



Latest update

Matthews Close

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.

Building safety update

We are working with a fire engineering consultant with a view to publishing an EWS1 certificate in January 2021. Thank you for your patience.

You can email customerservice@networkhomes.org.uk if you have any questions.

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/ for the latest updates.

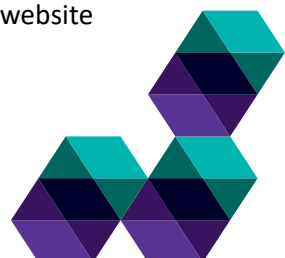
Fire safety and fire strategy

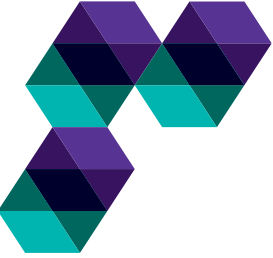
Network Homes has a zero tolerance to items being in the communal areas, including in riser cupboards. This is to ensure escape routes remain clear for if you need to evacuate in the event of a fire. Any items found in these areas will be removed and disposed of without prior notice. We must also remind 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.

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.





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 or on 0300 373 3000.

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.

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.

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.

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.

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 – **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.

