



Latest updates for residents at Princess Louise 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.

Upcoming resident meeting for 2024

The next resident meeting will take place on:

Date	Time	In person or Virtual	Location or Meeting link details
Tuesday 10 December 2024	6pm	Virtual	www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/

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

You can find details of upcoming or previous meetings on our website here:

<https://www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/>

Window cleaning

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



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

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.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Mary Adelaide House	3 Princess Louise	Winicotte House	Meeting point
Thursday	12 September 2024	10am	10.45am	11.30am	Lobby Area of the building
Thursday	10 October 2024	10am	10.45am	11.30am	Lobby Area of the building
Thursday	14 November 2024	10am	10.45am	11.30am	Lobby Area of the building

If you would like to join Thomas Furnell, 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



Estate inspection findings

These issues were identified by your neighbourhood officer Thomas Furnell or they were raised during customer meetings, which he has flagged with our Repairs team to action.

Issue identified	Location	Action taken	Any other notes
Pedestrian gate to lower carpark still stiff and not closing fully	Courtyard	Re-raised	Previously raised under job no: 2640624/1 and requested reattendance.
Stair nosing missing on step leading to flats 1-4 Winicotte House	Winicotte House	Re-called	Previously raised under 2640452/1 but not completed. Requested to be replaced.
Cracked mirror in lift	3 PLC	Raised with Mechanical and Electrical team	Quote received for replacement mirror, waiting on date on when mirror will be installed.
Light blown in lift	3 PLC	Raised with Mechanical and Electrical team	Requested light is replaced.
Leak from roof/guttering on roadside of Winicotte House affecting flat windows	Winicotte House	Raised with Repairs team	



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

Issue identified	Location	Action taken	Any other notes
Wire mesh between railings and building is damaged	Winicotte House	Raised with Repairs to be refixed or replaced.	
Wires hanging down on courtyard side of Winicotte House	Winicotte House	Raised with Repairs to fixed in place or removed	

Fly tipping

Residents should not be dumping any large items, furniture or bin bags on the floor near the bin area or anywhere on the estate. All rubbish must be placed in black bags and placed in the bins provided.

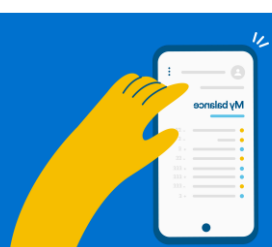
Residents can contact Westminster’s Bulk Item Removal Service if they wish to dispose of bulky items or furniture. They can book a bulk item collection by visiting <https://www.westminster.gov.uk/collections/how-dispose-bulky-waste> or by calling their service on **020 7641 2000**.

The Westminster website states that this service is available to all residents, and they will collect up to 6 items for £32. Each additional item is £6 per item after this. If you receive Housing Benefit or Council Tax Support, the service is free. However, this is limited to 1 collection of up to 6 items, every 90 days.

Please ensure you are utilising the service available to you above, as the cost of removals from the estate will cost more if arranged by SNG and will be added to the Service Charge. If you decide to not use this service, you are responsible for arranging the disposing of your items yourself by taking them to permitted recycling or dump sites that can be found on the Westminster Website.

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.



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

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 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.

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 our mobile security patrol team.

New residents' information

If you are a new resident, then welcome to your new home at Princess Louise Close. 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.

Read previous updates about your scheme on our website at <https://bit.ly/3h7O7Ud>

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.

Thomas Furnell is your Neighbourhood Officer who manages your estate. You can contact Thomas by phone on **0300 373 3000** or by email at customerservice@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

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



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