



## Latest updates for residents at Matthews Close

### July 2022

#### Trees and grounds maintenance works

In January we completed major ground maintenance works including cutting back trees and bushes to the landscaping area. Pinnacle, our grounds maintenance contractor, will continue to maintain this area. We are reviewing how this area should look going forward and will approach all residents for feedback and input.

#### Road line markings

Road line marking across the estate is part of the CPM contract. As the weather has become warmer, they've started the line marking program at Matthews Close. This is to prevent drivers from parking in prohibited areas and to allow free access for emergency vehicles, as well as access for refuse collections to go ahead without obstruction.

#### 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](mailto: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.

#### Upcoming estate inspections

The next Estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	6 July 2022	10am	Meet at: main entrance
Wednesday	3 August 2022	10am	Meet at: main entrance

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 **Main entrance** at **10am** on the dates above. Please contact Michael on **0300 373 3000** or [customer.service@networkhomes.org.uk](mailto:customer.service@networkhomes.org.uk) to arrange this first.





## Window cleaning

We've scheduled for the window cleaning to take place during the week commencing 5 September.

## 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 Matthews Close. 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 <https://bit.ly/3iHzd8x>

Read the latest issue of Network Life, newsletter for residents, on our website at [www.networkhomes.org.uk/networklife](http://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](mailto:networkhomes@pinnaclepsg.co.uk).

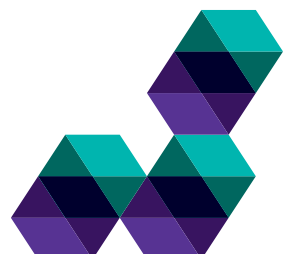
Michael Smith is your Neighbourhood Officer who manages your estate. You can contact Michael by phone on **0300 373 3000** or by email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

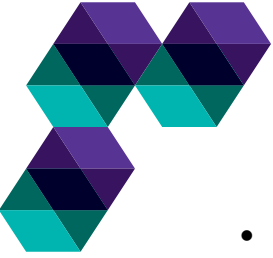
All parking enquiries and appeals are managed by CPM, not Network Homes. You can contact CPM here <https://www.uk-carparkmanagement.co.uk/contact-us> or by telephone **0845 463 5050** or **0300 373 3000 option 2**.

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](http://www.mynetworkhomes.org.uk)

Latest update from Network Homes





- Phone –**0300 373 3000**
- Email –[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

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[HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk](mailto:HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk)

