



Latest updates for residents at The Ridgeway June 2024

We're taking part in a community event with the East Hertfordshire Fire Service in Hartham Park

The **East Hertfordshire Fire and Rescue Service** will be hosting a pop up community event at Hartham Park (behind Sainsbury's) on **Tuesday 25 June from 12pm to 2pm**, and we'll be there too! This event will be all about outdoor fire safety which is especially key with summer around the corner. There will be information on how to stay safe from fire risks this summer, as well as the opportunity to find out more about the free fire safety home visits that the East Herts Fire and Rescue Service offer.

Fire safety is a key priority for us at SNG, so we're excited to join forces with the East Hertfordshire Fire and Rescue Service to inform the local community about how crucial it is to minimise fire safety risks at home. We'll be sharing fire safety tips, information on the work we do in East Hertfordshire, as well as how we can support SNG customers with fire safety in their homes and buildings.

We look forward to joining our East Herts partners and meeting local residents and the wider community at this event. You do not need to register to come along- **if you live in East Hertfordshire and you're nearby Hartham Park on 25 June, please pop by- we'd love to see you there!**

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.

Tackling tenancy fraud

Tenancy fraud is not only illegal it prevents people who genuinely need a home from getting a place to live. This is why we take tenancy fraud seriously and are dedicated to tackling it. You can help us with this and report tenancy fraud to us in confidence by calling [0208 459 9463](tel:02084599463) or emailing fraud@networkhomes.org.uk. Any information you give us will be treated in the strictest of confidence and your identity will be protected.

Since 2019, we have recovered over 70 properties making savings of approximately £3.1million. We have also obtained Unlawful Profit Orders for illegal subletting for the sum of approximately £241,000. Through our tenancy fraud action, we're able to return homes to people in genuine need of social housing. You can read more about a recent incident we had with subletting on our website here: [SNG secures record Unlawful Profit Order of £136,000 against London tenancy fraudster | SNG, formerly Network Homes](#)



Whether it's making a payment, checking your balance or something else, the easiest way to get in touch with us is online at networkhomes.org.uk/contact-us

Taking in a lodger

You may allow anyone to lodge in your home if you first get our written permission. We would usually only refuse permission if having a lodger would result in your home being overcrowded. You will not be able to include your lodger on your tenancy agreement but having one may affect your Housing Benefit entitlements.

If you would like to take in a lodger, please speak to your neighbourhood officer.

Don't let your clutter become a hazard

Now's the time for a traditional 'spring clean'. It's a great opportunity to declutter and get rid of things you no longer need or use. But before you start any decluttering, please think about how you plan to get rid of any large items. Leaving unwanted belongings in communal areas can block emergency exits and be a fire risk. They can also be a trip hazard for your neighbours, especially in the event of a fire when smoke can cause reduced visibility.

Check out gov.uk/find-local-council to see if your local council provides a free collection service for items you no longer want. You can also find out more about fire safety in your home by visiting our website at www.networkhomes.org.uk/firesafetytips

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 an SNG 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 develop your escape plan in the event of a fire, please contact SNG on **0300 373 3000**.

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

You may report ASB to us between 9am to 5pm from Monday to Friday. If it's out of office hours, please contact the Police or your Local Authority Environmental Health team.

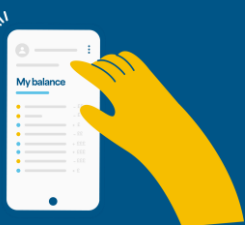
Important contacts

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



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- 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](#)



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