

Latest updates for residents at South Way, Wembley

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

Neighbourhood Team

We would like to introduce you to Savannah-Rae Wright, your Neighbourhood Officer, who will be managing your estate. Please see 'important contacts' for ways to contact Savannah-Rae.

Roof Garden

Our fire consultants and Local Authority Building Control are reviewing our final management plan, which is a requirement for any communal space to be occupied, to ensure as an organisation we have sufficient plans in place in the event of an emergency or an evacuation. Once this has been approved, residents will be able to use the roof gardens and fobs will be activated to allow access to these areas.

Support with claiming benefits

We have a Welfare Benefits Advice team at SNG that can support you with claiming benefits. The team has helped residents claim in excess of £1.5million a year for the past five years and sometimes as much as £2.4m. This includes Housing Benefit, Universal Credit, disability benefits, Pension Credit and Carers Allowance to name but a few of the benefits the team have assisted with along with Discretionary Housing Payment applications and in some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at welfareadvisors@networkhomes.org.uk.

Pest control

We have a planned preventative maintenance pest control contract in place for South Way. This means Nightshift Pest Control Ltd will bait your communal areas 12 times a year. It also means if you have a problem with rats or mice within your home this is also covered under the contract. To report a problem with rats or mice, please contact Nightshift Pest Control directly by email at office@nightshiftpestcontrol.co.uk. If it is an emergency, you can phone them on **01892 871008**. All other pests in your home are your responsibility to remove.

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.



Parking Permits and Enforcement

Due to the number of issues that have been raised to us regarding the unauthorised parking that is occurring on the estate, we are introducing parking enforcement across the estate. Our Parking Enforcement contractor is called CPM.

Tavener House and Desai House

There should only be nine permitted car users using the shared carpark between Tavener House and Desai House. CPM will be providing these nine properties with permits to park in the carpark and will be the only permitted users. Any other resident or car user that parks in the carpark will receive parking fines. The nine users must park within their assigned bays and display their parking permits. We will be sending information to all residents about this so they are aware of these restrictions, and the nine users will have details on how to obtain their permits.

Front Vehicle Gates of Tavener House and Desai House

There should be no parking in front of the vehicle gates under any circumstance. Any vehicle found parked in front of these gates will be issued with a parking fine. We will be installing a CCTV camera to capture offenders and fines issued remotely.

Connemara Court

This block has three parking bays and CPM will provide the three flats granted parking permissions with permits to display when parking in these bays. There is also a loading bay present which must remain clear at all times. No user is permitted to park within the loading bay, with or without a permit. Any users found parking here will receive parking fines. We will be sending information to all residents about this so they are aware of these restrictions, and the three users will have details on how to obtain their permits.

Security concierge

We have a concierge service based on site within Desai House ground floor who are there to assist residents and raise issues around the whole estate. Some of their duties include reporting communal repairs, carrying out inspections of the blocks, monitoring the CCTV, reporting ASB, providing access for contractors and providing information to residents. Please note that they work Monday to Friday between the hours of 8am to 8pm and can be contacted on the below:

Email: swlands48@yahoo.com

Mobile: 07741164778 (during the hours of 8am to 8pm)

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.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	21 December 2023	10am	Lobby of Desai House
Thursday	18 January 2024	10am	Lobby of Desai House
Thursday	15 February 2024	10am	Lobby of Desai House
Thursday	21 March 2024	10am	Lobby of Desai House

If you would like to join Savannah-Rae Wright, your neighbourhood officer, during the estate inspection or discuss a specific issue, you can arrange to meet her on the dates above by contacting him on **0300 373 3000** or email customerservice@networkhomes.org.uk

Bin Collections and Bin Rooms

We're aware of the ongoing issues affecting the estate regarding missed bin collections. We're working with the collection team and our cleaning contractors to ensure collections happen on a

weekly basis. The missed collections have resulted in a build up and overflow of rubbish and this is causing knock on effects in terms of cleanliness and smell.

We will jet wash the bin rooms after the next successful collection. We will also ensure deodorisers are installed in the bin rooms and treatment carried out for any flies. Our cleaning team will then maintain the condition of the bin rooms on a routine basis, and we will do all we can to ensure no further missed collections take place.

Thank you for your patience while we deal with this matter. Due to the buildings recently being handed over for occupation and the number of residents moving in at one time, we have been proactively taking actions to address the large number of recycling, bulk items and refuse that comes with many residents moving in at once. We had skips present for residents to use for excess waste, as well as arranging regular removals and clearances. This is something we will look to continuously manage to ensure communal areas are clear of items and refuse.

Please take recycling seriously

Recycling contamination occurs when materials are sorted into the wrong recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container.

What happens if I put the wrong things in my recycling bin?



If you put the wrong items in your recycling bin, the Council may not collect your bins. Sometimes things like nappies and food waste could spoil the rest of the recyclables and mean a whole load may need to be disposed of and not recycled.

Due to contamination of the recycling and the council then refusing to collect the bin, we must arrange for our contractors to dispose of the bins at a cost which will be **service chargeable to all residents**. It is important to recycle properly to avoid such unnecessary additional cost to you.

How to prevent recycling contamination

1. Rinse your containers as soon as they're empty and before placing in the recycling bin.
2. Sort your recycling materials.
3. Check the recycle material list to see what is accepted and how to sort it.
4. Follow your local council's recycling guidelines.
5. Remind other residents about the recycling guidelines as their actions could cause your recycle bin not to be collected by the council if it's contaminated.

If you live in a block of flats, you should have access to communal recycling bins. These will have labels that clearly show what you can recycle.

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.

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 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 assistance developing an escape plan, please contact our Fire Safety Team on 0300 373 3000 or email at firesafety@networkhomes.org.uk.

New residents' information

If you are a new resident, then welcome to your new home at South Way. 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/43SOCdc>

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.

Savannah-Rae Wright is your Neighbourhood Officer who manages your estate. You can contact Savannah 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