



## Latest update

Matthews Close

October 2020

### 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](mailto: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.

### 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](https://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](https://crimestoppers-uk.org).

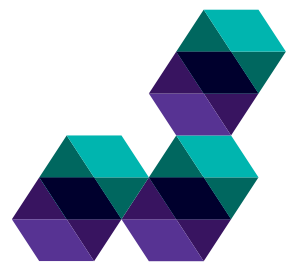
### Cleaning and grounds maintenance

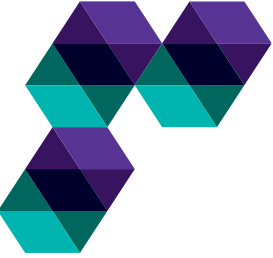
Pinnacle provides the full cleaning and grounds maintenance service. Please contact them on **0330 332 0845** or email [networkhomes@pinnaclepsg.co.uk](mailto:networkhomes@pinnaclepsg.co.uk) if you have any issues with cleaning or grounds maintenance.

### 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.





## **Glass replacement programme**

This project was completed on 6 October. We apologise for the inconvenience that having the scaffold in place has caused and thank you for your patience.

## **Building Safety update**

We have completed our external wall inspections to brickwork elevations at Matthews Close, in line with the advice issued by the Government to landlords. There are localised sections behind the curtain walling which overlooks the railway track which we will need to investigate to complete our surveys. Once this is done, we hope we will be able to provide you with an EWS1 form, which lenders can ask for if you're selling or re-mortgaging your home.

We hope to finish these investigations in the next month and will then be able to provide more information on the outcome.

Please keep an eye on our website especially the dedicated building safety section at [www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/](http://www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/) for the latest updates.

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

You can now report a repair and book an appointment for some 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.

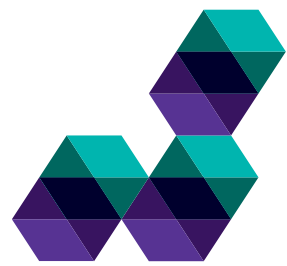
Don't forget, you can also:

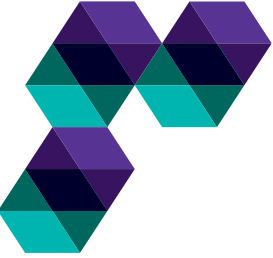
- Check your rent balance and pay your rent
- View your repairs history
- Ask us a question
- Report anti-social behaviour
- And much more!

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

## **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](mailto:welfareadvisors@networkhomes.org.uk).





## 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](http://www.networkhomes.org.uk/getinvolved) or get in touch at [Get.Involved@networkhomes.org.uk](mailto: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](http://www.mynetworkhomes.org.uk)
- 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.

