



## Latest update

Princess Louise Close

September 2020

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

Due to the coronavirus outbreak, our receptions are currently closed. We're aiming to re-open our receptions at The Hive (our new head office – see more below) this month subject to any further changes in government advice. If we can open our receptions, you'll need to pre-book an appointment with the relevant team. We will update our website soon to let you know when they are open again and how to book an appointment. You can still contact us by phone on **0300 373 3000**, email at **customerservice@networkhomes.org.uk**, social media or using our website contact us form.

Our regular repairs and maintenance services are back. You can now report non-emergency as well as emergency repairs with us. We have risk rated the works that were in progress when we had to put the services on hold and will be completing the most urgent works first. Due to the disruption in service it may take us longer than usual to complete non-urgent repairs so we thank you in advance for your patience.

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

### **We've moved to a new Wembley Park head office!**

Although our reception is currently closed to visitors our new address is 'The Hive, 22 Wembley Park Boulevard, Wembley, HA9 0HP'. Please update your records with our new head office address and ensure you use the new details if you need to get in touch or send any documents to us in the post.

### **Anti-social behaviour (ASB) toolkit**

We're developing a toolkit to help you understand the steps you need to take to address anti-social behaviour. It covers a wide range of issues including drug use, dealing drugs and noise nuisance. The toolkit will be easy to navigate as each ASB type will be listed alphabetically. We will launch the toolkit on our website in September.

Our Neighbourhood team will work with you to help and offer advice and guidance. They can also investigate and resolve ASB issues affecting you and your community.

### **Cleaning and grounds maintenance**

Pinnacle has continued to carry out a full cleaning service during the coronavirus crisis.

We're also providing a full grounds maintenance service again.





Please contact Pinnacle on **0330 332 0845** or email [networkhomes@pinnaclepsg.co.uk](mailto:networkhomes@pinnaclepsg.co.uk) if you have any issues with cleaning or grounds maintenance.

## 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. Barbeques are also not allowed anywhere at this estate. **This is dangerous and puts everyone's safety at risk.** It is also a breach of your tenancy agreement.

## Fire Strategy

The fire strategy 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.

## Sign in, sort it with a My Network Homes account!

Have you heard about My Network Homes, your new online account? With an account, you'll be able to:

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

If you have a tenancy with Network Homes, you can register and set up an account. All you'll need is your customer reference number, a unique PIN which we sent to you and an email address. To find out more, including how to request a new unique PIN, visit [www.networkhomes.org.uk/mynetworkhomes](http://www.networkhomes.org.uk/mynetworkhomes).

## Safety on your Estate

Network Homes has a good working relationship with the ward Police Officer PC Paul Reading who has been helping us to tackle the challenging situation regarding rough sleepers in the car parks. You are on the Little Venice Ward so if you need to speak to the local police team, you can call 101 and ask for your ward officer.

## Estate inspections

Details of estate inspections are published on your noticeboard.

## 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).

## Tackling tenancy fraud

Tenancy fraud is not only illegal but it also 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. We offer a £250 incentive for anyone who helps us to identify a genuine tenancy fraud case. Check out the latest news on our website for more information at [www.networkhomes.org.uk/news](http://www.networkhomes.org.uk/news).

## 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.

## Help to make your community a better place to live and gain skills along the way!

We have been busy recruiting residents to our varied and inclusive programme that you can also be a part of!

### You could:

- Be the voice of young people
- Review our digital platforms and provide feedback
- Join estate inspections and suggest areas of improvement
- Go undercover as a mystery shopper



### What's in it for me?

- Gain skills and experience to add to your CV
- Access to in-house and online training opportunities
- Boost your confidence and wellbeing





- Connect with people and build new relationships
- Find out how you can get involved at: [www.networkhomes.org.uk/get-involved/](http://www.networkhomes.org.uk/get-involved/) or email [Get.Involved@networkhomes.org.uk](mailto:Get.Involved@networkhomes.org.uk).

