



## Latest updates for residents at Capitol Way

**March 2022**

### **Neighbourhood Team**

We would like to introduce you to Shujaat Ali, your new Neighbourhood Officer, who will be managing your estate. Shujaat is not based at Capitol Way as he manages other estates/properties in and around Brent. See 'important contacts' for ways to contact Shujaat.

### **Intercom system at Avery Court and Bree Court**

TNQ have completed five weeks of investigation into the intercom system within blocks Avery Court and Bree Court. The investigation also included fault finding with the communal parts of the system in each block, such as the splitters and controllers, to determine the cause of the problems experienced with the handset in the flats. A number of intercom systems were fixed but there are still some issues, so we are currently doing a door knock (Shujaat & Sayeed) to check the current situation. This will determine if there are any remaining issues that TNQ need to investigate further.

### **Parcel deliveries**

We strongly recommend that you arrange for parcels to be delivered on dates when you will be at home to receive them. Alternatively, you may want to use the 'click & collect' service provided by many retailers. Network Homes accepts no liability for thefts of parcels as we are unable to monitor parcels left by delivery personnel. Due to ongoing issues with the intercom, we are currently offering a limited service where the security team could take parcels and then deliver them to the residents. There is a poster on all the communal doors advising of this service and a contact number provided for the security team.

### **Window cleaning**

We've arranged for the window cleaning to take place during the week commencing 4 April.

### **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
Wednesday	20 April 2022	2.30pm	Car Park
Wednesday	18 May 2022	2.30pm	Car Park
Wednesday	15 June 2022	2.30pm	Car Park

If you would like to join Shujaat Ali, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Shujaat on **0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto:customerservice@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](mailto: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](http://www.networkhomes.org.uk/asbtoolkit).

## New residents' information

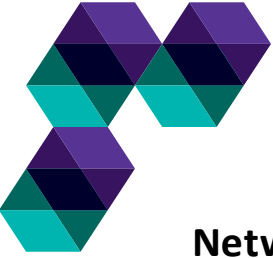
If you are a new resident, then welcome to your new home at Capitol Way. Please check out our website for information about our services and important information you would need to know as a resident. You can also find previous updates about your scheme.

Visit our website at [www.networkhomes.org.uk](http://www.networkhomes.org.uk).

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

**Latest update from Network Homes**





## 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](http://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](http://www.networkhomes.org.uk/networklife). We will publish the next issue in March.

## Total evacuation fire safety strategy for your building

The fire strategy at Capitol Way 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 which is Asda lawns. 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](mailto:networkhomes@pinnaclepsg.co.uk).

If you have any queries in the meantime, please contact Shujaat Ali by phone on **0300 373 3000** or by email at [customerservice@networkhomes.org.uk](mailto: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](http://www.mynetworkhomes.org.uk)
- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto: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](#)

