



Latest updates for residents at Amory Tower

December 2021



Out of defect period

The Amory Tower development is now out of the defect period. You should now report all new repairs online at www.networkhomes.org.uk or by calling us on 0300 373 3000.

You can also use the Customer Service Team phone number if you have a tenancy related query such as rent, access to meter cupboards, noise nuisance and more.

Y&Y Building Management Concierge Team

Y&Y Management is the managing agent responsible for managing the communal area of all floors in your building. They also employ and manage the concierge team. The concierge team are required to patrol the development and action all communal repairs only.

If you identify a communal issue that requires a repair, please report this to the Network Homes Customer Service team directly. We will contact Y&Y Management direct regarding any relevant issues.

Access to your electric meter cupboard

If you require access to your electricity meter to top up or get meter readings, please call us on **0300 373 3000**. The concierge for Leaseholders and Shared owners block will be able to assist with 24-hour access but you'll need to call us to arrange this first. If you don't call us first, the concierge will not be able to help you.

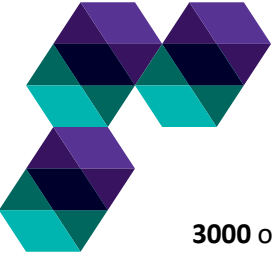
Estate inspection

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	6 January 2022	10.30am	Meet at: communal door main entrance

If you would like to join Andrew Robertson, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Andrew on **0300 373**





3000 or email customerservice@networkhomes.org.uk

Pest Control

We've appointed Brent Direct as our new pest control contractor. Brent Direct started on 1 December 2021 and will provide a pest control service for four months. We are currently tendering for a new contractor to start on 1 April 2022.

Data Protection (CCTV & Doorbells)

If you currently have or are considering installing a CCTV camera or video doorbell you could be subject to data protection laws. You must ensure it meets certain criteria which includes only using it for domestic purposes; positioning it to only overlook your home or garden and not surrounding areas like communal areas, neighbours' home/ garden or public pathways; and turning of the sound recording.

You can read more about it including what you need to know to ensure you are meeting data protection laws on our website at www.networkhomes.org.uk/cctvdoorbells.

Online Safe Spaces available on our website



We've recently added the online Safe Spaces to our website which is a discreet portal offering helpful support, advice and contact information to people at risk of or experiencing domestic abuse. It features a quick exit button and leaves no internet history, ensuring your safety if you use the service.

All you need to do is select the Safe Spaces banner in the footer of our website at www.networkhomes.org.uk and it will open on the screen for you to use.

Do you need support with claiming benefits?

Did you know Network Homes has its own welfare and benefits advice team? In recent years, the team has consistently assisted residents in obtaining unclaimed benefits of approximately £2million per year. If you're worried that your benefits are incorrect or wonder if you would be entitled to any, please call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Fire safety and fire strategy for your home

Network Homes has a zero tolerance to any personal items such as bicycles, shoes, plant pots, scooters, prams, etc., being stored in the communal areas, including in riser cupboards. This is to ensure escape routes remain clear for the need to evacuate in the event of a fire. Any items found in these areas will be removed and disposed of without prior notice. We must also remind you that smoking in enclosed spaces is illegal and barbeques are not allowed anywhere at this estate. **This is dangerous and puts everyone's safety at risk.** Anyone found to be ignoring this law could be found in breach of their tenancy.

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There has been a lot of media coverage this past year of fires affecting balconies in blocks of flats across the country. If you have a balcony, it's important you take preventative measures to reduce the risk of a fire breaking out or spreading via your balcony. We've found some useful balcony safety tips you can use:

- Don't use BBQs on your balcony.
- Avoid smoking on your balcony and always ensure cigarettes are put out.
- Never throw cigarette butts over the edge of the balcony.
- Keep doors and pathways clear and clutter free.
- Don't store flammable items on your balcony.
- Always have a working fire extinguisher nearby.

The fire strategy is a stay put policy. This means unless you're directly affected by a fire, told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home. Remember if you do need to evacuate because of a fire, do not use the lifts. Close the door behind you and safely make your way out of the building before calling the emergency services on 999. If you are unable to self-evacuate or evacuate using the stairs, please contact our Fire Safety Team on 0300 373 3000 so we can visit you and discuss a personal evacuation plan.

Check your rent account balance through your My Network Homes account!

With your My Network Homes online account, you can check your rent account balance, recent transactions and make a payment. You can also use your account to report and book an appointment for most non-emergency repairs, make an enquiry, access our FAQ library and raise other service requests.

If you have a tenancy with Network Homes, you can register and set up an account. All you 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 and register your account, visit www.networkhomes.org.uk/mynetworkhomes.

Anti-social behaviour (ASB)

If you think you're experiencing ASB, please check out our ASB toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. You can find the toolkit on our website at www.networkhomes.org.uk/asbtoolkit.

Important contacts

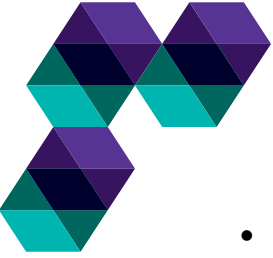
If you have any **issues with communal cleaning or grounds maintenance** service, please tell the concierge in your building.

Andrew Robertson is your Neighbourhood Officer who manages your estate. You can contact Andrew by phone on **0300 373 3000** or by email at customerservice@networkhomes.org.uk.

If you need to report a repair, check on the progress of an existing repair or need any other information get in touch by:

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- Your My Network Homes account – www.mynetworkhomes.org.uk
- Phone –**0300 373 3000**
- Email –customerservice@networkhomes.org.uk

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