



Latest updates for residents at Printworks

March 2022



Window cleaning

The window cleaning programme for 2022 is scheduled for:

- April 2022
- October 2022

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.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Friday	11 March 2022	9.30am	Meet at: Main entrance
Tuesday	5 April 2022	9.30am	Meet at: Main entrance
Tuesday	3 May 2022	9.30am	Meet at: Main entrance
Tuesday	7 June 2022	9.30am	Meet at: Main entrance

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

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

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.

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 Printworks. 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 <https://bit.ly/2Q2xZZj>

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.

Latest update from Network Homes





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.

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.

Masooma Okera is your Neighbourhood Officer who manages your estate. You can contact Masooma 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:

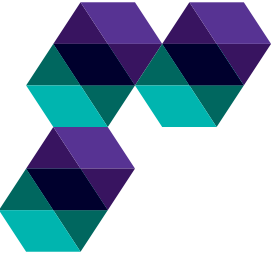
- Your My Network Homes account – www.mynetworkhomes.org.uk
- Phone – **0300 373 3000**
- Email – customerservice@networkhomes.org.uk

What do you think of this newsletter?

Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

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





Latest update from Network Homes

