



## Latest updates for residents at Millharbour



**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).

### **Clear communal areas**

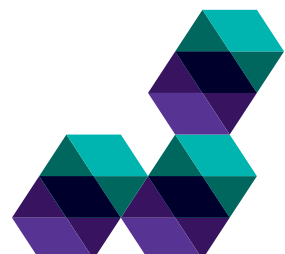
If you live in a building where you share communal areas with other residents, you must make sure that you keep them clear of clutter and rubbish. Shared communal areas include stairways, lifts, landings, and hallways. Please make sure you do not leave any items in these areas, including shoes, shoe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

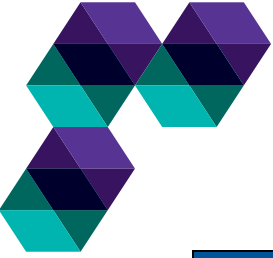
Items stored in a shared area are a hazard as they can prevent people from leaving the building safely in a fire. We have a zero-tolerance policy to items left in communal areas. We will remove any items found in communal areas, without warning, as they pose a hazard, and will dispose of them. You will 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
Tuesday	13 April	11.30am	Meet at: communal door





Day	Date	Time	Meeting point
Tuesday	20 July	11.30am	Meet at: communal door

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](mailto:customerservice@networkhomes.org.uk)

## Site inspection findings

Your neighbourhood officer, Andrew Robertson, has identified the below issues.

Issue identified	Location	Action taken	Any other notes
Dockweed Court Inner security door	Ground floor	Request for Oakray to fix the door as it's a fob activated one.	
Dockweed Court Main communal door has a handle broken	Ground floor	Request for Contractor to repair the handle.	
Dockweed/Dandelion Courts Outside flats	Various	Letters sent to those residents with items outside requesting immediate removal.	

## 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.

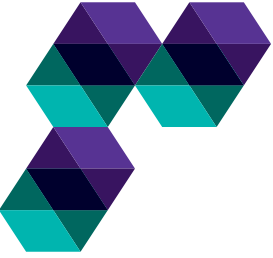
If you would like to speak to the team, please call **0300 373 3000** or email them at [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk).

- **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

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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

- **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/lgnl/advice\\_and\\_benefits/cost-of-living/Cost-of-living.aspx](http://www.towerhamlets.gov.uk/lgnl/advice_and_benefits/cost-of-living/Cost-of-living.aspx).

## 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?

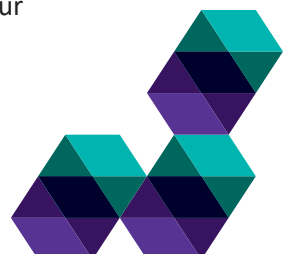
If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

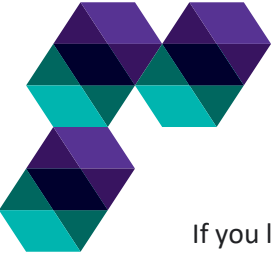
Due to contamination of the recycling and the council then refusing to collect the bin, we must arrange for our contractors to dispose of the bins at a cost which will be **service chargeable to all residents**. It is important to recycle properly to avoid such unnecessary additional cost to you.

### 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.
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.

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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).

## 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. 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/3fVDe7m>

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

Andrew Robertson is your Neighbourhood Officer who manages your estate. You can contact Andrew by phone on **0300 373 3000** or by email at [customerservice@networkhomes.org.uk](mailto: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](http://www.mynetworkhomes.org.uk)
- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)





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