

Latest updates for residents at Capitol Way

December 2023



Outcome of security consultation

Thank you to everyone who participated in this consultation exercise. The consultation period ended 30 November. As Option 3 (no security) won the majority vote we will implement having no security at Capitol Way from 1 January 2024.

A letter has been posted to residents with updated FAQs effective from 1 January; and from this date any enquiries on all matters should be referred to SNG customer services team either by calling 0300 373 3000 or emailing customerservice@networkhomes.org.uk.

We've included the FAQs at the end of this newsletter.

End of Capitol Way Fire Remediation Project

The internal and external fire remediation project at Capitol Way is now complete. Some snagging works remain in a few properties and completion to these are being overseen by staff not based on site. The Capitol Way Liaison team is no longer there, and residents should no longer use the Capitol Way liaison e-mail address as it is not being monitored. Please see the project closure letter that was sent to all residents on 2 November 2023:

<https://www.networkhomes.org.uk/media/19274/20231102-capitol-way-project-closure-letter-sent.pdf>

Any enquiries on any matters should now be referred to SNG customer services team either by emailing customerservice@networkhomes.org.uk or calling 0300 373 3000.

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

Date	Office opening hours*	Contact centre opening hours
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

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.



Garden works

We're happy to advise that the landscaping works are complete. To promote the upkeeping of the grassed areas and maintain the freshly laid condition, please be mindful and cautious when your child is playing. While the grassed areas are for residents to enjoy, they are not designed for children to play on a regular basis particularly during wet conditions. As a polite reminder, there should be no ball games being played on the estate.



Rubbish disposal

Household waste that is placed inside the wrong bin or bulk household furniture dumped inside the bin room will not be collected. When this does happen, we have to arrange for the removal of contaminated waste and such household items which we will then have to claim back from you by adding the cost we incurred for doing this to your service charge. Please ensure you place your rubbish in the correct bins available and make your own arrangements for the removal of your bulk household furniture. The contact details for Brent Council are

<https://wasteservicesportal.veolia.co.uk/BrentBulkyWaste> or by phone 0208 937 5050.

Upcoming estate inspections

The next estate inspections will take place on:

Day	Date	Time	Meeting point
Thursday	14/12/23	2pm	Car Park
Thursday	11/01/24	2pm	Car Park

If you would like to join Shujaat Ali, 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

Estate inspection findings

Your neighbourhood officer, Shujaat Ali, has identified these issues on his last estate inspection.

Repair identified	Location	Action taken	Any other notes
(SNG) A5,A3,A1 lift handles missing	Avery Court	Raised	2569228/1
(SNG) 1st floor fire exit door to stairs by flat 71 needs adjusting to close to frame	Avery Court	Raised	Awaiting job number
(SNG) 3rd floor fire door by flat 38 needs adjusting to close to frame.	Avery Court	Raised	Awaiting job number
(TNQ) A5&A4 Mezzanine car park doors to TNQ car park not locking.	Car park	TNQ responsibility	Raised to TNQ and awaiting further updates.

Repair identified	Location	Action taken	Any other notes
(TNQ) 6 th floor AOV yellow key box hanging from wall	Bree Court	TNQ responsibility	Raised to TNQ and awaiting further updates.
(TNQ) 17 Car park lights out	Car park	TNQ responsibility	We're working with TNQ to provide access to bays so lights can be changed. If you're occupying a bay under a light which is not working, please note we will be in contact as the bay will need to be free of any vehicle so that the light can be changed.

Car park gate

The car park entrance gate is not operating as it was hit by a vehicle. This has left the gate completely broken and hanging from the ceiling. TNQ advised the gate was made safe, however it cannot be put back into operation, so it has been left open. TNQ are waiting on a quote to repair the gate and have told us that an order has been placed for a replacement gate. However, TNQ has told us that the lead-time is around 12 to 14 weeks. Please notify the day/night security team if you see any suspicious activity, such as people walking around the car park by foot or any unknown vans/vehicles, etc, that shouldn't be in the car park. Once we have an update from TNQ, we will update you accordingly.

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 can report ASB to us using our online ASB form at www.networkhomes.org.uk/asbform. You can also call 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.

Fire safety strategy for your building

Avery and Bree Court

For both Avery and Bree Court, the strategy is now ‘Stay Put’. This means that in the event of a fire, you should stay in your flat, unless your own flat is on fire, you are affected by smoke, or you are otherwise instructed by a member of the emergency services.

The scaffolding at Avery Court remains in place around the building. It is fully alarmed and has CCTV cameras with remote monitoring system in place. Please can you ensure that members of your household or visitors do not access the scaffolding at any time. Any unauthorised access will lead to police being called and if necessary, legal action taken against the perpetrators.

New residents’ information

If you are a new resident, then welcome to your new home at Capitol 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 <http://bit.ly/3aPMIRb>

Read the latest issue of the newsletter for residents, on our website at <https://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.

If you have any queries in the meantime, please contact Shujaat Ali 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

What do you think of this newsletter?

Tell us what you thought of this newsletter using the feedback link below or leave us a Google Review.

[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

Frequently asked questions for Capitol Way residents about the introduction of no security service from 1 January 2024

1. What arrangements is SNG (Sovereign Network Group) putting in place from 1 January 2024?

SNG operates its service delivery through the Customer Contact Centre as the first point of contact with a resident, if your query is specifically for your neighbourhood officer the Contact Centre staff will allocate your query to them. Your neighbourhood officer is based at our head office in Wembley. Your neighbourhood officer manages an area of approximately 800 properties in Brent, Harrow and Westminster. Your neighbourhood officer will be at Capitol Way to carry out monthly estate inspections. If you would like to see your neighbourhood officer, you will have to make an appointment.

2. How should I report anti-social behaviour (ASB)?

You should report all ASB to SNG. If the ASB is of a criminal nature, whether it is physical harm or significant damage to property, it should be first reported to the police and then to SNG through the Customer Contact Centre on 0300 373 3000. The reports will be investigated by the Neighbourhood Team using our Anti-social behaviour policy and procedures.

3. Who will be viewing and monitoring CCTV?

There will be no real time viewing or monitoring of CCTV images. CCTV will only be viewed if there is a specific incident that requires investigation or the Police request access.

4. What do I do if my bicycle or parcel has been taken?

You should always contact the Police in the event of a bicycle or parcel theft and report the crime. You should also report it to us. The Police may contact us for CCTV footage and we will liaise with them directly.

5. What do I do if the front entry door is not working?

You should report this to our Customer Service Contact Centre on 0300 373 3000.

6. What to do if a contractor rings my intercom to be let into the building?

You should not give access to SNG contractors unless they have been requested to do so by us. Our contractors will be advised to make prior arrangements with us to gain entry to the scheme.

7. What happens if the fire alarms are activated?

The security guard was not involved with the fire evacuation plan. The fire evacuation strategy for Avery and Bree Court is stay put. This means stay in your home unless you are directly affected by heat, smoke or fire or you are told to evacuate by the fire brigade. If you are directly

affected, leave the room and close the door. Get everyone out of your home and close the front door. Don't put the fire out and don't use the lift. Evacuate by the stairs and go the Assembly Point outside Asda.

8. What happens if someone parks in my parking bay?

You will have to contact our Customer Contact Centre to report anyone parking in your bay. You can contact us online using our contact us form at www.networkhomes.org.uk/contact-us or call us on 0300 373 3000. We encourage you to self-police by challenging illegal parking as it happens by placing a notice on the front windscreen of the offending vehicle. If the problem persists, then our Contact Centre Team will raise the case to the neighbourhood officer who will contact you to get more details. The neighbourhood officer will attend Capitol Way as soon as possible to put a note on the car asking them to remove their vehicle.

9. What happens if I need a meter reading?

Your neighbourhood officer will attend Capitol Way once a month to take meter readings and send to residents individually.

10. How will I report intercom issues?

You will need to contact the Customer Contact Centre on 0300 373 3000 to report intercom issues. This will then be sent to the neighbourhood officer who will contact TNQ to investigate and the resolve issue. If the issue is with the handset, then it's our responsibility to resolve. If the issue is with the communal system, then it will be for TNQ resolve.

11. How do I report if the play area rules are not being kept?

You will need to report these issues to our Customer Contact Centre on 0300 373 3000 with evidence. This will then be sent to the neighbourhood officer who will investigate.

12. What happens if there are rough sleepers(s) in the communal areas and who will remove them?

You can report rough sleepers to the Police. Residents can also contact us using our online contact us form on our website at www.networkhomes.org.uk/contact-us or call us on 0300 373 3000. The neighbourhood officer will investigate by attending site, liaising with residents and the police.

13. Who will programme and provide fobs for residents?

If you require a new fob you will have to report this to the Customer Contact Centre. We will aim to turnaround your request within five working days.