



Latest updates for residents at Handley Grove

April 2023



Residents' meetings

The next resident meeting will take place on:

Thursday	15 June 2023	6pm to 7pm	In person, venue to be confirmed
Thursday	12 October 2023	6pm to 7pm	Virtual Teams meeting

We will publish these meetings on our website and also send you a text message closer to the dates to remind you.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	27 April 2023	10am	Outside Joy Court
Thursday	27 July 2023	10am	Outside Joy Court

If you would like to join Alan Llorente, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Alan on **0300 373 3000** or email customerservice@networkhomes.org.uk

Estate inspection findings update for your site

Your neighbourhood officer, Alan Llorente has identified the below issues

Issue identified	Location	Action taken	Any other notes
Household rubbish bags left on floor.	Bin room.	Pinnacle asked to carry out regular checks and clearances.	Residents are kindly reminded to place rubbish bags inside bins. This will help keep service charges down for clearances and help with vermin issues.





Issue identified	Location	Action taken	Any other notes
Bulk (too big for bin) dumped outside bin stores	Bin rooms – typically Joy Court and Creswell Court.	Pinnacle asked to carry out regular checks and clearances.	Residents asked to arrange collection via Barnet Council website.
Items stored in communal areas	Communal parts.	Arrange removal on ad-hoc basis and after estate inspections.	As per torts notice on noticeboard, residents do need a formal notice to remove items as per fire safety and building regulations.
Communal repairs	Fix bin doors to Creswell Court and Falkirk Court. Guttering.	Completed in January 2023. No underlying defects however, to investigate further if issues persist.	Report to customerservice@networkhomes.org.uk Including location.
Damp/ mould	Residents report mould issues to customerservice@networkhomes.org.uk this will then be assigned to the handyperson team. This is managed as part of the new Damp and Mould project.		

Changes to payment options: we no longer accept cheque payments

We're making some changes to the ways you can make a payment to us over the spring / summer period. From 1 April, we will no longer accept payments by cheque. You will need to use another payment option to make a payment to us if this was a payment method you used.

We will be making more changes to your payment options, however Direct Debit and standing order payments will not be affected.

To find out more about the changes we will be making, please check out the ways to pay section on our website at www.networkhomes.org.uk/waystopay.

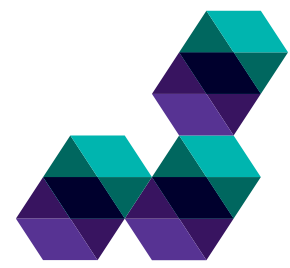
Cost of living help


Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home this winter.

How we can help

- Support with claiming benefits

Latest update from Network Homes





We have a Welfare and Benefits Advice team at Network Homes that can support you with claiming benefits. The team has helped residents claim more than £1.5million each year for the past three years and £2.4million last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at welfareadvisors@networkhomes.org.uk.

- **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.

- **Cost of living hub**

We have a cost of living help section on our website where you can access the support we provide, top tips and information about support from external organisations. You can find it in the advice section or directly at www.networkhomes.org.uk/costofliving

Support from your local council

- **Barnet Council cost of living help and advice**

For tips to support you through the rising cost of living you can visit Barnet Council's cost of living support hub at www.barnet.gov.uk/benefits-grants-and-financial-advice/cost-living-support.

Please take recycling seriously

Recycling contamination remains a major problem and occurs when materials are sorted into the wrong recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container.

What happens if I put the wrong things in my recycling bin?

If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

Due to contamination of the recycling and the council then refusing to collect the bin, we have to arrange for our contractors to dispose of the bins at a cost which will be **service chargeable to all residents**. It is important to recycle properly to avoid such unnecessary additional cost to you.



Latest update from Network Homes





How to prevent recycling contamination

1. Rinse your containers as soon as they're empty and before placing in the recycling bin.
2. Sort your recycling materials.
3. Check the recycle material list to see what is accepted and how to sort it.
4. Follow your local council's recycling guidelines.
5. Remind other residents about the recycling guidelines as their actions could cause your recycle bin not to be collected by the council if it's contaminated.

If you live in a block of flats, you should have access to communal recycling bins. These will have labels that clearly show what you can recycle.

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

Data Protection (CCTV & Doorbells)

If you have a camera doorbell, you need to ensure you're meeting data protection laws. Please read the blog on our website which has everything you need to know about data protection laws:

[BLOG: Ensuring your CCTV and Doorbells meet data protection laws | Network Homes](#)

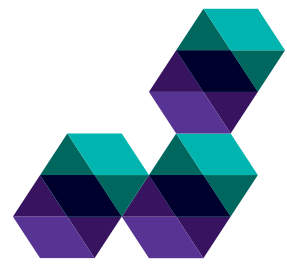
Tackling tenancy fraud

Tenancy fraud is not only illegal but it also prevents people who genuinely need a home from getting a place to live. This is why we take tenancy fraud seriously and are dedicated to tackling it. We offer a £250 incentive for anyone who helps us to identify a genuine tenancy fraud case.

Check our latest news on our website for more information at www.networkhomes.org.uk/news.

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 a Network Homes 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 are unable to self-evacuate or evacuate using the stairs, please contact our Fire Safety Team on **0300 373 3000** so we can visit you and discuss a personal evacuation plan.





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.

Alan Llorente is your Neighbourhood Officer who manages your estate. You can contact Alan 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

