



Latest updates for residents at Matthews 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**.

The communal pedestrian gate

We have decided to replace the pedestrian gate and we hope that this will happen before the Christmas break.

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.





Upcoming estate inspections

The next Estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	5 January 2022	10am	Meet at: main entrance
Wednesday	2 February 2022	10am	Meet at: main entrance
Wednesday	2 March 2022	10am	Meet at: main entrance

If you would like to join Michael Smith, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him at the **Main entrance** at **10am** on the dates above. Please contact Michael on **0300 373 3000** or customer.service@networkhomes.org.uk to arrange this first.

Making sure everyone's parking properly

Parking has been allocated to specific properties and only people with valid permits can park. If you're not sure whether you have a parking space, please check your lease or contact your Neighbourhood Officer, Michael Smith. See 'important contacts' below for contact information.

Resident permit controls apply to the carparks controlled by Network Homes but not on the public highway, which has its own parking control managed by Brent Council.

Places you shouldn't park:

- In a car park area if you are not permitted to do so
- On double yellow lines - this can obstruct emergency vehicles and bin trucks
- In a parking bay that is not allocated to you
- In front of access points like bin rooms and hatched areas
- On the grass verge by the play areas.

Parking is monitored daily and at weekends by our staff and our parking management company CPM. CPM will issue a ticket to any vehicle that's causing an obstruction or parked in a bay that it's not permitted to use, whether a permit is displayed or not. All carpark areas are clearly marked by CPM on the Terms and Conditions signage displayed.

All parking enquiries and appeals are managed by CPM, not Network Homes. You can contact CPM here <https://www.uk-carparkmanagement.co.uk/contact-us> or by telephone **0845 463 5050** or **0300 373 3000 option 2**.

Building Safety Team update

We will be sending you a building safety update letter in December.

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.

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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.

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

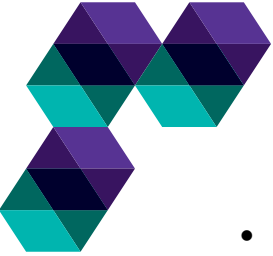
Network Homes has a zero tolerance to any personal items such as bicycles, shoes, plant pots, scooters, prams, etc., being stored in the communal areas, including in riser cupboards. This is to ensure escape routes remain clear for the need to evacuate in the event of a fire. Any items found in these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

Latest update from Network Homes





- 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.

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.

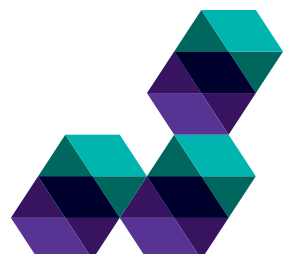
Important contacts

If you have any **issues with communal cleaning or grounds maintenance service**, call Pinnacle on **0330 332 0845** or email networkhomes@pinnaclepsg.co.uk.

Michael Smith is your Neighbourhood Officer who manages your estate. You can contact Michael 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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