

## Latest updates for residents at Capitol Way

July 2023

### Our payment provider has changed

We've switched to PayPoint as our new payment provider. It replaces allpay. Most of the ways you make a payment to us will still be available for you to use. However, there may be changes that you need to make, depending on how you make payments to us, to ensure payments continue to reach us. **You will not need to do anything if you currently make payments to us by standing order or Direct Debit.**

We've updated the payment links on our website and in your My Network Homes account so we will continue to receive your payments if you make a payment this way. If you make payments using your payment card, and you've used it in the last 12 months, we've sent you a new card to use to make payments to us.

PayPoint offer most of the same payment methods as allpay, as well as other payment options. Although you'll still be able to pay us in the usual ways, you'll need to ensure you're using the new versions. We've included more information about the changes you need to make on our website at [www.networkhomes.org.uk/paymentproviderchange](http://www.networkhomes.org.uk/paymentproviderchange). You will also be able to find the updated payment options on our website at [www.networkhomes.org.uk/waystopay](http://www.networkhomes.org.uk/waystopay).

### Garden works

We're planting plants and flowers in the flowers beds between Avery and Bree courtyard.

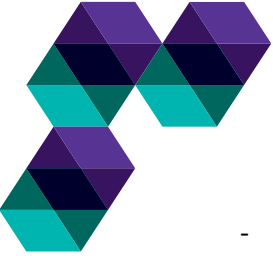
**Avery Court** – We have started the work. Access into Avery Courtyard was delayed by the removal of the façade scaffolding set down area, however this is now gone, and works have progressed. The landscaping contractor has provided extra labour to try to retrieve some of the lost time. Avery Courtyard landscaping is likely to be completed in mid August.

- The grassed area has been stripped of the existing turf as we prepare the area. The electrician has exposed cables in the trees bed, and this has allowed the contractor to start planting in this bed. The repairs to the irrigation system are underway.
- Irrigation work and new soil being installed to make up fallen levels.

**Bree court** - Landscaping remediation works to Bree Court courtyard started at the end of June and is progressing well. These works should be finished within the next two weeks.

- Turf has been completed and currently being maintained. The landscaping contractor has started working on the bench area. Planting is undergoing in all raised beds. Irrigation is completed in this courtyard. Landscape lighting is being repaired or replaced where damaged.





- New turf has been laid to finished levels, new planting is almost complete and the new gravel to the adjacent area is underway.



## Security & Concierge Services

We're currently carrying out a review of the current security and concierge service. We're doing this because we're due to complete the fire safety works in the next three to six months. At the start of these works we agreed to pay for the security until they were completed. The review will consider if the service should remain 24 hours, the day-to-day duties, and what the likely costs of this will be to residents. We've sent letters to residents with further details of the review and consultation.

## Upcoming estate inspections

The next estate inspections will take place on:

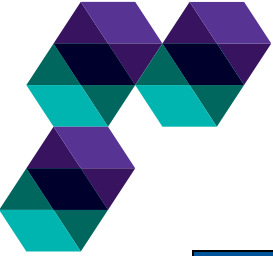
Day	Date	Time	Meeting point
Wednesday	10 August	2.30pm	Car Park
Wednesday	14 September	2.30pm	Car Park

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](mailto:customerservice@networkhomes.org.uk)

## Estate inspection findings

Your neighbourhood officer, Shujaat Ali, has identified these issues on his last estate inspection.





Repair identified	Location	Action taken	Any other notes
Lights	Avery & Bree	Chased	Following an electrical test on the lights at Capitol Way, we've found that the light transformers need replacing as they may have exceeded their lifespan. We will give you more detail once we have the full report from our contractor with the actions going forward to repair.
45 Capitol way entrance door	Avery Court	Raised	Raised to repairs team.
Bree Court front entrance door	Bree Court	Raised	Raised to repairs team.
A4 bin room Digi lock	Avery Court Bin room	Repaired	Repair has been complete.

## Window cleaning

The window cleaning programme for 2023 is next scheduled for October.

## Balcony cleaning guidance

Residents requested, at the previous Residents Meeting, information and guidance on balcony cleaning. Please see below some Do's and Don'ts when cleaning your balcony.

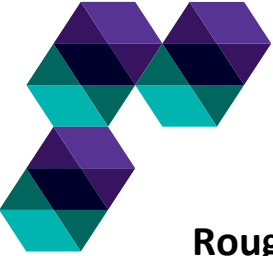
- DO tell your neighbours in advance to allow them time to prepare and to remove items from their balconies to prevent any dust or water damaging their belongings from your balcony above.
- DO ensure you sweep your balcony regularly to prevent the build-up of dirt and the need for extensive cleans.
- DON'T use excessive or running water. This will drain down on to your neighbours below.
- DON'T clean your balcony straight after a window cleaning visit (July). This will undo the hard work of the window cleaners if they then get dust or water on them. Try to complete your balcony clean before they attend.

## 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)

Latest update from Network Homes





## Rough sleepers

There are many forms of anti-social behaviour (ASB) and some of them include rough sleeping. Rough sleeping includes people who are sleeping in places that are not intended for living e.g., our bin stores or other communal areas.

If you have concerns about someone who is rough sleeping, but they are not causing criminal damage or are a threat to you and other residents, you can get in touch with organisations that can provide them with support, such as [Streetlink London](#). You can find out more about this and what to do on our website at [www.networkhomes.org.uk/groupdisorder](http://www.networkhomes.org.uk/groupdisorder).

## Fire safety strategy for your building

### Avery and Bree Court

**For both Avery and Bree Court, the strategy is now 'Stay Put'**. This means that in the event of a fire, 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.

The scaffolding at Avery Court remains in place around the building. It is fully alarmed and has CCTV cameras with remote monitoring system in place. Please can you ensure that members of your household or visitors do not access the scaffolding at any time. Any unauthorised access will lead to police being called and if necessary, legal action taken against the perpetrators.

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

## 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).

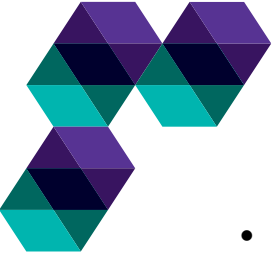
If you have any queries in the meantime, please contact Shujaat Ali by phone on **0300 373 3000** or by email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

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)

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- Phone –**0300 373 3000**
- Email –[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

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