



Latest updates for Quayside

April 2023



Upcoming resident meetings for 2023

The next resident meeting will take place on:

Thursday	1 June 2023	6pm to 7.30pm	Virtual Teams meeting
Wednesday	6 September 2023	6pm to 7.30pm	In person at Network Hub
Wednesday	6 December 2023	6pm to 7.30pm	Virtual Teams meeting

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

You Said, We Did – 1 February 2023, resident meeting actions

Follow this link to read our response to what residents said in our February meeting:

www.networkhomes.org.uk/quaysidemeeting

Window cleaning

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

Upcoming estate inspections

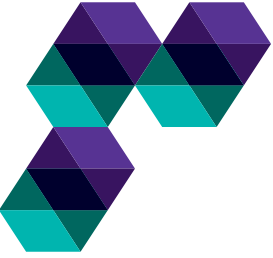
The next estate inspections will take place on:

Tuesday	11 April 2023	12pm approximately	Meet: inside Network Hub
Tuesday	9 May 2023	12pm approximately	Meet: inside Network Hub
Tuesday	13 June 2023	12pm approximately	Meet: inside Network Hub

If you would like to join Erika Davidson, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet her on the dates above. Please contact Erika on **0300 373**

3000 or email customerservice@networkhomes.org.uk

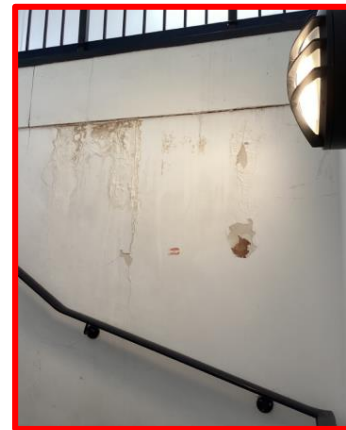
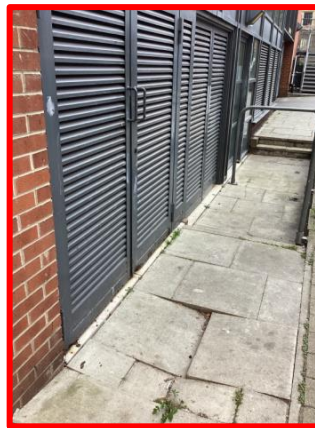




Estate inspection findings update for your site

Your neighbourhood officer, Erika Davidson, has identified the below repairs which she has flagged with our repairs team to be actioned:

Repair identified		Action taken	Any other notes
There's mould on the ceiling in the bike room on podium 3.	Podium 3 bike room.	Reported to repairs.	
Broken paving slabs outside podium 3 bin room.	Podium 3 bike room.	Reported to repairs.	
Plaster and water damage throughout the blocks.	Numerous blocks.	Reported to planned maintenance.	The planned maintenance will need to survey the blocks.



Podium works

There have been some delays with the delivery of the soft play, and material for the open perimeter edging details. TCL anticipates the remaining work will be completed by Friday 28 April 2023.

There is also a delay with the delivery of the plants. The planting will be carried out by TCL and will be completed before the completion date.

We understand the disappointment this may cause for many residents, and we apologise for all the continued inconveniences the planned work will cause.

TCL will continue to provide you with weekly updates on Thursdays.





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.

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**

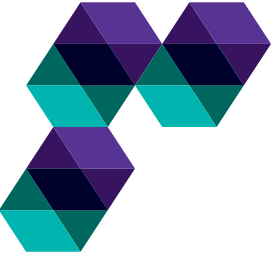
We have a cost of living help section on our website where you can access the support we provide, top tips and information about support from external organisations. You can find it in the advice section or directly at www.networkhomes.org.uk/costofliving.

Support from your local council

- **Kensington & Chelsea Council cost of living help and advice**

Latest update from Network Homes





For tips to support you through the rising cost of living you can visit Kensington & Chelsea Council's cost of living support hub at www.rbkc.gov.uk/cost-living-support-hub

- **Warm spaces**

Kensington & Chelsea Council have created a map to make it easier for residents to find free community events and activities taking place in warm and safe spaces across the borough this winter.

There are 24 venues across Kensington and Chelsea open to the public, from council buildings to community centres and places of worship — see the full list on the [Kensington and Chelsea website](http://www.rbkc.gov.uk/cost-living-support-hub/stay-healthy-and-warm-winter/find-warm-space-near-you).

www.rbkc.gov.uk/cost-living-support-hub/stay-healthy-and-warm-winter/find-warm-space-near-you

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?

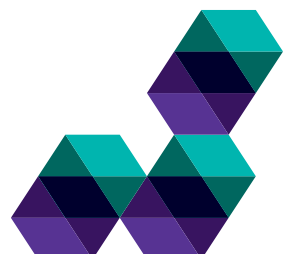
If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

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.





Parking

Please ensure that you always display a valid parking permit or exemption code in your windscreen to avoid getting penalty charge notices. Also please ensure you remember to renew your permit when it is due for renewal as you will not get reminders from CPM.

We have been working with CPM to make the application process easier for you. They have created a dedicated Network Homes email address for you to apply for permits which is Networkhomes@uk-cpm.com. The aim of the new email is to speed up responses for new permits, replacement permits and exemptions codes.

Neighbour disputes

We are aware that the majority of residents are happy and living in harmony with their neighbours. However, we have recently investigated a high number of anti-social behaviour complaints relating to neighbour dispute and residents not getting along with each other. As part of investigating each case, we found that none of the allegations could be confirmed with evidence, and some was to do with normal household noises.

We are aware that residents do fall out with each other, but we strongly encourage you to talk to each other to sort out any differences if it is safe to do so. If you are unable to do this, then please contact us so we can facilitate mediation. We have some information about resolving differences with neighbours on our website at www.networkhomes.org.uk/resolvingdisputes.

Anti-Social behaviour (ASB)

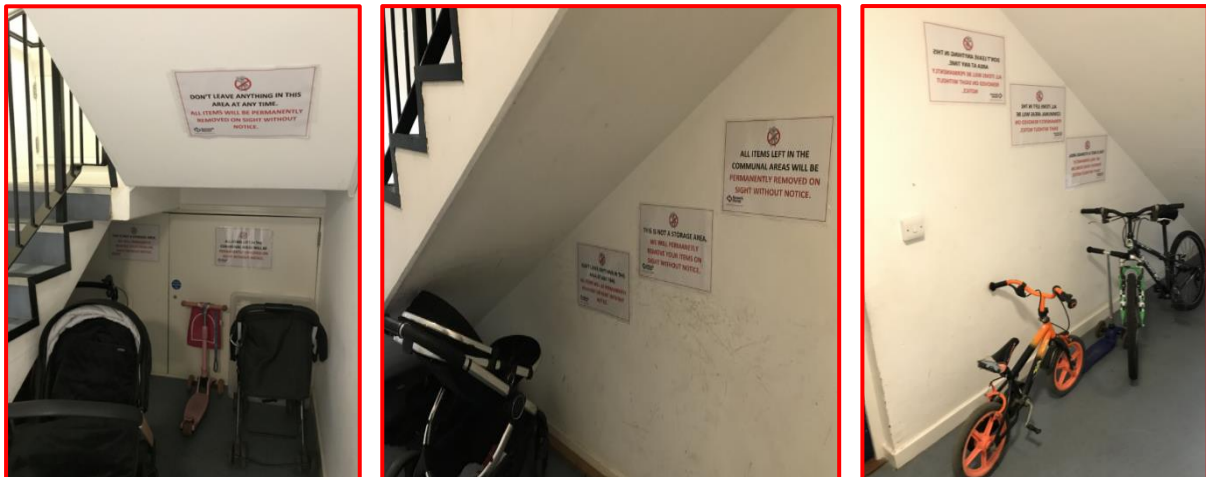
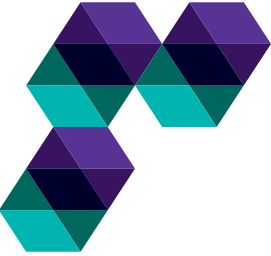
If you think you're experiencing ASB, please check out our ASB toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. You can find the toolkit on our website at www.networkhomes.org.uk/asbtoolkit

Fire Risk Assessment (FRA) Posters and Action

We have had a zero-tolerance policy on items left in the communal areas for years. We have increased our efforts to enforce this policy throughout Quayside House by putting up FRA posters throughout the blocks, and ensuring Pinnacle permanently clear all fire risks on sight.

You will find our fire safety policy and more, on our website at: www.networkhomes.org.uk/firesafety as well as information about keeping communal area clear at www.networkhomes.org.uk/communalareas.





Our FRA action applies to the car park area as well and will be enforced without exception.

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 Quayside. 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 <https://bit.ly/2Y2EzDx>

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.

Erika Davidson is your neighbourhood officer who manages your estate. You can contact Erika by phone on 0300 373 3000 or by email at 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
- Phone –**0300 373 3000**
- Email –customerservice@networkhomes.org.uk

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OperationsandHousingContracts@networkhomes.org.uk

