



Latest updates for residents at Millharbour

July 2022



Balconies

Some residents have been using their balconies in a way that is prohibited by the lease for the building. This is a reminder to all residents about the balcony restrictions in place that you should follow. They are:

- **Not to attach any items to an edge or sill of the balcony** – This means residents cannot attach plant pots or hanging basket to their balcony or any handrails. Please relocate these plants inside your property.
- **Not to attach any item to the balcony glass or handrails** – This includes hanging baskets (as per the above) but also any material that acts as a covering, a privacy block/divider, fencing, bamboo or other material fixed to the balcony itself.
- **Not to light fires, use any patio heater or barbeque equipment** – This means residents cannot use disposable or purpose-built barbeques, or light any fires on their balcony.
- **Not to dry washing on the patio balcony or terrace** – residents are not permitted to hang washing on their balcony to dry.
- **Not to drop ash/cigarette butts from your balcony or windows** – This means residents cannot dispose of cigarette butts from balconies or windows.

By following this advice, you can help keep you and your neighbours safe. Please be aware that these areas are inspected as part of routine inspections of the block, and you may be asked to remove items if they are deemed hazardous. Any resident found to be disregarding this request will be in breach of their tenancy or lease and therefore will have legal action taken against them.

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 Millharbour. 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/3fVDe7m>

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 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**.

It has been brought to our attention that some residents are storing personal items in the corridors. These include but are not limited to pushchairs, wooden cupboards, shoes, gym equipment and bicycles. This is not permitted and can pose a fire risk. If you are storing any items in the corridors, please remove them immediately. We will remove and throw away any items find in the corridors without further warning.

Important contacts

If you have any issues with communal cleaning or grounds maintenance service, please tell the concierge in your building as well as informing Network Homes Customer Services Team.

Andrew Robertson is your Neighbourhood Officer who manages your estate. You can contact Andrew 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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