



Latest updates for The Ridgeway

April 2022



Easter Egg Hunt

Great fun was had by all as we held an Easter egg hunt along the pathway between Bentley Road and Carlton Court. Over 100 children took part in finding five different tokens along the route before returning to the Community Hub in Fleming Crescent where the children were given easter eggs and the parents had a well-deserved cup of tea and hot cross bun. We were joined by The Coop, who supplied the hot cross buns. Wates and MCP contractors, as well as Network Homes staff from our Hertford office, provided the Easter eggs. The children were entertained with a balloon modeller and a giant purple dragon.

'Clear your clutter' day

On 29 April we will deliver two skips to the car park to help you declutter and get rid of bulk items. We will be onsite from 10am to 3pm so please take the opportunity to put unwanted items in the skips.

Planter Day

On 29 April we will be hosting a planter day for residents in Georgiana and Henrietta Court. Please meet us at the car park where you can collect a planter for your balcony. We will give you a galvanised planter, soil, and herbs to grow.

New pest control contract

Following on from our tendering process, we've awarded Nightshift Pest Control the new pest control contract which started on 1 April 2022.

Estate walkabout

There is an Estate Walkabout planned with partner agencies on 28 April. Please get in touch with Steve Cherry, your Neighbourhood Officer, 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.





Community Clear Up

We've been carrying out voluntary work on the area where we worked in partnership with East Herts Council to clear the footpath between Carlton Court through to Bentley Road. We wanted to ensure that the pathway was a pleasant access route. On 6 April we carried out a litter pick along the path and then spent time clearing the path of mud that had encroached over the years. We were joined by members of the Police and also by the young people from the Police Cadets who did a great job and worked so hard to make sure that the pathway looked as good as possible.



Parking

We are keen to see the parking facilities utilised and have identified residents that have not applied for a parking permit. We will be in contact with the residents we've identified in the coming weeks to complete a survey.

Sign up to be a Readers Group Member

Every year we send a variety of communication to residents such as letters, emails, leaflets and newsletters. We want to make sure the information we give to residents is clear and easy to understand. The most recent review was the annual rent and service charge information but we have a lot of templates we'd like to improve and make more accessible to a wide range of residents over the next year. You could help us do that by joining the Readers group.

Involved residents are recognised for their participation in line with our recognition and resident expenses policies. If you'd like to hear more, get in touch with our Resident Engagement Team at get-involved@networkhomes.org.uk





Stay put fire safety strategy for your building

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.

Network Life, resident newsletter

We produce and send out the Network Life resident newsletter four times a year by email to residents with an email address on our database. We also send out a printed version of the newsletter to residents who have registered to receive it in this format. The newsletter includes information and updates about our services.

If you are not receiving Network Life, please contact us on **0300 373 3000** to check and / or update your email address. If we have your correct email address, please check your junk / spam inbox. Alternatively, you can complete our Network Life registration form on our website at www.networkhomes.org.uk/newslettersignup to provide us with your email address to receive the newsletter or request the printed version of the newsletter.

You can read the latest issue of Network Life (published 29 March) as well as previous issues on our website at www.networkhomes.org.uk/networklife. We will publish the next issue in June.

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

Steve Cherry is your Neighbourhood Officer who manages your estate. You can contact Steve 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
- 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.

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](#)

Latest update from Network Homes

