



Latest updates for residents at Garden Road



April 2023

Upcoming resident meetings for 2023

The next resident meeting will take place on:

Thursday	11 May 2023	6.30pm to 7.30pm	Virtual via Teams
Thursday	19 October 2023	6.30pm to 7.30pm	Virtual via Teams

We will publish the resident meeting dates on our website and also send you a text message closer to the time to remind you.

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 inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Friday	07/04/2023	10am	Meet at: main entrance
Friday	05/05/2023	10am	Meet at: main entrance
Friday	02/06/2023	10am	Meet at: main entrance

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

Site inspection findings

Your neighbourhood officer, Masooma Okera has identified the below issues

Issue identified	Location	Action taken	Any other notes
Bike Shed door not locking.	Underground car park.	Oakray have fixed the door, Network Homes looking into improvements to secure this door.	
Unauthorised access via Car park gates.	Underground car park	Harepath manage the car park gate, contact has been made to discuss security issues.	

Window cleaning

The window cleaning programme for 2023 was January and is next scheduled for July.

Cost of living help

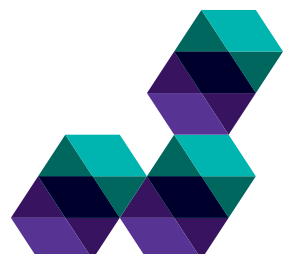
Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home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

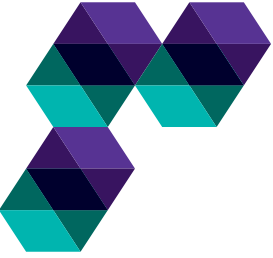
How we can help

- **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.

Latest update from Network Homes





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

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

For tips to support you through the rising cost of living you can visit Richmond Council's cost of living support hub at www.richmond.gov.uk/services/cost_of_living_hub.

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.

Latest update from Network Homes



- 
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.

Police Partnership Working

We're working closely with the police to address ongoing anti-social behaviour (ASB) concerns. Please continue to contact the local safer neighbourhood team if you have any issues you would like to discuss. The police are continuing to patrol the Garden Road area and specifically our underground car park. Please report any concerns to them immediately via email NorthRichmond@met.police.uk.

We have been made aware that homeless individuals are accessing the underground car park areas therefore extensive work is being carried out by the relevant agencies to eliminate this problem. Please continue to report an unauthorised individual to the police. You can also report any issues to Richmond Street link via this link:

https://richmond.gov.uk/services/housing/homelessness/preventing_homelessness/reasons_for_homelessness/sleeping_rough_street_homeless

Stay put fire safety strategy for your building

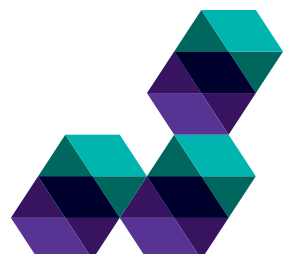
The fire strategy for your building is a stay put policy. This means unless you're directly affected by a fire, told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home. Remember if you do need to evacuate because of a fire, do not use the lifts. Close 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.

New residents' information

If you are a new resident, then welcome to your new home at Garden Road. 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.

Latest update from Network Homes





Read previous updates about your scheme on our website at <https://bit.ly/3kHXqw>

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.

Masooma Okera is your Neighbourhood Officer who manages your estate. You can contact Masooma 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

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

