



## Latest updates for residents at 243 Ealing Road

July 2023



### **Tell us how you feel about our proposed merger with Sovereign**

We want to hear your thoughts about the proposed merger with Sovereign and understand what's important to you throughout this transition. We have a variety of ways you can provide us with your feedback including completing an online feedback form, attending one of our summer events or booking a one-to-one conversation with us. Our Board will consider your views when they make their decision about the merger in September 2023. Please click on the link below for more information about the merger and how to provide your feedback about it.

[www.networkhomes.org.uk/bettertogether](http://www.networkhomes.org.uk/bettertogether)

### **Our payment provider has changed**

We've switched to PayPoint as our new payment provider. It replaces allpay. Most of the ways you make payments to us are still available for you to use. However, there will be changes that you need to make, depending on how you make payments to us, to ensure payments continue to reach us.

**You will not need to do anything if you currently make payments to us by standing order or Direct Debit.**

We've updated the payment links on our website and in your My Network Homes account so we will continue to receive your payments if you make a payment this way. If you make payments using your payment card, and you've used it in the last 12 months, we've sent you a new card to use to make payments to us. Please give it until 7 July for the card to arrive.

PayPoint offer most of the same payment methods as allpay, as well as other payment options. Although you'll still be able to pay us in the usual ways, you'll need to ensure you're using the new versions from 3 July. We've included more information about the changes you need to make on our website at [www.networkhomes.org.uk/paymentproviderchange](http://www.networkhomes.org.uk/paymentproviderchange). You will also be able to find the updated payment options on our website at [www.networkhomes.org.uk/waystopay](http://www.networkhomes.org.uk/waystopay) from 3 July.

### **Applying for Parking Permits**

CPM manage the car park at your estate, this includes issuing new parking permits. If you would like to apply for a parking permit to park your vehicle, please contact CPM at [networkhomes@uk-cpm.com](mailto:networkhomes@uk-cpm.com).





However, your application will NOT be processed if your rent account is in arrears by more than £500. Once you have cleared your rent account arrears you can resubmit your application.

## **Warning about Tailgaters**

We're aware that people with criminal intent may try to gain access to your estate or building. They may already know of ways to gain access unnoticed and one of them is by following you into the building by tailgating.

Tailgating is when an unauthorised person follows behind an authorised person to get into a building or estate. An authorised person would be someone who lives in the building, is visiting a resident who lives in the building or someone working for, or on behalf, of Network Homes, the managing agent or owner of building. It is one of the most common physical security breaches to an estate or building.

People will often offer random act of kindness, such as holding the door open for a stranger, which creates an opportunity for unauthorised people to gain access to the building. If you're not familiar with the person / people relying on you to gain access to your building, please do not give them an opportunity to have access by leaving the door open or holding it open for them to enter. When people with criminal intentions enter the building, it can create safety concerns for you and other residents and give them an opportunity to cause damage to the building.

## **Councillor visit pest control**

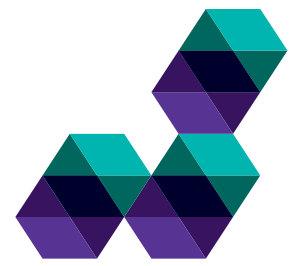
Following discussions between Local Councillor Anton Georgiou and our Neighbourhood Team, residents at Aylesbury House raised concerns regarding the pest control and use of the bin room. We worked with Cllr Anton to discuss and agree actions to be taken to address the issues. We sent you a letter detailing the expectations of residents when using the bin store. It's important everyone follows these expectations to minimise any pests on the estate. We've also placed signs around the bin store itself to ensure you're aware of the correct rubbish that should be placed in each of the general waste, recycling and food waste containers.

We ask that all residents take responsibility to do their part in ensuring the building is kept safe and free from litter, spillages, bin bags on floors, bulk waste, etc. Here's some guidelines to remember:

- Bin bags should always be placed inside the large bin containers and not on the floor.
- Small children should not be sent to dispose of bin bags as they may not be able to reach the large containers.
- Cardboard boxes should be collapsed and placed inside recycling bins.
- Do not drag bin bags on floor and cause drip marks.

We're monitoring the effectiveness and actions of our Pest Control Contractors, where we have a planned preventative maintenance contract in place. Our Neighbourhood Team is following up with our Pest Control Contractors and our Repairs Team to ensure that all recommendations on the Pest Reports are followed through to completion.

**Latest update from Network Homes**





## Upcoming resident meetings for 2023

The next resident meeting will take place on:

Date	Time	Virtual or in person	Location or meeting link details
11 July 2023	6pm	In person	TBC
12 December 2023	6pm	Virtual	<a href="http://www.networkhomes.org.uk/ealing-roadmeeting">www.networkhomes.org.uk/ealing-roadmeeting</a>

We will publish the resident meeting dates on our website and send you a text message closer to the time to remind you.

You can find the “You Said, We Did” resident meeting minutes from the meeting held on Tuesday 7 February 2023 on our website here: [www.networkhomes.org.uk/ealingroadmeeting](http://www.networkhomes.org.uk/ealingroadmeeting)

## Upcoming estate inspections

The next estate inspections will take place on:

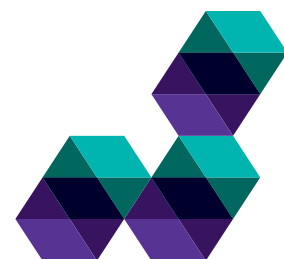
Day	Date	Time	Meeting point
Thursday	24 August 2023	1pm	Lobby area of Venice House
Thursday	23 November 2023	1pm	Lobby area of Venice House
Thursday	22 February 2024	1pm	Lobby area of Venice House

If you would like to join Thomas Furnell, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Thomas on **0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

## Estate inspection findings

Your neighbourhood officer, Thomas Furnell, has identified these or were raised during residents’ meetings, which he has flagged with our repairs team to action.

Issue identified	Location	Action taken	Any other notes
Damage to ceiling panel	Outside flat 23 of Aylesbury House	Repair request raised	
Missing ceiling panels	Outside flat 80 of Marsworth House	Repair request raised	
Stair nosing missing	4 <sup>th</sup> floor of Northampton House	Repair request raised	
Several ceiling panels missing	Outside flat 29 Cosgrove House	Repair request raised	
Hole in ceiling panel	6 <sup>th</sup> Floor of Venice House	Repair request raised	





Leaning perimeter fence	Permitter fence on right hand side of estate	Chased repairs as job previously raised	
Various light bulbs need replacing	Northampton, Wendover and Marsworth House	Requested bulb replacements	

## Window cleaning

The window cleaning programme for 2023 is scheduled for July.

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

## Rough sleepers

There are many forms of anti-social behaviour (ASB) and some of them include rough sleeping. Rough sleeping includes people who are sleeping in places that are not intended for living e.g., our bin stores or other communal areas.

If you have concerns about someone who is rough sleeping, but they are not causing criminal damage or are a threat to you and other residents, you can get in touch with organisations that can provide them with support, such as [Streetlink London](http://www.streetlink.org.uk). You can find out more about this and what to do on our website at [www.networkhomes.org.uk/groupdisorder](http://www.networkhomes.org.uk/groupdisorder).

## 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 Network Homes 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.

## New residents' information

If you are a new resident, then welcome to your new home at 243 Ealing Road. Please check out our website for information about our services and important information you would need to know as a resident. You can also find previous updates about your scheme.

Latest update from Network Homes





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/3acBBAV>

Read the latest issue of Network Life, newsletter for residents, on our website at [www.networkhomes.org.uk/networklife](http://www.networkhomes.org.uk/networklife).

## 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).

Thomas Furnell is your Neighbourhood Officer who manages your estate. You can contact Thomas 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)

## 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](#)

## No longer wish to receive this newsletter

If you prefer not to receive this newsletter and would like us to remove you from the mailing list, please let us know in writing by emailing us at

[OperationsandHousingContracts@networkhomes.org.uk](mailto:OperationsandHousingContracts@networkhomes.org.uk)

