



Latest updates for residents at Magnus Heights

March 2022



Window cleaning

We have scheduled for the windows to be cleaned the week commencing 4 April.

Upcoming estate inspection

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	6 April 2022	11am	Ground floor lobby
Wednesday	8 June 2022	11am	Ground floor lobby

If you would like to join Alan Llorente, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Alan on **0300 373 3000** or email customerservice@networkhomes.org.uk.

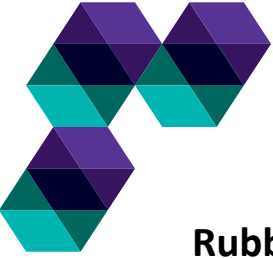
CCTV update

We have received several reports of parcels going missing from the lobby. We understand how important security is for your building. We are still finalising the budget setting for 2022/23. Once we have confirmation of the budget, we will know if we can explore the possibility of installing CCTV at Magnus Heights. Once again this is all dependant on budgets allocated for CCTV installations for 2022/23. We will provide a further update in the next newsletter.

Fly tipping

We are monitoring any excessive fly tipping and rubbish overflow in the bin store. Please ensure ALL HOUSEHOLD WASTE is put inside the large bins and not on the floor. Any additional time spent by the cleaning team on this area means less time spent cleaning the internal communal areas.





Rubbish disposal

Household waste that is placed inside the wrong bin or bulk household furniture dumped inside the bin room will not be collected. When this does happen, we have to arrange for the removal of contaminated waste and such household items which we will then have to claim back from you by adding the cost we incurred for doing this to your service charge. Please ensure you place your rubbish in the correct bins available and make your own arrangements for the removal of your bulk household furniture.

New pest control contract

Following on from our tendering process, we've awarded the pest control contract to Nightshift Pest Control which will start on 1 April 2022.

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

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.

New residents' information

If you are a new resident, then welcome to your new home at Magnus Heights. 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.

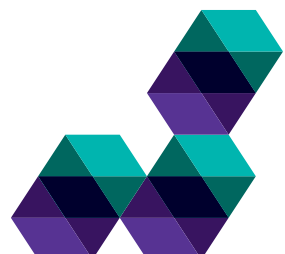
Visit our website at www.networkhomes.org.uk.

Read previous updates about your scheme on our website at <http://bit.ly/38SHdkB>

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

Latest update from Network Homes





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 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.

Important contacts

If you have any **issues with communal cleaning or grounds maintenance service**, call Pinnacle on **0330 332 0845** or email networkhomes@pinnaclepsg.co.uk.

Alan Llorente is your Neighbourhood Officer who manages your estate. You can contact Alan 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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