



Latest updates for residents at Matthews Close

October 2022

A great afternoon with residents at Matthews Close!

It has been **882 days, 126 weeks, 2 years and 5 months** since our last in person Resident Event! Due to covid and social distancing our resident events over the past two years have been held virtually.



On 11 August volunteers from Network Homes were at Matthews Close to share information about sustainability, saving energy and reducing waste. Network Homes volunteers were also there to share the wonders of vinegar, tips to reduce food waste and advice on reducing energy usage.

Many families came out to see us and wondered why we were there but as word spread, more came out to see what was going on. Getting back to real in

person conversations with residents was fantastic!

Those that attended the event were welcome to decorate plant pots for their guerrilla gardening kits and learn how to grow their own herbs. It's so good to see everyone getting involved.

Thank you to all those who attended the event, we'll certainly be planning more in-person events in the near future, and we'd love to see you again!



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.

The next Estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	5 October 2022	10am	Meet at: main entrance
Wednesday	2 November 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 to arrange this first.

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.

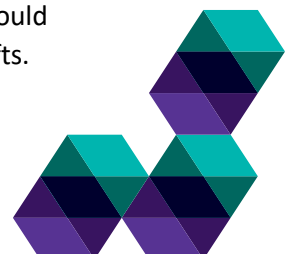
If you have concerns about someone who is rough sleeping, but they are not causing criminal damage or are a threat to you and other residents, you can get in touch with organisations that can provide them with support, such as Streetlink London. You can find out more about this and what to do on our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

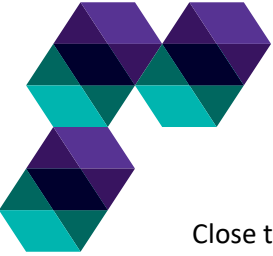
If you are experiencing any other form of anti-social behaviour, please check out our online ASB toolkit to help you identify the type of ASB and understand the steps you need to take if you're experiencing it. You can find the toolkit on our website at www.networkhomes.org.uk/asbtoolkit.

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.

Latest update from Network Homes





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.

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).

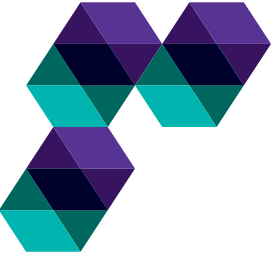
You will have a list of set questions or a script to ask colleagues within a specific department. This can be done in a variety of ways (sometimes a mixture of contact methods).

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.

Latest update from Network Homes





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

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.

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.

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.

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

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
- Phone – **0300 373 3000**
- Email – customerservice@networkhomes.org.uk

Latest update from Network Homes





What do you think of this newsletter?

Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

[Click here to complete the feedback survey](#)

No longer wish to receive this newsletter

If you prefer not to receive this newsletter and would like us to remove you from the mailing list, please let us know in writing by emailing us at

OperationsandHousingContracts@networkhomes.org.uk

