



Latest update

Eaton Plaza

February 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.

Neighbourhood team



Erika Davison
Neighbourhood Officer

We would like to introduce you to Erika Davison, your Neighbourhood Officer, who will be managing your estate. You can contact Erika by phone on 0300 373 3000 or by email Erika.davison@networkhomes.org.uk

Please note that Erica does not raise repairs. [You will need to report repairs to our](#) Customer Contact Centre – please check under 'Important contacts' for how to raise a repair.

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.

We are aware that over the last couple of months there have been a significant number of false fire alarm activations in the underground carpark and we are very sorry for this and the disturbance it causes. Our initial investigations are inconclusive as to the cause, but we have now identified a number of panels which may have developed a fault due to the age of the system. We have replaced the faulty panels together with associated wiring. All other call points have now been fitted with covers.





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.

Building Safety Update

Following our previous letters about investigations taking place at your building, we are pleased to confirm that our investigations into the facade are now complete. Our Fire Consultant has reviewed the results of the fire tests and carried out a further site inspection and is satisfied that the fire risk is low and no remedial works are required.

Our Fire Consultant has confirmed this in a certificate, known as an EWS1 form. This followed a great deal of work from Network Homes to ensure that the building is safe, so we are pleased that we are able to confirm this with the EWS1 form.

For those of you who would like a copy, this will be available on our website – type in Elmfield Way and filter the categories at <https://www.networkhomes.org.uk/your-home/my-building-fras-documents-andnewsletter> Lenders sometimes also require a cover letter stating the findings in the EWS1 form and you can also find this at the above link.

Anti-social behaviour (ASB)

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.

Disposing of bulk refuse

If you are planning of disposing bulky items, please contact the Council in the first instance. If you get housing or Council tax benefit, the service is free. However, qualifying residents are limited to one concession collection of up to six items every 90 days. Please contact the Council on 020 7641 6000 or book a collection online. Examples of some items the Council will collect include fridges, cookers, beds including frames and mattresses, sofas, tables, wardrobes, washing machines etc. Please ensure you put your items to throw away in the dedicated bins, not outside the storeroom, as this restricts access to the grounds and encourages more fly tipping.





Fob upgrade installation

Works are scheduled to begin on 22 February to upgrade the fob system to Intratone. Our Asset Management Team will be writing to advise you of the planned works. An Officer will be onsite to manage the works and will assist in distributing the new fobs. Please note that we will issue three fobs for free in the first instance. If you have purchased any additional fobs and can provide proof of purchase, we will issue extra fobs as needed. Please ensure you or someone from your household is present on the day so you can receive the fobs. You can nominate a neighbour to collect on your behalf but you must advise us of this in advance.

Parking

Residents are not permitted to park in the courtyard area. Please park your vehicles in the underground car park displaying a valid permit.

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.

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 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.





Tackling tenancy fraud

Tenancy fraud is not only illegal – it 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 our latest news on our website for more information at

www.networkhomes.org.uk/news.

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**.

