



Latest updates for residents at Handley Grove

January 2023



Neighbourhood Team

We would like to introduce you to Alan Llorente, your Neighbourhood Officer, who will be managing your estate. Please see 'important contacts' for ways to contact Alan.

Rubbish disposal and fly tipping

When you dispose of household rubbish, please ensure you place bags into the large bins provided in the bin stores and NOT ON THE FLOOR. If you need to get rid of bulky items from your home, you must arrange a collection via Barnet Council's website. <https://www.barnet.gov.uk/recycling-and-waste/special-collections/bulky-household-waste-collections>. Your nearest free dump site for bulky items is Summers Lane recycling and reuse centre, Porters Way, London N12 0AG.

We regularly check CCTV cameras and if we find anyone dumping large items on the floor they may be putting their tenancy at risk and/or be recharged. They could also face further action from Barnet Council who have the powers to issue fines and prosecute. <https://www.barnet.gov.uk/fpn>. In 2022, a total of three resident details were passed to Barnet Council enforcement team to investigate and follow up.

The photo below shows how the situation can quickly escalate in the days after a refuse collection if bags are not placed in the bins. Please take responsibility of making sure the bin room is exactly how you found it. We have had various missed collections as a result and the situation escalates.





Communal repairs

Our repairs team supervisor is coordinating various communal repairs, in particular to gutters, roofs and bin doors, in order to track their progress until completion. Recent visits from our handy person also included proofing any holes in fabric of building utility cupboards, as well as external vents replaced.

Residents' meetings

The most recent meeting was held virtually on Teams on 30 November 2022. A total of seven residents attended a local Councillor and various Network staff to discuss estate concerns. A summary of points and actions has been posted to all residents. The next meeting will be early in the New Year, which will be an opportunity to both track progress and to hear from a representative from Barnet enforcement team to discuss fly tipping and the penalties persistent offenders could face.

The next resident meeting will take place on:

Thursday	9 February 2023	6pm to 7pm	Virtual Teams meeting
Thursday	15 June 2023	6pm to 7:pm	In person, venue to be confirmed
Thursday	12 October 2023	6pm to 7pm	Virtual Teams meeting

We will publish these meetings on our website and also send you a text messages closer to the dates to remind you.

Cost of living help

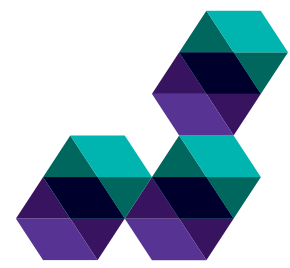
Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home this winter.

How we can help

- **Support with claiming benefits**

We have a Welfare and Benefits Advice team at Network Homes that can support you with claiming benefits. The team has helped residents claim more than £1.5million each year for the past three years and £2.4million last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at welfareadvisors@networkhomes.org.uk.





- **Charitable fund**

If you have had a change in circumstances that has reduced your household income or you're experiencing financial difficulties, you may be eligible to receive support from us through our charitable fund. The most common ways we support people through the fund is by providing food vouchers, beds and white goods. We've also helped with small electronics, energy vouchers (prepayment meters with a card or key only), and school uniforms.

You can find out more information and apply to our charitable fund by visiting the charitable fund page on our website at www.networkhomes.org.uk/charitablefund.

- **Cost of living hub**

We have a cost of living help section on our website where you can access the support we provide, top tips and information about support from external organisations. You can find it in the advice section or directly at www.networkhomes.org.uk/costofliving

Support from your local council

- **Barnet Council cost of living help and advice**

For tips to support you through the rising cost of living you can visit Barnet Council's cost of living support hub at www.barnet.gov.uk/benefits-grants-and-financial-advice/cost-living-support.

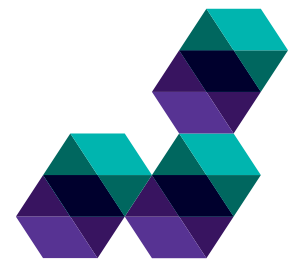
8 Ways to Keep Warm


1. **Block out draughts** - The best way to keep your home warm without turning up the heating is to stop the current heat from escaping.
2. **Use your curtains** – keep curtains open in the day to let light and warmth in if you receive sunlight during the day through the window, and close them before it gets dark.
3. **Lay down rugs** – if you have laminate or wood flooring, lay down rugs in your home.
4. **Dress in layers** – wearing more clothes, such as putting on a jumper or other layers, rather than one thick piece of clothing can help keep you warm.
5. **Socks and slippers** – keeping your feet warm by wearing thick socks and / or slippers in your home.
6. **Hot food and hot drinks** – eating hot meals and drinking warm drinks will help to warm you up.
7. **Hot water bottles** – use a hot water bottle.
8. **Keep moving** – stay active to boost your circulation. Try to move around at least once an hour and try not to sit still for long periods of time.

Condensation, damp and mould

Too much moisture in your home can lead to damp and mould. Excess moisture can enter your home in several ways and the most common causes are from condensation and penetrative or rising damp. If too much moisture builds up and is left untreated, mould may start to grow.

There are a few things you can do to help reduce excess moisture in your home. Here are a few tips to try out:



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- Close the kitchen and bathroom doors when they are in use. This will help prevent moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.
 - Avoid drying washing on your radiators, or if you do, then dry it in the bathroom with the door closed and the window open.
 - Use saucepan lids when cooking.
 - Put a small amount of cold water in the bath before you turn on the hot tap.
 - Place furniture slightly away from the wall. Where possible, position wardrobes and furniture against internal walls.
 - Wipe down condensation or water (including on window ledges and sills) with a cloth every morning, and ensure it is wrung out and dried properly between use.

To find out more ways to reduce excess moisture in your home, information on the causes of damp, mould or condensation, how to tackle it and how we manage these issues, visit the condensation, damp and mould page on our website at www.networkhomes.org.uk/condensation.

Pest control contract

We have a planned preventative maintenance pest control contract in place for your estate. This means Nightshift will bait your communal areas eight times a year. It also means if you have a problem with rats or mice within your home this is also covered under the contract. All other pests are your responsibility.

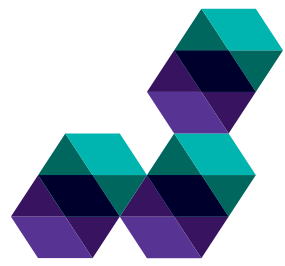
Pigeons on your estate and around your home

There's a high cost each year to local authorities and housing associations to clean, repair buildings, and provide pest control proofing. If you feed pigeons around your home, you are encouraging them to roost and perch nearby. Pigeon droppings are acidic and can erode stonework, resulting in long term costly damage. The feeding of pigeons also attracts rats and mice, which take any uneaten food and can also cause a health risk to you and your family. Please do not feed pigeons anywhere on your estate.

Please take recycling seriously

Recycling contamination occurs when materials are sorted into the wrong recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container.

What happens if I put the wrong things in my recycling bin?





If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

Due to contamination of the recycling and the council then refusing to collect the bin, we must arrange for our contractors to dispose of the bins at a cost which will be **service chargeable to all residents**. It is important to recycle properly to avoid such unnecessary additional cost to you.

How to prevent recycling contamination

1. Rinse your containers as soon as they're empty and before placing in the recycling bin.
2. Sort your recycling materials.
3. Check the recycle material list to see what is accepted and how to sort it.
4. Follow your local council's recycling guidelines.
5. Remind other residents about the recycling guidelines as their actions could cause your recycle bin not to be collected by the council if it's contaminated.

If you live in a block of flats, you should have access to communal recycling bins. These will have labels that clearly show what you can recycle.

New ways to pay your rent and service charge coming soon

From the 1 April 2023, we will be making some changes to the ways you can pay your rent and service charge with us. We'll be replacing our existing payment provider, allpay, with a new payment provider, PayPoint. The changes in payment provider will mean new online payment links, a new payment app, and more places for you to pay in cash over the counter.

There's nothing you need to do right now to prepare for the change. However, if you currently use the Post Office to make a payment to us you may want to consider changing to another payment method ahead of the change on 1 April 2023, as we will no longer be able to accept cash payments made at the Post Office. You will still be able to make cash payments at other locations that display the PayPoint sign. You can find out about all the alternative payment methods we have available on our website at www.networkhomes.org.uk/payrent.

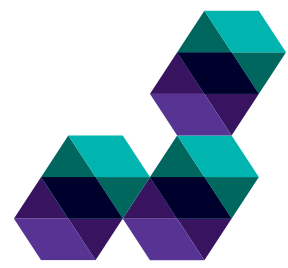
We will be updating the information about payment options on our website and in your My Network Homes online account ready for you to use from 1 April 2023. We will also let you know nearer the time how you will be affected and if there's anything you need to do depending on how you currently pay your rent.

Anti-social behaviour (ASB) toolkit

We've developed a toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. The toolkit covers a range of issues including drug use or dealing, hate crime and noise nuisance. You can find the toolkit on our website at networkhomes.org.uk/asbtoolkit.

Some incidents are a criminal offence. If you're experiencing or see ASB that is an immediate danger to you or others, please call the police on 999 before reporting the incident to us.

Latest update from Network Homes





You can also report some crimes such as knife crime anonymously to Crimestoppers on **0800 555 111**. We know that it can be difficult to pick up the phone but sharing what you know with Crimestoppers anonymously can help to make our communities safer. You can find out more about Crimestoppers at crimestoppers-uk.org.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	26 January 2023	10am	Outside Joy Court
Thursday	27 April 2023	10am	Outside Joy Court
Thursday	27 July 2023	10am	Outside Joy Court

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

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 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.

Resident Choice survey

Over the past two years, more and more services have moved online and continue to do so. While this provides opportunities for people to access services quickly at a time that suits them, we know that this doesn't work for everyone.

We'd like to hear from you about if and how you use digital services. We sent you the survey in the post with the option to complete it online. If you haven't already completed the survey, you can start the online [Resident Choice survey](#) today. You have until Friday 20 January 2023 to complete and submit it.

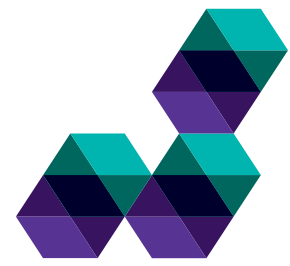
Your answers will help us better understand how you would like to interact with us so we can provide the right channels for you.

A big thank you if you have already completed the Resident Choice survey!

The chance to enter the prize draw is now closed and the winners were announced on the week commencing 19 December 2022.

If you have any questions, please email get.involved@networkhomes.org.uk

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.

Alan Llorente is your Neighbourhood Officer who manages your estate. You can contact Alan 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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