



Latest updates for residents at Matthews Close June 2024


The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	3 July 2024	10am	Meet at: main entrance
Wednesday	2 October 2024	10am	Meet at: main entrance
Wednesday	6 November 2024	10am	Meet at: main entrance

If you would like to join Michael Smith, 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 customerservice@networkhomes.org.uk to arrange this first





Site inspection findings

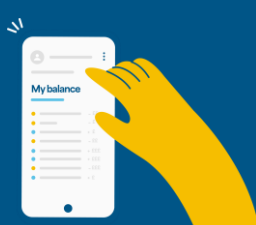
Your Neighbourhood Officer, Michael Smith has identified these issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Vehicle parked on play area	Moss House	Under investigation – warning to be issued	




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Broken lighting post	Moss House	Reported to Repairs Team for fix or replacement	
Broken lighting post	Yashin House	Reported to Repairs Team for fix or replacement	
Smashed balcony glass	Yashin House	Reported to Repairs Team for fix and/or replacement	
Items stored in communal area	Yashin House	Request for item to be removed – warning issued	
Signs of damp and water damage to entrance door surround	Best House	Reported to Repairs Team for survey and remedy	
Lift out of service	Best House	Reported to M&E	



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Items stored in bike store	Smith House	Bulk item clearance to be arranged	
Sunken and uneven pathway	Smith House	Reported to Repairs Team for survey and repair	
Damaged wall by lift	Smith House	Ongoing fix and repair	

Window cleaning

The window cleaning programme for your site is next scheduled for November 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



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£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.

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.

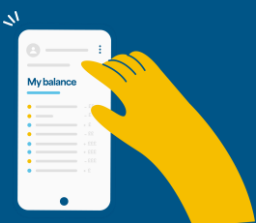
Check out gov.uk/find-local-council to see if your local council provides a free collection service for items you no longer want. You can also find out more about fire safety in your home by visiting our website at www.networkhomes.org.uk/firesafetytips

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 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



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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.

If you come across any rough sleepers, referrals can also be made to Streetlink - via <https://thestreetlink.org.uk/> If you're struggling to submit an alert you can also contact enquiries@thestreetlink.org.uk for help.

New resident information

If you are a new resident, then welcome to your new home at Matthews Close. 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.

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

Read previous updates about your scheme on our website at <https://bit.ly/3iHzd8x>

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 <https://www.uk-carparkmanagement.co.uk/contact-us> or by telephone **0845 463 5050** or **0300 373 3000 option 2**.

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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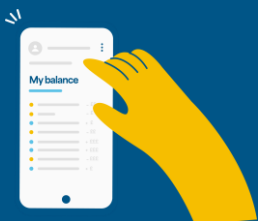


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OperationsandHousingContracts@networkhomes.org.uk



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