

## Latest updates for residents at Eaton Plaza

July 2023



### **Tell us how you feel about our proposed merger with Sovereign**

We want to hear your thoughts about the proposed merger with Sovereign and understand what's important to you throughout this transition. We have a variety of ways you can provide us with your feedback including completing an online feedback form, attending one of our summer events or booking a one-to-one conversation with us. Our Board will consider your views when they make their decision about the merger in September 2023. Please click on the link below for more information about the merger and how to provide your feedback about it.

[www.networkhomes.org.uk/bettertogether](http://www.networkhomes.org.uk/bettertogether)

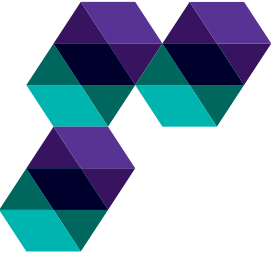
### **Our payment provider has changed**

We've switched to PayPoint as our new payment provider. It replaces allpay. Most of the ways you make payments to us will still be available for you to use. However, there may be changes that you need to make, depending on how you make payments to us, to ensure payments continue to reach us. **You will not need to do anything if you currently make payments to us by standing order or Direct Debit.**

We've updated the payment links on our website and in your My Network Homes account so we will continue to receive your payments if you make a payment this way. If you make payments using your payment card, and you've used it in the last 12 months, we've sent you a new card to use to make payments to us. Please give it until 7 July for the card to arrive.

PayPoint offer most of the same payment methods as allpay, as well as other payment options. Although you'll still be able to pay us in the usual ways, you'll need to ensure you're using the new versions from 3 July. We've included more information about the changes you need to make on our website at [www.networkhomes.org.uk/paymentproviderchange](http://www.networkhomes.org.uk/paymentproviderchange). You will also be able to find the updated payment options on our website at [www.networkhomes.org.uk/waystopay](http://www.networkhomes.org.uk/waystopay) from 3 July.





## Applying for Parking Permits

CPM manage the car park at your estate, this includes issuing new parking permits. If you would like to apply for a parking permit to park your vehicle, please contact CPM at [networkhomes@uk-cpm.com](mailto:networkhomes@uk-cpm.com). However, your application will NOT be processed if your rent account is in arrears by more than £500. Once you have cleared your rent account arrears you can resubmit your application.

## Warning about Tailgaters

We're aware that people with criminal intent may try to gain access to your estate or building. They may already know of ways to gain access unnoticed and one of them is by following you into the building by tailgating.

Tailgating is when an unauthorised person follows behind an authorised person to get into a building or estate. An authorised person would be someone who lives in the building, is visiting a resident who lives in the building or someone working for, or on behalf, of Network Homes, the managing agent or owner of building. It is one of the most common physical security breaches to an estate or building.

People will often offer random act of kindness, such as holding the door open for a stranger, which creates an opportunity for unauthorised people to gain access to the building. If you're not familiar with the person / people relying on you to gain access to your building, please do not give them an opportunity to have access by leaving the door open or holding it open for them to enter. When people with criminal intentions enter the building it can create safety concerns for you and other residents, and give them an opportunity to cause damage to the building.

## Security

As a result of operation changes, we've put back the review of the mobile patrol security to September 2023. In the meantime, we will continue to monitor the activities of the patrol to ensure value for money.

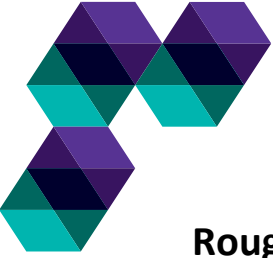
## Anti-social behaviour in the Courtyard after 9pm

We have been receiving an increasing number of complaints about noisy gatherings in the courtyard after 9pm. There should not be children playing ball games/bouncing footballs etc and talking loudly after 9pm as many residents are settling down for the evening; this is particularly problematic for those residents who live on the ground floor. This activity is anti-social behaviour and we will manage it under this policy if the activity continues to happen.

## 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)





## Rough sleepers

There are many forms of anti-social behaviour (ASB) and some of them include rough sleeping. Rough sleeping includes people who are sleeping in places that are not intended for living e.g., our bin stores or other communal areas.

If you have concerns about someone who is rough sleeping, but they are not causing criminal damage or are a threat to you and other residents, you can get in touch with organisations that can provide them with support, such as [Streetlink London](https://www.streetlink.org.uk/). You can find out more about this and what to do on our website at [www.networkhomes.org.uk/groupdisorder](http://www.networkhomes.org.uk/groupdisorder).

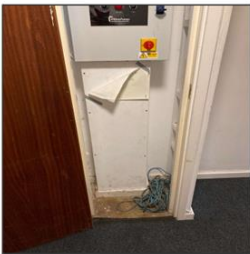
## Partnership Working

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.

## Pest control

We commissioned a comprehensive survey of Eaton Plaza in terms of rodents' ingress points in communal areas. Nightshift Pest Control Ltd identified the following areas as needing attention and these works were completed 12 June.

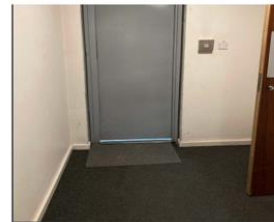
Install additional wall hatch in Oxford Court lower ground riser cupboard box section.



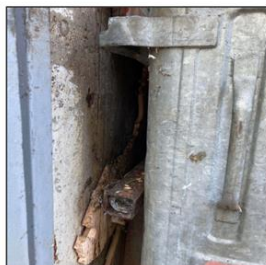
Replace bristle strips on all external bin stores doors to restrict pest entry.



Fit bristle strips on all ground floor and lower ground doors to restrict pest entry (4 x in total).



Remove or replace damaged wall panelling in external bin stores to all flats to reduce pest harbourages.



Remove expanding foam used to proof around bin chutes and seal with cement to restrict pest movement.





## Estate inspections

The next Estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	27 July	9.30am	Meet at: courtyard outside Leicester Court
Thursday	31 August	9.30am	Meet at: courtyard outside Leicester Court
Thursday	28 September	9.30am	Meet at: courtyard 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 these issues from his last estate inspection.

Repair identified	Location	Action taken	Any other notes
Hairline crack in front entrance door glass panel.	Avon Court	Raised with repairs team.	Outstanding - 2492059/1.
One lift light not working.	Oxford Court	Raised with repairs team.	Repair complete.
Communal sockets not working.	Kennet Court	Raised with repairs team.	Repair complete.
Ground floor fire door leading to flats not closing to frame.	Kennet Court	Raised with repairs team.	Repair complete.

## Window cleaning

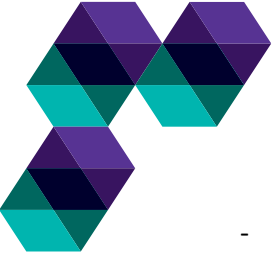
The window cleaning programme for 2023 is next scheduled for October.

## Balcony cleaning guidance

Residents requested, at the previous Residents Meeting, information and guidance on balcony cleaning. Please see below some Do's and Don'ts when cleaning your balcony.

- DO tell your neighbours in advance to allow them time to prepare and to remove items from their balconies to prevent any dust or water damaging their belongings from your balcony above.
- DO ensure you sweep your balcony regularly to prevent the build-up of dirt and the need for extensive cleans.





- DON'T use excessive or running water. This will drain down on to your neighbours below.
- DON'T clean your balcony straight after a window cleaning visit (July). This will undo the hard work of the window cleaners if they then get dust or water on them. Try to complete your balcony clean before they attend.

## 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)

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)

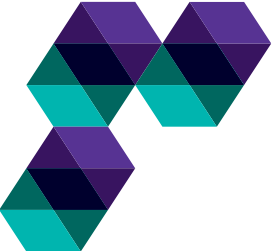
## What do you think of this newsletter?

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](#)

Latest update from Network Homes





## 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](mailto:OperationsandHousingContracts@networkhomes.org.uk)

