



Latest updates for residents at Featherstone Court July 2024

Neighbourhood Team

We would like to introduce you to Masooma Okera, your Neighbourhood Officer, who will be managing your estate. Please see the 'important contacts' section at the end of this newsletter for ways to contact Masooma.

Play Area Gate

We're aware that the current wooden gate in the play area is causing significant anti-social behaviour (ASB) and inviting unauthorised people to misuse the play area. We're currently in the process of obtaining quotes to replace this gate.

We're looking at installing a metal gate with railings, which we would like for only residents to be able to access. The gate will be more visible so that CCTV can capture any unauthorised access, and it can be reported to the police.

We're working closely with the local police SNT to monitor and report on recent incidents of non-residents hanging around the play area as well as the underground carpark. The police SNT have assured us that they will increase their patrols in and around the park.

CCTV

We've installed CCTV at Featherstone Court which covers all areas within the area including the play area at the back. If you would like to get a copy of CCTV footage, please report the matter to the police who will then get in touch with us to submit the footage request.

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



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Crimestoppers anonymously can help to make our communities safer. You can find out more about Crimestoppers at [crimestoppers-uk.org](https://www.crimestoppers-uk.org).

Upcoming estate inspections

The next estate inspections will take place on:


Day	Date	Time	Meeting point
Tuesday	6 August 2024	9.30am	Meet at: Main entrance
Tuesday	1 October 2024	9.30am	Meet at: Main entrance

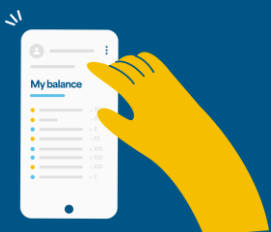
If you would like to join Masooma Okera, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can arrange to meet her on the dates above by contacting her on

0300 373 3000 or email customerservice@networkhomes.org.uk.

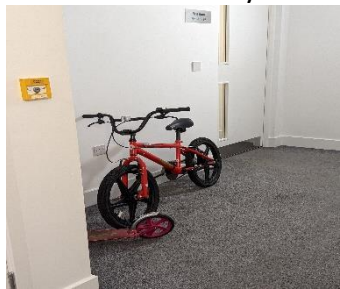

Estate inspection findings update for your site.

Your Neighbourhood Officer, Masooma Okera has identified the below issues.

Issue identified	Location	Action taken	Any other notes
Rubbish not being thrown away properly. Rubbish being thrown on the floors.	 Bin Store	Pinnacle have now Jet washed the area.	Residents need to ensure that they are throwing away rubbish properly. Rubbish needs to be put inside the bins, as this is also attracting pests.
Bulk Items in Bike Shed	Bike Shed at the front of the blocks.	Bulk items removed.	Residents are not to store any bulk items inside the bike shed. This will be removed, as per the TORT notices in the communal areas.



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Issue identified	Location	Action taken	Any other notes
<p>Items in the communal hallways</p>	<p>Communal Hallways</p>  	<p>Items found in communal hallways will now be removed.</p>	<p>Fire Risk Assessments (FRA) – no items in communal areas</p> <p>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.</p> <p>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.</p> <p>Items stored in shared areas are a hazard as they can prevent people from leaving the building safely in a fire.</p>

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



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Please take recycling seriously

Recycling contamination occurs when materials are placed into the wrong recycling bin (for example, putting a glass bottle into a mixed paper recycling bin), 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.

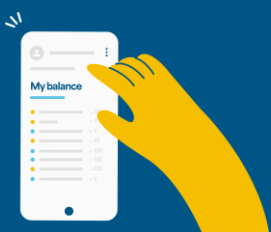
If you live in a block of flats, you should have access to communal recycling bins. These will have labels that clearly show what you can recycle.

Bike Shed and communal areas

We recently changed the bike shed door code due to unauthorised people having obtained the code were stealing bikes. Please make use of the bike shed, and do not store bikes within the communal areas. Please ensure that the code is not given to any residents who do not reside at Featherstone Court.

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, you have the option to select an alternative



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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.

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 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.

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.

Masooma Okera is your Neighbourhood Officer who manages your estate. You can contact Masooma 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

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](#)

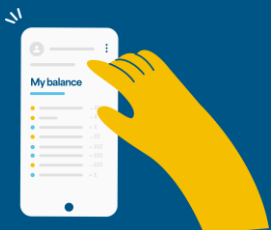


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OperationsandHousingContracts@networkhomes.org.uk



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