



Update



Vantage Point

October 2019

Residents' meetings

We hold regular residents' meetings that you can attend. These meetings will take place at Vantage Point, Berger Road, Homerton, E9 6FG, on the following dates from 6.30pm to 8pm:

- Thursday, 21 November 2019
- Thursday, 9 January 2020
- Thursday, 27 February 2020

Estate inspections will take place on the following dates at 10.30am

Anyone is welcome to attend the estate inspections and you do need to book a place to come take part in it. The dates of the next inspections are:

- Wednesday, 9 October 2019
- Thursday, 7 November 2019
- Friday, 10 January 2020
- Tuesday, 11 February 2019
- Wednesday, 11 March 2020

Cleaning

Internal communal areas - we clean internal communal areas Monday to Friday between 8am to 4pm. Individual Blocks will be cleaned within this period.

Grounds - we clean the outside communal areas every two weeks.

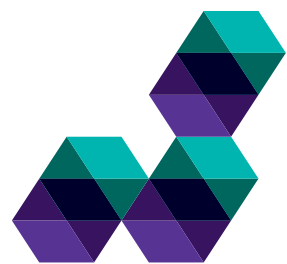
Please report any issues regarding internal and grounds cleaning to Pinnacle's Customer Service team on 0330 332 0845.

Bin collections

All bins (recycling, general, and food waste) are collected and emptied every week on a Thursday.

Removing bulk items

Hackney Council arrange a special collections service for bulk items which starts from £15 but residents who receive housing benefit do not need to pay. If you need to remove bulky items, please contact Hackney Council at info@hackney.gov.uk.





Fire Safety

Please dispose of cigarettes correctly. You need to keep all corridors clear of items. We will remove any items we find in the communal areas immediately and without notice.

Sprinkler System and Fire Alarms within Flats

Our contractors have nearly completed all the works required to fit the sprinkler system and fire alarms in all flats within The Archer Tower.

Waking Watch at The Archer Tower

At the date of this update, we're still operating a Waking Watch at The Archer Tower on a 24 hour, seven days a week basis until we've completed all relevant works to the flats. Please note, Fire Wardens are authorised to check individual's identities to maintain security at the site.

Anti-Social Behavior

You can report minor or non-urgent crimes online: <https://online.met.police.uk>

You can also report such incidents to your Local Safer Neighbourhoods Team on 020 8721 2794 and 07748 938 936 or by email to Sntgd-homerton@met.police.uk

Repairs

Please report all repairs via the Contact Centre on 0300 373 3000 or email to CustomerService@networkhomes.org.uk

Sub-letting

There is a £250 incentive to residents for anyone helping Network Homes to identify genuine tenancy fraud cases leading to vacant possession. This is subject to a case being prosecuted with a successful outcome. You can report tenancy fraud in confidence by calling 020 8459 9463 or emailing fraud@networkhomes.org.uk

Keep in touch

There are a number of ways you can contact us or find out information about our services. You can get in touch in the following ways:

By phone: 0300 373 3000

By email: customerservice@networkhomes.org.uk

Via or website: networkhomes.org.uk

Via Facebook: NetworkhomesUK

Via Twitter: @asknetworkhomes

Via Instagram: networkhomes

If you have an emergency to report, please contact the Police on 999 or 101 for non emergencies.

