



## Latest updates for residents at Eaton Plaza

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

### **Update from CPM**

We are pleased to announce that CPM now have a dedicated Network Homes email address, setup and ready for use: [Networkhomes@uk-cpm.com](mailto:Networkhomes@uk-cpm.com)

If you have permit related queries, in relation to a delay in receiving your permit or not getting a response from CPM, you can now send your enquiry directly to [Networkhomes@uk-cpm.com](mailto:Networkhomes@uk-cpm.com). This dedicated address will speed up responses to residents' enquiries.

For all permit applications or to request replacement permits, please ensure that you email [permits@uk-cpm.com](mailto:permits@uk-cpm.com).

### **Security**

At the end of April, we will be reviewing the mobile patrol service. This review will include a questionnaire for residents to complete to give your opinion on the effectiveness of the service. The review will include a residents' meeting where United Guarding will be present to answer any of your questions. We will be writing to you soon with more details and to let you know the date and venue for the residents meeting.





## Estate inspections

The next Estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	27 April 2023	9.30am	Meet at: court yard outside Leicester Court
Thursday	25 May 2023	9.30am	Meet at: court yard outside Leicester Court
Thursday	29 June 2023	9.30am	Meet at: court yard outside Leicester Court

If you would like to join Shujaat Ali, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Shujaat on **0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).

## Estate inspection findings update for your site

Your neighbourhood officer, Shujaat Ali, has identified the below repairs which he has flagged with our repairs team to be actioned:

Repair identified	Location	Action taken	Any other notes
Hairline Crack in the glass communal entrance door.	Avon Court.	Raised to repairs team.	
Communal Electric Sockets.	Kennet Court.	Raised to repairs team.	

## Window cleaning

The window cleaning programme for 2023 is scheduled for May and October.

## Cost of living help

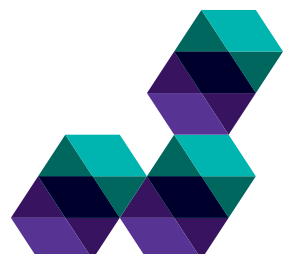
Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home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

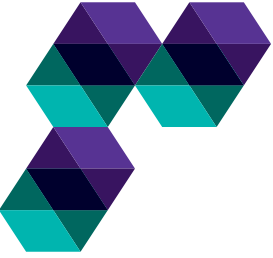
### How we can help

- **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](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).

- **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](http://www.networkhomes.org.uk/costofliving).

### Support from your local council

- **Westminster Council cost of living help and advice**

For tips to support you through the rising cost of living you can visit Westminster Council's cost of living support hub at [www.westminster.gov.uk/cost-of-living-support](http://www.westminster.gov.uk/cost-of-living-support).

## Please take recycling seriously

Recycling contamination 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.



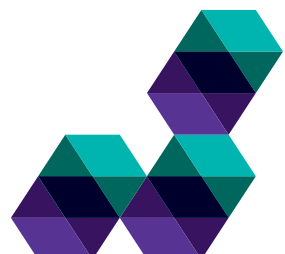
### What happens if I put the wrong things in my recycling bin?


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 must 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.



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

## Partnership Working

We are working with the local Safer Neighbourhoods Team and Security patrol team to manage anti-social behaviour on your estate and the wider community. Please report any issues to the police and us so we can tackle them.

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

## New residents' information

If you are a new resident, then welcome to your new home at Eaton Plaza. 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 <http://bit.ly/2MK4Ofz>

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).

Shujaat Ali is your Neighbourhood Officer who manages your estate. You can contact Shujaat by phone on 0300 373 3000 or by email at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

**Latest update from Network Homes**





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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