

Latest updates for Residents at Brindley House

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

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 four 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 vehicles
- 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.

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.

Prevention is better than cure. You can purchase netting cheaply online or at most DIY stores to prevent pigeons from perching.



Upcoming estate inspection

The next estate inspections will take place on:

| Day | Date | Time | Meeting point |
|---------|-------------|--------|---------------------------------|
| Tuesday | 12 December | 9.30am | Meet at Langley House entrance. |

If you would like to join Erika Davidson, your neighbourhood officer, during the estate inspection or discuss a specific issue, you can arrange to meet her on the dates above by contacting her 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 |
|----------------------------------|----------------|--------------------------|---|
| No lights on the ground floor. | Brindley House | Raised an urgent repair. | Repairs confirmed the job had already been raised |

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|---|-----------------|---|---|
| | | | and contractor MCP would attend within 4-hours. |
| Mirrors in the lift were not clean. | Brindley House. | Reported to Pinnacle. | |
| Pinnacle cleaning sheets were not up to date. | All blocks. | Reported to Pinnacle and spoke to the Operative onsite. | |

Anti-Social behaviour (ASB)

As you may be aware, last year we built a case against nine young people who were gathering in our buildings and car parks, creating mess, and causing lots of anti-social behaviour. We were granted nine Injunctions with Power of Arrest banning those individuals from coming onto the Brindley estate.

One of them was recently seen on the estate and the Police used the powers contained in the injunction to remove them from estate, and arrest them for breaching the injunction order. The individual was summoned to court on two occasions in the last few weeks and narrowly escaped a prison sentence and large legal bill. We believe this individual will not re-enter the Brindley estate in the near future and hopefully they will let their associates know that we will not tolerate ASB on our estates. We will not tolerate anti-social behaviour and our officers, together with the police and the courts, are well equipped in dealing with crime and ASB on our estate.

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.

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 dispose of any items we remove as we do not store/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 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.

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 the 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.

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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OperationsandHousingContracts@networkhomes.org.uk