



Latest updates for residents at The Ridgeway

August 2023



Many hands make lighter work



On Saturday 24 June, we headed up to Sele Farm in Hertford to host a summer residents' event. It's the first in person event we've held in the area for a while, and it was great to be back up there and spend time with the local community.

With our intended merger with Sovereign getting closer, it was a golden opportunity to have conversations with residents and address concerns they may have about the venture.

Of course, we made sure the day was full of fun. With games like hook-a-duck (which was really popular!), egg & spoon race, amongst others, the atmosphere was light, and everyone was happy.

We had plenty of refreshments and our new friends Lampros & Emily (from Ocean Tree mobile fish & chips) served up 92 meals in total. The food was a massive hit- for good reason- it was lovely.

As well as wanting our residents to enjoy themselves, we wanted to take the opportunity to be able to provide practical support for those who may require it. Colleagues from the mental health liaison,

welfare advice and development teams gave up their Saturdays to join in and offer residents advice and support.

We've been touched by the generosity of some of our contractors who went above and beyond with their donations. They ensured that we had fantastic raffle prizes, such as vouchers, air fryers, slow cookers, microwaves and kettles & toasters We had some very happy winners.

We had some very happy residents that went home with a fantastic prize!

Our payment provider has changed

We've switched to PayPoint as our payment provider. It replaces allpay. Most of the ways you make payments to us are still available for you to use. However, there may be changes that you need to make, depending on how you make payments to us, to ensure payments continue to reach us. You will not need to do anything if you currently make payments to us by standing order or Direct Debit.

We've updated the payment links on our website and in your My Network Homes account so we will continue to receive your payments if you make a payment this way. If you make payments using your payment card, and you've used it in the last 12 months, you should have received your new card (with a blue banner) that you can use to make payments to us. Please destroy your old card (with the purple banner).

PayPoint offer most of the same payment methods as allpay, as well as other payment options. Although you'll still be able to pay us in the usual ways, you'll need to ensure you're using the new versions. We've included more information about the changes on our website at www.networkhomes.org.uk/paymentproviderchange. You will also be able to find the updated payment options on our website at www.networkhomes.org.uk/waystopay from 3 July.

Estate inspection findings update for your neighbourhood

Your Neighbourhood Officer, Steve Cherry has identified the below issues:

Issue identified	Location	Action taken	Any other notes
Further issues with doors and locks	Underground Car Park	Raised with our surveying	We've started the work needed to replace the locking mechanisms to prevent people accessing the building
		team	via the car park

Estate walkabout

Please check our website at www.networkhomes.org.uk/get-involved/estate-inspections for the dates of the upcoming Estate Walkabouts with partner agencies. Please get in touch with Steve Cherry, your Neighbourhood Officer, on 0300 373 3000 or by email at customerservice@networkhomes.org.uk 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 Garden and Allotments: water supplies AT LAST!

We've been working with residents, our contractors
Kingsbury Construction and with East Herts Council, to bring Mains Water supplies to the Sele Farm Allotments at Norwood Close, and the Community Garden at Thieves Lane/Bentley Road.

The lack of water has affected both sites, and Thieves Lane was abandoned and overgrown until recently. We received funding from Section 106 funds this year for community facilities supporting new homes by



Croudace Homes at Blakemore Manor in Thieves Lane.

We organised and managed the project, donated fencing and a gate (pictured above). The cleared frontage and noticeboard are already attracting residents to ask about take part.

Sean Gilmartin, an allotment holder at Norwood Close says: "We've only been waiting 25 years for this! They've done a lovely job. Thank you very much for all the hard work you've done to get this done".

To find out about an allotment at Norwood Close or elsewhere, go to the East Herts District Council Website. To find out about helping at **Thieves Lane Community Garden** for growing things, work days and activities, contact the chair: Cllr Carolyn Redfern carolyn.redfern@eastherts.gov.uk or check the Noticeboard!

Volunteers needed to support existing Health Walks in Sele

Join the Sele Health Walk Team of over 20 volunteers. Volunteers support free groups walks on Mondays and a short walk for beginners on Thursdays. We're looking for volunteers to support the Thursday First Steps walk.

Your role will be to help others experience the mental and physical benefits of regular walking. If you love to walk, like being part of a social group and motivating people this role is for you. You can lead walks or provide support at the middle or back of the group. Or, if you prefer, you can be a meeter and greeter or a walking buddy or research and plan new routes. Volunteer for an hour a week or once a month – it's up to you.

No experience is necessary as you will receive a half-day free training. The next training is **Friday 6 October** from 9.30am to 2.30pm at the Hertford Wellbeing Hub Glenfield Ct, Hertford SG14

2HN. Contact Claire on claire.pullen@hertfordshire.gov.uk to find out more or book your space. All volunteers who complete training will receive a Health Walks polo shirt, backpack, high vis, a clip board and a whistle. To find out more about what you would be doing go to Health Walk Volunteers

Lettfordshire County Council



We look forward to seeing you on a walk soon! Its fun, social, local and free!





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

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 require an additional fire safety information or any assistance development your escape plan in the event of a fire, please contact Network Homes on **0300 373 3000**.

Sele Community Hub

The Sele Community Hub at 18 Fleming Crescent is free to Sele Farm Community Groups to use for events, meetings, etc. If you're interested in using the Hub, please contact Tim Goodwin at Tim.goodwin@networkhomes.org.uk.

You can book The Hub directly via CVS: email selebookings@cvsbeh.org.uk or call 0300 123 1034.

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.

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 $\underline{Housing Management. Contracts \& Operations Team @ networkhomes.org.uk}$

