

## Latest updates for residents at Millharbour

**March 2024**



### Neighbourhood Team

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

### Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Friday	12 April 2024	10am	Dockweed Court Communal Door
Friday	12 August 2024	10am	Dockweed Court Communal Door
Thursday	12 December 2024	10am	Dockweed Court Communal Door
Wednesday	12 February 2025	10am	Dockweed Court Communal Door

If you would like to join Ayo Bello, 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)

### Rubbish disposal

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. Do not store personal items on balconies such as fridge freezers or other electrical appliances or furniture. Residents to be mindful that storing these items is a fire safety risk. Residents are to contact Tower Hamlets Council on 02073645000 to arrange collection for bulky items to be removed.

### 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.

## 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 which you can access using this link: [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](mailto:customerservice@networkhomes.org.uk) or by completing our online contact us form at [www.networkhomes.org.uk/contact-us](http://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](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.

## 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.

## Making the move to a smaller home



\*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](http://www.networkhomes.org.uk)

@ email us [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

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

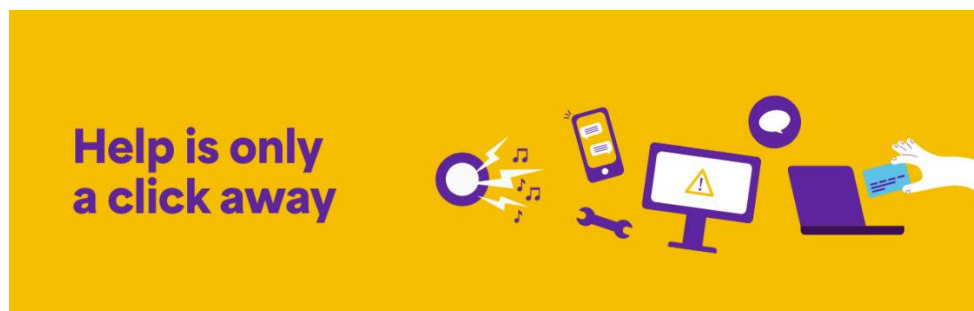
## We're here for you online if you need to contact us

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](http://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](mailto: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](http://www.networkhomes.org.uk/contact-us).



## New resident information

If you are a new resident, then welcome to your new home at Millharbour. Please check out our website for information about our services and important information you would need to know as a customer. 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 <https://bit.ly/3fVDe7m>

Read the latest issue of our 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, please tell the concierge in your building as well as informing SNG Customer Services Team.

Ayo Bello is your Neighbourhood Officer who manages your estate. You can contact Ayo 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)

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