

Latest updates for residents at Magnus Heights

July 2023



Tell us how you feel about our proposed merger with Sovereign

We want to hear your thoughts about the proposed merger with Sovereign and understand what's important to you throughout this transition. We have a variety of ways you can provide us with your feedback including completing an online feedback form, attending one of our summer events or booking a one-to-one conversation with us. Our Board will consider your views when they make their decision about the merger in September 2023. Please click on the link below for more information about the merger and how to provide your feedback about it.

www.networkhomes.org.uk/bettertogether

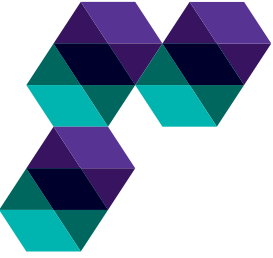
Our payment provider has changed

We've switched to PayPoint as our new payment provider. It replaces allpay. Most of the ways you make payments to us are still available for you to use. However, there may be changes that you need to make, depending on how you make payments to us, to ensure payments continue to reach us. **You will not need to do anything if you currently make payments to us by standing order or Direct Debit.**

We've updated the payment links on our website and in your My Network Homes account so we will continue to receive your payments if you make a payment this way. If you make payments using your payment card, and you've used it in the last 12 months, we've sent you a new to use to make payments to us. Please give it until 7 July for the card to arrive.

PayPoint offer most of the same payment methods as allpay, as well as other payment options. Although you'll still be able to pay us in the usual ways, you'll need to ensure you're using the new versions from 3 July. We've included more information about the changes you need to make on our website at www.networkhomes.org.uk/paymentproviderchange. You will also be able to find the updated payment options on our website at www.networkhomes.org.uk/waystopay from 3 July.





Disposing of liquids into external drains

An incident took place on or around 9 May 2023, where someone poured a thick, sticky liquid down an external drain near the bin room. This caused a blockage and overflow of the substance on to the paths, which could have resulted in someone slipping and injuring themselves.

This careless action resulted in several visits from our contractors and the area had to be jet washed more than once. Please do not put anything down the external drains and deter anyone you see about to do this in future.

Upcoming estate inspections

The next estate inspection will take place on:

Day	Date	Time	Meeting point
Monday	16 October	11am	Ground floor lobby

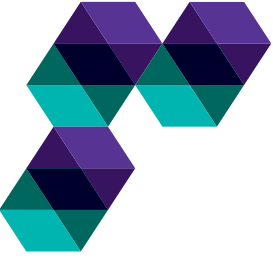
If you would like to join Alan Llorente, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him on the dates above. Please contact Alan on **0300 373 3000** or email customerservice@networkhomes.org.uk.

Estate inspection findings update for your site

Your neighbourhood officer, Alan Llorente has identified these issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
Rubbish bags on floor of bin room.	Bin store	Pinnacle cleared	Residents reminded to place bags inside bins.
Bulk items / fly tipping.	Bin store	Pinnacle cleared	Fly tipping is a criminal offence and a breach of Tenancy Agreement.
Littering.	Staircase and lifts	Pinnacle addressed	Please take extra care not to litter these areas in particular.





Window cleaning

The window cleaning programme for 2023 is scheduled for July and October.

Balcony cleaning guidance

Residents requested, at the previous Residents Meeting, information and guidance on balcony cleaning. Please see below some Do's and Don'ts when cleaning your balcony.

- DO tell your neighbours in advance to allow them time to prepare and to remove items from their balconies to prevent any dust or water damaging their belongings from your balcony above.
- DO ensure you sweep your balcony regularly to prevent the build-up of dirt and the need for extensive cleans.
- DON'T use excessive or running water. This will drain down on to your neighbours below.
- DON'T clean your balcony straight after a window cleaning visit (July). This will undo the hard work of the window cleaners if they then get dust or water on them. Try to complete your balcony clean before they attend.

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

Rough sleepers

There are many forms of anti-social behaviour (ASB) and some of them include rough sleeping. Rough sleeping includes people who are sleeping in places that are not intended for living e.g., our bin stores or other communal areas.

If you have concerns about someone who is rough sleeping, but they are not causing criminal damage or are a threat to you and other residents, you can get in touch with organisations that can provide them with support, such as [Streetlink London](http://www.streetlink.org.uk). You can find out more about this and what to do on our website at www.networkhomes.org.uk/groupdisorder.

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.

Latest update from Network Homes





New residents' information

If you are a new resident, then welcome to your new home. 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 <http://bit.ly/38SHdkB>

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.

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

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OperationsandHousingContracts@networkhomes.org.uk

