

Latest updates for residents at The Ridgeway

May 2023



Adopt a tree on the Ridgeway

We have recently replanted the row of trees along the boundary between Clavering Court and the adjoining Thieves Lane properties.



These trees were important to the design of the new homes, contributing to the privacy of the adjoining gardens, and that of Clavering homes.

The previous trees were not watered enough and died. We want the new trees planted by United Living to do well, and welcome any support from residents to help us to maintain them.



During the summer months, it will be important that the trees get some assistance, particularly as much watering as possible. Each of the trees has a black watering pipe (see above) which carries water directly to where it is needed at the roots.

How you can help

We have gardening equipment on site and can bring residents together if you would like to work as part of a group. Other residents are already helping to grow plants around the Natural Play Area next to Henrietta Court.





We have other initiatives in progress at Sele Farm:

- Last November’s mass daffodil plant produced ten patches of daffodils to brighten up verges this spring.
- The Community Garden at Bentley Road/Thieves Lane will shortly get a water supply and your help would be valued.
- We are looking at creating a Community Orchard.

If you would like to help, please get in touch by contacting Tim Goodwin, Regeneration Manager, at tim.goodwin@networkhomes.org.uk for more information.

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.

Estate inspection findings update for your site

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

Issue identified	Location	Action taken	Any other notes
Graffiti	Underground car park	Reported to repairs team	Contractors have attended and removed paint
Maglocks broken	Block entrances to underground car park	Reported to repairs team	
Motorbikes dumped	Underground car park	Tort notice served and reported to contractors to remove	

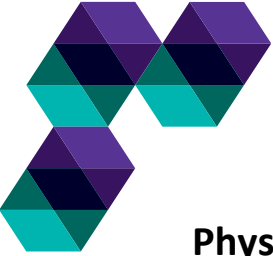
Changes to payment options: no longer accept cheque payments

We’re making some changes to the ways you can make a payment to us over the spring / summer period. From 1 April, we will no longer accept payments by cheque. You will need to use another payment option to make a payment to us if this was a payment method you used.

We will be making more changes to your payment options, however Direct Debit and standing order payments will not be affected.

To find out more about the changes we will be making, please check out the ways to pay section on our website at www.networkhomes.org.uk/waystopay.





Physical well-being

Hertfordshire Council has organised a range of free health walks for residents in the community including First Steps Walk in Sele, every Thursday at 10am. The walk starts and finishes near Fleming Crescent and is no more than a mile and a half. The walk is ideal for people who are returning from injury or illness or are otherwise inactive. There's no need to book, just turn up 10 minutes before the start time. At the end of the walk, we will be providing participants with tea/coffee at the Sele Community Hub.

For more information about the First Steps Walk in Sele, email healthwalks.com@hertfordshire.gov.uk or call 01992 555 888.



Improve your health

Join our First Steps Walk in Sele

Thursdays, 10am
Calton Court Windsor Drive
Refreshments available after in Sele Community Hub

FREE
Sociable
Local
Short

Physical benefits

- Strengthen your heart
- Lower your blood pressure
- Improve muscle strength and balance
- Ease joint pain
- Lower blood sugars

Better mental health and wellbeing

- Improve confidence by socialising with others
- Boost your mood
- Increase energy and stamina
- Reduce stress
- Improve sleep

W: www.hertfordshire.gov.uk/healthwalks
E: healthwalks.cms@hertfordshire.gov.uk
T: 01992 555 888



Clear communal areas

If you live in a building where you share communal areas with other residents, you must make sure that you keep them clear of clutter and rubbish. Shared communal areas include stairways, lifts,

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landings, and hallways. Please make sure you do not leave any items in these areas, including shoes, shoe racks, prams, pushchairs, bicycles, children's toys, and plant stands.

Items stored in a shared area are a hazard as they can prevent people from leaving the building safely in a fire. We have a zero-tolerance policy to items left in communal areas. We will remove any items found in communal areas, without warning, as they pose a hazard, and will dispose of them. You will not be able to get them back. We regularly check communal areas in shared accommodation for general health and safety hazards.

Cost of living help

Rising cost of living is a key concern for people nationwide and it can be overwhelming to keep track of what can be done to ease the impact of increased outgoings. We want to make it easy for residents to access useful advice and support that can hopefully reduce the rising cost of running your home this winter.

How we can help

- **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.

- **Cost of living hub**

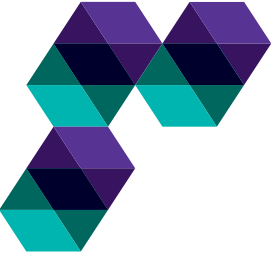
We have a cost of living help section on our website where you can access the support we provide, top tips and information about support from external organisations. You can find it in the advice section or directly at www.networkhomes.org.uk/costofliving

Support from your local council and local organisations

- **Hertfordshire County Council cost of living help and advice**

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For tips to support you through the rising cost of living you can visit Hertford County Council's cost of living support hub at <https://www.hertfordshire.gov.uk/about-the-council/news/help-to-manage-the-cost-of-living.aspx>

- **Hertford Food Pantry**

The Hertford Food Pantry is now open at the Sele Community Hub at Fleming Crescent. They can assist you if you are affected by the rising food costs by collecting and distributing surplus fresh food from local supermarkets. You can now visit the hub three times a week and fill your bags with food.

Opening times are:

Mondays – 1pm to 2pm

Wednesdays – 1.30pm to 2.30pm

Saturdays 11am to 12pm

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

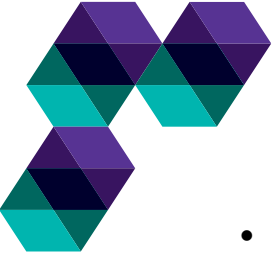
Steve Cherry is your Neighbourhood Officer who manages your estate. You can contact Steve by phone on 0300 373 3000 or by email at customerservice@networkhomes.org.uk.

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

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- Phone –**0300 373 3000**
- Email –[**customerservice@networkhomes.org.uk**](mailto:customerservice@networkhomes.org.uk)
- Website –[**www.networkhomes.org.uk/contact-us**](http://www.networkhomes.org.uk/contact-us)
- Facebook –**Networkhomesuk**
- Twitter –**asknetworkhomes**.

If you need to report crime, please visit [**https://online.et.police.uk**](https://online.et.police.uk) to report minor or non-urgent crimes.

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[**HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk**](mailto:HousingManagement.Contracts&OperationsTeam@networkhomes.org.uk)

