



Latest update

Vantage Point

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**.

Anti-social behaviour (ASB) toolkit

We're developing a toolkit to help you understand the steps you need to take to address anti-social 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. We will launch the toolkit on our website in September.

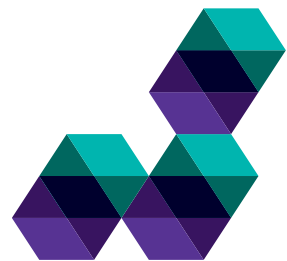
Our Neighbourhood team will work with you to help and offer advice and guidance. They can also investigate and resolve ASB issues affecting you and your community.

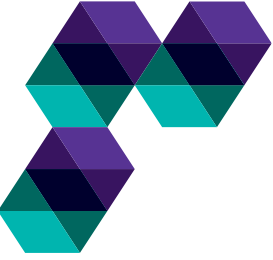
We've moved to a new Wembley Park head office!

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.

Virtual estate meetings

We're following government guidelines on social distancing and are unable to hold face to face meetings with residents at present. However, we would rather meet with you sooner rather than later and are now making arrangements to hold virtual residents meetings as a way of meeting with you to discuss any estate concerns.





The date of your first virtual meeting is 16 September, 6 – 7pm. We'll let you know how to join the meeting nearer the time.

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. Barbeques are also not allowed anywhere at Vantage Point. **This is dangerous and puts everyone's safety at risk.** It is also a breach of your tenancy agreement.

Fire Strategy

The fire strategy at Vantage Point is a **Total Evacuation** policy. This means that if a fire starts you must evacuate your building immediately and you should exit as soon as possible to the designated fire evacuation point opposite Homerton Overground station as stated in the letter that you recently received.

Building Safety Team update

We have now finished installing the communal fire alarm. The fire alarm lets you know when you need to evacuate the building. We've also stopped the waking watch and the concierge service will now be 24/7.

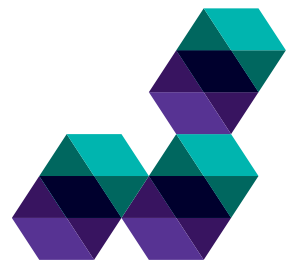
We are continuing with a claim on the building warranty. This is to limit Network Homes and property owner costs. We are hopeful this will be resolved in the next two months. Once this is done, we can put together a remediation solution and appoint a contractor.

Please keep an eye on our website especially the dedicated building safety section at www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/ for the latest updates.

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.

