



Latest updates for residents at Magnus Heights

July 2022



CCTV update

Following residents' concerns about security and anti-social behaviour, we are pleased to inform you that we've approved the installation of CCTV in block 26 - 55. We will write to all residents in due course, to confirm further details about when the CCTV will be installed and other information you may need to know.

Fly tipping

There are still frequent occasions of excessive fly tipping and rubbish overflow in the bin store. This is impacting rubbish collection by Haringey Council as at times they are refusing to collect the bins due to the bin store being blocked or excessive rubbish overspill. Please ensure you place ALL HOUSEHOLD WASTE inside the large bins and not on the floor. Any addresses found on dumped rubbish may result in tenancy action against you.

Window cleaning

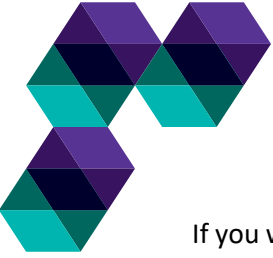
We have scheduled for the windows to be cleaned by the end of July 2022, now that the necessary roof safety checks have been completed. Thank you for your patience with this.

Upcoming estate inspection

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	21 July 2022	11am	Ground floor lobby
Thursday	20 October 2022	11am	Ground floor lobby





If you would like to join Alan Llorente, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Alan on **0300 373 3000** or email customerservice@networkhomes.org.uk.

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 Magnus Heights. 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 <http://bit.ly/38SHdkB>

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**.

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.

Alan Llorente is your Neighbourhood Officer who manages your estate. You can contact Alan 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

Latest update from Network Homes





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