



Latest updates for residents at Handley Grove

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.

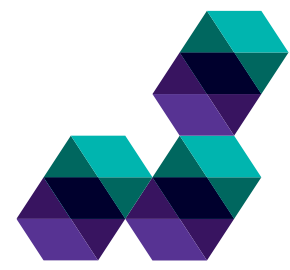
www.networkhomes.org.uk/bettertogether

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 are still 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. You will also be able to find the updated payment options on our website at www.networkhomes.org.uk/waystopay from 3 July.





Residents' meetings

The next resident meeting will take place on:

Thursday	12 October 2023	6pm to 7pm	Virtual Teams meeting
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We will publish these meetings on our website and also send you a text message closer to the dates to remind you.

You Said, We Did – 15 June 2023, resident meeting actions

You said	We did
Fly tipping improved by 80%	Signage on estate and joint working with Barnet Community Safety Team has helped as a deterrent and warning of prosecution.
Still issue of black bags left on floor	Remind Pinnacle to monitor names/ addresses of waste/ bulk on floor.
A resident recommends a regular skip to be placed on estate, to help resolve fly tipping issue.	Speak to Barnet Council to confirm availability and either Barnet or Network Homes to let residents know.
No rats/ mice seen on estate since February 2023	Nightshift pest control visit and treat communal areas every 6 weeks.
CCTV updates – Any updates regarding updating cameras and adding an additional one above Joy Court bin store.	The additional camera will require authorisation from senior management, as it is an improvement and not a replacement Upgrade works completed to Joy Court, Heyford Court and Robinson Court.
Update on guttering issues and roof leak at Joy Court.	Works to take place by 23 June to fix roof leak entering Joy Court, damp on top floor landing. Any guttering issues have been resolved (i.e., inspected and any blocked gutters that were cleared)
Reminder to remove scaffolding after works completed (as it blocks light and damage to grass)	This will be monitored
Question on the upcoming merger with Sovereign.	Residents were informed the merger officially starts in October 2023. Some links to our website with more detail were posted in chat. You can visit our website at www.networkhomes.org.uk/bettertogether to find





You said	We did
	out more information and take part in a short survey.
Next Residents Meeting	The next meeting will be on Thursday 12 October 2023 and will be in person. We will send you venue details nearer the time.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	27 July 2023	3pm	Outside Joy Court
Thursday	5 October 2023	3pm	Outside Joy Court

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

Estate inspection findings update for your site

Your neighbourhood officer, Alan Llorente has identified these issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Fly tipping	Outside Joy Court and Creswell Court	Pinnacle to remove	Fly tipping is a criminal offence and a breach of Tenancy Agreement. Barnet Community Safety Team now patrol the area.
Roof leak	Joy Court	Chased completion date	Works to be completed by 23 June.
No handles to bin store	Joy Court	Chased completion date	Works now completed.
Leaking gutters	Various	Chased for completion date	Works now completed. Gutters were blocked and have now been cleared.





Community skip service

The community skip service is available to each household in Barnet every three months to help you dispose of large items more easily. You can bring up to three large items after showing proof of your address. Find out more at www.barnet.gov.uk/communityskips

Insurance for the contents in your home

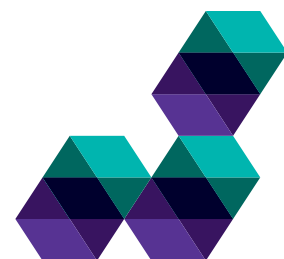
While we insure the building you live in, it is your responsibility to insure the contents of your home. Contents insurance is designed to help protect your possessions. No matter how careful you are, there is always a risk that your belongings could be broken, damaged or stolen, so contents insurance can give you peace of mind.

We know insuring your contents are an additional cost and you may think it will never happen to you. Our insurance team can tell you it does happen and can happen to anyone. It has a massive impact on you if you do find that your belongings have been broken, damaged or stolen as it could cost thousands of pounds to replace your contents which is much more than the cost of insurance.

We've teamed up with Thistle Tenant Risks, and Ageas Insurance Limited who provide the My Home Contents Insurance Scheme, a specialist Tenants' Contents Insurance policy. The My Home Contents Insurance Scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments. You can contact Thistle Tenant Risks on 0345 450 7288 or visit their website

www.thistlemyhome.co.uk for more information or to request a call back.

It's important to remember that there are other insurance companies who can also provide contents insurance and you should look at as many options as possible to ensure you select a provider that meets your needs.





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.

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

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](http://www.streetlink.org.uk). You can find out more about this and what to do on our website at www.networkhomes.org.uk/groupdisorder.

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 Handley Grove. 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 <http://bit.ly/3lf9KU0>

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.

Alan Llorente is your Neighbourhood Officer who manages your estate. You can contact Alan 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

