



## Latest updates for residents at Acton Lane June 2024

### Parking update

We've installed CCTV cameras to support parking enforcement outside the Leyland House bin store area.

### Upcoming estate inspections


The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	10 July 2024	11am	Renown House Front Communal door
Wednesday	11 September 2024	11am	Renown House Front Communal door

If you would like to join Shantel Anderson, 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](mailto:customerservice@networkhomes.org.uk)


### Estate inspection findings

Your neighbourhood officer, Shantel Anderson, has identified the following issues:

Item	Location	Action taken	
Thank you to all who are helping to keep the bin store clean and tidy.	Bin store	N/A	



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)

Item	Location	Action taken	
Items stored in communal area	Stairwell	Request for item to be removed by Pinnacle if there on their next site visit.	

### Fire Risk Assessments (FRA) – no items in communal areas

We have a zero-tolerance policy on items left in communal areas. Our FRA action plan also applies to car park areas and will be enforced without exception.

Our policy means that we have removed and will continue to remove items found in communal areas without notice, which includes items left outside your front door. We throw away any items we remove as we do not store or keep items.

Shared communal areas include stairways, lifts, landings, hallways, and car parks. Please ensure you do not leave any items in these areas including shoes, shoe racks, prams, pushchairs, bicycles, children’s toys, plant stands etc. Items stored in shared areas are a hazard as they can prevent people from leaving the building safely in a fire.

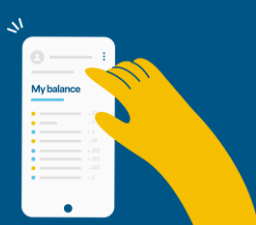
### Window cleaning

The window cleaning programme is next scheduled for August 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](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



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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](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](https://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](mailto:firesafety@networkhomes.org.uk).

## 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](https://www.networkhomes.org.uk/asbtoolkit)



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://www.networkhomes.org.uk/contact-us)

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 Acton Lane. 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](http://www.networkhomes.org.uk).

Read previous updates about your scheme on our website at <https://bit.ly/4a8spfJ>

Read the latest issue of our newsletter for residents, on our website at [www.networkhomes.org.uk/your-home/customer-newsletter](http://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).

Shantel Anderson is your Neighbourhood Officer who manages your estate. You can contact Shantel by phone on 0300 373 3000 or by email at [customerservice@networkhomes.org.uk](mailto: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](http://www.mynetworkhomes.org.uk)
- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

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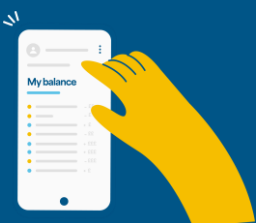
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