

Win an iPad!
Check the
back cover for
your chance
to win

Neighbourhood Life

Summer 2018



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Hello!

Our plans for the next five years

Recently we've been looking at how we're going to continue to improve our services and keep building more affordable homes for the people who really need them.

Our Five Year Strategy sets out how we're going to do that. The last version was written in 2016 and since then there's been a lot of change in the sector, politics, economy and beyond which affects how we work. So we've revised our Five Year Strategy which sets out our direction of travel until 2023.

We've got four key objectives in our Five Year Strategy 2018-2023 and each of these comes with a target:

1. Maximising growth within our resources – 5,000 new homes in five years.

We work on the idea that we can and must do everything we can to help solve the housing crisis, so we'll be providing quality affordable new homes across London and Hertfordshire.

2. Delivering first class customer service – 90% overall customer satisfaction.

We want to set whole new standards for customer service in the housing sector and give you that service every step of the way, with your input so we can hear your views.

3. Increasing financial strength – 35% operating margin on core social housing business.

To deliver our social purpose, we need to take a commercial approach, so we can invest in more good homes and drive up the quality of our customer service.

4. Building a great organisation – A Sunday Times Best 100 Company to work for.

We know customer satisfaction depends on us having a talented and ambitious workforce. One which shares our vision to be a leading housing provider.

Each of these objectives and targets helps us to keep on track and measure how successful we are. They set out a clear direction so that everyone, including you, can be sure where we're heading and how we'll get there.

In the last four years, our overall customer satisfaction rating has already improved from 74% to 89.6% already. And we're hoping our new Five Year Strategy can help it to improve even more! Read the strategy at www.networkhomes.org.uk/publications

Helen Evans
Chief Executive

Office opening hours and service over the August bank holiday

As always, we aim to provide you with a first class customer service at all times.

Our offices will be closed on:

Monday 27 August (Bank holiday)

Friday 19 October (all staff training)

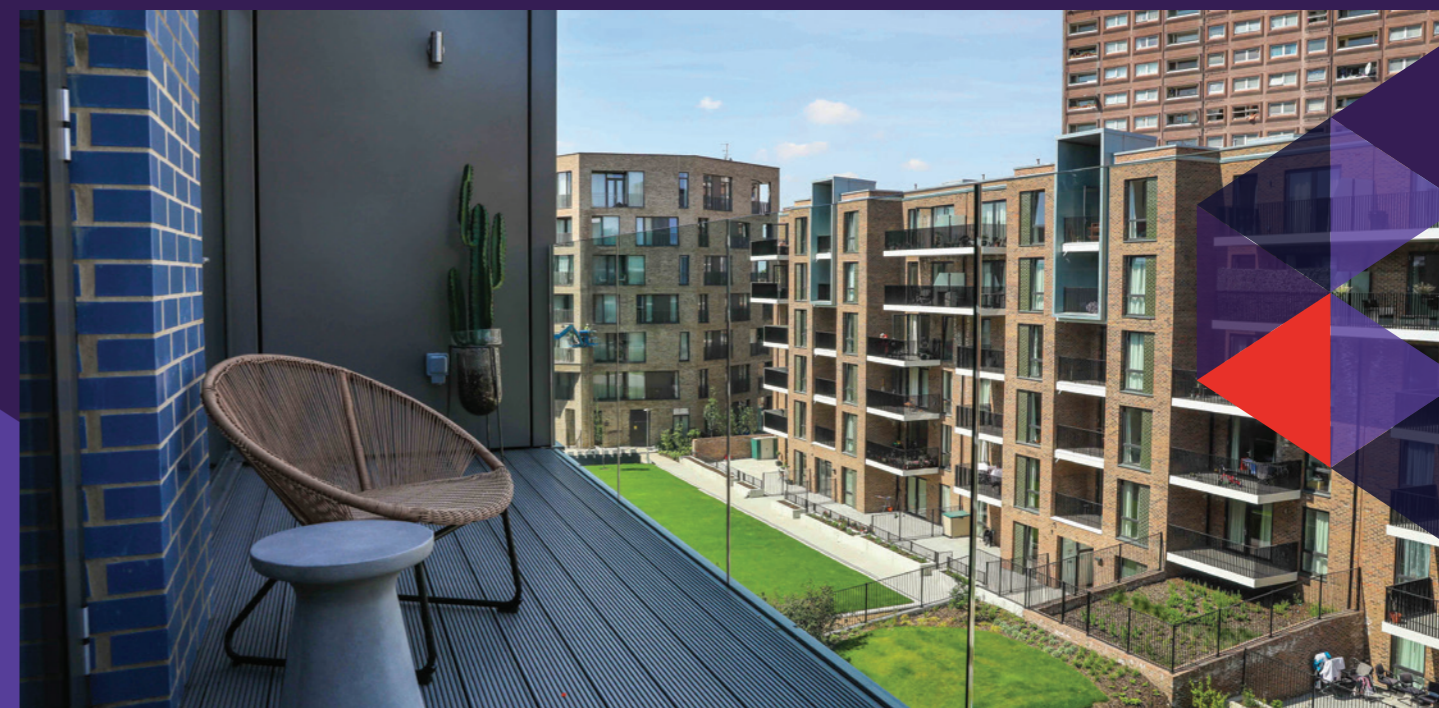
Usual office opening hours are Monday to Friday, 9am to 5pm.

Remember, you can use the self service portal to report a repair, view your rent account and pay

your rent, 24 hours a day, 7 days a week, online via our website at www.networkhomes.org.uk.

If you have an emergency repair while our offices are closed, please contact us on **0300 373 3000** and you'll be directed to our out of hours repairs service.

South Kilburn scheme wins two prestigious awards!



Our South Kilburn regeneration scheme Kilburn Quarter has won Development of the Year at the RESI Awards and Best Regeneration Project at the Evening Standard New Homes Awards.

RESI and Evening Standard New Homes Awards are two of the most prestigious awards events in the housing industry calendar, attracting high quality entries from across the housing market.



Kilburn Quarter is a defining scheme in the £600 million regeneration of South Kilburn, where we have worked with Brent Council to transform gloomy post-war tower blocks into a green, open and inclusive mixed tenure neighbourhood with 229 homes.

Two run-down 20 storey 1960s tower blocks were demolished and replaced with four handsome low rise blocks of six and seven stories and a public square on the main road. The blocks are placed around a gated courtyard, which also boasts a children's play area.

The judges were impressed with how we regenerated the area creating much needed larger three and four bedroom homes for local people, noting how Kilburn Quarter is "thoughtfully designed on a human scale with architecture that is genuinely uplifting".

David Gooch, Executive Director of Development at Network Homes said:

"I'm so pleased that our transformational Kilburn Quarter development has breathed new life into the South Kilburn neighbourhood. As experts in regeneration, this scheme is a great example of how we work with residents and our project partners, to deliver exceptional new homes."

Network Homes does the double at National Safety Awards!

We're celebrating after winning two awards at the National Safety Awards 2018, run by the Association of Gas Safety Managers.

Charlene Williams, Gas Compliance Officer, won the Women in Gas Award, and the team won the Electrical Supplier Support Award for their work with Dimplex on energy efficient heating systems in sheltered housing schemes.

Charlene was commended on her determination, drive and high standard of work. The judges were impressed by the project with Dimplex which helped to reduce the risk of fuel poverty among vulnerable residents, as well as gaining significant energy efficiency improvements.



We are very proud of Charlene and Paul Grady (Electrical Contracts Manager and leader of the Dimplex project) for taking away two awards on the night.

Michael Durrant, Director of Repairs, Gas and Water Safety, said: "It is an outstanding accomplishment for Charlene's work to be recognised at the Association of Gas Safety

Managers against a very inspiring group of candidates. We are very proud of the work Charlene and the team do to maintain our gas compliance.

"Paul and the team's achievement working with Dimplex is also testament to some of the great work being carried out in the department."

David Gooch appointed new Executive Director of Development

We've appointed David Gooch as Executive Director of Development, who is in charge of the construction and delivery of our affordable homes and homes for private sales.

With over 30 years' experience in the affordable housing sector, David will be responsible for delivering our ambitious development programme, which includes building 5,000 new homes over the next five years. He will

also oversee our joint venture with Stanhope plc to deliver over 550 new homes in Southall, Ealing.

Commenting on his appointment, David Gooch said: "I firmly believe in Network Homes' philosophy that good homes make everything possible, so I'm really looking forward to leading the Development Team. We have an ambitious growth strategy which will deliver high quality homes for social and affordable rent, shared



ownership, build to rent and private sale across London and Hertfordshire."

We've raised £860 for charity!



We've been working hard to raise money for charity this year! We held a Football Shirt Friday, plus a football quiz and keepy-uppy competition.

We also marked Mental Health Awareness Week by raising £500 for Together, a leading mental health charity. Our Equality and Diversity Group (EDEG) organised a week of events and activities to highlight the importance of discussing mental health and to promote initiatives available to help reduce stress in the workplace.

A special awareness event took place with guest speaker Rohan Kallicharan, a former employee at Network Homes and mental health ambassador for Mind, speaking

about his personal mental health issues. David Still, Solicitor and Fran Gladwin, Paralegal were also welcomed from GNLaw Solicitors to discuss the legal impacts of mental health for people in everyday life. Staff also took part in a number of activities highlighting the causes of stress and solutions for stress reduction within the workplace such as mindfulness sessions and a lunchtime walking club.

Chief Executive, Helen Evans said: "We are very pleased to have raised money for the Bobby Moore Fund, Cancer Research UK and Together. Network Homes is a social business at heart and we believe in giving something back to the communities we work in, so this is a great example of donating

to valuable causes that will help benefit many people."

Here at Network Homes, we have supported many charities over the years and we work closely with homeless charity New Horizon Youth Centre (NHYC) and St Mungo's. Our partnership with NHYC on Project Vista, a programme that helps homeless young people become self-sufficient, was awarded first place at the 2017 London Homelessness Awards. And a team of Network Homes cyclists recently raised over £65,000 for St Mungo's by cycling from London to Paris.

What are we doing about GDPR?

You've probably got lots of emails from companies about updating their privacy policy and asking you to sign-up again for their email marketing.

That's because the Data Protection Act 2018 came into effect on May 25. This embeds into UK legislation the General Data Protection Regulations (GDPR).

This legislation is all about protecting you and your data from misuse.

What does this mean for you?

You don't need to do anything as we have been ensuring that we have the correct policies and procedures in place to protect you and your data.

To find out about how we use your data and how to contact us if you have any questions, please take a look at our updated privacy statement, which can be found on our website at

www.networkhomes.org.uk/privacy-statement.

“It feels like our forever home”

Kamila Pakulska and family thought they would have to move out of London to afford their own home. Then they discovered our London Living Rent scheme at Le Bon Court in Harrow – a new affordable way to home ownership that’s helped Kamila to secure a stable future for her family.

“We moved into Le Bon Court at the beginning of March 2018. We’d been living in rented accommodation for the last 10 years and thought this would be a great opportunity for us to finally own our own place.”

Kamila and her family had previously been living in a cramped one bedroom property in Rayners Lane.

Close to work

“When my husband got a better position at work, we started to think about moving out of the private rented sector and getting a foot on the property ladder. We thought we would be able to afford a shared ownership property when before our only option was to rent.

“We have lived in London for 10 years and knew we wanted to stay in Harrow as all our friends are here, it’s where our children go to school and it’s an easy commute to where we work. My husband was looking online when he discovered the London Living Rent scheme and we expressed our interest straight away.”

London Living Rent was introduced by the Mayor of London to ensure more affordable homes in the Capital by offering middle-income earners the opportunity to build up their savings to get their first



step onto the property ladder. Our London Living Rent homes are offered on a minimum tenancy of 18 months and residents are then supported to save and can buy their home through shared ownership during their tenancy.

Kamila says: “London Living Rent has helped us hugely as it’s a more affordable option for shared ownership and a more realistic way to be able to save money and then get onto the property ladder.”

Spacious home

And it’s not just the affordability angle Kamila likes: “I love the size and how bright it is – that was the first thing I noticed when we entered. The flat is well designed and suits our family needs perfectly; there are two bathrooms and even a built-in dishwasher which makes a busy life easier. I’m also looking forward to using our large balcony. Harrow is great for us and there are good schools, shops, a large library and it’s very well connected.”

Kamila says she would definitely recommend the scheme to others:

“I think it’s a really good scheme for those who want to work hard, who have jobs and want to change their lives and be able to afford their own place.

“It’s really hard to get on to the property ladder these days, especially in London and if not through shared ownership, the possibilities are very low. My children are happy and excited to be living here. It feels like our forever home.”

“London Living Rent has definitely helped our financial situation and we are planning on buying as soon as we can.”



Cup of tea with Debbie

Meet Debbie Reynold, a Scheme Manager in London.

Where are you based?

I’m based in one of our extra care schemes so it’s a bit different from a normal sheltered scheme. You have to be prepared for anything as there’s no such thing as an average day. Some days on arrival I’m met with five or six people; they could be residents, contractors or health care workers waiting to see me for a variety of reasons. There could be a full blown emergency or something like a blocked toilet. Then again, some days I arrive in the morning and everybody is happy and all is calm.

What is your job like day-to-day?

A scheme manager’s job is very varied. We have residents with dementia, mental health issues or those with age related diseases. Dealing with hospital admissions, residents suffering from debilitating diseases and end of life scenarios are common place. I liaise with the Care Team on site, social workers and specialist health workers to ensure a seamless transition. I also ensure choice and dignity are at the forefront of service delivery.

It can be lonely in this job as you’re on your own each day but all the scheme managers try to work together as a team. We regularly pick up the phone and chat to each other about any of the issues we may have.

What activities are there for residents?

We provide a variety of activities for our residents to keep them

stimulated and to encourage them down to the communal area. This prevents isolation and promotes harmony and community living. We put on coffee mornings and we have a monthly music/disco night organised by a couple of the scheme managers. In the summer we have barbecues where friends and relatives regularly attend.

Do you enjoy your work?

I’ve been with Network Homes for over 15 years now and I really enjoy my job. I love interacting with all the residents and I get such a buzz working with the older generation. It can be challenging but it’s also lots of fun and very rewarding. A resident can move into the scheme in a vulnerable state – they could have been in hospital or they can’t move – but you bring them into this environment and you see them blossom. I’ve always worked with older people and it’s always been my passion to improve their quality of life.

At the end of the day I don’t see my role as just a job; it’s a passion and a vocation. Sometimes you get thank you cards from relatives of our residents and you realise what you do is really worthwhile.

What do you do in your free time?

When I leave the office, I love to go dancing and I’m currently learning salsa. I come alive when the music is on and I’m always the first one to buy a ticket for the staff party. Otherwise you’ll find me buried in a good book or learning to swim.



Looking for some additional care and support? Extra care could be for you

We own and manage five extra care housing schemes in London; these schemes are a real alternative to a residential home or nursing care.

Our schemes in London are:

- ▶ Beechwood Court in Wembley
- ▶ Tulsi House in Wembley
- ▶ Willow House in Wembley
- ▶ Harrod Court in Kingsbury
- ▶ Rosemary House in Willesden.
- ▶ Newcroft House, our sheltered scheme in Stonebridge, is changing to an extra care scheme.

Our schemes have a full time scheme manager providing housing management support and an on-site care provider, commissioned by Brent Council, who delivers a tailored care package. As well as

personal care, the team can support with shopping, escort to hospital or GP appointments, and help with benefits and bills.

Extra care housing can help to reduce isolation and loneliness as residents can enjoy our varied activities programme including arts and crafts, quizzes, Zumba, bingo, film nights and days out.

Referrals for extra care come through Brent Adult Social Care and all applicants will be assessed by a care manager (social worker) to ensure they meet the criteria.

Extra care is suitable for people who:

- ▶ Are 55 years or over
- ▶ Are a Brent resident
- ▶ Need a medium care package
- ▶ Agree to receive care by the homecare provider in the scheme

- ▶ Have a housing need, as well as a care need.

If you think that you or someone close to you could benefit from some extra support, you can call Brent Adult Social Care on **020 8937 4300** to request a review of your care needs.

Hertford

If you're looking for care support in Hertford, we have two Flexicare schemes: Bircherley Court and Calton Court. You can contact East Herts District Council's Housing Options Team on **01279 655 261** for more information.

Need more info?

Check out Page 7 for more information about what our schemes are like from our Scheme Manager Debbie Reynolds.

Are you ready for the switch to Universal Credit?

You could be moving on to Universal Credit if you are currently claiming the following benefits:

- ▶ Income Support
- ▶ Income Based Jobseekers Allowance
- ▶ Income Related Employment and Support Allowance
- ▶ Housing Benefit
- ▶ Working Tax Credit
- ▶ Child Tax Credit.

Universal Credit comes as a one monthly payment straight into your bank account. This means you will be responsible for paying your rent directly to us, your landlord, unless you have an Alternative Payment Arrangement

(APA). It will be paid monthly in arrears but there is normally a wait of five to seven weeks after claiming before your payments come through, although you can get a loan against your payments if you are really struggling.

Universal Credit is being rolled out in phases, according to your nearest JobCentre Plus. The following areas will be affected soon:

- ▶ July 2018 - Canning Town, Harrow
- ▶ September 2018 - High Wycombe, Wandsworth
- ▶ October 2018 - Hackney, Hayes, Hertford, Hoxton, Stevenage, Tottenham, Uxbridge, Wood Green.

Making a new claim?

You can make a claim on the government website - www.gov.uk/apply-universal-credit. A free government helpline is open 8am-6pm to help you with queries and making a claim on **0800 328 5644**.

Please also contact Network Homes if you make a Universal Credit claim on **0300 373 3000**. We can help you with:

- ▶ Welfare benefits advice, to make sure you're getting everything you're due
- ▶ Applying for your first payment in advance
- ▶ Applying for a one-off grant for financial emergencies.

Looking out for yourself and your neighbours

We have updated our safeguarding policy in line with best practice and to ensure we have an effective system in place to report any safeguarding concerns.

Safeguarding is protecting people's (adults and children) health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. This can include:

- ▶ Physical abuse
- ▶ Sexual abuse
- ▶ Financial or material abuse
- ▶ Emotional abuse
- ▶ Neglect and self-neglect.

Safeguarding is everyone's responsibility and it can affect anyone. We all have a responsibility to act on concerns of abuse and neglect.

If you:

See it...

Hear it...

Are told or...

Have a gut feeling...

about a safeguarding issue, please report it by calling the Customer Service Centre on **0300 373 3000**.

All safeguarding issues are highly confidential and will be treated in a sensitive manner. We must prevent and reduce the risk of harm to adults and children who are experiencing, or at risk from, abuse or neglect.

Keeping you and your children safe



It's never too early to speak to your child about fire safety, especially if they have a natural curiosity to explore your home. Every year in England, over 5,000 children under the age of 11 are injured in fires in their homes, so speaking to them about dos and don'ts can help to keep everyone safe.

What can you do to reduce the risk of a fire occurring?

- ▶ Keep things like matches, lighters and candles out of reach of children
- ▶ Install plug guards to cover sockets if you have very young children
- ▶ Make sure electrical appliances (TVs, iPads, computers) are switched off at night
- ▶ Fit a childproof guard in front of open fires or heaters – the best ones are those secured to the wall
- ▶ Make sure children don't play near fires or heaters to avoid them getting burnt
- ▶ Do not leave cooking unsupervised
- ▶ Avoid using the hob when small children are around
- ▶ Make sure saucepan handles are not sticking out to avoid them being knocked off.

Top tips to tell your children about fire safety

- ▶ Don't poke anything including fingers into plug sockets
- ▶ Don't touch or play with matches, candles or lighters
- ▶ Tell a grown up if they see matches or lighters lying around
- ▶ Be extra careful near fires and heaters
- ▶ Never switch on a cooker or hob
- ▶ Don't touch saucepans
- ▶ Don't put anything on top of heaters or lights.

In the event of a fire

- ▶ Speak to your child about what to do if there's a fire
- ▶ Have a planned route out of the building and tell your child and any childminder, babysitter or family member who may look after them
- ▶ Practice taking the route out of the building with your children
- ▶ Keep your exit routes clear
- ▶ Think about how you would get out if your escape route is blocked.

If you have any questions relating to fire safety in your home, please contact firesafety@networkhomes.org.uk.

New estates services contractor for London

We have signed an agreement with Pinnacle PSG to be our new estate services contractor for our London region.

We're really looking forward to working with them. The contract started on 2 July for an initial period of five years.

What will Pinnacle be doing?

- ▶ Internal cleaning to blocks
- ▶ External cleaning to blocks
- ▶ Window cleaning
- ▶ Grounds maintenance.

Some of you will know Pinnacle already as they are currently working on some of our blocks providing this service. This is a new contract that will bring a number of improvements including:

- ▶ A dedicated contract manager and two dedicated performance managers to monitor the day-to-day delivery of the service and ensure you get the best service possible
- ▶ An electronic time and attendance system so we can see how long operatives are on-site

- ▶ A good price based on covering the whole of the London region
- ▶ A 24/7 contact centre so you can contact Pinnacle directly to report any issues
- ▶ New opportunities for you for employment and skills training, plus digital and financial inclusion workshops.

Keep an eye on our website and social media for more information about these opportunities when they become available.

Guest comment - get to know Pinnacle!

Paul Goodley from Pinnacle tells us a little about them



Pinnacle PSG provides award-winning housing, estates and facilities management services to a wide range of local authorities, housing providers, schools and other public and private sector bodies.

We employ over 2,500 people across the UK, directly managing over 17,500 homes and providing complementary services to a further 450,000 homes, schools and public spaces. Our service focuses on the customer, offering high-quality services that meet local needs while maintaining high levels of social responsibility and community cohesiveness.

Our services include:

- ▶ Soft facilities management such as cleaning and grounds maintenance
- ▶ Hard facilities management such as planned works and maintenance
- ▶ Street scene and public realm such as street sweeping
- ▶ 24/7 contact centre services
- ▶ Affordable housing management.

Our goal is always to become part of the community and to understand local needs and respond with innovative solutions that help create places where people enjoy living.

If you have not been in an area receiving services from Pinnacle in the past, you will begin seeing new notices in your block which will outline duties, rotas and contact details. All Pinnacle PSG operatives wear uniforms, carry identification cards, use branded vans and are equipped with the necessary health

and safety equipment, such as wet floor signs.

We always welcome feedback to help to improve our services. You can get in touch in a variety of ways to report issues and to pass on compliments if there is a job well done.

If you live in the London region and wish to contact us, you can call **0330 332 0845** or e-mail networkhomes@pinnaclepsg.co.uk.



Who is responsible for repairs?

In our last issue, there was some confusion over who was responsible for fences – you or Network Homes. We've decided to run the article again to make sure you know who is responsible for what.

To clarify:

You are responsible for maintaining gardens, including fencing.

Your responsibilities

As a Network Homes resident, you are responsible for some repairs and putting right accidental or deliberate damage to your home.

Here a handy guide:

General

- ▶ Internal decorations to your home
- ▶ Adding extra security, for example fitting mortice locks
- ▶ Minor repairs such as small plaster cracks, door handles, locks, hinges and letterboxes
- ▶ Infestations of insects or mice
- ▶ Replacing light bulbs, fluorescent tubes, electrical plugs, fuses and batteries in smoke alarms and carbon monoxide detectors
- ▶ Repairing any damage that you, a member of your household or a visitor caused
- ▶ Repairing fixtures, fittings and

equipment not provided by us.

Kitchens and bathrooms

- ▶ Minor repairs such as wall and floor tiles, toilet seats, bath panels, basin and bath plugs and chains, and tap washers
- ▶ Clearing blocked sinks, toilets and baths where the blockage is in the property or was caused by your own misuse or lack of care
- ▶ Fitting waste and supply pipes for washing machines and dishwashers and vents for tumble driers (except where we have fitted the items).

Doors and windows

- ▶ Replacing broken windows, except where we were responsible for the breakage or you have a police crime number
- ▶ Internal doors and cupboards including handles and glazing
- ▶ Replacing keys and locks when you lose the keys or members of your household are locked out.

Gardens and outside

- ▶ Maintaining gardens, including fencing.

Our responsibilities

External

- ▶ Keeping the structure of your home in a good state of repair
- ▶ The roof, walls, windows, entry/

exit doors and doorframes, floors, ceilings and plasterwork, skirting boards, drains and gutters

- ▶ The maintenance of walls at the boundary of the property (but not dividing walls), as well as pathways, steps and other means of access to the property.

Communal areas

- ▶ Maintaining and decorating communal halls and stairways.

Internal

- ▶ The installations for the water, gas and electricity supply to your home
- ▶ The maintenance of heating systems
- ▶ Fixing any plaster work or damaged decorations that have resulted from our error.

If we attend to a repair that is your responsibility, you will be charged for the repair. In cases of light bulb changes, we will not replace the bulb and you will be charged for our contractor attending.

Please see your tenancy agreement for more information about who is responsible for the repairs in your home.

Don't forget!

To ensure the safety of you and your neighbours, you are not able to leave items in communal areas. They will be removed immediately.

Please make sure you don't leave any items in corridors and other communal areas.





Five tips to stay healthy this summer!

Summer is here and it's important for us all to keep healthy and active, and enjoy the nice weather. Here are five easy ways for you, your friends or family to keep active and have fun this summer.



Take relaxing walks with your family or try walking on your own to collect your thoughts. You could even plan a picnic!

Group walks

There are often walking clubs that are organised throughout the summer. Why not join one and meet new people while staying fit and healthy. Take a look at our Facebook or Twitter because we often promote local clubs. You can find our social media links on the back page.

Fresh foods

Try to eat lots of fresh fruit and vegetables that are in season as these will have the most vitamins and minerals. Think broad beans, corn, beetroot, courgettes, strawberries, cherries and

blackberries. Try different recipes to make your meals more exciting while improving your health.

Swimming

Make good use of your local pool this summer. Try a leisurely swim, join aqua aerobics or take swimming lessons. Going just once a week can help you lead a healthier lifestyle as activities in the water help you keep moving, while putting less pressure on your joints.

Drink lots of water

Drink at least two litres of water a day to avoid becoming dehydrated in the summer months. Refill a bottle with water and bring it with you if you are out for the day. If you have children, always make sure that they are getting enough water during the school day.

Protecting our homes from tenancy fraud

Social housing is a valuable asset to the public and to the communities we work in. It can be a lifeline for people on housing waiting lists or waiting to move into a bigger home, especially due to the shortage of affordable homes.

That's why we've been working hard to crackdown on tenancy fraud and have recovered three properties that had been unlawfully occupied. This means that they can now be let to people and families who really need them.

Our Neighbourhood and Legal Services teams have been working together to investigate and identify properties that have been sublet or where a tenant doesn't live there anymore. In one of the cases the tenant had sublet the property to his 'business partner' and others.

After being served with a notice seeking possession and threatened with legal action, the tenant handed over the keys of the property back to us. This saved us considerable time and huge costs of going through the courts to recover possession.

We have a duty to ensure we make the best use of the homes we own and manage to make sure that the people living there are those who really need it and are legally entitled to be there. We'll continue to tackle housing fraud including unlawful subletting and occupancy.

Our new guide to your home

We've published 'A guide to your home' - your new tenant handbook.

In this guide you can find out about:

- ▶ Your rights and responsibilities
- ▶ What to do when you move in and out
- ▶ Paying your rent and service charge
- ▶ Repairs and maintenance
- ▶ Opportunities for you to get involved
- ▶ Our customer service offer
- ▶ Safety tips
- ▶ Useful contacts.

The guide also contains our Good Neighbour Charter, to help you understand your responsibilities as a neighbour so you can enjoy living in your home. It's more than just following the rules of your tenancy agreement - it's about

tolerating and understanding your neighbours to support the communities you live in.

You can view our new guide by visiting www.networkhomes.org.uk/publications. And why not bookmark it in your browser so you can go back to it when you need it!



Have you seen our help videos?

These animations answer some of our frequently asked questions in a short, easy to understand way.

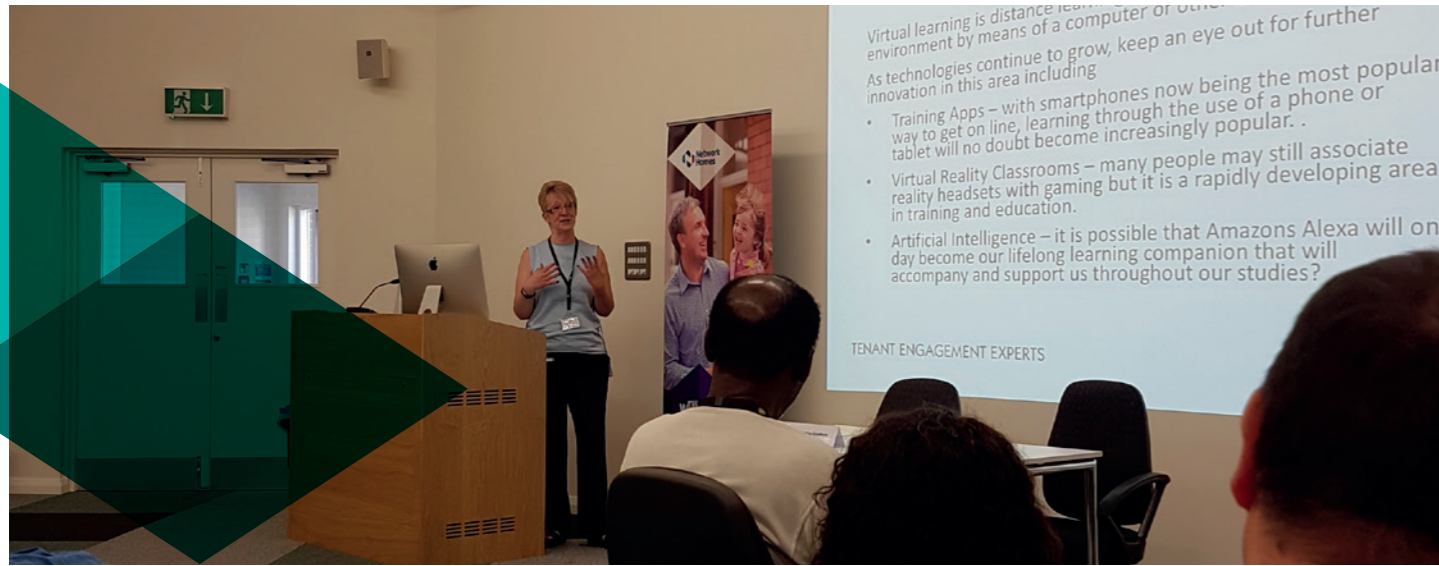
On our website, you can find out videos with information about:

- ▶ Gas safety - annual gas check
- ▶ Fire safety
- ▶ Ways to pay your rent
- ▶ Your rent and service charge
- ▶ Staircasing - buying more shares in your home (on our sales website)
- ▶ Repairs

▶ Self-service portal (coming soon). You can view the videos on our social media and our website by visiting www.networkhomes.org.uk/helpvideos/.



Hearing your voice - working with residents at our Panel Away Day



Over the past 18 months, we have been working to encourage more and more of you to get involved with us, to shape service delivery and build stronger communities. There are many ways you can have your say. These vary from surveys and local community engagement events to being involved in procurement, local panels and scrutiny.

While the sun was shining on the Royal Wedding on 19 May, residents from our local panels met with our Board and staff members to discuss various ways we can reshape and improve the service we deliver to you. Our local panels are made up of tenant representatives who work with our staff to improve your services.

Improving services

Throughout the day, we heard presentations from different departments around Network Homes, as well as from TPAS, the tenant representation organisation.

- ▶ Continually improving to deliver first class customer service to all residents
- ▶ Building suitable homes and constantly learning from residents through feedback sessions, consultations and design panels
- ▶ Keeping our local panels informed on what the organisation is doing and how changes in the housing sector can, or have recently affected us.

Our panels and Board members also discussed the progress of resident involvement from the last financial year. We engaged with more than 1,200 of you, through our involvement opportunities such as mystery shopping, resident quality inspectors and community events. But, we want to hear from even more of you.

Moving forward

Our local panel members are working with us to find more ways to involve you and make sure they work well for you. We will be taking forward ideas from our panels to involve more residents and also enable our current panel members to participate in more activities at a strategic level. This could be by attending contractor meetings and visiting our estates.

We had some great feedback from the day and it was a good opportunity to speak to representatives from Hertford, London and SW9, and encourage strong relationships, while developing ideas.

Keep an eye on our website for updates or contact us at get-involved@networkhomes.org.uk to find out how you too can have your say.

Follow us on social media and keep up to date!



If you want to receive all of the latest information from us and you're too excited to wait until the next issue of Neighbourhood Life, then it's time to follow us! We have several social media channels including Twitter, Facebook and Instagram.

We promote local community events, ways you can get involved, job vacancies and information about our services on social media. You'll also get to find out about some of the fantastic work we do in and for the community such as our fundraising events for our chosen charity St Mungo's.

Don't forget, social media is also a great way for you to get in touch with us too! We've got a new customer service Twitter dedicated to answering your questions and queries.

So why not follow us today!

- [@networkhomesuk](https://twitter.com/networkhomesuk) (for tips, local events, what we are up to)
- [@asknetworkhomes](https://twitter.com/asknetworkhomes) (to speak to customer service about your home or account)
- [NetworkHomesuk](https://www.facebook.com/NetworkHomesuk)
- [@networkhomes](https://www.instagram.com/networkhomes)

This issue's Top Tweet!

Check out our top tweet since the last issue.

We did it! Development of the Year for the Kilburn Quarter.

#winner #RESIAwards



▶ Be in with a chance of winning an iPad - register for our e-newsletter!



Our newsletter is going digital next year, and by registering to receive email updates from us, you'll be in with a chance of winning a brand new iPad!

You can register to receive the newsletter by visiting our website at **www.networkhomes.org.uk/newslettersignup**.

Our new digital newsletter will be sent out more

regularly than our current three issues a year, so you can be more up to date with:

- ▶ what's going on at Network Homes
- ▶ events and fun days
- ▶ top tips
- ▶ advice and support
- ▶ and more!

Don't forget to sign-up to be in with a chance of winning!

Keep in touch

-  **0300 373 3000**
-  **customerservice@networkhomes.org.uk**
-  **www.networkhomes.org.uk**
-  **@networkhomesuk @asknetworkhomes**
-  **NetworkHomesuk**
-  **@networkhomes**

Registered office: Network Homes, Olympic Office Centre, 8 Fulton Road, Wembley, HA9 0NU.

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If you would prefer not to receive the Network Homes newsletter you can opt-out by emailing marcomms@networkhomes.org.uk or writing to Marketing & Communications Team, Network Homes, Olympic Office Centre, 8 Fulton Road, Wembley, HA9 0NU.