

## Latest updates for residents at Rectory Park

October 2022



### **Pigeon issues**

We have received reports of pigeon droppings that is affecting the estate and are discussing the issue with our pest control contractor. The potential solutions are costly, and they come with no guarantees that it will permanently address the problem. We will therefore carefully consider the next steps for dealing with this issue. We will update you shortly about the matter to confirm how we will proceed.

### **Play area**

The play area between Sterry and Larkspur Courts is currently undergoing a redesign and once agreed, we will start the work. However, until the works have been completed, regrettably we must keep this area secured and out of use for everyone's safety. We apologise for any inconvenience caused for the lack of use of this park area and hope to have it reopened at the earliest opportunity.

### **Making sure everyone's parking properly**

Parking has been allocated to specific properties and only people with valid permits can park. If you're not sure whether you have a parking space, please check your lease or contact your Neighbourhood Officer, Michael Smith. See 'important contacts' below for contact information.

Resident permit controls apply to the carparks controlled by Network Homes but not on the public highway, which has its own parking control managed by Ealing Council.

#### **Places you shouldn't park:**

- In a car park area if you are not permitted to do so
- On double yellow lines - this can obstruct emergency vehicles and bin trucks
- In a parking bay that is not allocated to you
- Double parked in a single bay property
- In front of access points like bin rooms and hatched areas
- On the grass verge by the play areas.

Parking is monitored daily and at weekends by our staff and our parking management company CPM. CPM will issue a Penalty Charge Notice to any vehicle that's causing an obstruction or parked in a bay that it's not permitted to use, whether a permit is displayed or not. All car park areas are clearly marked by CPM on the Terms and Conditions signage displayed.



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

## 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 inspection will take place on:

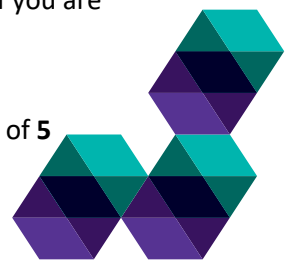
Day	Date	Time	Meeting point
Thursday	20 October 2022	10am	Rectory Park Community Centre
Thursday	17 November 2022	10am	Rectory Park Community Centre
Thursday	15 December 2022	10am	Rectory Park Community Centre

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 **Rectory Park Community Centre** at 10am on the dates above. Please contact Michael on **0300 373 3000** or email [customer.service@networkhomes.org.uk](mailto: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](https://www.streetlink.org.uk/). You can find out more about this and what to do on our website at [www.networkhomes.org.uk/groupdisorder](https://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](https://www.networkhomes.org.uk/asbtoolkit).

## Fire strategy for Harmen, Hern, Molloy, Bundy and Weyman Court

**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**.

## Fire strategy for Blanche and Larkspur

The fire strategy at **Blanche and Larkspur** is a **Total Evacuation policy**. This means that if a fire starts you must evacuate your building immediately and you should exit as soon as possible to the designated Assembly Point. The Assembly Point for **Blanche** is the open space in front of Harman Court. The Assembly Point for **Larkspur** is the open space opposite the community hall. 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**.

## 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](https://www.networkhomes.org.uk/firesafety). Alternatively, please contact our Fire Safety Team on 0300 373 3000.



## Community First Foundation Centre

Please see our website for the latest update on the fantastic activities available at the community centre for your scheme. Go to [www.networkhomes.org.uk/localevents](http://www.networkhomes.org.uk/localevents). Alternatively you can contact the community centre directly via telephone on 020 8841 5263 or by email at [info@communityfirstfoundation.org.uk](mailto:info@communityfirstfoundation.org.uk)

If you wish to visit the community centre, the opening hours are Monday to Thursday 9.30am to 5pm and Friday 9am to 4pm.

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

Read previous updates about your scheme on our website at <https://bit.ly/30TwYJd>

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).

## 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](mailto: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](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)

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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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