



## Latest update

**243 Ealing Road**

**May 2020**

### **Coronavirus (Covid-19) service update**

Due to the coronavirus outbreak, our receptions are closed until further notice. We'll let you know when they are open again. You can still contact us by phone on **0300 373 3000**, by email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk), by social media or using our website contact us form.

We've also stopped all non-emergency repairs and all planned and non-essential maintenance work during this time. This includes estate inspections and residents meetings.

Please comply with Government advice, stay home, avoid gatherings and maintain social distancing.

You can find out more on our website at [www.networkhomes.org.uk](http://www.networkhomes.org.uk)

### **Get ready for My Network Homes – your new online account**

Things are about to get easier with My Network Homes, your new online account. Soon you'll be able to:

- Check your rent balance and pay your rent
- Ask us a question
- Report anti-social behaviour
- View your repairs history
- And much more!

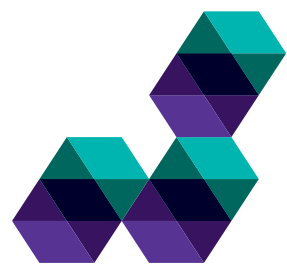
We'll be getting in touch with details of how you can register, so keep an eye out!

### **Fire safety**

Please make sure you dispose of cigarettes safely and make sure all corridors and communal areas are kept free of items. Any items left in the communal areas will be removed without notice. BBQs are also not allowed anywhere at 243 Ealing Road.

### **Fire Strategy**

The fire strategy at 243 Ealing Road is a **stay put** policy. This means unless you're directly affected by a fire or told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home.





## Building Safety update

We're pleased to confirm that our investigations into the facades at Ealing Road was completed in February 2020. Our Fire Consultant has reviewed the results of the fire tests and carried out a further site inspection and is satisfied that the fire risk is sufficiently low that no remedial works are required.

Our Fire Consultant has confirmed this in certificate, known as an EWS1 form.

For those of you who have got in touch with us asking for the EWS1 form to progress a sale, re-mortgage or staircase request, we will email you a copy of the form for your block. It will also be available on our website – type in your postcode and filter the categories at [www.networkhomes.org.uk/fireriskassessments](http://www.networkhomes.org.uk/fireriskassessments).

## Balcony Glass

Hill Partnership has been accessing all properties across the development to inspect, adjust and where necessary change balcony glass panels to ensure all panels carry the correct Heatsoak kitemark. There is one property where glass has not been inspected. We are in the process of discussing with Hill whether the remaining scaffold can be removed safely adhering to Government Guidance and will update our residents in due course. This includes the scaffold beneath an elevation to Braunston House which cannot be removed until the cars parked beneath have been removed. Thank you for your continued support and patience whilst we carry out these important works.

## Commercial leases

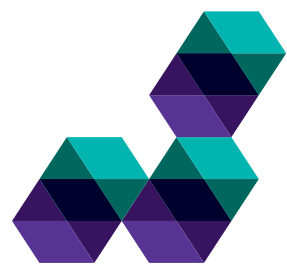
Please refer to your notice boards and the 243 Ealing Road section on the Network Homes website ([www.networkhomes.org.uk](http://www.networkhomes.org.uk)) for the latest information on the commercial leases on the scheme.

## Parking

A reminder that the Grace period for parking without a permit is 30 minutes for residents and 10 minutes in the visitors bays.

Visitors must use the 'JustPark' app, available on [iPhone](#) or [Android](#). Phone, SMS and mobile web bookings are also available. The visitor must insert the location number **301371** and then follow the instructions. We do not recommend advance bookings as you may run the risk of the previous visitor overstaying.

Please make sure you don't park in the electrical charging spaces, on double yellow lines. You also shouldn't block access points like bin rooms and hatched areas.





## **Bin collections and bulkwaste**

All bins – recycling, general and food waste – are collected every Tuesday.

Brent Council offers a collection service for bulk items which costs £35 for up to five items. You can book as many collections as you like. You can book online at <https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste>. If you receive Council Tax Support or Housing Benefit Credit you can get one free collection per year.

## **Cleaning and grounds maintenance**

Pinnacle has continued to undertake full cleaning responsibilities during the coronavirus crisis.

Grounds maintenance has been reduced in line with government requirements to travel for essential purposes only. The grounds maintenance team has continued to work by supporting the cleaning service and dealing with urgent issues, like removing bulk waste and clearing bin stores.

We review the communal grounds during our scheduled visits and are carrying on with grass cutting and other duties on a risk-based approach. We'll continue to deliver a reduced grounds maintenance service until the Government restrictions have been lifted.

## **Antisocial behaviour (ASB):**

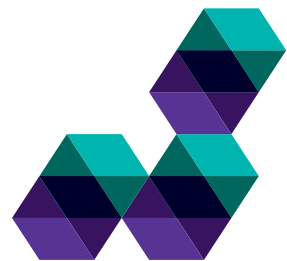
Residents, their household members, visitors or guests must not cause any antisocial behaviour within the estate. Antisocial behaviour includes playing ball games, riding scooters, shouting, screaming, loitering, riding skateboards, littering, dumping bulky items and not disposing of bin bags properly. We investigate statutory noise in line with legal guidelines. We will not investigate domestic noise such as children playing in their homes, doors slamming etc. these are not enforceable. Please refer to our website [www.networkhomes.org.uk](http://www.networkhomes.org.uk) for more information on noise nuisance and other types of anti-social behaviour.

## **Do you need support with claiming benefits?**

Did you know Network Homes has its own welfare and benefits advice team?

The team has helped residents claim in excess of £1.5m each year for the past three years and £2m last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you want to speak to the team call **0300 373 3000** or email [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk).





## Important contacts

Got a repair? Or need any other information? Get in touch by:

- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)
- Website – [www.networkhomes.org.uk/contact-us](http://www.networkhomes.org.uk/contact-us)
- Facebook – **Networkhomesuk**
- Twitter – **asknetworkhomes**.

If you need to report crime or anti-social behaviour, please visit <https://online.et.police.uk> **to report minor or non-urgent crimes.**

In an emergency, call the Police on 999 or 101 for non-emergencies.

## Have you signed up for our digital newsletter?

Our new digital newsletter keeps you more informed and up-to-date about what's going on at Network Homes with:

- Our latest events
- Information about support services we provide
- Ways you can get involved with improving our services
- Stories from residents
- And much more!

Sign up at [www.networkhomes.org.uk](http://www.networkhomes.org.uk)

## Help make your community a better place to live

We have a varied and inclusive resident engagement programme at Network Homes that all residents can be part of. Tell us what matters to you, inspect our services and get to the very heart of the communities where we work. It's an opportunity for you to share your ideas and challenge our performance – while learning new skills along the way.

Show us how we can do better, and help us to:

- offer services that residents need and want
- work to a high standard, delivering quality services
- achieve value for money across our organisation
- enhance the quality of life for people living in your community
- ensure staff and Board members carry out their work effectively.



Find out how you can get involved at: [www.networkhomes.org.uk/get-involved/](http://www.networkhomes.org.uk/get-involved/)

