



Latest updates for residents at Princess Louise Close

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 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.

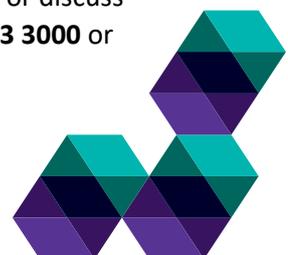
Check out the Community Ambassador page on our website at www.networkhomes.org.uk/communityambassador to find out more information or register your interest. Alternatively, you can email our Resident Engagement Team at Get-Involved@networkhomes.org.uk or call the Customer Contact Centre on **0300 373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

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	12 January 2022	9.30am	Meet at: Outside entrance to Mary Adelaide House
Thursday	10 February 2022	9.30am	Meet at: Outside entrance to Mary Adelaide House
Wednesday	2 March 2022	9.30am	Meet at: Outside entrance to Mary Adelaide House

If you would like to join Judine Alleyne, your Neighbourhood Officer, during the estate inspection or discuss a specific issue with her, you can meet her on the dates above. Please contact Judine on **0300 373 3000** or email customerservice@networkhomes.org.uk.





Security reminder

The security patrol service will visit Princess Louise Close three times daily between 4pm and 4am, check all external and internal areas and move on any people loitering on the estate who are not residents. Electronic touch points will be placed throughout the estate for the security patrols to 'check-in' to confirm they are accessing and checking the areas as required. If you notice anything unusual, you will be able to call the mobile security patrol during their 12-hour shift on **020 8211 9457**. They will let you know when the security patrol will be in your area.

Call United Guarding if it's:	Organisation to contact if it's:
Anti-social behaviour	Domestic disputes – report to Network Homes
Loitering	Maintenance issues – report to Network Homes
Criminal damage	Serious criminal activity – call the police
Breaches of communal area rules	Car parking issues – report to Network Homes
Low level criminal activity	Assault or threatening behaviour – call the police
Noise abatement (after 11pm)	Medical emergencies – call the emergency services on 111 or 999
Vandalism	Fouling of footpaths – report to Network Homes

Building Safety Team update

We sent you a building safety letter in the first week of December.

Please 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.

Car park shutters

The issue with the car park shutter doors has been resolved. If you need to report any other repairs, please call **0300 373 3000**, email customerservice@networkhomes.org.uk or use your My Network Homes account at www.mynetworkhomes.org.uk

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

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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.

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 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

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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.

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.

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.

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.

Judine Alleyne is your Neighbourhood Officer who manages your estate. You can contact Judine 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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