



## Latest update

**Rectory Park**

**January 2021**

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

We're still providing our services throughout the Government's national lockdown. We're following government guidelines and advice to ensure your safety when we deliver our services therefore please continue to give our contractors access to attend to repairs and complete safety checks. You can read more about our service updates on our website at [www.networkhomes.org.uk/covid19](http://www.networkhomes.org.uk/covid19).

### **Virtual 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 resident meetings in place of face to face meetings. The dates and times of your virtual meetings are:

Estate	Date	Time
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 up posters in your block about it and will text you before the meeting with joining instructions.

### **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.

## Anti-social behaviour (ASB)

We told you in the last newsletter that we've developed a 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 [networkhomes.org.uk/asbtoolkit](https://networkhomes.org.uk/asbtoolkit).

## Fire safety and fire strategy

Network Homes has a zero tolerance to items being in the communal areas, including in riser cupboards. This is to ensure escape routes remain clear for if you need to evacuate in the event of a fire. Any items found in these areas will be removed and disposed of without prior notice. We must also remind you that smoking in enclosed spaces is illegal and barbeques are not allowed anywhere at this estate. **This is dangerous and puts everyone's safety at risk.** Anyone found to be ignoring this law could be found in breach of their tenancy.

**The fire strategy 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.

## Stay connected with online community forums

We want to help you get to know people in your community by accessing or setting up online community forums. You can use them to provide support to other people or keep in contact with your neighbours and residents in your local area. If you want to find out if there is an existing forum in your area or set up and promote a new one, then our Resident Engagement Team can help. You can get in touch with them at [get.involved@networkhomes.org.uk](mailto:get.involved@networkhomes.org.uk) or on 0300 373 3000.

## Community Centre

Due to the coronavirus crisis the Rectory Park community centre is closed to all activities until further notice.

## Report your repair through your My Network Homes account!

My Network Homes is your online account with Network Homes where you can report and book an appointment for most non-emergency repairs. You can also check your rent balance, pay your rent and raise other service requests.

Latest update from Network Homes





If you have a tenancy with Network Homes, you can register and set up an account. All you 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).

## 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).

**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**.

