



## Latest updates for residents at South Way, Wembley 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](http://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](http://www.networkhomes.org.uk/contact-us) or call us on **0300 373 3000**.

### 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.

### Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	4 September 2024	11:30am	Lobby of Desai House
Wednesday	2 October 2024	11:30am	Lobby of Desai House
Wednesday	6 <sup>th</sup> November 2024	11:30am	Lobby of Desai House
Wednesday	4 <sup>th</sup> December 2024	11:30am	Lobby of Desai House

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



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

## Estate inspection findings

These issues were identified by your neighbourhood officer, Savannah-Rae Wright, or raised during customer meetings, which she has flagged with our Repairs team to action.

Issue identified	Location	Action taken
Pigeon issue in car park	Tavener and Desai shared Carpark	Development company have been informed.
General cleaning standards	South Way	Pinnacle have been informed to prioritise communal cleaning
Bin issues and overspill	South Way	Pinnacle will continue to get rid of overspill. Veolia contacted and requested that they keep on top of collections.

## Bin collections and bin stores

We're aware of the ongoing issues affecting the estate regarding missed bin collections. We're working with Veolia to ensure the bin collections happen on a consistent basis (every Friday). While we are experiencing challenges with collections, our cleaning team are carrying out overspill collections from the bin room when necessary.

We are aware that the missed collections have resulted in a build up and overflow of rubbish and this is causing knock-on effects in terms of cleanliness and smell. The bin room has been jet washed and deodorisers installed in the bin rooms and around the lifts.

Thank you for your patience while we deal with this matter. As the buildings were recently completed and there are many residents moving in at one time, we have been proactively taking actions to address the large number of recycling, bulk items and refuse that comes with many residents moving in at once. We had skips present for residents to use for excess waste, as well as arranging regular removals and clearances. This is something we will look to continuously manage to ensure communal areas are clear of items and refuse.

## Window cleaning

The window cleaning programme for 2024 is next scheduled for September.

## 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.



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

## 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](http://www.networkhomes.org.uk/contact-us)
- reporting via your My Network Homes account – [www.mynetworkhomes.org.uk](http://www.mynetworkhomes.org.uk)
- emailing us at [customerservice@networkhomes.org.uk](mailto: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.

### 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.



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

## 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](http://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** or email [firesafety@networkhomes.org.uk](mailto:firesafety@networkhomes.org.uk) so we can visit you and discuss a personal evacuation plan.

## New residents' information

If you are a new resident, then welcome to your new home at South Way. 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](http://www.networkhomes.org.uk/new-residents)

Read previous updates about your scheme on our website at <https://bit.ly/43SOCdc>

Read the latest issue of our newsletter for customers 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).

Savannah-Rae Wright is your Neighbourhood Officer who manages your estate. You can contact Savannah 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)



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](https://networkhomes.org.uk/contact-us)