



Latest updates for residents at Amory Tower September 2024

53 rent weeks from April 2024 to March 2025

This rent year is from 6 April 2024 until 5 April 2025, and has 53 Mondays, therefore 53 weeks instead of 52. This means there's an additional week of rent to pay. This will affect all customers except for customers who receive Housing Benefit. If you receive Universal Credit, and do not receive Housing Benefit, the Department for Work and Pensions will not cover the extra week of rent and you will need to pay it.

Find out more about how this affects you and what you need to do to ensure you cover your full year's rent by visiting our website at www.networkhomes.org.uk/53weeks.

If you're struggling to pay your rent, we can offer advice and support. Please contact our Income Team online at www.networkhomes.org.uk/contact-us or call us on 0300 373 3000.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	12 December 2024	10am	Amory Tower Communal Door
Wednesday	12 February 2025	10am	Amory Tower 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.

Public bicycles and e-scooters

Public bicycles and scooters such as Lime cycles and scooters are not permitted on the estate. They should remain on public property as they are attracting strangers onto the estate.

Fire Risk Assessment (FRA) findings

Building FRA Inspections were carried out recently and there were unauthorised items in communal hallways. Please see items below items which we have removed recently as part of our FRA actions. We will continue to do unannounced fire risk assessment checks and removing items stored in communal areas in the building.



Our digital assistant is there when you need it and saves you waiting in the line on the phone. It's quick, convenient and available for you to use any time of the day.
Visit networkhomes.org.uk/contact-us



Photo 20



Photo 21



Photo 22



Photo 23



Photo 24



Photo 25

Residents should refrain from storing their personal items in the corridor or the communal areas as it is a hazard that can prevent people from leaving the building safely in the event of a fire.

We have also been informed by the Managing Agent that the London Fire Brigade's Borough Commander has been in touch and may also be attending site unannounced.

There were also discarded cigarette butts in various stairways. This is a fire safety risk and smoking in stairwells is not permitted, so please do not smoke in or around the stairways. This is also anti-social behaviour which is a breach of your tenancy. Tenancy actions will be enforced on any resident in breach of their tenancy.



Downloading key fire safety information for your building

We're committed to making sure that it's easy for you to access the key fire safety information about your building that you need to know. You can download the Fire Risk Assessment (FRA) for your building and more fire safety information for your building using the Riskhub Resident Hub. All you need is your unique building reference number which you can look up [by clicking on this link](#) or by visiting www.networkhomes.org.uk/riskhub

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 would be unable to self-evacuate or evacuate using the stairs in the event of a fire, please contact our Fire Safety Team on **0300 373 3000** so we can visit you and discuss a personal evacuation plan.



Whether it's a leak, broken door or something else, the easiest way to get in touch with us is online. To find out how, visit networkhomes.org.uk/contact-us

If fire breaks out in your flat, please follow these steps:

Leave the room where the fire is straight away, then close the door. Tell everyone in your flat and get them to leave. **Close the flat entrance door behind you.** Do not stay behind to put the fire out. Leave the building by using the nearest fire exit and wait outside, away from the building (Assembly point- Thames Quay), then call the fire services.

To call the fire service, dial 999 and when the operator answers, give your telephone number and ask for the fire service. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If you see or hear a fire in another part of the building:

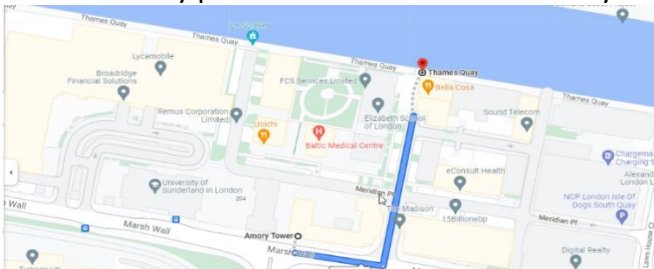
The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere. However, you must leave immediately if smoke or heat affects your home, or you are told to leave by the fire service. If you are in doubt - get out.

To call the fire service, dial 999 and when the operator answers, give your telephone number and ask for the fire service. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If a fire breaks out in the common areas, you will need to follow the procedure we have in place:

1. Sound the alarm by pressing the call point.
2. Leave the building by the nearest available fire exit.
3. Report to the assembly point: 'Thames Quay'.
4. Do not take risks. Do not stop to collect personal belongings and do not return to the building until authorised to do so.
5. Do not use lifts.

Your assembly point is located at Thames Quay below.



Whether it's checking your balance, making a payment or something else, the easiest way to get in touch with us is online at 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 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.

Report excess noise nuisance using The Noise App



We recognise that everyone has a different tolerance when it comes to noise from your neighbours so please try to be considerate to others around you. If you feel the noise you are experiencing is excessive, please report it to us via our Noise App. The app is secure, and you don't have to leave your home to record we can assess any reasonable steps available for us to take.

The Noise App is free and will let you record audio for up to 30 seconds on your smartphone.

Who is The Noise App for?

The Noise App will need to be used in conjunction with a current 'open' case of noise nuisance that has already been reported to us. You will need to make an initial report before we will review or accept recordings. To do this, you will need to get in touch by:

- reporting via our website: www.networkhomes.org.uk/contact-us
- reporting via your My Network Homes account – www.mynetworkhomes.org.uk
- emailing us at customerservice@networkhomes.org.uk
- phoning us on **0300 373 3000**
- writing to us or calling to book an appointment to visit us in person at our Wembley or Hertford offices.



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Downloading the app

You can download 'The Noise App' for free from the [App Store](#) for iPhone and iPads and the [Google Play Store](#) for Android phones or tablets. Once downloaded, you will need to register your account and when prompted choose Network Homes as your housing provider. Once you've registered your account, you will then be able to submit a recording to us. We are unable to use any recordings you submit if you do not have a current noise complaint with us.

New residents' information

If you are a new resident, then welcome to your new home at Amory Tower. 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/new-residents

Read previous updates about your scheme on our website at <https://bit.ly/3acBBAV> and read the latest issue of our newsletter for residents on our website at 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 our Customer Services Team.

Ayo Bello is your Neighbourhood Officer for General Rented properties Floors 1-9.
Julianne Goode is your Property Manager for London Living Rent properties floors 10-15.
You can contact Ayo or Julianna 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



Whether it's checking your balance, making a payment or something else, the easiest way to get in touch with us is online at networkhomes.org.uk/contact-us