



## Latest update

Magnus Heights

September 2021



#residentsforchange  
#getinvolved



**Hands up if you want to get involved!**

Residents have many opportunities to get involved, share local knowledge and support others and make difference

To find out more:  
Email: [get.involved@networkhomes.org.uk](mailto:get.involved@networkhomes.org.uk)  
Visit: [networkhomes.org.uk/getinvolved](https://networkhomes.org.uk/getinvolved)  
Phone: contact us on 0300 373 3000



Hands up if you want to get involved  
Join our Resident Engagement Team

Speak up  
Team up  
Join up

### **VIRTUAL EVENT: Come and meet the Network Homes Leadership Team**

Network Homes residents are invited to come along to our next virtual resident engagement event to meet members our Executive Leadership Team including CEO Helen Evans. The event will be held on **Tuesday 28 September from 6-7pm on Microsoft Teams.**

The event is part of our efforts to be open and transparent by default and give you the opportunity to meet and discuss issues with senior managers.

You will be able get to know our leadership team and ask them any questions you may have. We may not be able to answer specific questions about your home or tenancy and if not, we'll follow this up once we've looked into your query after the event.

For more information, including how to register, head over to our website:

<https://www.networkhomes.org.uk/news/latest-news/2021-news/virtual-event-come-and-meet-the-network-homes-leadership-team/>

Registration closes at 1pm on Friday 24 September!





## Do you need support with claiming benefits?

Did you know Network Homes has its own welfare and benefits advice team? In recent years, the team has consistently assisted residents in obtaining unclaimed benefits of approximately £2million per year. If you're worried that your benefits are incorrect or wonder if you would be entitled to any, please call **0300 373 3000** or email [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk).

## Fire safety and fire strategy for your home

Network Homes has a zero tolerance to any personal items such as bicycles, shoes, plant pots, scooters, prams, etc., being stored in the communal areas, including in riser cupboards. This is to ensure escape routes remain clear for the 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.

There has been a lot of media coverage this past year of fires affecting balconies in blocks of flats across the country. If you have a balcony, it's important you take preventative measures to reduce the risk of a fire breaking out or spreading via your balcony. We've found some useful balcony safety tips you can use:

- Don't use BBQs on your balcony.
- Avoid smoking on your balcony and always ensure cigarettes are put out.
- Never throw cigarette butts over the edge of the balcony.
- Keep doors and pathways clear and clutter free.
- Don't store flammable items on your balcony.
- Always have a working fire extinguisher nearby.

**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.

## 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 and register your account, visit [www.networkhomes.org.uk/mynetworkhomes](http://www.networkhomes.org.uk/mynetworkhomes).

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## Anti-social behaviour (ASB)

We've seen an increase in reports of ASB in recent weeks. This includes:

- Some residents using illegal substances and urinating in the communal area, near the playground.
- Some residents jumping the fence on the side of the building to the road next to the train tracks.

If you think you're experiencing ASB, please check out our ASB toolkit to help you identify ASB and understand the steps you need to take. You can find the toolkit on our website at [www.networkhomes.org.uk/asbtoolkit](http://www.networkhomes.org.uk/asbtoolkit).

## Insurance for the contents in your home

While we insure the building you live in, it is your responsibility to insure the contents of your home. Contents insurance is designed to help protect your possessions. No matter how careful you are, there is always a risk that your belongings could be broken, damaged or stolen, so contents insurance can give you peace of mind.

We know insuring your contents is an additional cost and you may think it will never happen to you. Our insurance team can tell you it does happen and can happen to anyone. It has a massive impact on you if you do find that your belongings have been broken, damaged or stolen as it could cost thousands of pounds to replace your contents which is much more than the cost of insurance.

We've teamed up with Thistle Tenant Risks, and Ageas Insurance Limited who provide the My Home Contents Insurance Scheme, a specialist Tenants' Contents Insurance policy. The My Home Contents Insurance Scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments. You can contact Thistle Tenant Risks on 0345 450 7288 or visit their website

[www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk) for more information or to request a call back.

It's important to remember that there are other insurance companies who can also provide contents insurance and you should look at as many options as possible to ensure you select a provider that meets your needs.

## CCTV update

Network Homes is not currently able to fund the installation of CCTV at Magnus Heights because it's not included in our programme of works for the year.

We plan to obtain a quotation for the installation and will consult with residents to see if it can be funded from service charge increases. For this to go ahead, we would require a majority of residents (more than 50%) to be in favour of the proposal.

Thank you for your patience and we will be in a better position to update you on this in the next newsletter.

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## Pigeons on your estate and around your home

There's a high cost each year to local authorities and housing associations to clean, repair buildings, and provide pest control proofing. If you feed pigeons around your home, you are encouraging them to roost and perch nearby. Pigeon droppings are acidic and can erode stonework, resulting in long term costly damage. The feeding of pigeons also attracts rats and mice, which take any uneaten food and can also cause a health risk to you and your family. Please do not feed pigeons anywhere on your estate.

## Ending your tenancy

If you need to move out of your home, you'll need to give us notice to end your tenancy. Please ensure that you provide us with a minimum of four weeks' notice if you plan to end your tenancy agreement with us. You can do this by writing to us at Network Homes, The Hive, 22 Wembley Park Boulevard, Wembley, HA9 0HP, or send your notice by email to [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk) or contact us by phone on 0300 373 3000.

## Estate inspections

The next estate inspections will take place on:

Monday	18/10/2021	11am	Meet at: playground entrance
Monday	20/12/2021	11am	Meet at: playground entrance

## Damp and mould in your home

If you notice damp or mould anywhere in your home, it's important you do something about it sooner rather than later. In most cases, you might find that the cause is condensation and not damp. Condensation occurs mainly in cold weather but there are some changes you can make to reduce the amount of condensation in your home. We have information on our website about damp, condensation and mould, as well as what you can do if you notice signs of them in your home. Visit [www.networkhomes.org.uk/condensation](http://www.networkhomes.org.uk/condensation).

## 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).

Alan Llorente is your Neighbourhood Officer who manages your estate. You can contact Alan by phone on 0300 373 3000 or by email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

If you need to report a repair, check on the progress of an existing 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**

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- [Twitter –asknetworkhomes.](#)

If you need **to report crime**, please visit <https://online.et.police.uk> to report minor or non-urgent crimes.

## What do you think of this newsletter?

Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

[Click here to complete the feedback survey](#)

