



Latest update

The Ridgeway

May 2021

New play area

Plans are well underway for the design and development of the new play area which will include a combination of landscaping, balance logs, stepping stones and trees. We would like to work in partnership with residents on this project and will be in touch with you as we progress with some engagement options. The sketch design for the play area is shown below. We'll invite local landscapers to provide us with a quote for the construction and include opportunities for residents to be involved. We'd appreciate any comments on the design or suggestions from residents.



Parking

We are aware of the parking pressures on The Ridgeway and are working in partnership with the council and Highways to be part of the solution. We are also in the process of consulting with our residents about their parking needs.

Henrietta Court - Bin store

Your Neighbourhood and Estate teams are working in partnership to investigate the misuse of the bin store and will be reviewing the CCTV. Clearance costs are service chargeable and will increase the service charges you pay. Please ensure that you are disposing of rubbish appropriately.





Estate walkabout

There is an Estate Walkabout planned with partner agencies on the 17 June. Please get in touch if you would like to attend. If we have a lot of interest we will need to ensure we are compliant with current restrictions but there will be other opportunities to work with us in the future.

Planter Day

We will be holding another planter event for residents living in Henrietta and Georgiana Court. We are in the process of sourcing suitable and safe planters that can be stored on your balconies and will be in touch with a date for the event shortly.

Sele Cycle Week



The former Scout Hut in Glenfield Close (behind Booth Close), is reopening soon as the Hertford Wellbeing Hub. Check Out: <https://www.activeeastherts.org.uk/sele-cycle-week/>

They are holding an open day for residents on Thursday 27 May which is publicised locally.

Look out for a packed plan of activities from the Wellbeing Hub this Half-Term at the first Sele Cycle Week:

Cycle proficiency for all ages; fixing bikes; try out an E-bike; information stand; guided rides women only and mixed; smoothie bikes, and much more. Look out for local publicity or detailed programme on the website.

Community Hub

Watch this space for the grand opening of the new community hub located at Fleming Crescent. More details to follow.

Home swap / Mutual exchange

A mutual exchange is where you 'swap' homes with another resident who can be a Network Homes resident or a resident of another housing association or local council. Despite the coronavirus pandemic we are still processing mutual exchanges.

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Is mutual exchange for you?

Mutual exchange might be for you if you:

- Live in an overcrowded home
- Are under-occupying your home
- Want to move to a different area.

You may not be given permission to exchange if you:

- Are in rent arrears
- Have legal action being taken against you
- Have a history of anti-social behaviour.

How to find your new home

We are a member of Homeswapper, an online service which matches tenants to suitable properties. This service is free and you can find out more at www.homeswapper.co.uk. You can search for properties based on location, number of bedrooms and rent charge. You can also filter your search based on the type of tenancy, special provision, level of urgency and property features.

You must enter information about your current home into the website. The more information you provide, the more likely you will be successful. You need to include information such as: Size, Type of property, Location, Special features, Rent charge.

After you have found a home to exchange with you must apply to us for permission to go ahead with the mutual exchange. Both you and the resident you are swapping with must complete a form. You can find out more about mutual exchanges and download the form from our website at <https://www.networkhomes.org.uk/your-home/your-tenancy/mutual-exchange/>.

Hoarding

Hoarding is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. Hoarding is considered a significant problem if:

- the amount of clutter interferes with everyday living – for example, the person is unable to use their kitchen or bathroom and cannot access rooms
- the clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers.

We can help you if you are hoarding as it could cause a significant fire risk, as well as health and safety risk especially if the clutter attracts rodents.

If you feel that you need help, please speak to your Neighbourhood Team on 0300 373 3000, your family members or support worker (if applicable).

Fire safety and fire strategy

Network Homes has a zero tolerance to any personal items such as bicycles, shoes, plant pots, scooters, prams, etc., being stored in the communal areas, including in riser cupboards. This is to

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ensure escape routes remain clear for the need to evacuate in the event of a fire. Any items found in these areas will be removed and disposed of without prior notice. We must also remind you that smoking in enclosed spaces is illegal and barbeques are not allowed anywhere at this estate. **This is dangerous and puts everyone's safety at risk.** Anyone found to be ignoring this law could be found in breach of their tenancy.

Check your smoke detection - Having smoke detection can prove lifesaving as it gives early warning of a fire within your home. It's important you test these detectors regularly. Your detection should have a 'test' button and if you push this, it will sound for a few seconds. If you think your detector is not working, please call us on 0300 373 3000.

Knowing what you should do in a fire - It's important that you and people in your household are prepared if a fire breaks out in your home. You should familiarise yourself with details of the fire strategy for your building. You can find the details on a notice placed on the wall by the entrance of the building. If you require assistance developing an escape plan, please call our Fire Safety Team on 0300 373 3000.

Balconies - Over the last couple of years, Network Homes, like other landlords, have reported an increase in the number of balcony fires. If you have a balcony here are some of the things you can do to reduce the risk of a fire occurring:

- Do not use any cooking equipment on balconies
- Do not keep items like plastic plant pots on balconies where smoking takes place
- Ensure there are not large quantities of combustible materials such as cardboard boxes
- Always ensure you properly stub out cigarettes and dispose of them carefully
- Never leave lit cigarettes or cigars unattended
- Empty ashtrays carefully, ensuring all smoking materials are stubbed out and cold.

The fire strategy is a stay put policy. This means unless you're directly affected by a fire, told by the emergency services or a Network Homes 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.

Anti-social behaviour (ASB)

We've had an increase in noise nuisance reports as we're spending more time indoors because of Government guidelines. Please be mindful of the impact of the noise you make and be considerate of your neighbours as you carry out your daily chores within your home. Check out our website for top tips to keeping the sound down <https://www.networkhomes.org.uk/your-home/anti-social-behaviour-and-domestic-abuse/anti-social-behaviour/top-tips-for-keeping-the-sound-down/>

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.





Keep your contact details updated through your My Network Homes account!

You can use your My Network Homes online account to update your contact details with us. It's safe, secure, and available for you to use at any time of the day. You'll be able to update your telephone number and email address to ensure we have your correct details to keep you informed about our services.

If you have a tenancy with Network Homes, you can register and set up an account. All you need is your customer reference number, a unique PIN which we will send 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.

Important contacts

If you have any **issues with communal cleaning or grounds maintenance service**, call New Green on 01707 871 516 or email admin@newgreen.co.uk

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**, please visit <https://online.et.police.uk> to report minor or non-urgent crimes.





#residentsforchange
#getinvolved



Hands up if you want to get involved
Join our Resident Engagement Team

Speak up
Team up
Join up

Come along to our virtual events and speak with our teams from across the business about your home and local community. We want to hear from you!

www.networkhomes.org.uk/get-involved/local-events/

All events will be held virtually on Microsoft Teams!

To find out more:
Email: get.involved@networkhomes.org.uk
Visit: networkhomes.org.uk/getinvolved
Phone: contact us on 0300 373 3000



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Hands up if you'd like to get involved!

Residents have many opportunities to get involved, share local knowledge and support others and make difference

To find out more:
Email: get.involved@networkhomes.org.uk
Visit: networkhomes.org.uk/getinvolved
Phone: contact us on 0300 373 3000



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Join our Resident Engagement Team

Speak up
Team up
Join up

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