



Latest update

Brindley House

August 2020

Coronavirus (Covid-19) service update

Due to the coronavirus outbreak, our receptions are currently closed. We're aiming to re-open our receptions at our new office The Hive (more details below) and at 36 Ware Road on 1 September subject to any further changes in government advice. If we can open our receptions, you'll need to pre-book an appointment with the relevant team. We will update our website soon to let you know when they are open again and how to book an appointment. You can still contact us by phone on **0300 373 3000**, email at **customerservice@networkhomes.org.uk**, social media or using our website contact us form.

Our regular repairs and maintenance services are back. You can now report non-emergency as well as emergency repairs with us. We have risk rated the works that were in progress when we had to put the services on hold and will be completing the most urgent works first. Due to the disruption in service it may take us longer than usual to complete non-urgent repairs so we thank you in advance for your patience.

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

Pest Control

We have been working with Westminster Council and Environmental Health to deal with the rodent infestation at Brindley House. We recently met with Karen Buck MP and Councillor Hug and agreed a comprehensive action plan to tackle the rodents.

Our pest control contractors, Monitor, are now visiting weekly due to the rodent infestation at Brindley House. Their visits include checking baits, removal of dead rodents and surveying the areas to identify future works that may be required. We have also agreed for work to be done to minimise infestation from the canal and surrounding areas. All flats at Brindley House will also be treated for rodent infestation. You will be contacted by Monitor to agree a date and time for when they can visit your property to undertake treatment.

The ground floor areas have been deep cleaned and all electrical cupboards have been cleared of people's possessions as this was creating the conditions for rodents to nest in them. We have a zero tolerance policy on storing personal possessions in electrical cupboards, so any items found will be removed and disposed of immediately.

We have acted on your reports of a bad smell in the communal areas. Some deodorisers have been installed in the building and we have requested additional deodorisers to be installed.





Antisocial Behaviour toolkit

We're developing a toolkit to help you understand the steps you need to take to address antisocial behaviour. It covers a wide range of issues including drug use, dealing drugs and noise nuisance. The toolkit will be easy to navigate as each ASB type will be listed alphabetically. The toolkit will be launched on our website in September.

Our Neighbourhood team will work with you to help and offer advice and guidance. They can also investigate and resolve ASB issues affecting you and your community.

We recently took joint action with the police to serve an anti-social behaviour agreements on one resident and the police have confirmed that the people previously seen loitering in the blocks have stopped.

Internal decoration of communal areas

We'll start the decoration of the communal areas once the roofing repair work has finished. We'll write to you when the start date has been agreed.

We've moved to a new Wembley Park head office!

Although our reception is currently closed to visitors our new address is 'The Hive, 22 Wembley Park Boulevard, Wembley, HA9 0HP'. Please update your records with our new head office address and ensure you use the new details if you need to get in touch or send any documents to us in the post.

Cleaning and grounds maintenance

Pinnacle has continued to carry out a full cleaning service during the coronavirus crisis.

We're also providing a full grounds maintenance service again.

Please contact Pinnacle on **0330 332 0845** or email networkhomes@pinnaclepsg.co.uk if you have any issues with cleaning or grounds maintenance.

Fire safety

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

Some residents have had barbeques on their balconies despite all the warnings and safety guidelines we've issued. **This is dangerous and puts everyone's safety at risk.** It is also a breach of your tenancy agreement.

We will look to take action against those who continue to have barbeques on their balconies.





Fire Strategy

The fire strategy at Brindley 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.

Building Safety Team update

We have appointed a chartered fire engineer to assess the external walls. This follows our initial investigations last year.

Initial conclusions suggest some localised remediation work will be required. We will provide more information on this when it is available.

Once we have concluded the surveys, we hope that at the end of this investigation we will be able to provide you with an EWS1 form, which lenders can ask for if you're selling or re-mortgaging your home.

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 be able to provide you with the latest updates if we're unable to send letters.

Sign in, sort it with a My Network Homes account!

Have you heard about My Network Homes, your new online account? With an account, you'll be able to:

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

If you have a tenancy with Network Homes, you can register and set up an account. All you'll need is your customer reference number, a unique PIN which we sent to you and an email address. To find out more, including how to request a new unique PIN, visit www.networkhomes.org.uk/mynetworkhomes.

Do you need support with claiming benefits?

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

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

- Facebook – **Networkhomesuk**
- Twitter – **asknetworkhomes**.

If you need to report crime or anti-social behaviour, please visit <https://online.et.police.uk> to report minor or non-urgent crimes.

In an emergency, call the Police on 999 or 101 for non-emergencies.

Help to make your community a better place to live and gain skills along the way!

We have been busy recruiting residents to our varied and inclusive programme that you can also be a part of!

You could:

- Be the voice of young people
- Review our digital platforms and provide feedback
- Join estate inspections and suggest areas of improvement
- Go undercover as a mystery shopper



What's in it for me?

- Gain skills and experience to add to your CV
- Access to in-house and online training opportunities
- Boost your confidence and wellbeing
- Connect with people and build new relationships
- Find out how you can get involved at: www.networkhomes.org.uk/get-involved/ or email **Get.Involved@networkhomes.org.uk**.

