

Latest updates for residents at Rectory Park

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.

Lifesaving community defibrillator installed at Rectory Park

We've installed a lifesaving defibrillator at Rectory Park which residents can access to use. The new device is located on an external wall at the community centre in Rectory Park Avenue.

We used funding from our charitable fund to provide the community defibrillator. Maintenance contractor AJS, also donated money to the fund and installed the device for us free of charge.

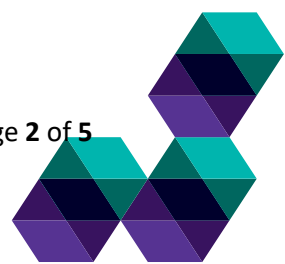
Defibrillators give a high energy electric shock to restart the heart of someone who is in cardiac arrest. Rectory Park resident Gule Hanid will take on the essential role of checking the device every week. They will also be alerted to check and reinstate the device after use, so that it is once again ready on the 999-emergency service database. Our cleaning contractors Pinnacle are paying towards defibrillator training for their cleaners based on Rectory Park and other volunteers to help in case of an emergency.

Upcoming estate inspections

The next estate inspection will take place on:

Day	Date	Time	Meeting point
Thursday	13 July 2023	10am	Rectory Park Community Centre
Thursday	17 August 2023	10am	Rectory Park Community Centre
Thursday	14 September 2023	10am	Rectory Park Community Centre

If you would like to join Michael Smith, your Neighbourhood Officer, during the estate inspection or discuss a specific issue, you can meet him at the **Rectory Park Community Centre** at 10am on the dates above. Please contact Michael on **0300 373 3000** or email customer.service@networkhomes.org.uk to arrange this first.



Estate inspection findings update for your site

Your Neighbourhood Officer, Michael Smith has identified the below issues from his last estate inspection.

Issue identified	Location	Action taken	Any other notes
BBQ in communal garden	Weyman Court	Removed	Residents advised this is a fire risk

Window cleaning

The window cleaning programme for 2023 is next scheduled for 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.

Play area

Works to the play area between Sterry and Larkspur Courts has now been completed and is ready for sign off. You will be notified in writing when the play area is operational for children to use.



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.

Fire strategy for Harman, Hern, Molloy, Bundy and Weyman Court

The fire strategy for Harman, Hern, Molloy, Bundy and Weyman Court 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**.

Fire strategy for Blanche and Larkspur Court

The fire strategy at **Blanche and Larkspur** is a **Total Evacuation policy**. This means that if a fire starts you must evacuate your building immediately and you should exit as soon as possible to the designated Assembly Point. The Assembly Point for **Blanche** is the open space in front of Harman Court. The Assembly Point for **Larkspur** is the open space opposite the community hall. 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. 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/30TwYJd>

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



Community First Foundation Centre

Please see our website for the latest update on the fantastic activities available at the community centre for your scheme. Go to www.networkhomes.org.uk/localevents. Alternatively, you can contact the community centre directly via telephone on 020 8841 5263 or by email at info@communityfirstfoundation.org.uk

If you wish to visit the community centre, the opening hours are Monday to Thursday 9.30am to 5pm and Friday 9am to 4pm.

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.

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

All parking enquiries and appeals are managed by CPM, not Network Homes. You can contact CPM here www.uk-carparkmanagement.co.uk/contact-us or by telephone **0845 463 5050** or **0300 373 3000 option 2**.

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

