



Latest update

Rectory Park

October 2020

Neighbourhood team



Michael Smith
Neighbourhood Officer

We would like to introduce you to Michael Smith, your new Neighbourhood Officer, who will be managing your estate.

Coronavirus (Covid-19) service update

Our receptions at The Hive in Wembley and Ware Road in Hertford are now open for appointments only. Please get in touch with our Customer Contact Centre on **0300 373 3000** or at customerservice@networkhomes.org.uk if you would like to make an appointment.

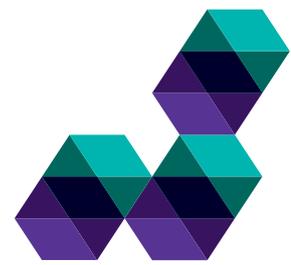
Please follow Government advice and maintain social distancing in lifts, stairwells and communal areas.

Virtual estate meetings

We're following government guidelines on social distancing so we're unable to hold face to face meetings with residents at present. We would still like to stay in touch with you to discuss any estate concerns you may have which is why we'll be holding virtual residents meetings in place of face to face meetings. The dates and times of your virtual meetings are:

Weyman	4 November 2020	6pm to 7 pm
Molloy and Hern	18 November 2020	6pm to 7 pm
Harman	2 December 2020	6pm to 7 pm
Larkspur	16 December 2020	6pm to 7 pm
Blanche and Bundy	20 January 2021	6pm to 7 pm
Rectory Park and Casey Avenue	3 February 2021	6pm to 7 pm

We have put posters in your block about it and will text you before the meeting with joining instructions.





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 an 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.

Cleaning and grounds maintenance

Pinnacle provides the full cleaning and grounds maintenance service. Please contact them on **0330 332 0845** or email networkhomes@pinnaclepsg.co.uk if you have any issues with cleaning or grounds maintenance.

Fire safety and fire strategy

Please make sure you dispose of cigarettes safely and 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.

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.

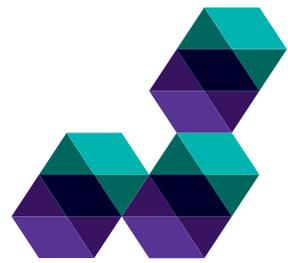
Making sure everyone's parking properly

Parking has been allocated to specific properties and only people with valid permits can park. If you're not sure whether you have a parking space, please check your lease or ask a member of staff.

Resident permit controls apply to the Network Homes car park areas but not on the public highway, which has its own parking control managed by Ealing Council.

Places you shouldn't park:

- In a car park area if you are not permitted to do so
- On double yellow lines - this can obstruct emergency vehicles and bin trucks
- In a parking bay that is not allocated to you
- In front of access points like bin rooms and hatched areas





- On the grass verge by the play areas.

Parking is monitored by our staff and CPM daily including weekends. CPM will issue a ticket to any vehicle that's causing an obstruction or parked in a bay that you are not permitted to use, whether a permit is displayed or not. All car park areas are clearly marked by CPM on the Terms and Conditions signage displayed e.g. Harman Court, Bundy Court, Larkspur Court.

CPM do not send out renewal reminders so it's your responsibility to ensure that your permit is renewed before it expires.

All parking enquiries and appeals are managed by CPM and not Network Homes.

Sign in, report it with a My Network Homes account!

You can now report a repair and book an appointment for most repairs through your My Network Homes account. The great thing about reporting your non-emergency repairs through your account is that you can do it at any time of the day when it's convenient for you.

Don't forget, you can also:

- Check your rent balance and pay your rent
- View your repairs history
- Ask us a question
- Report anti-social behaviour
- 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 networkhomes.org.uk/mynetworkhomeshelp.

Do you need support with claiming benefits?

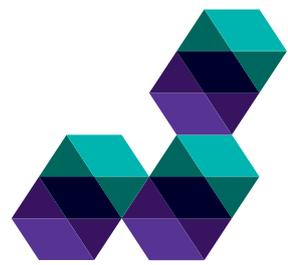
Did you know Network Homes has its own welfare and benefits advice team? If you want to speak to the team call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Community Centre

The Rectory Park community Centre is open again for activities. Strict Covid-19 measures are in place with hand sanitizers available at all times, and temperature checks for visitors.

The Centre is managed by Community First Foundation and hosts loads of activities including: **sewing classes, functional skills (ESOL), childcare training, tuition and homework club and supporting citizens with the European settlements scheme application.**

After School Club is back, enrolling started in September. The Centre is also introducing a home schooling scheme.





The Centre will be leading the Girlguiding charity for girls and young women in the UK. This activity will start from January 2021. Visit [girlguiding.org.uk](https://www.girlguiding.org.uk) for more information.

Get involved with and gain skills along the way!

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
- Connect and build new relationships.



Find out more information at www.networkhomes.org.uk/getinvolved or get in touch at Get.Involved@networkhomes.org.uk.

Important contacts

Got a 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
- Website – www.networkhomes.org.uk/contact-us
- Facebook – **Networkhomesuk**
- Twitter –

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.

