



Latest updates for residents at Electric House June 2024

Neighbourhood Team

We would like to introduce you to Justin Kyem, your Neighbourhood Officer, who will be managing your estate. Please see 'important contacts' for ways to contact Justin.

Bicycle thefts

We understand the distress and inconvenience caused by the recent break-ins at Electric House. The thieves gained access through the main communal door by breaking into the key safe, which held a door fob. This fob has been cancelled. Please rest assured that we are in contact with the police, who are currently reviewing the footage to see if the perpetrators can be identified.

When you notify us of such incidents, we will aim to download the relevant CCTV footage as quickly as possible so that it can be shared with the police. Additionally, we will advise you to report the incident directly to the police and then provide us with the crime reference number so we can effectively communicate and work with the police. We appreciate your cooperation and are committed to addressing these issues swiftly to maintain the security of our community.

Anti-social behaviour (ASB) toolkit

We've developed a toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. The toolkit covers a range of issues including drug use or dealing, hate crime and noise nuisance. You can find the toolkit on our website at networkhomes.org.uk/asbtoolkit.

Some incidents are a criminal offence. If you're experiencing or see ASB that is immediate danger to you or others, please call the police on 999 before reporting the incident to us. You can also report some crimes such as knife crime anonymously to Crimestoppers on **0800 555 111**. We know that it can be difficult to pick up the phone but sharing what you know with Crimestoppers anonymously can help to make our communities safer. You can find out more about Crimestoppers at crimestoppers-uk.org.

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



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many retailers. In terms of Amazon deliveries, you have the option to select an alternative delivery point near your estate e.g., local post office, supermarket or shops. We accept no liability for thefts of parcels as we are unable to monitor parcels left by delivery personnel.

Upcoming estate inspections



The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	26/06/2024	10:30 – 11:30	Main Entrance
Wednesday	31/07/2024	10:30 – 11:30	Main Entrance
Wednesday	04/09/2024	10:30 – 11:30	Main Entrance

If you would like to join Justin Kyem, 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

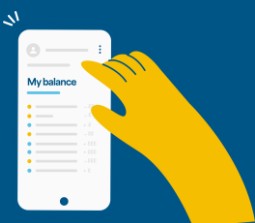
Site inspection findings

Your Neighbourhood Officer, Justin Kyem has identified these issues from his last estate inspection.

Issue identified	Location	Action taken	Photos
Garden tap (non-resident use)	Communal rooftop garden	Raised to repairs	
Carpet strip missing	Ground floor lobby stairs	Raised to repairs	

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



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<https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste> or by phone 0208 937 5050.

Please take recycling seriously

Recycling contamination occurs when materials are sorted into the wrong recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container.



What happens if I put the wrong things in my recycling bin?

If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

Due to contamination of the recycling and the council then refusing to collect the bin, we must arrange for our contractors to dispose of the bins at a cost which will be **service chargeable to all residents**. It is important to recycle properly to avoid such unnecessary additional cost to you.

How to prevent recycling contamination

1. Rinse your containers as soon as they're empty and before placing in the recycling bin.
2. Sort your recycling materials.
3. Check the recycle material list to see what is accepted and how to sort it.
4. Follow your local council's recycling guidelines.
5. Remind other residents about the recycling guidelines as their actions could cause your recycle bin not to be collected by the council if it's contaminated.

If you live in a block of flats, you should have access to communal recycling bins. These will have labels that clearly show what you can recycle.

Support with claiming benefits

We have a Welfare Benefits Advice team at SNG that can support you with claiming benefits. The team has helped residents claim more than £1.5million a year for the past five years and sometimes as much as £2.4m. This includes Housing Benefit, Universal Credit, disability benefits, Pension Credit and Carers Allowance to name but a few of the benefits the team have assisted



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with, along with Discretionary Housing Payment applications and in some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at welfareadvisors@networkhomes.org.uk.

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 will remove and throw away any items we find 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.

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.

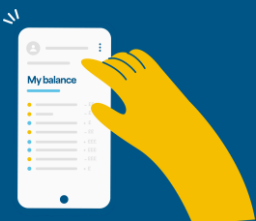
Important contacts

If you have any **issues with communal cleaning or grounds maintenance service**, call Pinnacle on 0330 332 0845 or email networkhomes@pinnaclepsg.co.uk.

Justin Kyem is your neighbourhood officer who manages your estate. You can contact Justin 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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