



Latest updates for residents at South Way, Wembley

July 2023



Neighbourhood Team

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

Our payment provider has changed

We've switched to PayPoint as our new payment provider. It replaces allpay. Most of the ways you make payments to us are still 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.**

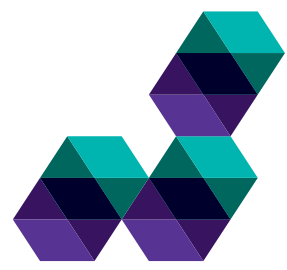
We've updated the payment links on our website and in your My Network Homes account so we will continue to receive your payments if you make a payment this way. If you make payments using your payment card, and you've used it in the last 12 months, we've sent you a new to use to make payments to us. Please give it until 7 July for the card to arrive.

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 from 3 July. We've included more information about the changes you need to make on our website at 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 from 3 July.

Security

Our concierge security officer is on site from 8am to 8pm. The concierge security officer has a small office on the ground floor in Desai House but will spend most of their time patrolling the internal and external area. Their duties fall under the following headings:

- Meeting of visitors on site.





- Operating car park / access barriers.
- Cleaning and litter picking.
- Overseeing door entry to all blocks and reporting repairs.
- Dealing with low level anti-social behaviour and liaising with 3rd parties.
- Overseeing arrangements for refuse collection including pulling bin tug.
- Overseeing the communal internal areas, ground and gardens and dealing with any issues in the most appropriate way.
- Dealing with basic residents' queries and or any complaints in many cases directing them to the appropriate person at Network Homes.
- Regular patrols of the building.
- Respond to Alarm activations.

Parcel deliveries

We strongly recommend that you arrange for parcels to be delivered on dates when you will be at home to receive them. It is not the responsibility of the Security Concierge Officer to do this as they spend most of their time patrolling.

Alternatively, you may want to use the 'click & collect' service provided by many retailers. Network Homes accepts no liability for thefts of parcels as we are unable to monitor parcels left by delivery personnel.

Upcoming estate inspections

The next estate inspections will take place on:

| Day | Date | Time | Meeting point |
|----------|-------------------|------|----------------------|
| Thursday | 20 July 2023 | 2pm | Lobby of Desai House |
| Thursday | 17 August 2023 | 2pm | Lobby of Desai House |
| Thursday | 21 September 2023 | 2pm | Lobby of Desai House |

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

Rubbish disposal - no dumping bulk items in the bin room

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 furniture. The contact details for Brent Council are <https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste> or by phone on 0208 937 5050.





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

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


For tips to support you through the rising cost of living you can visit Brent Council's cost of living support hub at www.brent.gov.uk/cost-of-living-help-and-advice

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.

Sign in, sort it with a My Network Homes account!

Have you heard about My Network Homes, your online account? With an account, you'll be able to:

- Check your rent balance and pay your rent
- Report a repair
- Ask us a question
- Report anti-social behaviour
- View your repairs history
- And much more!

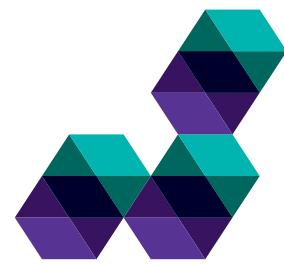
If you have a tenancy with Network Homes, you can register and set up an account. All you'll need is your email address, name and postcode. To find out more visit www.networkhomes.org.uk/mynetworkhomes.

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 www.networkhomes.org.uk/asbtoolkit.

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

Latest update from Network Homes





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 assistance developing an escape plan, please contact our Fire Safety Team on 0300 373 3000 or email at firesafety@networkhomes.org.uk.

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.

Thomas Furnell is your Neighbourhood Officer who manages your estate. You can contact Thomas 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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OperationsandHousingContracts@networkhomes.org.uk

