



## Latest updates for residents at Vantage Point June 2024

### Upcoming resident meetings for 2024

The next resident meeting will take place on:

Date	Time	Virtual or in person	Meeting point
11 November 2024	6.30pm	Virtual	We will send you a text message nearer to the meeting date to remind you.

You can find details of upcoming or previous meetings on our website which you can access at <https://bit.ly/3mUxGDj>

### Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Friday	12 July 2024	10am	Archer Tower Communal Entrance
Thursday	12 September 2024	10am	Archer Tower Communal Entrance
Tuesday	12 November 2024	10am	Archer Tower Communal Entrance
Thursday	13 January 2025	10am	Archer Tower Communal Entrance

If you would like to join Ayo Bello, 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)

### Window cleaning

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



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)

## 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 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: [www.networkhomes.org.uk/news/latest-news/2024-news/we-secure-record-unlawful-profit-order-of-136-000-against-london-tenancy-fraudster/](http://www.networkhomes.org.uk/news/latest-news/2024-news/we-secure-record-unlawful-profit-order-of-136-000-against-london-tenancy-fraudster/)

## 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.

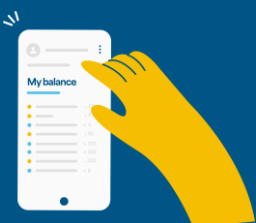
## Don't let your clutter become a hazard

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](http://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](http://www.networkhomes.org.uk/firesafetytips)

## Total evacuation fire safety strategy for your building

The fire strategy at Vantage Point is a Temporary Simultaneous Evacuation policy. This means that if a fire starts or you hear the alarm sounding you must evacuate your building immediately and you should exit as soon as possible to the designated fire evacuation point opposite Homerton



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)

Overground station. 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 to develop 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](http://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 residents' information

If you are a new resident, then welcome to your new home at Vantage Point. 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](http://www.networkhomes.org.uk).

Read previous updates about your scheme on our website at <https://bit.ly/3iE0JDE>

Read the latest issue of our newsletter for residents, on our website at <https://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](mailto:networkhomes@pinnaclepsg.co.uk).

Ayo Bello is your Neighbourhood Officer and your main contact if you are a General Rented residents on the estate.

Nina Ashiru, Property Manager, is your main contact if you are an Immediate Rent resident living in the blocks.

Darren Reilly, Leasehold Property Manager, is your main contact if you are a shared owner/leaseholder in the blocks.

You can contact all of them by phone on **0300 373 3000** or by email at [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](http://networkhomes.org.uk/contact-us)

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?

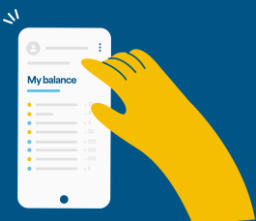
Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

[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)