



## Latest updates for residents at Millharbour 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](http://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](http://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.

### Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	12 December 2024	10am	Dockweed Court Communal Door
Wednesday	12 February 2025	10am	Dockweed Court Communal Door

If you would like to join Ayo Bello, 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](mailto:customerservice@networkhomes.org.uk)

### Estate inspection findings

Your neighbourhood officer, Ayo Bello, identified the following issues during her last visit.

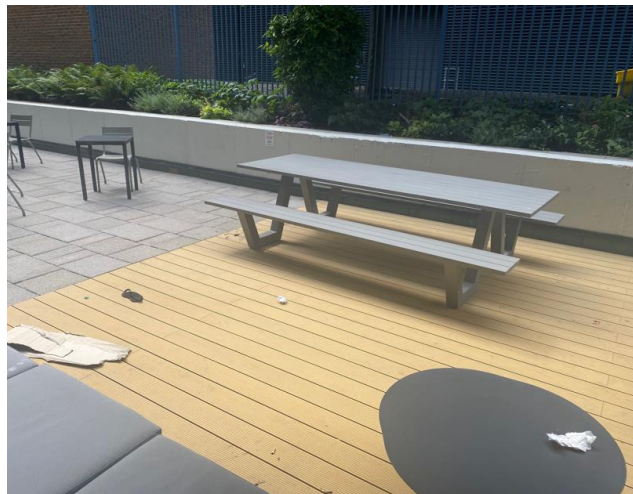


Our digital assistant is there when you need it and saves you waiting in the line on the phone. It’s quick, convenient and available for you to use any time of the day. Visit [networkhomes.org.uk/contact-us](http://networkhomes.org.uk/contact-us)

Issue identified	Location	Action taken	Any other notes
Barbeques, gym equipment or tents not allowed.	Balconies	Will be addressed with residents	
Disposal of bulky items	Bin stores	Please contact Newham Council to arrange collection of bulky items on 020 8430 2000.	

### Health and safety concerns

Residents should refrain from discarding any rubbish from their balcony or leaving their children unsupervised. We have been receiving reports of near miss situations from the occupant of the commercial building on the ground floor .



### Rough sleepers and unauthorised access into the building

We have received reports of rough sleepers tail gating and gaining access into the communal areas. If you see any rough sleepers in the communal areas, please contact the Police who will assist by moving them along, or alternatively you can contact **Street Link Charity** who provide support and assistance to rough sleepers on this link: <https://thestreetlink.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](https://networkhomes.org.uk/contact-us)

## 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](http://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](http://www.networkhomes.org.uk/contact-us)
- reporting via your My Network Homes account – [www.mynetworkhomes.org.uk](http://www.mynetworkhomes.org.uk)
- emailing us at [customerservice@networkhomes.org.uk](mailto: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.



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](http://networkhomes.org.uk/contact-us)

## 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. out of office hours, please contact the Police or your Local Authority Environmental Health team.

## 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](http://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.

## New residents' information

If you are a new resident, then welcome to your new home at Millharbour. 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](http://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](http://www.networkhomes.org.uk/your-home/customer-newsletter).

## Important contacts

If you have any issues with communal cleaning or grounds maintenance service, please tell the concierge in your building as well as informing SNG Customer Services Team.

Ayo Bello is your Neighbourhood Officer who manages your estate. You can contact Ayo by phone on **0300 373 3000** or by email at [customerservice@networkhomes.org.uk](mailto:customerservice@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](http://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](http://www.mynetworkhomes.org.uk)
- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

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[Click here to complete the feedback survey](#)

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[OperationsandHousingContracts@networkhomes.org.uk](mailto: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](http://networkhomes.org.uk/contact-us)