



Latest updates for residents at Magnus Heights

October 2022



CCTV update

Following residents' concerns about security and anti-social behaviour, we are pleased to inform you that the installation of CCTV in block 26 – 55 is in progress. You may have already noticed some equipment and cables and we will now be arranging the broadband before we can 'go live'.

Bin store

There is still some residents leaving their rubbish or large furniture/ bulk items on the floor of the bin store. This causes blockages and results in frequent missed bin collections from Harringay Council. If you have left rubbish on the floor previously, please be respectful for your community and dispose of rubbish in a responsible way. With CCTV in place shortly, anyone found to be abusing this will be putting their tenancy at risk.

Storage of items in communal areas

We would like to remind you that any items we find on communal landings will be removed and disposed of without notice. This is a fire safety protocol and part of our zero-tolerance policy to items left in communal areas.

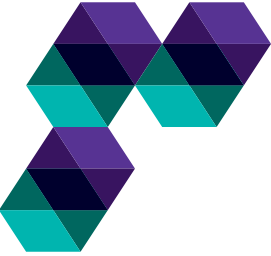
Keeping pets

This is a gentle reminder that dogs and cats are not permitted without first obtaining written consent from Network Homes. Anyone who this applies to must email customerservice@networkhomes.org.uk with a request to keep a pet. You will then be sent the form to complete along with any supporting evidence. Anyone found to keep a dog or cat without permission will be asked to rehome their pet, regardless of if they are causing a nuisance or not.

Communal window cleaning

After successfully carrying out delayed roof safety checks, we will be going ahead with the communal window cleaning this month (October 2022).





Upcoming estate inspection

The next estate inspection will take place on:

Day	Date	Time	Meeting point
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.

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.

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.

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

Latest update from Network Homes





provide them with support, such as [Streetlink London](#). You can find out more about this and what to do on our website at www.networkhomes.org.uk/groupdisorder.

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.

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. Alternatively, please contact our Fire Safety Team on 0300 373 3000.

New residents' information

If you are a new resident, then welcome to your new home. 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>

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

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.

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

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

Latest update from Network Homes





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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