

Latest update

The Ridgeway

October 2020

Neighbourhood team

We would like to introduce you to your Neighbourhood Officers, Steve Cherry and Sunita Sachania, who will be managing your estate.



Steve Cherry
Neighbourhood Officer



Sunita Sachania
Neighbourhood Officer

Coronavirus (Covid-19) service update

Our receptions at The Hive in Wembley and Ware Road in Hertford are now open for appointments only. Please get in touch with our Customer Contact Centre on 0300 373 3000 or at customerservice@networkhomes.org.uk if you would like to make an appointment.

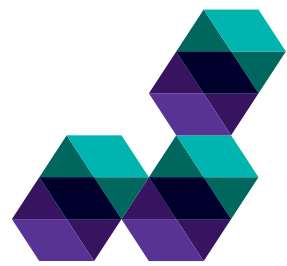
Please follow Government advice and maintain social distancing in lifts, stairwells and communal areas.

Anti-social behaviour (ASB) toolkit

We've developed a toolkit to help you identify ASB and understand the steps you need to take if you're experiencing it. The toolkit covers a range of issues including drug use or dealing, hate crime and noise nuisance. You can find the toolkit on our website at networkhomes.org.uk/asbtoolkit.

Some incidents are a criminal offence. If you're experiencing or see ASB that is an immediate danger to you or others, please call the police on 999 before reporting the incident to us.

You can also report some crimes such as knife crime anonymously to Crimestoppers on **0800 555 111**. We know that it can be difficult to pick up the phone but sharing what you know with Crimestoppers anonymously can help to make our communities safer. You can find out more about Crimestoppers at crimestoppers-uk.org.





Cleaning and grounds maintenance

New Green provides the full cleaning and grounds maintenance service. Please contact them on **01707 871516** or email admin@newgreen.co.uk if you have any issues with cleaning or grounds maintenance.

Planters

We are giving each household a free planter for their garden or balcony. Last year we held a successful planter event with the residents in the houses and the same was planned for the residents in the flats. Due to Covid-19, we were unable to go ahead with this event as planned. Your Neighbourhood team will be in contact with you to arrange safe delivery of your new planter.

Fire safety and fire strategy

Please make sure you dispose of cigarettes safely and all corridors and communal areas are kept free of items. Any items left in the communal areas will be removed without notice. Barbeques are also not allowed anywhere at this estate. **This is dangerous and puts everyone's safety at risk.** It is also a breach of your tenancy agreement.

The fire strategy is a stay put policy. This means unless you're directly affected by a fire or told by the emergency services or a Network Homes staff member to evacuate, you should stay in your home.

Parking

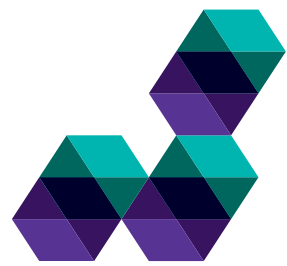
We are looking at how to make best use of our car park areas within the new estate on The Ridgeway. You can apply for a permit to park up to two vehicles (dependant on property size) which are registered to your household.

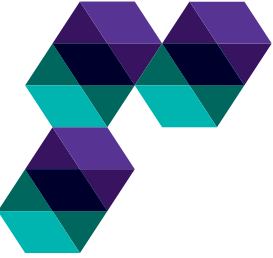
We are working in partnership with the Local Authority to address the issue of street parking congestion on The Ridgeway and would really like to hear from you if you own a car but have not applied for a permit to park in a designated space. Our recent e-survey results tell us that there is a high percentage of residents that have not applied for a parking permit. We will be making direct contact with those residents so we can understand the reasons for this and provide the appropriate guidance.

Sign in, report it with a My Network Homes account!

You can now report a repair and book an appointment for most repairs through your My Network Homes account. The great thing about reporting your non-emergency repairs through your account is that you can do it at any time of the day when it's convenient for you. Don't forget, you can also:

- Check your rent balance and pay your rent
- View your repairs history
- Ask us a question
- Report anti-social behaviour
- And much more!





If you have a tenancy with Network Homes, you can register and set up an account. All you'll need is your customer reference number, a unique PIN which we sent to you and an email address. To find out more, including how to request a new unique PIN, visit www.networkhomes.org.uk/mynetworkhomes.

Do you need support with claiming benefits?

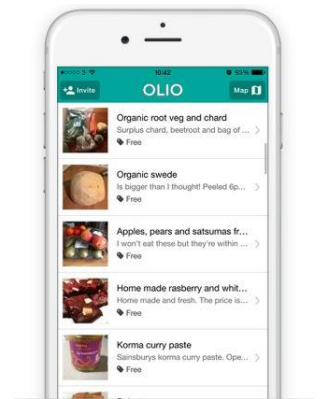
Did you know Network Homes has its own welfare and benefits advice team? If you want to speak to the team call **0300 373 3000** or email welfareadvisors@networkhomes.org.uk.

Join the free food revolution now!

There are many ways you can adopt more sustainable ways of living. The [OLIO free food sharing app](#)*, which is now available at The Ridgeway, provides an easy way to help families reduce the £800 worth of edible food we bin every year!

How does it work?

- OLIO connects neighbours with each other and with local shops and cafes, so surplus food (and other household items) can be shared and not thrown away!
- Users simply snap a photo of their spare goods and add it to the app. Neighbours who live nearby receive customised alerts and can request anything that takes their fancy. All items are offered for free.



Find out more and download the free app at OLIOex.com

* As a registered provider of social housing, in accordance with the Neighbourhood and Community Standard, and as part of a wider sustainability strategy, Network Homes Limited seeks to support and enable residents to adopt more sustainable and healthy living.. Network Homes Limited has no affiliation with Olio and this article does not constitute an official endorsement, validation or recommendation on behalf of Network Homes for Olio or any of its services or products. We value the opportunity to support our residents to connect with different ways in which they can adopt activities to support sustainable living. We may occasionally include links or references to other sites or third parties but we are not responsible for the privacy policy, content, information, services or activities of those third parties. No warranties, promises and/or representations of any kind, expressed or implied, are given as to the nature, standard, accuracy of otherwise of the information provided in this website or by Olio nor to the suitability or otherwise of the information to your particular services. Network Homes Limited shall not be liable for any loss or damage of whatever nature (direct, indirect, consequential or other) whether arising in contract, tort or otherwise which may arise as a result of your use of (or inability to use) Olio or this website or any third parties linked to through this website.

Important contacts

Got a 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
- Website – www.networkhomes.org.uk/contact-us
- Facebook – **Networkhomesuk**
- Twitter – **asknetworkhomes**.

If you need to report crime or anti-social behaviour, please visit <https://online.et.police.uk> to report minor or non-urgent crimes.

In an emergency, call the Police on 999 or 101 for non-emergencies.

