge. Please ensure you place your rubbish in the correct bins available and make your own arrangements for the removal of your bulk household furniture. The contact details for Brent Council are <https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste> or by phone 0208 937 5050.

Window cleaning

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



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Parcel Deliveries

We strongly recommend that you arrange for parcels to be delivered on dates when you will be at home to receive them. Alternatively, you may want to use the 'click & collect' service provided by many retailers. In terms of Amazon deliveries, the nearest Amazon locker to your estate is Premier Inn Wembley, 1 Wembley Park Boulevard, HA 90GG. We accept no liability for thefts of parcels as we are unable to monitor parcels left by delivery personnel.

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.

Become a Community Ambassador for your neighbourhood and represent the views of residents where you live



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If you're proud of your community and have ideas to make it better, then the Community Ambassador role could be for you. In this role, you'll get to share your local knowledge with us, support others and make a real difference to your area.

As an ambassador, we'll connect you to the relevant teams every three months, so you have the opportunity raise areas of concern and suggest improvements. You'll also work with your neighbours to develop community projects and activities that benefit the people living in your community.

Check out the Community Ambassador page on our website at www.networkhomes.org.uk/communityambassador to find out more information or register your interest. Alternatively, you can email our Resident Engagement Team at Get-Involved@networkhomes.org.uk or call the Customer Contact Centre 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.

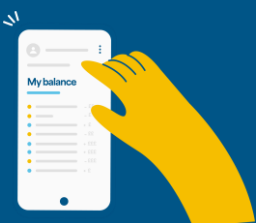
Don't let your clutter become a hazard

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

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 assistance developing an escape plan, please contact our Fire Safety Team on 0300 373 3000 or email at firesafety@networkhomes.org.uk.



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New residents' information

If you are a new resident, then welcome to your new home at South Way. 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/43SOCdc>

Read the latest issue of the 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.

Savannah-Rae Wright is your Neighbourhood Officer who manages your estate. You can contact Savannah 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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