

Latest updates for residents at Rectory Park

July 2022



Play area

Works are currently in progress to upgrade the play area near Larkspur and Sterry Courts. It is due to be completed mid July.

Solar panels

Seven solar panels were damaged at Katherine and Sterry Courts in storm Eunice on 18 February. Our contractor, Evolution, removed them and made safe the affected areas. We are investigating this further to assess if there has been damage to the roof. Investigations are still ongoing with Evolution and Hill the build contractor.

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.

Window cleaning

Window cleaning is scheduled for week commencing 12 September.

Upcoming estate inspections

The next estate inspection will take place on:

Day	Date	Time	Meeting point
Thursday	21 July 2022	10am	Rectory Park Community Centre
Thursday	18 August 2022	10am	Rectory Park Community Centre
Thursday	15 September 2022	10am	Rectory Park Community Centre

If you would like to join Michael Smith, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him at the **Rectory Park Community Centre** at 10am on the



dates above. Please contact Michael on **0300 373 3000** or email customer.service@networkhomes.org.uk to arrange this first.

Pest control

In April we told you about our new pest control contract with Nightshift Pest Control. Rats and mice within your homes are covered under the contract. To report a problem with rats or mice, please contact Nightshift Pest Control directly by email at office@nightshiftpestcontrol.co.uk. If it is an emergency, you can phone them on 01892 871008. All other pests in your home are your responsibility to remove.

New residents' information

If you are a new resident, then welcome to your new home at Rectory Park. 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/30TwYJd>

Read the latest issue of Network Life, newsletter for residents, on our website at www.networkhomes.org.uk/networklife.

Fire strategy for Harmen, Hern, Molloy, Bundy and Weyman Court

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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact Network Homes on **0300 373 3000**.

Fire strategy for Blanche and Larkspur

The fire strategy at **Blanche and Larkspur** 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 Assembly Point. The Assembly Point for **Blanche** is the open space in front of Harman Court. The Assembly Point for **Larkspur** is the open space opposite the community hall. 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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact Network Homes on **0300 373 3000**.

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.

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



All parking enquiries and appeals are managed by CPM, not Network Homes. You can contact CPM here www.uk-carparkmanagement.co.uk/contact-us or by telephone **0845 463 5050** or **0300 373 3000 option 2**.

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

Community First Foundation Centre

Please see our website for the latest update on the fantastic activities available at the community centre for your scheme. Go to www.networkhomes.org.uk/localevents. Alternatively you can contact the community centre directly via telephone on 020 8841 5263 or by email at info@communityfirstfoundation.org.uk

If you wish to visit the community centre, the opening hours are Monday to Thursday 9.30am to 5pm and Friday 9am to 4pm.

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HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk

