



## Latest updates for residents at The Ridgeway September 2024

### 53 rent weeks from April 2024 to March 2025

This rent year is from 6 April 2024 until 5 April 2025, and has 53 Mondays, therefore 53 weeks instead of 52. This means there's an additional week of rent to pay. This will affect all customers except for customers who receive Housing Benefit. If you receive Universal Credit, and do not receive Housing Benefit, the Department for Work and Pensions will not cover the extra week of rent and you will need to pay it.

Find out more about how this affects you and what you need to do to ensure you cover your full year's rent by visiting our website at [www.networkhomes.org.uk/53weeks](http://www.networkhomes.org.uk/53weeks).

If you're struggling to pay your rent, we can offer advice and support. Please contact our Income Team online at [www.networkhomes.org.uk/contact-us](http://www.networkhomes.org.uk/contact-us) or call us on 0300 373 3000.

### Estate walkabouts

Please check out our website at [www.networkhomes.org.uk/estateinspections](http://www.networkhomes.org.uk/estateinspections) 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](mailto:customerservice@networkhomes.org.uk) if you would like to attend.


### Estate inspection findings

Your Neighbourhood Officer, Steve Cherry, has identified these issues on his last estate inspection.

	Repair identified	Location	Action taken	Photos
1.	Anna Court – dumped items	Bin store	Reported to contractors for removal	
2.	Georgiana Court – fire door of	Communal stairwell	Reported to Repairs team	



Our digital assistant is there when you need it and saves you waiting in the line on the phone. It's quick, convenient and available for you to use any time of the day.  
Visit [networkhomes.org.uk/contact-us](http://networkhomes.org.uk/contact-us)

	Repair identified	Location	Action taken	Photos
	communal stairwell not closing properly			
3.	Henrietta Court - Pathway poorly maintained	Pathway to bin store	Reported to New Green who attended site to rectify	

## CCTV update

Residents will be aware that when the new homes were completed, there were CCTV cameras giving residents security in all the external areas of the scheme.

Unfortunately, there were faults with the seals between cameras and columns. As a result, over time they collected rainwater, failed, and have been taken down.



Following detailed review and discussion with the original contractor United Living, work has now been completed to replace all the cameras, test them, make sure they do not point into any residents' homes, and checking all connections to the recorders on the Estate.

As part of this work, signage will be mounted around the Estate advising passers-by, as well as residents, that they are being recorded, and each sign will give a number to call for assistance, or other queries with the system.

In the event of any issues, it will always be very helpful for you to note the exact time and location of any problem, so that our Neighbourhood Team can correctly instruct our contractor Oakray Limited, to access and download images for action to be taken, or for forward to the police as required.



Whether it's a leak, broken door or something else, the easiest way to get in touch with us is online. To find out how, visit [networkhomes.org.uk/contact-us](https://networkhomes.org.uk/contact-us)

## Downloading key fire safety information for your building

We're committed to making sure that it's easy for you to access the key fire safety information about your building that you need to know. You can download the Fire Risk Assessment (FRA) for your building and more fire safety information for your building using the Riskhub Resident Hub. All you need is your unique building reference number which you can look up [by clicking on this link](#) or by visiting [www.networkhomes.org.uk/riskhub](http://www.networkhomes.org.uk/riskhub)

## Stay put fire safety strategy for your building.

**The fire strategy for your building 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 would be unable to self-evacuate or evacuate using the stairs in the event of a fire, please contact our Fire Safety Team on **0300 373 3000** so we can visit you and discuss a personal evacuation plan.

## Report excess noise nuisance using The Noise App



We recognise that everyone has a different tolerance when it comes to noise from your neighbours so please try to be considerate to others around you. If you feel the noise you are experiencing is excessive, please report it to us via our Noise App. The app is secure, and you don't have to leave your home to record we can assess any reasonable steps available for us to take.

The Noise App is free and will let you record audio for up to 30 seconds on your smartphone.

### Who is The Noise App for?

**The Noise App will need to be used in conjunction with a current 'open' case of noise nuisance that has already been reported to us.** You will need to make an initial report before we will review or accept recordings. To do this, you will need to get in touch by:



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

- reporting via our website: [www.networkhomes.org.uk/contact-us](http://www.networkhomes.org.uk/contact-us)
- reporting via your My Network Homes account – [www.mynetworkhomes.org.uk](http://www.mynetworkhomes.org.uk)
- emailing us at [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)
- phoning us on **0300 373 3000**
- writing to us or calling to book an appointment to visit us in person at our Wembley or Hertford offices.

### Downloading the app

You can download 'The Noise App' for free from the [App Store](#) for iPhone and iPads and the [Google Play Store](#) for Android phones or tablets. Once downloaded, you will need to register your account and when prompted choose Network Homes as your housing provider. Once you've registered your account, you will then be able to submit a recording to us. We are unable to use any recordings you submit if you do not have a current noise complaint with us.

### Anti-Social behaviour (ASB)

During July, the Neighbourhood team came to The Ridgeway with the Police Safety Neighbourhood Team and other housing associations for a Street Meet. We were able to meet residents and give advice around our ASB tool kit, cannabis smoking and noise nuisance. It was great to see residents and have these important conversations.



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](http://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.



Whether it's a leak, broken door or something else, the easiest way to get in touch with us is online. To find out how, visit [networkhomes.org.uk/contact-us](http://networkhomes.org.uk/contact-us)

## 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](mailto: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](mailto: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](http://www.mynetworkhomes.org.uk)
- Phone – **0300 373 3000**
- Email – [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)

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

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[OperationsandHousingContracts@networkhomes.org.uk](mailto:OperationsandHousingContracts@networkhomes.org.uk)



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