



Latest updates for residents at Capitol Way 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.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	12 September	2pm	Car Park
Thursday	10 November	2pm	Car Park

If you would like to join Shujaat Ali, 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

Window cleaning

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



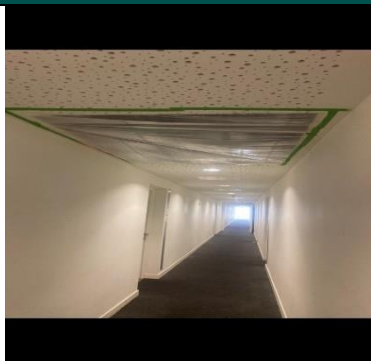
Our digital assistant is there when you need it and saves you waiting in the line on the phone. It's quick, convenient and available for you to use any time of the day.
Visit networkhomes.org.uk/contact-us

Play area

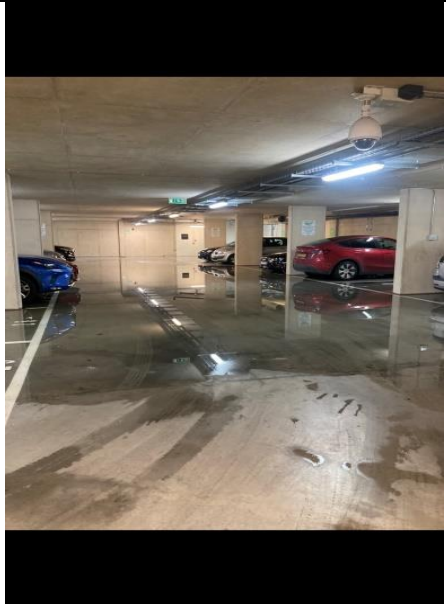
We have received complaints from residents that children in the play area are very noisy and not respecting play area rules. Please note if your children are in the play area, it is your responsibility to ensure they are playing responsibly, this includes no excessive screaming and shouting, no vandalising including graffiti and no riding bikes or climbing on play equipment. The estate is a 'no ball games' area so if your child is caught doing this will also result in potential tenancy enforcement actions. All children must vacate the play area by 7pm daily

Estate inspection findings

Your neighbourhood officer, Shujaat Ali, has identified these issues on his last estate inspection.

Repair identified	Location	Action taken	Any other notes
Ceiling damaged	Avery Court, 5 th floor	Referred to SNG repairs team Leak from ceiling in the hallway has been fixed but the ceiling needs to be replaced (has been secured).	
Entrance door	Bree Court	Raised with contractor TNQ	Bree court front entrance door not locking when shut and continues to make a clicking noise when the lock is trying to engage
Lift	Avery Court	In hand with SNG electrical team	A3 lift has now had a new fob reader installed by (TNQ) A follow up appointment is being made by SNG electrical team for SNG lift contractor to attend and re-instate the power to the fob reader.



Repair identified	Location	Action taken	Any other notes
Leak	Car park	TNQ have resolved the leaks in the car park which caused flooding. We are working collaboratively with TNQ to ensure these types of repairs are investigated and controlled at fast pace.	

Meter readings

There is an officer on-site to provide access into the meter cupboard rooms for residents with top up meters. The officer will be stationed in the management office located on the mezzanine floor of Avery Court, 45 Capitol Way each week on a Monday, Wednesday and Friday from 3PM to 8PM. They can be contacted during these times and dates on **0774 174 3503**. Please note that the officer will not respond to any queries other than to provide access to the meter cupboard room for meter readings only. The officer will not answer the phone outside of the scheduled days/times. This information can also be found on the notice boards.

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.



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

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
- 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.



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.

New residents' information

If you are a new resident, then welcome to your new home at Capitol Way. 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 <http://bit.ly/3aPMIRb>

Read the latest issue of our newsletter for residents 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.

If you have any queries in the meantime, please contact Shujaat Ali 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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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](#)

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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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