



Latest updates for residents at Rectory Park 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.

Parking update

In July 2024, CPM introduced a new e-Permit system for all eligible residents to apply to the portal supplied by Sippi. Residents who are current permit holders were sent a letter from Sippi with a unique QR code to register for your account. Any resident who has a lengthy period left on your current paper permit will be sent a Sippi registration letter 4 weeks prior to your permit expiration. If for any reason this has not happened, please contact CPM to request your unique QR code.

As part of this upgrade to e-Permits it included installation of ANPR cameras, and these have been fitted to cover the open car park areas. As a reminder there is a 15-minute grace period for drop off/collection and deliveries after this time the vehicle owner is liable to a fine. If your delivery is going to take longer than the allotted grace period, please contact CPM on **0845 463 5050** (Option 2) to request for an exemption. This needs to be requested 24 hours prior.

Upcoming estate inspections

The next estate inspection will take place on:

Day	Date	Time	Meeting point
Thursday	19 September 2024	10am	Rectory Park Community Centre
Thursday	17 October 2024	10am	Rectory Park Community Centre








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 Michael Smith, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above by contacting him on **0300 373 3000** or email customerservice@networkhomes.org.uk to arrange this first.

Estate inspection findings update for your site

Your Neighbourhood Officer, Michael Smith identified the below issues on his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Damage to car park wall	Weyman Court	Reported to Repairs Team for fix or replacement	
Damage to lift casing	Katherine Court	Reported to Mechanical and Electrical team for fix or repair	
Overgrown and unmanaged garden	Hern Court	Issue addressed with resident due to damage to building structure	
Damage lift flooring	Molloy Court	Reported to Mechanical and Electrical team to raise with RJ lifts for fix or replacement	
Damaged estate trees	Casey Avenue	Reported to trees contractor to restabilise the trees	



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

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 your site is next scheduled for October 2024.

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.

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



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

- 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

Fire strategy for Harman, Hern, Molloy, Bundy, Weyman, Katherine, and Sterry Court

The fire strategy for Harman, Hern, Molloy, Bundy and Weyman Court 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.

Fire strategy for Blanche and Larkspur Court

The fire strategy at **Blanche and Larkspur** is a **Total Evacuation policy**. This means that if a fire starts, you must evacuate your building immediately and you should exit as soon as possible to the designated Assembly Point. The Assembly Point for **Blanche** is the open space in front of Harman Court. The Assembly Point for **Larkspur** is the open space opposite the community hall. 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 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.



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Community First Foundation Centre



Please see our website for the latest update on the fantastic activities available at the community centre for your scheme. Go to www.networkhomes.org.uk/localevents. Alternatively, you can contact the community centre directly via telephone on **020 8841 5263** or by email at info@communityfirstfoundation.org.uk

If you would like to visit the community centre, the opening hours are **Monday to Thursday, 9.30am to 5pm and Friday 9am to 4pm.**

New residents' information

If you are a new resident, then welcome to your new home at Rectory Park. 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.

Michael Smith is your Neighbourhood Officer who manages your estate. You can contact Michael by phone on **0300 373 3000** or by email at customerservice@networkhomes.org.uk

All parking enquiries and appeals are managed by CPM, not SNG. You can contact CPM here www.uk-carparkmanagement.co.uk/contact-us or by telephone **0845 463 5050** or **0300 373 3000 option 2.**

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



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

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OperationsandHousingContracts@networkhomes.org.uk



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