



Latest update

Quayside House

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 and residents meetings.

Please comply with government advice, stay home, avoid gatherings and maintain social distancing.

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!

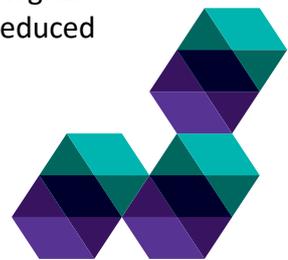
We'll be getting in touch with details of how you can register, so keep an eye out!

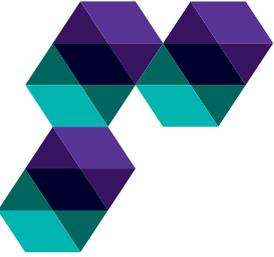
Cleaning and grounds maintenance

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.

Bin collections and bulk waste

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

Royal Borough of Kensington and Chelsea offers a free a collection service for residents that are on Housing/ Council Tax benefits but there is a charge of £32.60 for up to 10 items to be collected. You can contact Street line on 020 7361 3001 (Monday to Friday between 8.30am and 5.30pm) or book a collection online at - <https://www.rbkc.gov.uk/bins-and-recycling/rubbish-and-recycling/bulky-household-waste-collections>

Please ensure bulk refuse is taken to the ground floor and ask a member of the security team to open the room for you to dispose of items. Please don't leave bulky items by the bin chutes or anywhere on the podium level. Also please don't force large bin bags down the bin chute as this causes blockages. Dumping bulk in this manner is a breach of your tenancy/lease conditions and can identify people doing this through CCTV.

Car Park - Some residents are storing personal items in the car park area which is a breach of health and safety and tenancy/lease conditions. We are unable to identify who the items belong to so will write to everyone requesting they are removed. We will provide a time frame to do so, after which we'll remove them.

Pram Sheds - Some residents are using the pram sheds as storage units and storing personal items there, not prams. Once lockdown measures are relaxed, we'll carry out an audit to identify who owns the pram sheds and remind residents to clear the sheds of personal belongings.

Fire safety

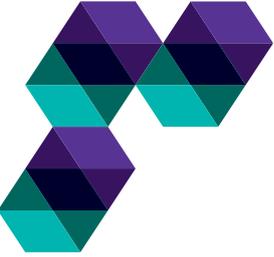
Please make sure you dispose of cigarettes safely and make sure all corridors and communal areas are kept free of items. Any items left in the communal areas will be removed without notice.

Please 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 Quayside House.

Fire Strategy

The fire strategy at Quayside House 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.





Making sure everyone's parking properly

Leaseholders have purchased parking spaces with their lease in the underground car park. They do not need to prove ownership of a vehicle, their permits will only have bay numbers on them.

General rented residents have access to 33 car park bays which have all been allocated. Please ensure you park within the lines and display a valid permit at all times. Please see sign boards for full details.

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 in excess of £1.5m each year for the past three years and £2m last year. 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.

Security

We have onsite security based at the HUB between 7am and 9pm, 7 days a week. Our regular security team are Mohan and Terrence. If you witness any antisocial behaviour, you can approach them directly or call them on **07741 743958** or **020 8969 8516**. You can also report it to us and the police. There is also a mobile patrol team that attends your estate throughout the night until the day guards start their shift at 7am.

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/

