

## Latest updates for residents at Magnus Heights

**December 2023**



### Try out our new digital assistant for customers

We've launched our digital assistant for customers which gives you another convenient way to raise or get an update on repairs, check your account balance, or make a payment. The digital assistant comes in the form of a chatbot which you can find on our website and your My Network Homes online account.

The digital assistant is available at any time of the day, seven days a week. It will help you with your enquiry by giving you options to select so it can support you as quickly as it can. During set times, currently Monday to Friday, 10am to 3pm, if it's unable to answer your query or help you to complete your service request, it will give you the option to chat online to one of our customer service advisors.

You can try out the digital assistant the next time you want to raise a repair, check your account balance or make a payment. Simply open the chatbot feature by clicking on the purple 'Chat with us' bubble on our website at [www.networkhomes.org.uk](http://www.networkhomes.org.uk)

### Contact centre opening hours and service over the festive period

As always, we aim to provide you with a good service at all times including over the festive period.

Date	Office opening hours*	Contact centre opening hours
Friday 22 December	9am to 1pm*	8am to 1pm
Monday 25 December	Closed	Closed
Tuesday 26 December	Closed	Closed
Wednesday 27 December	9am to 5pm*	8am to 6pm
Thursday 28 December	9am to 5pm*	8am to 6pm
Friday 29 December	9am to 5pm*	8am to 6pm
Monday 1 January	Closed	Closed
Tuesday 2 January	9am to 5pm	8am to 6pm

Our offices and contact centre will be open as usual from Tuesday 2 January 2022. Usual office opening hours are Monday to Friday, 9am to 5pm and our contact centre hours are 8am to 6pm. If you have an emergency repair while we are closed, please contact us on **0300 373 3000** and you'll be directed to our out of hours repairs service.

\*Please note, our Hertford office will close at 12pm on 22 December and only our Wembley office will be open from 27 to 29 December.

## 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 some tips to try out:

- Close the kitchen and bathroom doors when they are in use. This helps 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 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](http://www.networkhomes.org.uk/condensation).

## 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.

Certain scents repel pigeons, such as cinnamon, hot and chilly peppers, peppermint, essential oils, vinegar, perfume, onions, garlic, cumin, cologne, ghost peppers and even jalapenos. Pigeons have a strange relationship with cinnamon. Because of its pungent scent, it becomes a good deterrent, and its natural medical properties help to cure various pigeons' diseases.

## Upcoming estate inspections


The next estate inspection will take place on:



Day	Date	Time	Meeting point
Monday	8 January 2024	11am	Ground floor lobby
Monday	22 April 2024	11am	Ground floor lobby

If you would like to join Alan Llorente, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can arrange to meet him on the dates above by contacting him on **0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

## Estate inspection findings update for your site

Your neighbourhood officer, Alan Llorente has identified these issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Frequent fly tipping outside	Bin store 	Pinnacle instructed to attend second visit weekly	Residents reminded to make sure bins are used to capacity
Littering in communal areas	Common parts A Group of young persons gathering at the main entrance, propping the main door open, dropping litter on floor, disassembling electric bikes, smoking cannabis and playing loud music in playground.	Brought to the attention of the cleaners	Please use bins for litter and Anti-social behaviour will not be tolerated.

Issue identified	Location	Action taken	Any other notes
			
Items stored in communal areas	<p>Common parts</p> 	Remove and dispose	Reminder: all common parts must be kept clear. Please see Fire Risk Assessment content below.

## Fire Risk Assessments (FRA) – no items in communal areas

We have a zero-tolerance policy on items left in communal areas. Our FRA action plan also applies to car park areas and will be enforced without exception. Our policy means that we have removed and will continue to remove items found in communal areas without notice. We will throw away any items we remove as we do not store or keep items.

Shared communal areas include stairways, lifts, landings, hallways, and car parks. Please ensure you do not leave any items in these areas including shoes, shoe racks, prams, pushchairs, bicycles, children’s toys, plant stands etc. Items stored in shared areas are a hazard as they can prevent people from leaving the building safely in a fire.

## 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 SNG 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.

## 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)

You may report ASB to us between 9am to 5pm from Monday to Friday. If it's out of office hours, please contact the Police or your Local Authority Environmental Health team.

## New residents' information

If you are a new resident, then welcome to your new home. 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/38SHdkB>

Read the latest issue of the newsletter for residents, on our website at [www.networkhomes.org.uk/your-home/customer-newsletter/](http://www.networkhomes.org.uk/your-home/customer-newsletter/).

## 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).

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

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[OperationsandHousingContracts@networkhomes.org.uk](mailto:OperationsandHousingContracts@networkhomes.org.uk)