



Latest updates for residents at Amory Tower

March 2022



Meter readings

If you wish to get access to your electricity meter to obtain a meter reading, please phone our Customer Services Team on 0300 373 3000 and provide your name, property number, date & time you wish to view your meter. We will contact the Concierge at the private block who provide access to the meter cupboard.

Estate inspections

The next estate inspections will take place on 14 April and 14 July.

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.

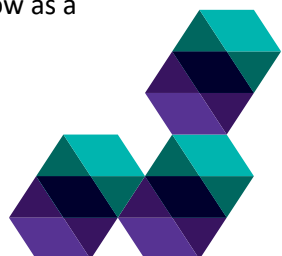
Sign up to be a Readers Group Member

Every year we send a variety of communication to residents such as letters, emails, leaflets and newsletters. We want to make sure the information we give to residents is clear and easy to understand. The most recent review was the annual rent and service charge information but we have a lot of templates we'd like to improve and make more accessible to a wide range of residents over the next year. You could help us do that by joining the Readers group.

Involved residents are recognised for their participation in line with our recognition and resident expenses policies. If you'd like to hear more, get in touch with our Resident Engagement Team at get-involved@networkhomes.org.uk

New residents' information

If you are a new resident, then welcome to your new home at Amory Tower. Please check out our website for information about our services and important information you would need to know as a resident. You can also find previous updates about your scheme.





Visit our website at www.networkhomes.org.uk.

Read previous updates about your scheme on our website at <http://bit.ly/3vx36zw>

Network Life, resident newsletter

We produce and send out the Network Life resident newsletter four times a year by email to residents with an email address on our database. We also send out a printed version of the newsletter to residents who have registered to receive it in this format. The newsletter includes information and updates about our services.

If you are not receiving Network Life, please contact us on **0300 373 3000** to check and / or update your email address. If we have your correct email address, please check your junk / spam inbox. Alternatively, you can complete our Network Life registration form on our website at www.networkhomes.org.uk/newslettersignup to provide us with your email address to receive the newsletter or request the printed version of the newsletter.

You can read the latest issue of Network Life (published 21 December) as well as previous issues on our website at www.networkhomes.org.uk/networklife. We will publish the next issue in March.

Stay put fire safety strategy for your building

The fire strategy for your building 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.

If fire breaks out in your flat the following procedures needs to take place:

Leave the room where the fire is straight away, then close the door. Tell everyone in your flat and get them to leave. Close the flat entrance door behind you. Do not stay behind to put the fire out. Leave the building by using the nearest fire exit and Wait outside, away from the building(Assembly point- Thames Quay), then call the fire services. To call the fire service: Dial 999 When the operator answers, give your telephone number and ask for fire. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If you see or hear a fire in another part of the building:

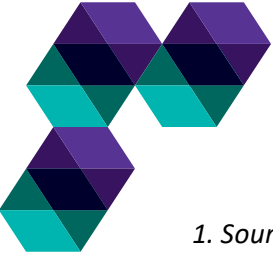
The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere. You must also leave immediately if smoke or heat affects your home, or you are told to leave by the fire service. If you are in doubt - get out.

To call the fire service: Dial 999 When the operator answers, give your telephone number and ask for fire. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If a fire breaks out in the common areas the following procedures needs to take place:

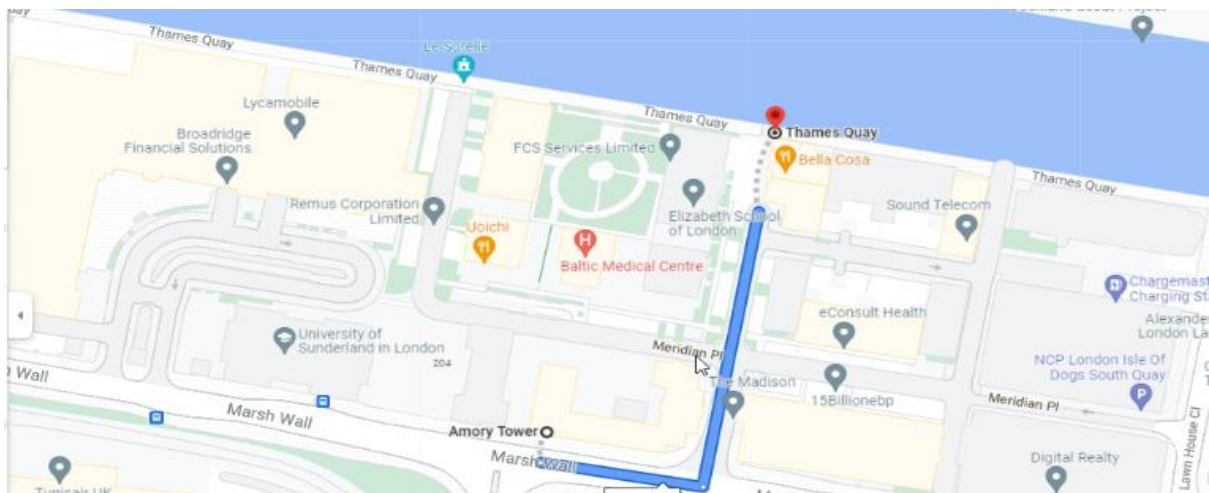
Latest update from Network Homes





1. Sound the alarm by pressing the call point.
 2. Leave the building by the nearest available fire exit.
 3. Report to the Assembly point "Thames Quay".
 4. Do not take risks. Do not stop to collect personal belongings and do not return to the building until authorised to do so.
5. Do not use lifts.

Your assembly point is located at Thames Quay below.



Important contacts

If you have any issues with communal cleaning or grounds maintenance service, please tell the concierge in your building as well as informing Network Homes Customer Services Team.

Andrew Robertson is your Neighbourhood Officer for General Rented properties Floors 1-9.

Julianne Goode is your Property Manager for Rent to Buy properties floors 10-15.

You can contact Andrew or Julianna 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:

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

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[Click here to complete the feedback survey](#)

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