



Latest updates for residents at Princess Louise Close

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

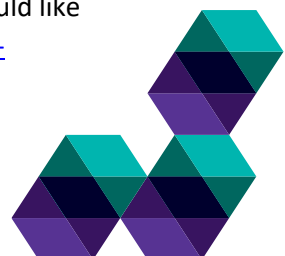
We've switched to PayPoint as our new payment provider. It replaces allpay. Most of the ways you make payments to us are still available for you to use. However, there may be changes that you need to make, depending on how you make payments to us, to ensure payments continue to reach us. **You will not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

Applying for Parking Permits

CPM manage the car park at your estate, this includes issuing new parking permits. If you would like to apply for a parking permit to park your vehicle, please contact CPM at networkhomes@uk-cpm.com.





However, your application will NOT be processed if your rent account is in arrears by more than £500. Once you have cleared your rent account arrears you can resubmit your application.

Warning about Tailgaters

We're aware that people with criminal intent may try to gain access to your estate or building. They may already know of ways to gain access unnoticed and one of them is by following you into the building by tailgating.

Tailgating is when an unauthorised person follows behind an authorised person to get into a building or estate. An authorised person would be someone who lives in the building, is visiting a resident who lives in the building or someone working for, or on behalf, of Network Homes, the managing agent or owner of building. It is one of the most common physical security breaches to an estate or building.

People will often offer random act of kindness, such as holding the door open for a stranger, which creates an opportunity for unauthorised people to gain access to the building. If you're not familiar with the person / people relying on you to gain access to your building, please do not give them an opportunity to have access by leaving the door open or holding it open for them to enter. When people with criminal intentions enter the building it can create safety concerns for you and other residents, and give them an opportunity to cause damage to the building.

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. You can find out more about this and what to do on our website at www.networkhomes.org.uk/groupdisorder.

Partnership working

We are working with the local Safer Neighbourhoods Team and Security patrol team to manage anti-social behaviour on your estate and the wider community. Please report any issues to the police and our mobile security patrol team.

Latest update from Network Homes





Upcoming resident meetings for 2023

The next resident meeting will take place on:

Thursday	6 July 2023	6pm to 7pm	In person, venue to be confirmed
Thursday	7 December 2023	6pm to 7pm	Virtual Teams meeting

We will publish the resident meeting dates on our website and send you a text message closer to the time to remind you.

Window cleaning

The window cleaning programme for 2023 is next scheduled for November.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Mary Adelaide House	3 Princess Louise	Winicotte House	Meeting point
Thursday	13 July 2023	10am	10.45am	11.30am	Lobby Area of the building
Thursday	10 August 2023	10am	10.45am	11.30am	Lobby Area of the building
Thursday	14 September 2023	10am	10.45am	11.30am	Lobby Area of the building

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

Estate inspection findings update for your site

Your neighbourhood officer, Thomas Furnell, has identified these issues on his last estate inspection

Issue identified	Location	Action taken	Any other notes
Rubbish and items dumped in ground floor.	Mary Adelaide House	Raised removal of items to be disposed of.	Please note that you should not dump rubbish, items or boxes on the estate. Please dispose of them correctly.
External Basement area needs sweeping following works to external windows.	Mary Adelaide House	Requested sweep of area and removal of litter.	Feedback from residents is that this has been completed.
Ground Floor lights not working.	3 Princess Louise	Raised emergency	Please note that if lights are not working in the communal areas, residents should report this to our





Issue identified	Location	Action taken	Any other notes
		repair request whilst on site.	customer service team on 0300 373 3000.
Discarded vehicle parts found in car park.	Shared car park	Removal of items requested.	
An increase in the number of items being stored outside resident's flats.	Estate wide but a larger increase in Winicotte House residents.	Letters will be sent to resident reminding them to keep communal areas clear.	Please ensure you are not storing any items outside your property which includes pushchairs, tables, shoe racks and plant pots. Any items stored in communal areas can and will be disposed of

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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact Network Homes on **0300 373 3000**.

New residents' information

If you are a new resident, then welcome to your new home at Princess Louise Close. 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/3h7O7Ud>

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.

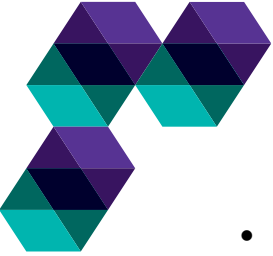
Thomas Furnell is your Neighbourhood Officer who manages your estate. You can contact Thomas by phone on **0300 373 3000** or by email at customerservice@networkhomes.org.uk

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

Latest update from Network Homes





- Phone –**0300 373 3000**
- Email –customerservice@networkhomes.org.uk

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

No longer wish to receive this newsletter

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

