



## Latest updates for residents at Garden Road

**October 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 continue to ensure that the bin store is swept thoroughly, and they remove any excess rubbish on the floors. Please do not overfill the bins and leave cardboard boxes and rubbish bags on the floors. This is becoming a continuous problem, and despite several letters and texts to residents, we are still finding several rubbish bags, cardboard boxes, and bulky items left in the bin store. When disposing of cardboard, please ensure you fold or cut them up as leaving them unfolded or uncut 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 residents.

### **Flower Beds**

We've recently planted flower beds to enhance the look of your scheme. Thank you to all the residents who have been helping to look after the flower beds.

We've received reports of rubbish being thrown into the flower beds from the top balconies and from some residents passing by. Pinnacle are helping to clear the flower beds each week, however, we really need your help to maintain the flower beds and keep them rubbish free.

### **Support with claiming benefits**

We have a Welfare and Benefits Advice team at Network Homes that can support you with claiming benefits. The team has helped residents claim more than £1.5million each year for the past three years and £2.4million last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk).





## Charitable fund

If you have had a change in circumstances that has reduced your household income or you're experiencing financial difficulties, you may be eligible to receive support from us through our charitable fund. The most common ways we support people through the fund is by providing food vouchers, beds and white goods. We've also helped with small electronics, energy vouchers (prepayment meters with a card or key only), and school uniforms.

You can find out more information and apply to our charitable fund by visiting the charitable fund page on our website at [www.networkhomes.org.uk/charitablefund](http://www.networkhomes.org.uk/charitablefund).

## Upcoming Estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Friday	7 October 2022	10am	Meet at: main entrance
Friday	4 November 2022	10am	Meet at: main entrance
Friday	2 December 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](mailto:customerservice@networkhomes.org.uk).

## Window cleaning

Window cleaning is scheduled for week commencing 7 November.

## Smoking in communal areas/outside the building

Just a polite reminder to residents that if you go outside to smoke, please do this away from the immediate area outside the building. The smoke can sometimes go into flats on the upper floors where windows are open.

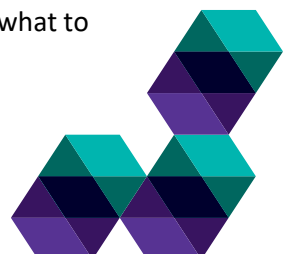
## Group disorder and rough sleepers

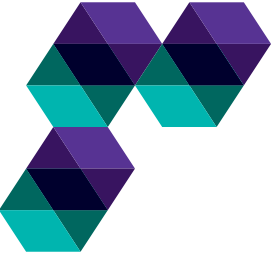
There are many forms of anti-social behaviour (ASB) and some of them include group disorder and rough sleeping. Group disorder could be groups of people whose actions are causing criminal damage or threatening or intimidating you and other residents. Rough sleeping includes people who are sleeping in places that are not intended for living.

If you are experiencing ASB related to group disorder or rough sleeping and the associated behaviour is of a criminal nature you need to report this to the Police immediately. You must also let them know if you are concerned about your safety. Once you've reported it to the Police, please let us know.

If you have concerns about someone who is rough sleeping, but they are not causing criminal damage or are a threat to you and other residents, you can get in touch with organisations that can provide them with support, such as [Streetlink London](http://www.streetlink.org.uk). You can find out more about this and what to do on our website at [www.networkhomes.org.uk/groupdisorder](http://www.networkhomes.org.uk/groupdisorder).

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If you are experiencing any other form of anti-social behaviour, please check out our online ASB toolkit to help you identify the type of 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).

## Police Partnership Working

We're working closely with the police to address ongoing anti-social behaviour (ASB) concerns. A joint walkabout has been arranged to address the recent reports of noise nuisance, throwing of rubbish and unsanitary items from balconies and windows. We will also be reviewing the current security measures on site and discuss improvements that can be made.

## 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 are unable to self-evacuate or evacuate using the stairs, please contact our Fire Safety Team on **0300 373 3000** so we can visit you and discuss a personal evacuation plan.

## Electric Scooters

The London Fire Brigade has recently warned that they have seen a huge spike in fires as a result of electric bikes and e-scooters. We are committed to ensuring you are as safe as possible from a fire occurring and would therefore like to remind you of our zero-tolerance policy to items being stored in communal area and on escape routes, even if they are placed there for short periods of time. If any representative working on behalf of Network Homes finds items in these areas, they will remove and dispose of immediately without prior notice.

We recognise that electric bikes and e-scooters are becoming common methods of transport but they should be stored and charged within the home rather than within the shared spaces of the building. If you have an electric bike or e-scooter that you need to charge inside, they should be placed on a hard surface, away from escape routes and in a room with a smoke alarm. You should also only charge them when someone is within the home.

For more information about ways to keep you and your home safe please visit our website at [www.networkhomes.org.uk/firesafety](http://www.networkhomes.org.uk/firesafety). Alternatively, please contact our Fire Safety Team on 0300 373 3000.

## Hands up if you want to get involved in our upcoming service reviews!

You may already know that we have a wide range of resident involvement offers. You may think that you need to commit to giving up lots of your free time to be able to get involved and help us improve and shape our services, but we have a role that requires very little of your time.

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This would be our **Mystery Shopper** role. It's specifically designed to enable residents to assist us in targeted service improvement, without dedicating a lot of precious free time. As a low involvement offer, it's extremely flexible to fit into your fast paced life. It works around you.

#### **How does it work?**

You'll be given everything you need to start the shop (a training video is included, and we're always happy to answer questions).

You will have a list of set questions or a script to ask colleagues within a specific department. This can be done in a variety of ways (sometimes a mixture of contact methods).

#### **How do I send my feedback?**

You will record the responses you receive and then send them to us by completing an easy-to-use questionnaire. We will provide you with everything you need, such as training videos, scripts and feedback form. Based on the responses we receive from you; we will write a report which details what areas of service require targeted action, and act on them immediately. It really is a great way of helping us improve our service.

#### **What's in it for me?**

As well as being an integral part of our service review and helping us to challenge inappropriate service levels, you'll also be added to our tenancy reward scheme where you will receive vouchers for taking part.

#### **Can all residents join the team?**

In a word, yes! There aren't specific requirements to join in, all you need is enthusiasm and a desire to influence and shape the services we provide to residents. We've had some amazing results from our current mystery shoppers and the feedback they provided has led to noticeable improvement within specific service areas.

**If you'd like to lend a hand & help us improve the services we deliver to all residents, get in touch with us at [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk)**

## **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](http://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](http://www.networkhomes.org.uk/networklife).

## **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).

**Latest update from Network Homes**





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

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