

## Latest updates for residents at Princess Louise Close

July 2022



### Westminster Council food waste service

In June you should have been contacted by a representative from Westminster Council regarding their food waste service with details of how the service works. For further information please visit their website [Mansion block collections | Westminster City Council](#)

### Pest control

In April we told you about our new pest control contract with Nightshift Pest Control. Rats and mice within your homes are covered under the contract. To report a problem with rats or mice, please contact Nightshift Pest Control directly by email at [office@nightshiftpestcontrol.co.uk](mailto:office@nightshiftpestcontrol.co.uk). If it is an emergency, you can phone them on 01892 871008. All other pests in your home are your responsibility to remove.

### Window cleaning

Window cleaning was completed 31 May, the next scheduled cleaning will be October 2022.

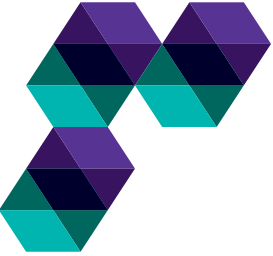
### Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	13 July 2022	10.45am	Main entrance door to block
Wednesday	10 August	10.45am	Main entrance door to block
Wednesday	14 September	10.45am	Main entrance door to block

If you would like to join Shujaat Ali, your Neighbourhood Officer, during the estate inspection or discuss a specific issue with him, you can meet him on the dates above. Please contact Shujaat on **0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto: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

## 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](http://www.networkhomes.org.uk/asbtoolkit).

## New residents' information

If you are a new resident, then welcome to your new home at Princess Louise Close. 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](http://www.networkhomes.org.uk).

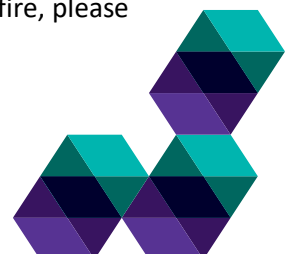
Read previous updates about your scheme on our website at <https://bit.ly/3h7O7Ud>

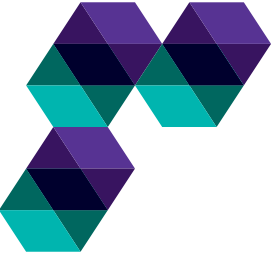
Read the latest issue of Network Life, newsletter for residents, on our website at [www.networkhomes.org.uk/networklife](http://www.networkhomes.org.uk/networklife).

## 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**.

Latest update from Network Homes





## 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).

Shujaat Ali is your Neighbourhood Officer who manages your estate. You can contact Shujaat 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)

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