



Latest updates for residents at Electric House September 2024

53 rent weeks from April 2024 to March 2025

This rent year is from 6 April 2024 until 5 April 2025, and has 53 Mondays, therefore 53 weeks instead of 52. This means there's an additional week of rent to pay. This will affect all customers except for customers who receive Housing Benefit. If you receive Universal Credit, and do not receive Housing Benefit, the Department for Work and Pensions will not cover the extra week of rent and you will need to pay it.

Find out more about how this affects you and what you need to do to ensure you cover your full year's rent by visiting our website at www.networkhomes.org.uk/53weeks.

If you're struggling to pay your rent, we can offer advice and support. Please contact our Income Team online at www.networkhomes.org.uk/contact-us or call us on 0300 373 3000.

Public bicycles and e-scooters

Public bicycles and scooters such as Lime cycles and scooters are not permitted on the estate. They should remain on public property as they are attracting strangers onto the estate.

Window cleaning

The window cleaning programme for 2024 is next scheduled for October.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Wednesday	04/09/2024	10:30 – 11:30	Main Entrance
Wednesday	09/10/2024	10:30 – 11:30	Main Entrance
Wednesday	13/11/2024	10:30 – 11:30	Main Entrance


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



Our digital assistant is there when you need it and saves you waiting in the line on the phone. It's quick, convenient and available for you to use any time of the day.
Visit networkhomes.org.uk/contact-us

Site inspection findings

Your Neighbourhood Officer, Justin Kyem has identified this issue from his last estate inspection.

Issue identified	Location	Action taken	Photos
Garden tap (non-resident use)	Communal rooftop garden	Raised to repairs	

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

You may report ASB to us between 9am to 5pm from Monday to Friday. If it's out of office hours, please contact the Police or your Local Authority Environmental Health team.

Report excess noise nuisance using The Noise App



We recognise that everyone has a different tolerance when it comes to noise from your neighbours so please try to be considerate to others around you. If you feel the noise you are experiencing is excessive, please report it to us via our Noise App. The app is secure, and you don't have to leave your home to record we can assess any reasonable steps available for us to take.

The Noise App is free and will let you record audio for up to 30 seconds on your smartphone.



Whether it's a leak, broken door or something else, the easiest way to get in touch with us is online. To find out how, visit networkhomes.org.uk/contact-us

Who is The Noise App for?

The Noise App will need to be used in conjunction with a current 'open' case of noise nuisance that has already been reported to us. You will need to make an initial report before we will review or accept recordings. To do this, you will need to get in touch by:

- reporting via our website: www.networkhomes.org.uk/contact-us
- reporting via your My Network Homes account – www.mynetworkhomes.org.uk
- emailing us at customerservice@networkhomes.org.uk
- phoning us on **0300 373 3000**
- writing to us or calling to book an appointment to visit us in person at our Wembley or Hertford offices.

Downloading the app

You can download 'The Noise App' for free from the [App Store](#) for iPhone and iPads and the [Google Play Store](#) for Android phones or tablets. Once downloaded, you will need to register your account and when prompted choose Network Homes as your housing provider. Once you've registered your account, you will then be able to submit a recording to us. We are unable to use any recordings you submit if you do not have a current noise complaint with us.

Downloading key fire safety information for your building

We're committed to making sure that it's easy for you to access the key fire safety information about your building that you need to know. You can download the Fire Risk Assessment (FRA) for your building and more fire safety information for your building using the Riskhub Resident Hub. All you need is your unique building reference number which you can look up [by clicking on this link](#) or by visiting www.networkhomes.org.uk/riskhub

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 an SNG 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 would be unable to self-evacuate or evacuate using the stairs in the event of a fire, please contact our Fire Safety Team on **0300 373 3000** so we can visit you and discuss a personal evacuation plan.

Have you tried our new digital assistant for customers yet?



Whether it's checking your balance, making a payment or something else, the easiest way to get in touch with us is online at networkhomes.org.uk/contact-us

We've launched our digital assistant for customers which gives you another convenient way to raise or get an update on repairs, check your account balance, or make a payment. The digital assistant comes in the form of a chatbot which you can find on our website and your My Network Homes online account.



The digital assistant is available at any time of the day, seven days a week. It will help you with your enquiry by giving you options to select so it can support you as quickly as it can. During set times, currently Monday to Friday, 10am to 3pm, if it's unable to answer your query or help you to complete your service request, it will give you the option to chat online to one of our customer service advisors.

You can try out the digital assistant the next time you want to raise a repair, check your account balance or make a payment. Simply open the chatbot feature by clicking on the purple 'Chat with us' bubble on our website at www.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.

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 customer. You can also find previous updates about your scheme.

Visit our website at www.networkhomes.org.uk/new-residents

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

Read the latest issue of our newsletter for residents on our website at www.networkhomes.org.uk/your-home/customer-newsletter.



Whether it's a leak, broken door or something else, the easiest way to get in touch with us is online. To find out how, visit networkhomes.org.uk/contact-us

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.

Justin Kyem is your neighbourhood officer who manages your estate. You can contact Justin 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:

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- 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



Whether it's checking your balance, making a payment or something else, the easiest way to get in touch with us is online at networkhomes.org.uk/contact-us