

Latest updates for residents at Capitol Way

March 2024



Meter readings and utility top ups

Your Neighbourhood officer will attend Capitol Way once a month to take meter readings which will then be put up on the notice board. The meter reading dates will be the same as the estate inspection dates and these are currently on all the notice boards.

If you need access to the meter room for a utility top-up or for your electricity utility provider, a security guard will be available only on a Monday, Wednesday, and Friday, from 3pm to 8pm each week, to provide access to the meter room. The security guard will be located in the security office, located in Avery Court, at these days and times.

Alternative times will be considered if access is required by your electricity service provider who operate outside of the available times noted above. In order to make a specific appointment please contact our security contractor, United Guarding at their Control room on 020 8211 9444 to agree access. A minimum of 48 hours notice is required to make an appointment. At this moment United Guarding can only provide access, for electricity providers, as a PM appointments (12 noon to 6pm), this is in addition to the standard times stated in the first paragraph.

Window cleaning

The window cleaning programme for 2024 is scheduled for April and October.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	14/03/24	2pm	Car Park
Thursday	11/04/24	2pm	Car Park

If you would like to join Shujaat Ali, 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

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
5 th floor- Maglock from emergency fire door by flat 104 is hanging from the wall	Avery Court	Job raised under 2608786/1	
3 rd floor Floor signage by A5 lift damaged	Avery Court	Job raised under 2608786/1	
2 nd floor - Hole in wall by A3 lift	Avery Court	Job raised under 2608788/1	
1 st floor – Fire door to stairs by flat 65 needs adjusting to close to frame as the lock gets caught on the frame and doesn't close flush.	Avery Court	Raised case to Fire Safety 1195389	

Car park gate

Following recent storms and gusty winds, the gates had to be left open and powered off as they were struggling to close against the force of the winds. TNQ have said they have two security guards in place during the night from 8pm to 8am to provide additional security. As of 15th February, the power for the gates has been turned back on as the wind speeds are very low and the gates are in operation.

We politely ask that residents do not tailgate each other and always use their parking card or fob to trigger the gates, regardless of whether the gates are open or not. This action helps provide additional security to the development and all residents, as the gates could stay open if there are excessive safety sensor triggers. When exiting the car park, please do not drive too close to the gates as they open inwards. The exit gates will automatically open once your vehicle goes through the sensors at the top of the ramp. Please be careful and conscious of vehicles exiting the car park from the mezzanine ramp and do not drive at high speeds.

With regards to resolving the issues with high winds, TNQ have confirmed an order has been placed to replace the aluminium frames and mesh with steel and the works will likely commence in a couple of weeks. We will provide a further update at that time.

Home alterations and improvements

If you'd like to make any home alterations or improvements, you'll need to get written permission from us, your landlord, before you start any work. Please refer to the clause in your tenancy or lease

agreement that covers alterations and your obligations. Failure to gain consent from us is a breach of your tenancy or lease and could result in action being taken by SNG.

Please note that you are not permitted to carry out any alterations or improvements in communal areas.

There are a number of home improvements you can make to your home, including DIY (do-it-yourself) improvements, however, there are certain procedures to follow, and you need to be aware of the noise impact on your neighbours.

You'll need to contact your housing officer who will guide you through the application process. Our surveyors might need to request for plans and full details of alterations and contractors you intend to use to carry out these works. Please note that you will be responsible for the cost and the maintenance of these alterations if we approve them. You may need more than our approval, depending on the changes, such as planning permission from the local council.



SNG Sovereign Network Group

Don't pay extra for your spare bedroom!

If you move to a more suitably sized home you may be eligible for:

- £1,000 for moving to a smaller new home
- Your moving costs covered by SNG*
*Subject to terms and conditions
- £500 for each additional bedroom
- Free decorating and carpeting in your new home
*Subject to terms and conditions

If you have an extra bedroom, we have a programme to help you avoid the Under Occupancy Charge (also known as bedroom tax)!
*This does not apply to mutual exchanges, and any outstanding arrears will be cleared and paid out from your downsizing payment

If you are interested in discussing this offer further, please contact our Lettings team:

- by phone on **0300 373 3000**
- online at www.networkhomes.org.uk
- email us customerservice@networkhomes.org.uk

Who's your next of kin?

Many services, particularly those involving housing, ask for details of your next of kin. You can name whoever you feel is most appropriate, however, naming that person does not grant them any legal rights or responsibilities. Organisations ask for details so that they know who to contact if they're unable to or are struggling to make contact with you.

Naming someone as your next of kin in these circumstances does have advantages. It ensures that person can contact and speak with us on your behalf if you grant them permission to do so. It also means they are kept up to date if the need arises. To grant this permission, you will need to complete and sign our online consent form.: [Representative Consent Form \(office.com\)](#)
Please note that you are still able to inform us of a next of kin without giving them access to act on your behalf. Without your consent, we will not discuss your personal information with them. If you

have any questions on this, please contact our customer services team at customerservice@networkhomes.org.uk or by completing our online contact us form at www.networkhomes.org.uk/contact-us.

Have your say on how we engage with you!

Hearing from you and taking your experiences into account is essential to ensuring we're providing a good service. Now that we've merged to form SNG, we'd like to hear your views on how you would like us to engage with residents and how you would like to influence the services you receive. Please complete our [short online survey](#) to share your thoughts and help shape our new resident engagement activities!

Our [short online survey](#) is open until **16 March 2024** and it won't take longer than five minutes to fill in. **Ten £50 shopping vouchers are also up for grabs**- enter our prize draw in the survey for the chance to win one!

Have your say today, you can fill out the survey below or click the button below to complete it if it isn't loading on this page.

We will not be able to identify individuals by your responses, unless you say you want to be contacted and provide your personal details. If you have any questions about the survey, contact get.involved@networkhomes.org.uk.

Have your say on how we engage with you!



Our automated messaging and voice calling service

We're always looking at ways we can help residents to sustain their tenancy and leases and one of them is by making early preventative interventions if they fall into payment arrears. We're using an automated messaging and voice calling service, provided by Voicescape, to contact you if we notice that you have missed a payment on your account, so that we can work with you sooner rather than later.

If you receive a call from our automated messaging or voice calling service, the texts will come from SNG, and the call will come from one of the following numbers:

- 020 8068 0304

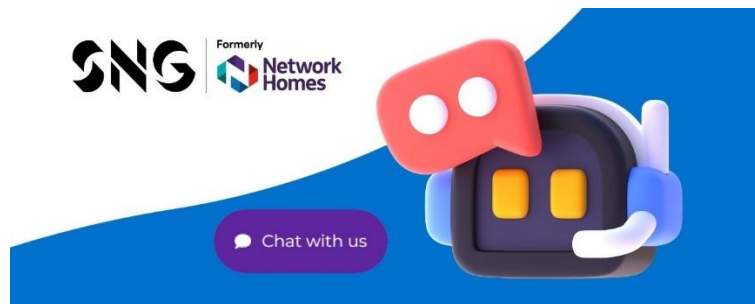
- 020 8068 0305
- 020 8068 0306
- 020 3695 2588
- 020 3695 2593
- 020 3695 2602
- 020 3695 2607.

If you answer the call, the system will let you know that we are calling and what to do so that we can transfer you to a member of our Income teams. If you receive a text message from the system, it will let you know how to get in contact directly with our Income team for tenants, shared owners or leaseholders, rather than through our general enquiries line.

If you would like to find out more about our new automated voice calling and messaging service or confirm that a call or text message from us is genuine, please contact us at www.networkhomes.org.uk/contact-us.

Have you tried our new digital assistant for customers yet?

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.

We're here for you online if you need to contact us

There are many ways you can contact us online which are quick, convenient, and available 24 hours a day, seven days a week. In many cases, you can even complete your request or query without having to contact us on the phone.

Some of the key things you can do online is raise a repair, check your balance, make a payment, report anti-social behaviour, find out about our services, and ask us about anything relating to your tenancy or lease.

Through our website at www.networkhomes.org.uk/contact-us, you can access information, online forms, our digital assistant (chatbot) and our payment portal. You can also email us at customerservice@networkhomes.org.uk, text us on **07908 670 571**, use your My Network Homes account if you have one, or direct message us on X **@networkhomesuk** or Instagram **@networkhomes**.

Whether it's checking your balance, paying your rent or something else, the easiest way to get in touch with us is online. Visit www.networkhomes.org.uk/contact-us.



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

You can report ASB to us using our online ASB form at www.networkhomes.org.uk/asbform. You can also call 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.

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 an 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.

New resident 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 the newsletter for residents on our website at <https://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.

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

What do you think of this newsletter?

Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

[Click here to complete the feedback survey](#)

No longer wish to receive this newsletter?

If you prefer not to receive this newsletter and would like us to remove you from the mailing list, please let us know in writing by emailing us at

OperationsandHousingContracts@networkhomes.org.uk



FREE SERVICE



Brent Well & Warm

Are you struggling to keep your home warm and pay your bills?

HELP IS AVAILABLE!

Scan the QRcode to apply



For further information contact:
brentwarm@groundwork.org.uk



GREEN DOCTOR



