

Latest updates for residents at Rectory Park

March 2024



Security

Following our informal consultation with you which ended 9 February, we can confirm that the majority of responses received told us that you do not wish for the introduction of security at Rectory Park. In these circumstances SNG will **not** be embarking upon on a formal consultation process.

Many of the responses from residents mentioned the cost of living crisis and the current level of the existing service charge as the main reason why a security service should not be introduced. Also, suggestions were put forward about strengthening the process of identifying, reporting and fixing repairs to communal entrance doors and bin rooms. Other suggestions include a more collaborative approach by SNG, the police and the local authority to challenge anti-social behaviour from non-residents.

All the suggestions have merit and we resolve to work more closely with the residents association, in particular to acknowledge and pursue vigorously collaborative working with partners and key stakeholders.

Upcoming estate inspections

The next estate inspection will take place on:

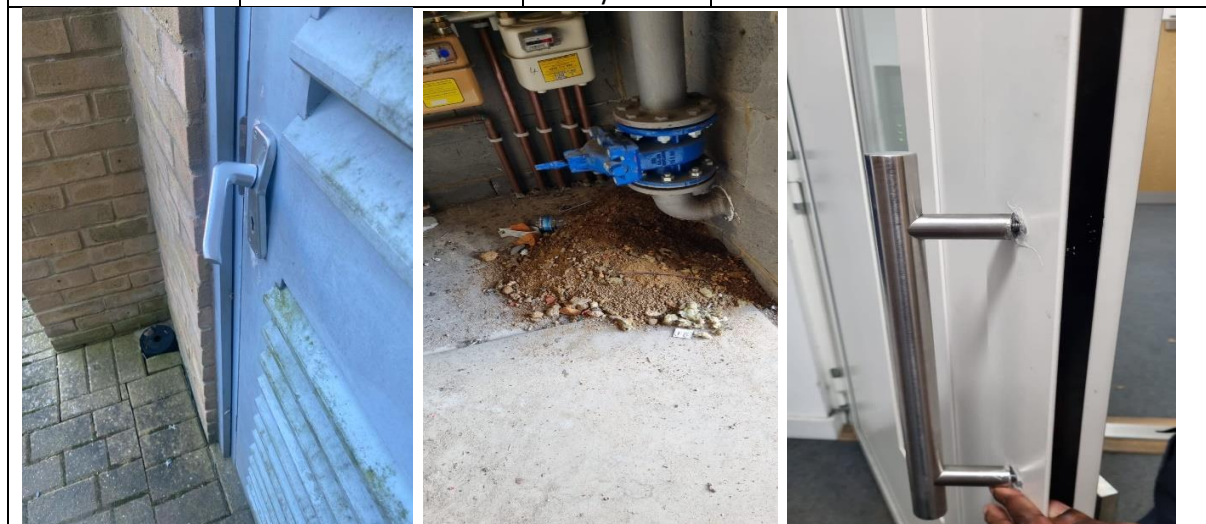
Day	Date	Time	Meeting point
Thursday	14 March 2024	10am	Rectory Park Community Centre
Thursday	18 April 2024	10am	Rectory Park Community Centre

If you would like to join Michael Smith, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above by contacting him on **0300 373 3000** or email customerservice@networkhomes.org.uk to arrange this first.

Estate inspection findings update for your site

Your Neighbourhood Officer, Michael Smith has identified the below issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Communal garden door handle damaged front forced entry	Weyman Court	Reported to Repairs	
Broken window handle on ground floor	Blanche Court	Reported to Repairs	Access point for rough sleeper in the block
Sightings of rats in gas meter room	Hern Court	Reported to Pest Control	
Loose door handle on security door	Katherine Court	Reported to Repairs	
Smoke detector device tampered with	Blanche Court	Reported to Building Safety Team	



Window cleaning

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

Warning about Tailgaters

It has been brought to our attention that perpetrators are tailgating or gaining access from residents to the blocks such as: Harman Court, Blanche Court, Katherine Court, Larkspur Court, Hern Court and Molloy Court. SNG have engaged the Safer Neighbourhood Team who are going to conduct random inspections of the block and remove anyone found in these areas. SNG have been informed that the Police have made arrests of local perpetrators found loitering within these blocks.

Tailgating is when an unauthorised person follows behind an authorised person to get into a building or estate. An authorised person would be someone who lives in the building, is visiting a resident who lives in the building or someone working for, or on behalf of SNG, the managing agent or owner of building. It is one of the most common physical security breaches to an estate or building.

People will often offer random act of kindness, such as holding the door open for a stranger, which creates an opportunity for unauthorised people to gain access to the building. If you're not familiar with the person / people relying on you to gain access to your building, please do not give them an opportunity to have access by leaving the door open or holding it open for them to enter. When people with criminal intentions enter the building, it can create safety concerns for you and other residents and give them an opportunity to cause damage to the building.

SNG are asking for all residents to remain vigilant when entering and exiting the block to ensure that any unauthorised persons or rough sleepers do not gain access to the block. In the event that you see or hear anyone please ensure that you call the Police on 999 and report it if in immediate danger, alternatively a referral can also be made to Streetlink via <https://thestreetlink.org.uk/> If you're struggling to submit an alert you can contact enquiries@thestreetlink.org.uk for help.

Play area



As previously published we are not happy with the outcome of the works and safety of the play slide.

We are still awaiting Hill contractors to redesign and propose a more suitable option.

We will let you know in writing when the play area is available and ready for children to use.

Renewal of Parking Permits

It is the responsibility of residents who are eligible to park and have a permit to note when their permits are due to expire. CPM manage the car park at your estate and send out permit renewal reminders four weeks prior to permits expiring, however, these letters can get delayed or lost.

Please note that parking enforcement is a civil matter therefore residents will be advised to take up any parking issue directly with the parking company CPM Limited.

Places you should not park:

- In a car park area if you are not permitted to do so
- On double yellow lines – this can obstruct emergency vehicles and bin vehicles
- In a parking bay not allocated to you
- Double parked in a single bay property
- In front of access points e.g., bin rooms and hatched areas
- On the grass verge by play areas.

Please note that SORN vehicles and vehicles without permit will be removed. Your SORN will start immediately if your vehicle tax has expired.

Parking is monitored daily and at weekends by our staff and CPM. CPM will issue a penalty charge notice to any vehicle that's causing an obstruction or parked in a bay that it's not permitted to use, whether a permit is displayed or not. All car park areas are clearly marked by CPM on the terms & conditions signage displayed.

All parking enquiries and appeals are managed by CPM, not SNG. You can contact CPM at networkhomes@uk-cpm.com or by telephone on 0845 463 5050.

Using disabled bays

We are aware that some residents have received parking tickets when parked in the disabled bays in the parking area while not displaying a blue disabled badge. This is a reminder to all residents that you must display both a residents' parking permit **and** a blue disabled badge to park in the disabled bays. You may receive a parking ticket if you do not display **both badges**. We understand that some residents may not have been aware of this or misinformed about the use of the disabled parking bays, however going forward any resident not displaying both badges **will** receive parking **penalty** notices.

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 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.

SNG are asking for all residents to remain vigilant when entering and exiting the block to ensure that any unauthorised persons or rough sleepers do not gain access to the block. In the event that you see or hear anyone please ensure that you call the Police on 999 and report it if in immediate danger, alternatively a referral can also be made to Streetlink via <https://thestreetlink.org.uk/> If you're struggling to submit an alert you can contact enquiries@thestreetlink.org.uk for help.

Fire strategy for Harman, Hern, Molloy, Bundy and Weyman Court

The fire strategy for Harman, Hern, Molloy, Bundy and Weyman Court 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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact us on **0300 373 3000**.

Fire strategy for Blanche and Larkspur Court

The fire strategy at **Blanche and Larkspur** is a **Total Evacuation policy**. This means that if a fire starts you must evacuate your building immediately and you should exit as soon as possible to the designated Assembly Point. The Assembly Point for **Blanche** is the open space in front of Harman Court. The Assembly Point for **Larkspur** is the open space opposite the community hall. 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 an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact us on **0300 373 3000**.

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. [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.

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

@ email us customerservice@networkhomes.org.uk

Winter Market

SNG teamed up with the Felix Project to host a Winter Market at Rectory Park on 23 December 2023.

[The Felix Project](#) is an organisation that receives surplus food from various restaurants and cafés and distributes it to charities across the UK. This food is then available for organisations to create events where people can access it for free.

We contacted two customers who agreed to lead on the project, and they rounded up other residents to volunteer. Supported by our Charitable Fund, this customer-led event not only meant that those who may be struggling and access food and groceries that they genuinely need- but go some way to relieving the high volume of food that goes to waste. The produce that was donated was excellent and it's a real eye opener into how much good food gets wasted.

Gule, a customer from Rectory Park and one of the organisers had this to say:

"Due to the increased cost of living, I too have had to be very careful with my weekly grocery budget this year and I have to watch my pennies as they say. With that in mind thinking about all the other residents on Rectory Park facing a similar situation, I offered to take part in this event.

It was very rewarding. This has cultivated my sense of interconnectedness with the residents and SNG and recognised the inherent dignity and worth of every individual.

This act of selflessness and generosity from SNG in organising this event at such short notice has led to a greater sense of fulfilment and purpose from their part towards the residents and I am proud with the help of the volunteers to deliver this act of kindness"





Community First Foundation Centre

Please see our website for the latest update on the fantastic activities available at the community centre for your scheme. Go to www.networkhomes.org.uk/localevents. Alternatively, you can contact the community centre directly via telephone on 020 8841 5263 or by email at info@communityfirstfoundation.org.uk



If you would like to visit the community centre, the opening hours are Monday to Thursday, 9.30am to 5pm and Friday 9am to 4pm.

Please see our website for details of activities and contact numbers to book.

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.

New residents' information

If you are a new resident, then welcome to your new home at Rectory Park. 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 <https://bit.ly/30TwYJd>

Read the latest issue of our newsletter for residents, on our website at www.networkhomes.org.uk/your-home/customer-newsletter.

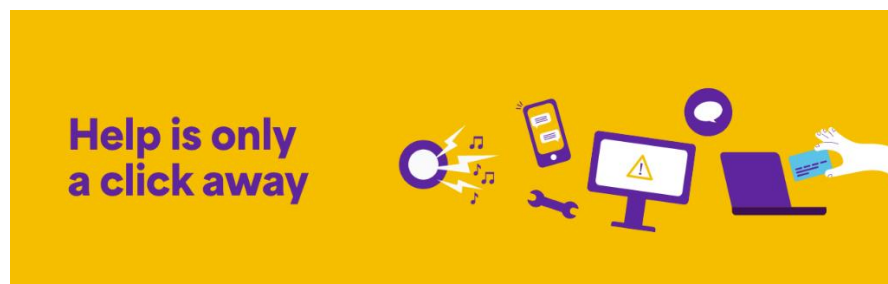
We're here for you online if you need to contact us

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.



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!



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.

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.

Michael Smith is your Neighbourhood Officer who manages your estate. You can contact Michael by phone on **0300 373 3000** or by email at customerservice@networkhomes.org.uk

All parking enquiries and appeals are managed by CPM, not SNG. You can contact CPM here www.uk-carparkmanagement.co.uk/contact-us or by telephone **0845 463 5050** or **0300 373 3000 option 2**.

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

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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