

Latest updates for residents at The Ridgeway

November 2022



Opening of play area and amphitheatre



Please join us on **Sunday 27 November 12pm to 12.30pm** at the steps between Henrietta Court and Georgiana Court, SG14 2FR for a free concert to mark the completion and opening of the new Ridgeway natural play area. The concert will be performed by the Hertford Operatic and Drama Society.

We'll be joined by Mayor Cllr Sue Barber who will be cutting the ribbon and officially opening the area.

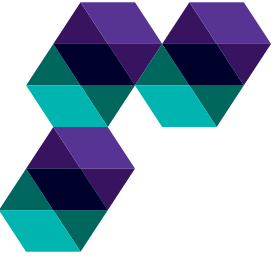
You can also enjoy complimentary hot drinks and mince pies.

Support with claiming benefits

We have a Welfare and Benefits Advice team at Network Homes that can support you with claiming benefits. The team has helped residents claim more than £1.5million each year for the past three years and £2.4million last year. This includes housing benefit, Universal Credit, disability benefits, pension credit and carers allowance. We can also help with Discretionary Housing Payment applications. In some cases, we can help gain grant funding.

If you would like to speak to the team, please call **0300 373 3000** or email them at welfareadvisors@networkhomes.org.uk.





Charitable fund

If you have had a change in circumstances that has reduced your household income or you're experiencing financial difficulties, you may be eligible to receive support from us through our charitable fund. The most common ways we support people through the fund is by providing food vouchers, beds and white goods. We've also helped with small electronics, energy vouchers (prepayment meters with a card or key only), and school uniforms.

You can find out more information and apply to our charitable fund by visiting the charitable fund page on our website at www.networkhomes.org.uk/charitablefund.

Get gardening in Sele Farm



Join us on 30 November from 10am to 1pm, where we'll be taking to the verges of Sele Farm and planting daffodil bulbs to brighten up the area in the Spring. You won't need any horticultural skills, just some warm clothes and enthusiasm.

Through our Giving Something Locally initiative, our colleagues volunteer their time to get out into our local communities, working alongside you on projects that will benefit you and your neighbours. If you would like to join us, all you need to do is come along on the day. We'll have the bulbs and equipment you'll need to start gardening. If you'd like more information about the project or details about the event, please email us at NH.Policy@networkhomes.org.uk.

Group disorder and rough sleepers

There are many forms of anti-social behaviour (ASB) and some of them include group disorder and rough sleeping. Group disorder could be groups of people whose actions are causing criminal damage or threatening or intimidating you and other residents. Rough sleeping includes people who are sleeping in places that are not intended for living.

If you are experiencing ASB related to group disorder or rough sleeping and the associated behaviour is of a criminal nature you need to report this to the Police immediately. You must also let

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them know if you are concerned about your safety. Once you've reported it to the Police, please let us know.

If you have concerns about someone who is rough sleeping, but they are not causing criminal damage or are a threat to you and other residents, you can get in touch with organisations that can provide them with support, such as [Streetlink London](#). You can find out more about this and what to do on our website at www.networkhomes.org.uk/groupdisorder.

If you are experiencing any other form of anti-social behaviour, please check out our online ASB toolkit to help you identify the type of 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.

Estate walkabout

Please check out 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.

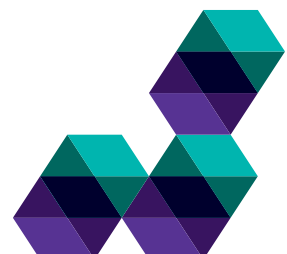
Stay put fire safety strategy for your building

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**.

Electric Scooters

The London Fire Brigade has recently warned that they have seen a huge spike in fires as a result of electric bikes and e-scooters. We are committed to ensuring you are as safe as possible from a fire occurring and would therefore like to remind you of our zero-tolerance policy to items being stored in communal area and on escape routes, even if they are placed there for short periods of time. If any representative working on behalf of Network Homes finds items in these areas, they will remove and dispose of immediately without prior notice.

We recognise that electric bikes and e-scooters are becoming common methods of transport but they should be stored and charged within the home rather than within the shared spaces of the building. If you have an electric bike or e-scooter that you need to charge inside, they should be placed on a hard surface, away from escape routes and in a room with a smoke alarm. You should also only charge them when someone is within the home.





For more information about ways to keep you and your home safe please visit our website at www.networkhomes.org.uk/firesafety. Alternatively, please contact our Fire Safety Team on 0300 373 3000.

Hands up if you want to get involved in our upcoming service reviews!

You may already know that we have a wide range of resident involvement offers. You may think that you need to commit to giving up lots of your free time to be able to get involved and help us improve and shape our services, but we have a role that requires very little of your time.

This would be our **Mystery Shopper** role. It's specifically designed to enable residents to assist us in targeted service improvement, without dedicating a lot of precious free time. As a low involvement offer, it's extremely flexible to fit into your fast paced life. It works around you.

How does it work?

You'll be given everything you need to start the shop (a training video is included, and we're always happy to answer questions).

You will have a list of set questions or a script to ask colleagues within a specific department. This can be done in a variety of ways (sometimes a mixture of contact methods).

How do I send my feedback?

You will record the responses you receive and send them to us by completing an easy-to-use questionnaire. We will provide you with everything you need, such as training videos, scripts and feedback form. Based on the responses we receive from you; we will write a report which details what areas of service require targeted action, and act on them immediately. It really is a great way of helping us improve our service.

What's in it for me?

As well as being an integral part of our service review and helping us to challenge inappropriate service levels, you'll also be added to our tenancy reward scheme where you will receive vouchers for taking part.

Can all residents join the team?

In a word, yes! There aren't specific requirements to join in, all you need is enthusiasm and a desire to influence and shape the services we provide to residents. We've had some amazing results from our current mystery shoppers and the feedback they provided has led to noticeable improvement within specific service areas.

If you'd like to lend a hand & help us improve the services we deliver to all residents, get in touch with us at get-involved@networkhomes.org.uk





Sign up to take part in our upcoming review of fly-tipping

We have an exciting new project that will start in January 2023 where you'll get to dive into reviewing how we manage fly-tipping and work with other residents to suggest improvements.

According to [gov.uk](https://www.gov.uk), clearing fly-tipping cost local authorities a total of £11.6million pounds in 2020/2021. How much does it cost you each year, as someone living in a home managed by Network Homes? How can we change the way people dispose of waste so that other residents don't have to 'foot the bill'? If this is done right, how much time can be saved so that Network Homes' teams can respond to urgent, sensitive or high priority cases? Join our resident scrutiny review of fly-tipping to have your say!

Taking part will involve independent reading, online group sessions and can include interviews with Network Homes team members. We'll provide a short training session which will support your understanding of what resident scrutiny is, and effective ways to do it. You will learn more about what you can ask about during a scrutiny project and techniques to use. For example, you may want to call for documents, conduct interviews, analyse data etc.

The scrutiny project will take no more than a few days to complete, and this will be spread over six weeks. Once the project is complete, **you will receive a voucher for taking part** in line with our involved resident recognition policy. If you feel more time is required to complete the review, we will work together to adjust suggested timelines.

Sign up now!

Find out more about the project and register online at www.networkhomes.org.uk/flytippingreview.

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.

The Hub can be booked 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

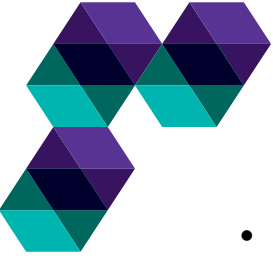
Steve Cherry is your Neighbourhood Officer who manages your estate. You can contact Steve by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.uk.

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

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- 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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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](#)

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HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk

