



Latest updates for residents at Amory Tower

April 2023



Changes to payment options: no longer accept cheque payments

We're making some changes to the ways you can make a payment to us over the spring / summer period. From 1 April, we will no longer accept payments by cheque. You will need to use another payment option to make a payment to us if this was a payment method you used.

We will be making more changes to your payment options, however Direct Debit and standing order payments will not be affected.

To find out more about the changes we will be making, please check out the ways to pay section on our website at www.networkhomes.org.uk/waystopay.

Clear communal areas

If you live in a building where you share communal areas with other residents, you must make sure that you keep them clear of clutter and rubbish. Shared communal areas include stairways, lifts, landings, and hallways. Please make sure you do not leave any items in these areas, including shoes, shoe racks, prams, pushchairs, bicycles, children's toys, and plant stands.

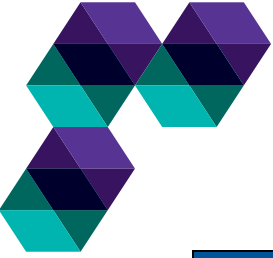
Items stored in a shared area are a hazard as they can prevent people from leaving the building safely in a fire. We have a zero-tolerance policy to items left in communal areas. We will remove any items found in communal areas, without warning, as they pose a hazard, and will dispose of them. You will not be able to get them back. We regularly check communal areas in shared accommodation for general health and safety hazards.

Upcoming estate inspection

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	13 April 2023	10.30 approx.	Ground floor





Day	Date	Time	Meeting point
Thursday	20 July 2023	10.30 approx.	Ground floor

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

Cost of living help

Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home this winter.

How we can help

- **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.

- **Cost of living hub**

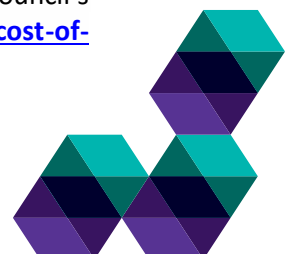
We have a cost of living help section on our website where you can access the support we provide, top tips and information about support from external organisations. You can find it in the advice section or directly at www.networkhomes.org.uk/costofliving.

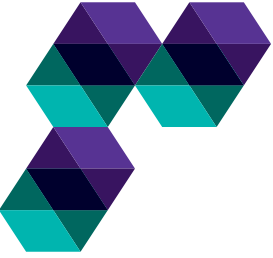
Support from your local council

- **Tower Hamlets Council cost of living help and advice**

For tips to support you through the rising cost of living you can visit Tower Hamlets Council's cost of living support hub at www.towerhamlets.gov.uk/ignl/advice_and_benefits/cost-of-living/Cost-of-living.aspx

Latest update from Network Homes





Please take recycling seriously

Recycling contamination remains a major problem and occurs when materials are sorted into the wrong recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container.



What happens if I put the wrong things in my recycling bin?

If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

Due to contamination of the recycling and the council then refusing to collect the bin, we have to arrange for our contractors to dispose of the bins at a cost which will be **service chargeable to all residents**. It is important to recycle properly to avoid such unnecessary additional cost to you.

How to prevent recycling contamination

1. Rinse your containers as soon as they're empty and before placing in the recycling bin.
2. Sort your recycling materials.
3. Check the recycle material list to see what is accepted and how to sort it.
4. Follow your local council's recycling guidelines.
5. Remind other residents about the recycling guidelines as their actions could cause your recycle bin not to be collected by the council if it's contaminated.

If you live in a block of flats, you should have access to communal recycling bins. These will have labels that clearly show what you can recycle.

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

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 require an additional fire safety information or any assistance

Latest update from Network Homes





development your escape plan in the event of a fire, please contact Network Homes on **0300 373 3000**.

If fire breaks out in your flat the following procedures needs to take place:

Leave the room where the fire is straight away, then close the door. Tell everyone in your flat and get them to leave. Close the flat entrance door behind you. Do not stay behind to put the fire out. Leave the building by using the nearest fire exit and wait outside, away from the building (Assembly point- Thames Quay), then call the fire services.

To call the fire service dial 999 and when the operator answers, give your telephone number and ask for the fire service. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If you see or hear a fire in another part of the building:

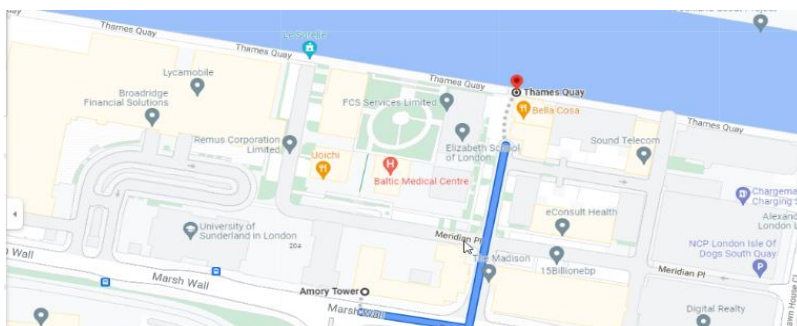
The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere. However, you must leave immediately if smoke or heat affects your home, or you are told to leave by the fire service. If you are in doubt - get out.

To call the fire service dial 999 and when the operator answers, give your telephone number and ask for the fire service. When the fire service reply, give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.

If a fire breaks out in the common areas, you will need to follow the procedure we have in place:

1. Sound the alarm by pressing the call point.
2. Leave the building by the nearest available fire exit.
3. Report to the assembly point: 'Thames Quay'.
4. Do not take risks. Do not stop to collect personal belongings and do not return to the building until authorised to do so.
5. Do not use lifts.

Your assembly point is located at Thames Quay below.



Smoking is not permitted in the stairwells.

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New residents' information

If you are a new resident, then welcome to your new home at Amory Tower. 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/3vx36zw>

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, please tell the concierge in your building as well as informing Network Homes Customer Services Team.

Andrew Robertson is your Neighbourhood Officer for General Rented properties Floors 1-9.

Julianne Goode is your Property Manager for Rent to Buy properties floors 10-15.

You can contact Andrew or Julianna 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

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