



Latest updates for residents at Capitol Way

July 2022

Intercom system at Avery Court and Bree Court

There have been two surveys to test the intercom system in the last four weeks, the most recent took place on the 7 July 2022. The result of the surveys shows that the significant issues in Bree Court have been resolved. However, there still appears to be issues with Avery Court. TNQ have appointed new contractors call CSI who are now working closely with the housing team to isolate the problems at Avery Court. There will be another survey/testing of the intercom system with both CSI and the Neighbourhood Team present on the 21 July 2022. We will send a text message to all residents of Avery Court advising of the specific times the team will be doing the door-to-door survey/testing. We will have to wait until all the issues have been resolved with the intercom system before we can take into consideration compensation.

Until these issues are fully resolved the security team will still continue give assistance for the delivery of parcels.

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.

We have recently received complaints about children causing anti-social behaviour in the podium area. Please note that children must leave the podium area by 7pm. There are signs around this area by the communal doors leading to the podium about the play area rules.

Window cleaning

Window cleaning was completed in April and is next scheduled for October 2022.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	13 July 2022	2.30pm	Car Park
Wednesday	10 August 2022	2.30pm	Car Park
Wednesday	7 September 2022	2.30pm	Car Park





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

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 and make your own arrangements for the removal of your bulk household items. Brent Council charge £35 to remove five items in one collection. You can find out more about how to arrange a bulk rubbish collection with Brent Council on their website at www.brent.gov.uk/specialcollections#about

If you receive the following benefits you will be entitled to one free collection per year (April to March).

- Council tax support
- Housing benefit
- Income related job seekers allowance
- Pension credit (guaranteed rate)
- Income Support
- Universal credit (the housing element)

New residents' information

If you are a new resident, then welcome to your new home at Capitol Way. 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/3aPMIRb>

Read the latest issue of Network Life, newsletter for residents, on our website at

www.networkhomes.org.uk/networklife.

Fire safety strategy for your building

Avery Court

The fire strategy at Capitol Way for Avery Court is a Total Evacuation policy. This means that if a fire starts you must evacuate your building immediately and you should exit as soon as possible to the designated fire evacuation point which is Asda lawns. 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





Bree Court

For Bree Court, the strategy has now changed to 'Stay Put'. This means that in the event of a fire in Bree Court, you should stay in your flat, unless your own flat is on fire, you are affected by smoke, or you are otherwise instructed by a member of the emergency services. Please see <https://www.networkhomes.org.uk/media/14374/change-in-fire-strategy-may-faqs-final.pdf> for further information

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.

If you have any queries in the meantime, please contact Shujaat Ali 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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HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk

