

Latest updates for Residents at Brindley House

April 2023



Upcoming estate inspection

The next estate inspections will take place on:

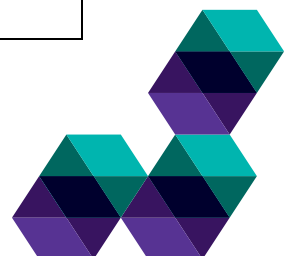
Day	Date	Time	Meeting point
Tuesday	11 April	12pm	Meet at: lobby entrance
Tuesday	9 May	12pm	Meet at: lobby entrance

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

Estate inspection findings

Your neighbourhood officer, Erika Davidson, has identified the below repairs and cleaning issues, which she has reported to our repairs team and Pinnacle to be actioned:

Repair/cleaning issue identified	Location	Action taken	Any other notes
Graffiti in the car park.	On the wall opposite the stairs and lift access.	Reported to Pinnacle.	Pinnacle are to book their water truck to site so that all graffiti can be jet washed.
Pipes leaking throughout the car park, corroding the tarmac in places.	Along the right-hand side of the car park as you enter.	Reported to repairs.	Work has been raised under 2503021/1. Scheduled for 29/03/23 between 8am to 1pm.
Fire signs to be replaced throughout Astley House.	Throughout the stairwell and outside some of the lifts.	Reported to our fire safety team.	





Window cleaning

The window cleaning programme for 2023 is scheduled for June and November.

Update from CPM

We are pleased to announce that CPM now have a dedicated Network Homes email address, setup and ready for use: Networkhomes@uk-cpm.com

If you have permit related queries, in relation to a delay in receiving your permit or not getting a response from CPM, you can now send your enquiry directly to Networkhomes@uk-cpm.com. This dedicated address will speed up responses to residents' enquiries.

For all permit applications or to request replacement permits, please ensure that you email permits@uk-cpm.com.

Changes to payment options: 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

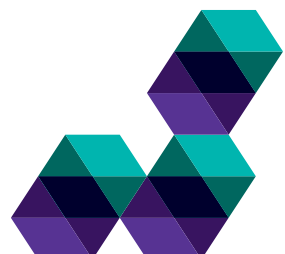
Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for resident to access useful advice and support that can hopefully reduce the rising cost of running your home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

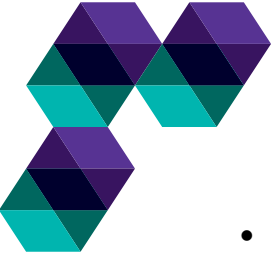
How we can help

- **Support with claiming benefits**

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

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

For tips to support you through the rising cost of living you can visit Westminster Council's cost of living support hub at www.westminster.gov.uk/cost-of-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?

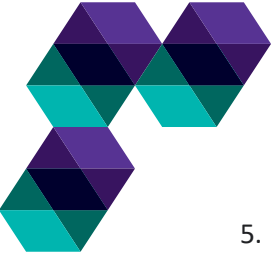
If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

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.

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) - Loitering/congregation

We are receiving new complaints of young people loitering and causing a nuisance on the estate. You may recall that we went to court and successfully secured Injunctions against nine young people who caused serious ASB on the Brindley Estate, and this stopped the ASB. However, the problem has started again. We are now working closely with our security contractors, United Guarding, and the local Police to tackle this problem. If you notice groups congregating that are causing a nuisance, please report this to the police and our security team.

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

Bicycles

On 18 January 2022, Erika Davidson, your neighbourhood officer, met with Tim Goodwin, our Regeneration Manager, and completed a site visit. Tim welcomed the possibilities to install bike racks within our Astley House and Langley House car parks, without reducing any of the parking spaces.

Tim has been working on collating quotes and liaising with contractors to determine the most suitable and value for money options for installing bike racks.

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.

Fire Risk Assessed/Assessment (FRA) posters and action

We have had a zero-tolerance policy on items left in the communal areas for years. We have increased our efforts to enforce this policy throughout Brindley Estate, by putting up FRA posters throughout the blocks, and ensuring Pinnacle permanently clear all fire risks on sight.

Latest update from Network Homes





You will find our fire safety policy and more, on our website at:

www.networkhomes.org.uk/firesafety as well as information about keeping communal area clear at www.networkhomes.org.uk/communalareas.

Our FRA action applies to the car park area as well and will be enforced without exception.

New residents' information

If you are a new resident, then welcome to your new home at Brindley House. Please check out our website for information about our services and important information you would need to know as a resident. 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/3aqKIOz>

Read the latest issue of Network Life, newsletter for residents, on our website at www.networkhomes.org.uk/networklife.

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.

Erika Davidson is your Neighbourhood Officer who manages your estate. You can contact Erika 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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