



Latest updates for residents at Eaton Plaza

July 2022



Blocked drains Welford Court

Our contractor, Willow Pumps, attended site on 23 June and found the drains were blocked with fat, grease and face wipes. Their initial and subsequent attempts to clear the drains were unsuccessful, but they are currently working on finding a resolution to the problem. We apologise for any inconvenience this is causing you.

Gardening Project

We will be starting a gardening project at Eaton Plaza, fully funded by Network Homes so this will not be service chargeable. We are now looking to reopen (with restricted access to be discussed with residents) the garden area behind Leicester and Kennet Court. You will shortly receive a letter from Gabriel Codjoe, Director of Housing at Network Homes, with more detail and how to get involved.

Cleaning

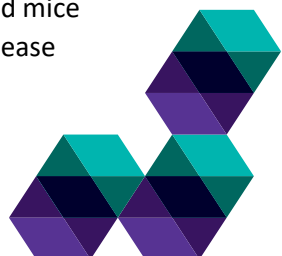
In May, Pinnacle deep cleaned all blocks at Eaton Plaza. This included washing skirting boards, door frames, walls, handrails and carpets in the communal areas. In addition they also completed window cleaning.

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.

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. If it is an emergency, you can phone them on **01892 871008**. All other pests in your home are your responsibility to remove.

Estate inspections

The next Estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	24 August 2022	9.30am	Meet at: court yard outside Leicester Court
Wednesday	23 November 2022	9.30am	Meet at: court yard outside Leicester Court

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

New residents' information

If you are a new resident, then welcome to your new home at Eaton Plaza. 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/2MK4Ofz>

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

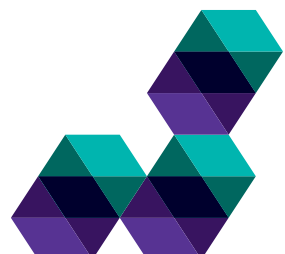
The fire strategy for your building is a stay put policy. This means unless you're directly affected by a fire, told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home. Remember if you do need to evacuate because of a fire, do not use the lifts. Close 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**.

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.

Erika Davison is your Neighbourhood Officer who manages your estate. You can contact Erika by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.uk

Latest update from Network Homes





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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HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk

