



Latest updates for residents at Capitol Way

December 2021 

Become a Community Ambassador for your neighbourhood and represent the views of residents where you live



If you're proud of your community and have ideas to make it better, then the Community Ambassador role could be for you. In this role, you'll get to share your local knowledge with us, support others and make a real difference to your area.

As an ambassador, we'll connect you to the relevant teams every three months, so you have the opportunity to raise areas of concern and suggest improvements. You'll also work with your neighbours to develop community projects and activities that benefit the people living in your community.

Check out the Community Ambassador page on our website at www.networkhomes.org.uk/communityambassador to find out more information or register your interest. Alternatively, you can email our Resident Engagement Team at Get-Involved@networkhomes.org.uk or call the Customer Contact Centre on **0300 373 3000**.

Intercom system at Avery Court and Bree Court

TNQ have completed five weeks of investigation into the intercom system within blocks A to D at Avery Court and Bree Court. The investigation is based on the flats of residents who had returned their questionnaire and booked an appointment with us.

The investigation also included fault finding with the communal parts of the system in each block, such as the splitters and controllers, to determine the cause of the problems experienced with the handset in the flats.

There were some issues found in Avery Court and Bree Court which we have been largely fixed. Once we've completed the findings of investigation, we will be arranging for the intercom in every flat in Avery Court and Bree Court to be re-tested. This will determine if there are any remaining issues that we need to investigate further.

During the investigation, TNQ came across many flats that had intercom handsets that were not working properly which we did not receive a completed questionnaire for or information of the fault within the extended deadline period. This makes it extremely difficult and time consuming for TNQ to determine the issues across all four blocks. Please note that it was made clear when we sent out the intercom questionnaire to residents, that if the questionnaire was not returned to us, we would





assume that your intercom is working. If you have an issue or fault with your intercom, please work with us by letting us know about it.

Window cleaning

The window cleaning programme for 2022 is scheduled for:

- Week commencing 4 April
- Week commencing 3 October.

Pest Control

We've appointed Brent Direct as our new pest control contractor. Brent Direct started on 1 December 2021 and will provide a pest control service for four months. We are currently tendering for a new contractor to start on 1 April 2022.

Data Protection (CCTV & Doorbells)

If you currently have or are considering installing a CCTV camera or video doorbell you could be subject to data protection laws. You must ensure it meets certain criteria which includes only using it for domestic purposes; positioning it to only overlook your home or garden and not surrounding areas like communal areas, neighbours' home/ garden or public pathways; and turning off the sound recording.

You can read more about it including what you need to know to ensure you are meeting data protection laws on our website at www.networkhomes.org.uk/cctvdoorbells.

Online Safe Spaces available on our website



We've recently added the online Safe Spaces to our website which is a discreet portal offering helpful support, advice and contact information to people at risk of or experiencing domestic abuse. It features a quick exit button and leaves no internet history, ensuring your safety if you use the service.

All you need to do is select the Safe Spaces banner in the footer of our website at www.networkhomes.org.uk and it will open on the screen for you to use.

Letter boxes

During estate inspections, we noticed that some mailboxes are overflowing with letters on the floor. Please ensure you collect your mail regularly. The same applies for parcels. Please ensure you arrange for parcels to be delivered to you in person.





Bin room

Please ensure you dispose of rubbish correctly. Do not leave rubbish sacks on the bin room floors or anywhere near the bin room.

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.

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 at Capitol Way is a Total Evacuation policy. This means that if a fire starts you must evacuate your building immediately and you should exit as soon as possible to the designated fire evacuation point which is Asda lawns. 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.

Anti-social behaviour (ASB)

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 if you're experiencing it. You can find the toolkit on our website at www.networkhomes.org.uk/asbtoolkit.

Latest update from Network Homes





Check your rent account balance through your My Network Homes account!

With your My Network Homes online account, you can check your rent account balance, recent transactions and make a payment. You can also use your account to report and book an appointment for most non-emergency repairs, make an enquiry, access our FAQ library 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.

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.

If you have any queries in the meantime, please contact our Customer Service Team by phone on **0300 373 3000** or by email at 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
- Phone – **0300 373 3000**
- Email – customerservice@networkhomes.org.uk

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