

Latest updates for residents at Princess Louise Close

December 2023



Contact centre opening hours and service over the festive period

As always, we aim to provide you with a good service at all times including over the festive period.

| Date | Office opening hours* | Contact centre opening hours |
|-----------------------|-----------------------|------------------------------|
| Friday 22 December | 9am to 1pm* | 8am to 1pm |
| Monday 25 December | Closed | Closed |
| Tuesday 26 December | Closed | Closed |
| Wednesday 27 December | 9am to 5pm* | 8am to 6pm |
| Thursday 28 December | 9am to 5pm* | 8am to 6pm |
| Friday 29 December | 9am to 5pm* | 8am to 6pm |
| Monday 1 January | Closed | Closed |
| Tuesday 2 January | 9am to 5pm | 8am to 6pm |

Our offices and contact centre will be open as usual from Tuesday 2 January 2022. Usual office opening hours are Monday to Friday, 9am to 5pm and our contact centre hours are 8am to 6pm. If you have an emergency repair while we are closed, please contact us on **0300 373 3000** and you'll be directed to our out of hours repairs service.

*Please note, our Hertford office will close at 12pm on 22 December and only our Wembley office will be open from 27 to 29 December.

Try out our new digital assistant for customers

We've launched our digital assistant for customers which gives you another convenient way to raise or get an update on repairs, check your account balance, or make a payment. The digital assistant comes in the form of a chatbot which you can find on our website and your My Network Homes online account.

The digital assistant is available at any time of the day, seven days a week. It will help you with your enquiry by giving you options to select so it can support you as quickly as it can. During set times, currently Monday to Friday, 10am to 3pm, if it's unable to answer your query or help you to complete your service request, it will give you the option to chat online to one of our customer service advisors.

You can try out the digital assistant the next time you want to raise a repair, check your account balance or make a payment. Simply open the chatbot feature by clicking on the purple 'Chat with us' bubble on our website at www.networkhomes.org.uk

Upcoming resident meetings for 2023

The next resident meeting will take place on:

| | | | |
|----------|-----------------|------------|-----------------------|
| Thursday | 7 December 2023 | 6pm to 7pm | Virtual Teams meeting |
|----------|-----------------|------------|-----------------------|

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

You Said, We Did – 6 July 2023, residents' meeting actions

Follow this link to read our response to what residents said in our July meeting:

<https://www.networkhomes.org.uk/get-involved/local-events/princess-louise-residents-meeting/>

Renewal of Parking Permits

It is the responsibility of residents who are eligible to park and have a permit to note when their permits are due to expire. CPM manage the car park at your estate and send out permit renewal reminders 4 weeks prior to permits expiring, however, these letters can get delayed or lost.

Places you should not park:

- In a car park area if you are not permitted to do so
- On double yellow lines – this can obstruct emergency vehicles and bin trucks
- In a parking bay not allocated to you
- Double parked in a single bay property
- In front of access points e.g. bin rooms and hatched areas
- On the grass verge by play areas.

Parking is monitored daily and at weekends by our staff and CPM. CPM will issue a penalty charge notice to any vehicle that's causing an obstruction or parked in a bay that it's not permitted to use, whether a permit is displayed or not. All car park areas are clearly marked by CPM on the terms & conditions signage displayed.

All parking enquiries and appeals are managed by CPM, not SNG. You can contact CPM at networkhomes@uk-cpm.com or by telephone on 0845 463 5050.

Utility Meter Access

We're aware that some residents are unable to access their utility meters and we have been working on finding a permanent solution to this issue due to the unique layout and configuration of the blocks. For example, the meters for the residents of 3 Princess Louise Close are located in the basement of Mary Adelaide House. Please see below the actions we have taken to address this and confirmation of meter locations and how to access them.

3 Princess Louise Close

The electric meters are located in the basement of Mary Adelaide House. To access this cupboard, residents require a NH70 key which has recently been sent out to all residents of the block. We are installing a door (it will also require the same NH70 key) in the carpark to allow residents to enter the basement area of Mary Adelaide House to access their meters. While we are waiting for this door to be put in, we have amended the permissions of our fob system to allow residents of 3 Princess Louise Close to enter Mary Adelaide House with their existing fobs. If you would like to take a reading, please use your usual fob on the Mary Adelaide House door and use the stairs or lift to access the basement.

Mary Adelaide House

Residents of Mary Adelaide House can find their meters located in the basement of their block. They are located in the same riser cupboard as the meters for 3 Princess Louise Close. Please use your NH70 keys to access this riser cupboard.

Winicotte House, 2 Princess Louise Close, 149 and 151 Church Road

These residents can access their electric meters in the double riser cupboard located in the underground carpark. Residents will require their NH70 keys to access this riser cupboard.

Upcoming estate inspections

The next estate inspections will take place on:

| Day | Date | Mary Adelaide House | 3 Princess Louise | Winicotte House | Meeting point |
|------------|------------------|----------------------------|--------------------------|------------------------|----------------------------|
| Thursday | 14 December 2023 | 10am | 10.45am | 11.30am | Lobby Area of the building |
| Thursday | 11 January 2024 | 10am | 10.45am | 11.30am | Lobby Area of the building |
| Thursday | 8 February 2024 | 10am | 10.45am | 11.30am | Lobby Area of the building |
| Thursday | 14 March 2024 | 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 arrange to meet him on the dates above by contacting him on **0300 373 3000** or email customerservice@networkhomes.org.uk

Condensation, damp and mould

Too much moisture in your home can lead to damp and mould. Excess moisture can enter your home in several ways and the most common causes are from condensation and penetrative or rising damp. If too much moisture builds up and is left untreated, mould may start to grow.

There are a few things you can do to help reduce excess moisture in your home. Here are some tips to try out:

- Close the kitchen and bathroom doors when they are in use. This helps prevent moisture reaching other rooms, especially bedrooms, which are often colder and more likely to get condensation.

- Avoid drying washing on your radiators, or if you do, then dry it in the bathroom with the door closed and window open.
- Use saucepan lids when cooking.
- Put a small amount of cold water in the bath before you turn on the hot tap.
- Place furniture slightly away from the wall. Where possible, position wardrobes and furniture against internal walls.
- Wipe down condensation or water (including on window ledges and sills) with a cloth every morning, and ensure it is wrung out and dried properly between use.

To find out more ways to reduce excess moisture in your home, information on the causes of damp, mould or condensation, how to tackle it and how we manage these issues, visit the condensation, damp and mould page on our website at www.networkhomes.org.uk/condensation.

Pigeons on your estate and around your home

There's a high cost each year to local authorities and housing associations to clean, repair buildings, and provide pest control proofing. If you feed pigeons around your home, you are encouraging them to roost and perch nearby. Pigeon droppings are acidic and can erode stonework, resulting in long term costly damage. The feeding of pigeons also attracts rats and mice, which take any uneaten food and can also cause a health risk to you and your family. Please do not feed pigeons anywhere on your estate.

Certain scents repel pigeons, such as cinnamon, peppermint, essential oils, vinegar, perfume, onions, garlic, cumin, cologne, ghost peppers and even jalapenos. Pigeons have a strange relationship with cinnamon. Because of its pungent scent, it becomes a good deterrent, and its natural medical properties help to cure various pigeons' diseases.

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

You may report ASB to us between 9am to 5pm from Monday to Friday. If it's out of office hours, please contact the Police or your Local Authority Environmental Health team.

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.

Fire Risk Assessments (FRA) – no items in communal areas

We have a zero-tolerance policy on items left in communal areas. Our FRA action plan also applies to car park areas and will be enforced without exception. Our policy means that we have removed and will continue to remove items found in communal areas without notice. We will throw away any items we remove as we do not store or keep items.

Shared communal areas include stairways, lifts, landings, hallways, and car parks. Please ensure you do not leave any items in these areas including shoes, shoe racks, prams, pushchairs, bicycles, children's toys, plant stands etc. Items stored in shared areas are a hazard as they can prevent people from leaving the building safely in a fire.

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 SNG 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 our newsletter for residents, on our website at www.networkhomes.org.uk/your-home/customer-newsletter/.

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

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OperationsandHousingContracts@networkhomes.org.uk