



Latest update

The Printworks

May 2020

Coronavirus (Covid-19) service update

Due to the coronavirus outbreak, our receptions are closed until further notice. We'll let you know when they are open again. You can still contact us by phone on **0300 373 3000**, by email at customerservice@networkhomes.org.uk, by social media or using our website contact us form.

We've also stopped all non-emergency repairs and all planned and non-essential maintenance work during this time. This includes estate inspections.

Please comply with Government advice, stay home, avoid gatherings and maintain social distancing (this includes children).

You can find out more on our website at www.networkhomes.org.uk

Get ready for My Network Homes – your new online account

Things are about to get easier with My Network Homes, your new online account. Soon you'll be able to:

- Check your rent balance and pay your rent
- Ask us a question
- Report anti-social behaviour
- View your repairs history
- And much more!

We'll be getting in touch with details of how you can register, so keep an eye out!

Bin collections

Your bins are located in the following areas:

- 1st located right to the entrance of the underground parking – fob accessed
- 2nd located left to the entrance of the underground parking – fob accessed
- 3rd located nearest to carpark bays 1- 15
- 4th located nearest to carpark bays 1-15

All bins – recycling, general and food waste – are collected every Tuesday.





Removing bulk items

Brent Council offers a collection service for bulk items which costs £35 for up to five items. You can book as many collections as you like. You can book online at <https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste>. If you receive Council Tax Support or Housing Benefit Credit you can get one free collection per year.

Cleaning and grounds maintenance

Pinnacle has continued to undertake full cleaning responsibilities during the coronavirus crisis.

Grounds maintenance has been reduced in line with government requirements to travel for essential purposes only. The grounds maintenance team has continued to work by supporting the cleaning service and dealing with urgent issues, like removing bulk waste and clearing bin stores.

We review the communal grounds during our scheduled visits and are carrying on with grass cutting and other duties on a risk-based approach. We'll continue to deliver a reduced grounds maintenance service until the Government restrictions have been lifted.

Gas meter readings

Gas meters are on the ground floor in the car park area. We're not able to give you access to them for health and safety reasons. Due to the coronavirus crisis we're sorry that the meter reading for April has been suspended. The next planned meter reading will be in July, subject to government restrictions.

All residents have a Smart Meter in their home to measure electricity usage.

Fire safety

Please make sure you dispose of cigarettes safely and make sure all corridors and communal areas are kept free of items. Any items left in the communal areas will be removed without notice.

And remember, under the terms of your lease/ tenancy agreement, you're not allowed to dry clothes or store household furniture and other items on your balcony. BBQs are also not allowed anywhere at The Printworks.

Fire Strategy

The fire strategy at The Printworks is a **stay put** policy. This means unless you're directly affected by a fire or told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home.





Building Safety update

We're doing all that we can to keep the building safety investigations running during the coronavirus outbreak. We're following all government guidelines during this time as well. For example, all fire engineering contractors and staff will be observing social distancing while on site.

The intrusive investigations undertaken last year showed the construction of the development was built as specified. We're close to appointing a fire engineer to carry out a review, and confirm when they can provide an EWS1 form.

Please keep an eye on the Network Homes website generally and on our dedicated building safety section at www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/ which will provide you with the latest updates if we're unable to send letters.

Making sure everyone's parking properly

Parking has been allocated to specific properties and only people with valid permits can park. If you're not sure whether you have a parking space, please check your lease or ask a member of staff.

If you don't have an allocated parking space, please make sure you don't cause an obstruction when you park.

Places you shouldn't park:

- In the Arran Court area - this is only for the people who live in this block
- On double yellow lines - this can obstruct emergency vehicles and bin trucks
- In the electrical car charging spaces
- In front of access points like bin rooms and hatched areas.
- In the bays on Alderton and Janson Close
- In any allocated bays

Parking is monitored by CPM and they will issue a ticket to any vehicle that's causing an obstruction or parked in the wrong bay, whether a permit is displayed or not.

Antisocial behaviour (ASB):

Residents, their household members, visitors or guests must not cause any antisocial behaviour within the estate. Antisocial behaviour includes playing ball games, riding scooters, shouting, screaming, loitering, riding skateboards, littering, dumping bulky items and not disposing of bin bags properly. We investigate statutory noise in line with legal guidelines. We will not investigate domestic noise such as children playing in their homes, doors slamming etc. these are not enforceable. Please refer to our website www.networkhomes.org.uk for more information on noise nuisance and other types of anti-social behaviour.





Do you need support with claiming benefits?

Did you know Network Homes has its own welfare and benefits advice team?

The team has helped residents claim over of £1.5m each year for the past three years. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases we can help gain grant funding.

If you want to speak to the team call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Important contacts

Got a repair? Or need any other information? Get in touch with us by:

- Phone – **0300 373 3000**
- Email – customerservice@networkhomes.org.uk
- Website – www.networkhomes.org.uk/contact-us
- Facebook – **Networkhomesuk**
- Twitter – **asknetworkhomes**.

Have you signed up for our digital newsletter?

Our new digital newsletter keeps you more informed and up-to-date about what's going on at Network Homes with:

- Our latest events
- Information about support services we provide
- Ways you can get involved with improving our services
- Stories from residents
- And much more!

Sign up at www.networkhomes.org.uk

Help make your community a better place to live

We have a varied and inclusive resident engagement programme at Network Homes that all residents can be part of. Tell us what matters to you, inspect our services and get to the very heart of the communities where we work. It's an opportunity for you to share your ideas and challenge our performance – while learning new skills along the way.

Show us how we can do better, and help us to:

- offer services that residents need and want
- work to a high standard, delivering quality services
- achieve value for money across our organisation
- enhance the quality of life for people living in your community
- ensure staff and Board members carry out their work effectively.





Find out how you can get involved at: www.networkhomes.org.uk/get-involved/

