

Latest updates for residents at Featherstone Court 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.

Play area gate

We're aware that the current wooden gate in the play area is causing significant anti-social behaviour (ASB) and inviting unauthorised people to misuse the play area. We're currently in the process of working with our internal teams, to replace the gates and allow residents to make use of the space again.

We're looking at installing a metal gate with railings, which we would like for only residents to be able to access. The gate will be more visible so that CCTV can capture any unauthorised access, and it can be reported to the police.

We're working closely with the local police to monitor and report on recent incidents of non-residents hanging around the play area as well as the underground carpark. The police have assured us that they will increase their patrols in and around the park.

Window cleaning

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

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Tuesday	1 October 2024	9.30am	Meet at: Main entrance
Tuesday	5 November 2024	9.30am	Meet at: Main entrance



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



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

Public bicycles and e-scooters

They should remain on public property as they are attracting strangers onto the estate.

Estate inspection findings update for your site

Your Neighbourhood Officer, Masooma Okera has identified the below issues.

Issue identified	Location	Action taken	Any other notes
Items in the communal hallways	Communal Hallways  	Items found in communal hallways will now be removed.	<p>Fire Risk Assessments (FRA) – no items in communal areas</p> <p>We have a zero-tolerance policy on items left in communal areas as they are a fire safety hazard. Our FRA action plan also applies to car park areas and will be enforced without exception. Our policy means that we have removed and will continue to remove items found in communal areas without notice, which includes items left outside your front door. We will remove and throw away any items we find as we do not store or keep items.</p> <p>Shared communal areas include stairways, lifts, landings, hallways, and car parks. Please ensure you do not leave any items in these areas including shoes, shoe racks, prams, pushchairs, bicycles, children’s toys, plant stands etc.</p> <p>Items stored in shared areas are a hazard as they can prevent people from leaving the building safely in a fire.</p>
Bulk items in bike shed	Bike shed at the front of the blocks.	Bulk items removed.	Residents are not to store any bulk items inside the bike shed. This will be removed, as per the TORT notices in the communal areas.
Parking	Residents are parking vehicles in front of communal doors	Notices to be issued to vehicle owners	If residents continue to park in front of communal entrances, parking will be seized for all in the open space.



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

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.

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 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

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:

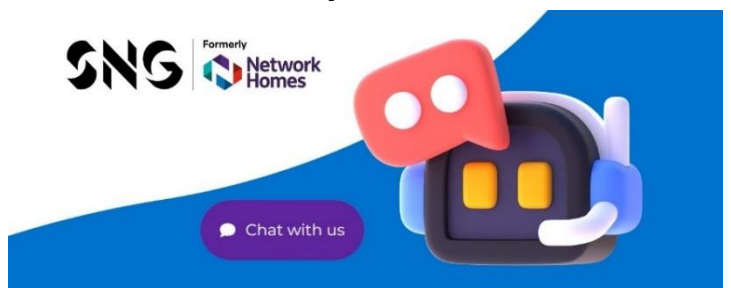
- reporting via our website: www.networkhomes.org.uk/contact-us
- reporting via your My Network Homes account – www.mynetworkhomes.org.uk
- emailing us at customerservice@networkhomes.org.uk
- phoning us on **0300 373 3000**
- writing to us or calling to book an appointment to visit us in person at our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

Have you tried our new digital assistant for customers yet?

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.



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

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 customers on our website at www.networkhomes.org.uk/your-home/customer-newsletter.

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.

Masooma Okera is your Neighbourhood Officer who manages your estate. You can contact Masooma 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

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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