



Latest updates for residents at Amory Tower

July 2022



Investigation of Noise Nuisance - Noise App

As part of our efforts to reduce anti-social behaviour (ASB), we're now using a noise monitoring app called The Noise App. This app is simple to use and free to download by going to your App store. This will enable you to create a record of the noise nuisance you are experiencing and how it is affecting you. All you need to do is **create your account and choose Network Homes** as the service provider to investigate your noise nuisance reports.

For us to prove a breach in tenancy, noise nuisance must be deemed as a statutory nuisance. To be considered a statutory nuisance the noise must occur on multiple occasions and typically for a prolonged period. Before reporting incidents of noise to us you should consider:

- Is the noise 'reasonable'?
- The time of day it occurs. i.e., loud noises after 11pm and before 7am
- How long it lasts i.e., duration
- Is it a regular or frequent occurrence?
- Is it deliberate?

We will not consider the following as Anti-social behaviour (ASB):

- Household noise due to everyday living (e.g., babies crying, banging doors, flushing toilets, vacuum cleaning, slamming doors, DIY, occasional dog barking, movement through stairwells and internal staircases etc)
- Children playing
- One off parties/ BBQ's/ religious celebrations

Please refer to our online ASB toolkit on our website www.networkhomes.org.uk for further information.

Non ASB will be logged and recorded, and no further action will be taken. If you made the report to us, we will explain to you why it will not be investigated. We may offer potential solutions to the other party involved where appropriate.





If you would like us to investigate the nuisance you are experiencing, you will need to use **the Noise App or complete an Incident Log Sheet**. You must keep a record for 10 consecutive days. If using the noise app it is vital you record the impact to you in the comments section within the app such as how it is making you feel and describe the level of noise; there is a box to indicate the level on a scale of 1 – 10 with 10 being the loudest.

All recordings via the Noise app will be reviewed. We may contact you if there are any issues with the recordings.

Once we have received the Noise App recordings or completed Incident Log sheets, we will review the information to assess whether we can investigate your complaint further. Without this information it is unlikely we will be able to investigate on your behalf. This is a legal process and will require good evidence of the noise you have been experiencing to demonstrate a tenancy breach.

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.

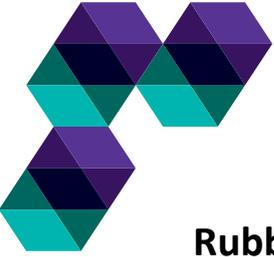
Balconies

Some residents have been using their balconies in a way that is prohibited by the lease for the building. This is a reminder to all residents about the balcony restrictions in place that you should follow. They are:

- **Not to attach any items to an edge or sill of the balcony** – This means residents cannot attach plant pots or hanging basket to their balcony or any handrails. Please relocate these plants inside your property.
- **Not to attach any item to the balcony glass or handrails** – This includes hanging baskets (as per the above) but also any material that acts as a covering, a privacy block/divider, fencing, bamboo or other material fixed to the balcony itself.
- **Not to light fires, use any patio heater or barbeque equipment** – This means residents cannot use disposable or purpose-built barbeques, or light any fires or smoke on their balcony.
- **Not to dry washing on the patio balcony or terrace** – residents are not permitted to hang washing on their balcony to dry.

By following this advice, you can help keep you and your neighbours safe. Please be aware that these areas are inspected as part of routine inspections of the block, and you may be asked to remove items if they are deemed hazardous. Any resident found to be disregarding this request will be in breach of their tenancy or lease and therefore will have legal action taken against them.





Rubbish disposal

Household waste that is placed inside the wrong bin or bulk household furniture dumped inside the bin room will not be collected. When this does happen, we have to arrange for the removal of contaminated waste and such household items which we will then have to claim back from you by adding the cost we incurred for doing this to your service charge. Please ensure you place your rubbish in the correct bins available. In terms of bulky items please do not push these items down the refuse shoots or place in the normal bin store. There is a bulk storage room in the building for these types of items.

Estate inspections

The next estate inspections will take place on 14 July and 13 October 2022.

New residents' information

If you are a new resident, then welcome to your new home at Amory Tower. Please check out our website for information about our services and important information you would need to know as a resident. You can also find previous updates about your scheme.

Visit our website at www.networkhomes.org.uk.

Read previous updates about your scheme on our website at <http://bit.ly/3vx36zw>

Read the latest issue of Network Life, newsletter for residents, on our website at www.networkhomes.org.uk/networklife.

Stay put fire safety strategy for your building

The fire strategy for your building 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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact Network Homes on **0300 373 3000**.

If fire breaks out in your flat the following procedures needs to take place:

Leave the room where the fire is straight away, then close the door. Tell everyone in your flat and get them to leave. Close the flat entrance door behind you. Do not stay behind to put the fire out. Leave the building by using the nearest fire exit and Wait outside, away from the building(Assembly point- Thames Quay), then call the fire services. To call the fire service: Dial 999 When the operator answers, give your telephone number and ask for fire. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If you see or hear a fire in another part of the building:

Latest update from Network Homes





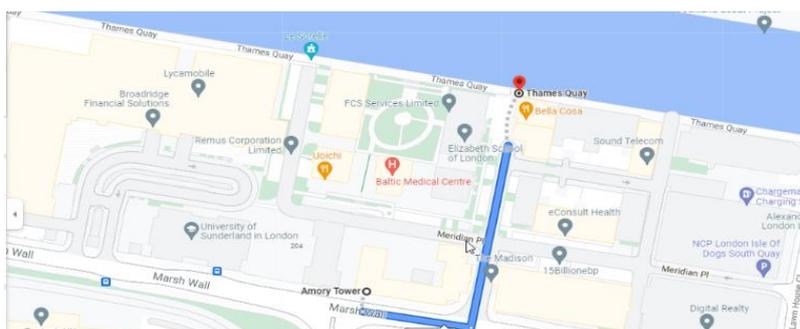
The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere. You must also leave immediately if smoke or heat affects your home, or you are told to leave by the fire service. If you are in doubt - get out.

To call the fire service: Dial 999 When the operator answers, give your telephone number and ask for fire. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If a fire breaks out in the common areas, you will need to follow the procedure we have in place:

- 1. Sound the alarm by pressing the call point.*
- 2. Leave the building by the nearest available fire exit.*
- 3. Report to the Assembly point "Thames Quay".*
- 4. Do not take risks. Do not stop to collect personal belongings and do not return to the building until authorised to do so.*
- 5. Do not use lifts.*

Your assembly point is located at Thames Quay below.



Smoking is not permitted in the stairwells.

Important contacts

If you have any issues with communal cleaning or grounds maintenance service, please tell the concierge in your building as well as informing Network Homes Customer Services Team.

Andrew Robertson is your Neighbourhood Officer for General Rented properties Floors 1-9.

Julianne Goode is your Property Manager for Rent to Buy properties floors 10-15.

You can contact Andrew or Julianna 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:

Latest update from Network Homes





- Your My Network Homes account – www.mynetworkhomes.org.uk
- Phone –**0300 373 3000**
- Email –customerservice@networkhomes.org.uk

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](#)

