



Latest updates for residents at Garden Road

July 2022



Bin Store

Masooma Okera, your Neighbourhood Officer, has been in contact with Pinnacle, our cleaning contractor, to address the issues with the bin store. Pinnacle have agreed to ensure that the bin store is swept thoroughly and is clear of any bulk items. The local authority has also replaced two of the broken bins, therefore please be mindful when disposing of your rubbish. Please do not overfill the bins and leave cardboard boxes and rubbish bags on the floors. When disposing of cardboard, please ensure you fold or cut them up as leaving them unfolded or cut creates more rubbish in the bin rooms leaving little room for access. To keep the bin stores clean, we really need co-operation from all the residents.

Police Partnership Working

We met with the local policing team last month. The Police confirmed they are now actively patrolling the area and have provided residents with their contact details to report any concerns.

Flower Beds

We installed planters at Garden. Thank you to all the residents who are looking after the flower beds. Please continue to keep the flowerbeds clear of any rubbish, and our cleaning team, Pinnacle, will also ensure that they are assisting with this.

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.





Upcoming Estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Friday	8 July 2022	10am	Meet at: main entrance
Friday	5 August 2022	10am	Meet at: main entrance
Friday	2 September 2022	10am	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 customerservice@networkhomes.org.uk.

Window cleaning

Window cleaning is scheduled for week commencing 7 November.

New residents' information

If you are a new resident, then welcome to your new home at Garden Road. 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/3kHXqw>

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

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 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.

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

Latest update from Network Homes





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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