

# Neighbourhood Life

Spring 2017

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# Hello!

## Welcome to the spring edition of Neighbourhood Life

**You don't need me to tell you that the housing market needs fixing. This is universally acknowledged across the housing sector and by anyone living in or near the capital. Prices may be slowing but the shortfall between what people can afford and what homes cost is substantial. Many, many more homes are needed to bring down prices.**

In February, the government published a housing white paper called 'Fixing our broken housing market'. It sets out their ideas for how to build the homes we so desperately need. The proposals indicate a continuing shift away from the previous government's rigid focus on home ownership, with more room given to other tenures which are vital to a healthy housing market.

A number of measures are proposed which aim to increase the speed of house building by improving transparency, reducing planning permission timescales, giving local authorities more power and holding developers to account over slow building rates.

These policy changes might not fix the housing market tomorrow, but they should have a positive impact and housing associations like Network Homes can expect to operate in a more supportive environment than we have been in the past few years. It's also encouraging that the government seems to have shifted to a position which recognises the importance of tenures other than homeownership.

What matters now is turning the good intentions within the White Paper into finalised policy and then implementing them. The housing difficulties faced by so many people prove there is no time to lose on this. Everyone – government, local authorities, developers and housing associations – needs to play their part.

**I hope you enjoy reading this latest edition of Neighbourhood Life.**

**Helen Evans**  
Chief Executive

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## Office opening hours and service over the Easter period

As always, we aim to provide you with a good service at all times including over the Easter period. Our offices will be closed on Good Friday and Easter Monday as well as the May bank holidays.

### Our offices will be closed on:

Friday 14 April (Good Friday)  
Monday 17 April (Easter Monday)  
Monday 1 May (Bank holiday)  
Monday 29 May (Bank holiday)  
Usual office opening hours are Monday to Friday, 9am to 5pm.

**Remember**, you can use our online self service portal to report a repair, view your rent account and pay your rent, 24 hours a day, 7 days a week, via our website at [www.networkhomes.org.uk](http://www.networkhomes.org.uk). If you have an emergency repair while our offices are closed, please contact us on **0300 373 3000** and you'll be directed to our out of hours repairs service.

# Demolition kick-starts the regeneration of the Ridgeway in East Hertfordshire

**At the end of January, we began work to demolish and replace the poor-quality ageing buildings at the Ridgeway in Sele Farm, East Herts, with 120 new affordable, modern, mixed tenure homes.**

The £30 million regeneration project, which is part-funded by East Herts Council and the Homes and Communities Agency (HCA), is due to be completed in 2018 and will include 70 new homes for affordable rent and 50 new homes for shared ownership. We will also create new roads, outdoor space and a play area for children.

The new homes and improved public realm have been designed to modernise the layout and appearance of the estate. The new design is in keeping with the adjacent homes, providing a welcoming and safer environment for the residents who live there.

We held a special event on 23 January to celebrate the start of demolition. Helen Evans, Network Homes' Chief Executive, was joined by the Leader of East Herts Council



Linda Haysey, Executive Member for Health and Wellbeing Councillor Eric Buckmaster and Councillors Patricia Moore, Peter Ruffles and Steve Cousins. Also present were members of the local community and Network Homes' development partners for the project, United Living.

Ex-Ridgeway resident, Mrs Rita Heal, who lived on the Ridgeway for 30 years and was the first resident to move into a newly refurbished flat in 1991 said: "The buildings were so old, it needed to happen. I raised my son and daughter here, but the property was damp and when we found out we were moving, we couldn't wait to go."

Helen Evans, Network Homes' Chief Executive, said: "We're committed to providing good quality affordable homes for people in Hertfordshire and our regeneration of the Ridgeway will help create a vibrant and thriving community. Fifty of the new homes will be for affordable home ownership, giving local people an ideal opportunity to get on the property ladder."



**"We're committed to providing good quality affordable homes for people in Hertfordshire."**

**Helen Evans**  
Chief Executive



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# Network Homes named Housing Association of the Year at 'Oscars' of the housebuilding industry

**Network Homes was named Housing Association of the Year and won Gold and Bronze for Best Starter Home Scheme, and Silver for Best Regeneration Scheme at the WhatHouse? Awards 2016 on Friday 18 November.**

The Housing Association of the Year award is presented to the organisation the judges feel has exceeded its performance and shown innovative solutions to help buyers onto the home ownership ladder or into rented accommodation.

We won three more awards for the quality of our developments, including:

- ▶ **Gold** - Best Starter Home Scheme for the Junction in Stockwell Park
- ▶ **Bronze** - Best Starter Home Scheme for Lime Walk in Wembley

- ▶ **Silver** - Best Regeneration Scheme for the Stockwell Park Estate; the third major award Stockwell Park has received this year.

Vicky Savage, Executive Director of Development at Network Homes, said: "Our winning projects reflect our commitment to house those in need with exceptional quality homes and the investment we make into each and every one

of our developments and their surrounding localities. We believe good homes make everything possible and we work hard to make this a reality for our customers."

The huge accolade came hard on the heels of us winning 'Overall Winner' at the National Housing Federation's National Housing Awards, and capped a year of 14 major awards in total.



# Network Homes runs call centre for Red Nose Day 2017

**Network Homes was honoured to be chosen again to be a call centre for Red Nose Day 2017. Call centres play a massive part in the success of Red Nose Day by taking donations on the night and also doing additional fundraising in the lead up to the day.**

Our Wembley office was turned into a call centre on the night of the 24 March, as staff worked hard to take as many calls as they could over the duration of the evening to raise funds for Comic Relief.

Being involved with Comic Relief was a great opportunity for us to give something back and be involved with charitable, community work while contributing to changing lives here in the UK and across the world.

Since Comic Relief started in 1985, they've raised over £1 billion to help tackle poverty and injustice. They also do a lot of work to raise awareness of these key issues.



# Patients Association appoints resident as ambassador...

**Dr John Rudd, a Network Homes resident in Hertfordshire, has recently been appointed as an Ambassador for the Patients Association.**



The Patients Association is an independent health and social care charity which campaigns for patient safety. They receive thousands of calls each year from patients, relatives and carers about their experiences of the healthcare system in the UK. The Patients Association helps callers understand the complex health and social care system.

Telling us about his appointment, Dr Rudd said:

"I am now retired and I am all too well aware of how difficult it is to navigate the complexity of our health and social care system. This is where the Patients Association comes in. As well as the helpline they publish advice on their website or via email, covering a range of issues. This includes 'How to make a complaint', 'Getting the most out of your GP appointment' and 'Seeing your Medical Records'. These vital

pieces of information are designed to enable patients to make informed decisions about their healthcare, so that they can receive the right care for themselves and relatives."

Dr Rudd added: "Our team has an understanding of how to navigate the health and social care system, both state and private, as well as knowledge of national policies such as Clinical Commissioning Groups (CCGs) and the NHS constitution."

For more information about the Patients Association visit [www.patients-association.org.uk](http://www.patients-association.org.uk), email them at [helpline@patients-association.org.uk](mailto:helpline@patients-association.org.uk) or call their National Helpline on **0845 608 4455 / 0208 423 8999**.



# The Police Cadets build a ra-paw with residents

**On Sunday 29 January, residents at Bircherley Court in Hertford were treated to a visit from the Police Cadets in Social Action Group and a RAPPAW therapy dog.**

Bircherley Court is one of our Flexicare schemes for older people where residents are able to live independently while still receiving care. The Police Cadets are young members of the community who play a vital role in engaging with the public. They've been visiting a range of sheltered schemes in Hertford with the aim of bringing the older people community together and helping people with dementia.

During the visit to Bircherley Court, the cadets spent time with residents as they listened to their stories while also playing games. They were joined by a RAPPAW dog which is used to offer support, reduce feelings of isolation, and provide stimulation and vital therapy. The residents had a great time. They loved meeting the cadets and therapy dog, and can't wait for them to return.

DCI Rob Scott who organises the Police Cadets in Social Action said: "The project has gone beyond my expectations and the cadets have really enjoyed the experience. We

hope to continue to be successful and grow, bringing the older community together and helping those with Dementia in the process.

"In our next phase we are looking to purchase tablets so the residents can create Cloud memories with IT support from the cadets."

The Police Cadets will continue to visit every month and also visit residents at Calton Court, our other Flexicare scheme in Hertford.

# Special Cooks Company rustle up a treat

Each week at Calton Court in Hertford, a group of young people with learning difficulties and disabilities cook a fresh, home-made meal for residents living there. Calton Court is one of Network Homes' Flexicare schemes.

The Special Cooks Company, founded by Sue Doyle, comes to Calton Court twice a week to make a nutritious meal for the residents. But it's not just about cooking. The young people get a unique opportunity to develop a whole range of skills, including learning about healthy eating and having positive social interactions in a safe environment.

The young people also get the chance to develop their confidence by meeting new people, gaining work experience and getting out in their local community. Participants can attend from the age of 16.



Sue Doyle provides transport for the young people to and from Calton Court. Their day begins with grocery shopping where they learn to handle money. Following this, the team prepare the food for lunch and set up the room for the residents to eat in. Once the meal is ready, they serve the food and make sure everyone is happy with their lunches. Meals include roast dinners and shepherds pie, and there is always dessert followed by tea and coffee. Once the residents are finished, the special cooks can then enjoy their own lunch before cleaning up.

Not only is it a hugely valuable opportunity for the people who take part, but it's also greatly appreciated by the residents living there. They get a freshly cooked, home-made meal for £4 – a fraction of the cost of going out for a meal (sometimes their only home cooked meal in a week) and also the opportunity to interact with young people.



## Dancing days and nights!

**Residents at our Sheltered and Extra Care schemes in London don't need an excuse to party - especially when they have their very own resident DJs and professional sound system to hand!**

Our regular 'Music Night' tours our London sheltered housing schemes and in November it was held at Roberts Court in Neasden. These parties bring together people from our sheltered homes across London. Joined by friends and family, it's a great time to get together to make new friends, eat, drink and dance.



November's extravaganza took on an extra dimension as it had an international theme. Residents from different backgrounds came to share their cultural style, dance tips and have fun. The events are run with a massive amount of input from residents, who manage the sound system and DJ, with the support of a keen and dedicated band of Network Homes staff.

## Performance update

**We aim to provide you with a first class customer service and work hard to answer your questions and queries, efficiently and effectively.**

In January, **825** of our customers who called the Customer Service Centre with an enquiry or repair request completed a survey for us. The results of the survey showed that **92%** of you were satisfied with the level of service provided by our Customer Service Advisors.

**Thank you to everyone who took part in the survey.**

We will continue to provide you with a high level of service with an aim to achieve **90%** or more overall customer satisfaction. We have a Customer Charter which outlines our service commitment to you and the standards you can expect when living in a Network Homes home. Please visit our website, [www.networkhomes.org.uk](http://www.networkhomes.org.uk) to download and read the Customer Charter.

# Our winter events were a winner!

From 13 to 19 December 2016, we organised a series of festive, fun events for residents with nearly 100 people taking part. The events were a great opportunity for everyone to get together, meet each other and find out valuable information about our services and what we can offer.



A highlight was the children's art competition held at Peppermint Heights in Wembley. While the adults

received useful information about paying rent over Christmas, our Worksmart employment and training service and Financial Guidance, the children were busy creating masterpieces.

The winner was Nazanine, age three from Wembley, who received £20 worth of high street vouchers. We will use her artwork to create our 2017 Christmas card for our resident involvement group. Everyone who attended also received presents from our very own Network Homes Santa.

Meanwhile at the Vanilla Orchid Bakery, some lucky residents had the chance to sample delicious cakes as well as try out their cake decorating skills.

Rounding off all events was a special get together for our resident involvement group to thank them for all their participation throughout the year. Our Wembley office in London became a festive venue with food, mulled wine and Christmas

classics which gave our guests the opportunity to share their experiences with Network Homes ahead of the Big Conversation (see page 14 for more details).

**We hope everyone had a great time.**

## Look out for our summer activities

This summer we look forward to seeing even more of you at our events scheduled to take place between 24 and 28 July 2017. We would love to hear your ideas on what we can deliver for you throughout the year. Feel free to call the Community Engagement and Investment Team on **020 8782 5480** or email us at **get-involved@networkhomes.org.uk**.



# Worksmart boosted my confidence: Joyce's story

**All residents have access to free employment and training advice through the Network Homes Worksmart programme. Through Worksmart, you can book a free advice session with one of our employment and training advisors where you can discuss what type of work you are interested in and the steps you need to take to get there.**

## Find out how Worksmart helped Joyce:

Joyce Nantumbwe has been a Network Homes resident in Hertford for five years. Thanks to Worksmart she has gained the confidence to return to work and setup her own business after having children.

Joyce has recently set up her own child-minding service as a result of the information, advice and guidance she received from the Network Homes Worksmart programme. Run by community charity Groundwork with funding from Network Homes, residents are able to access this support service free of charge.

In November 2016, Joyce attended a session with Worksmart advisor Sarah at the suggestion of Network Homes' Welfare Advisor, Pauline Clarke. They recommended she

attend a CV writing workshop to help showcase her new qualifications to potential employers.

After reflecting on her skills, it was clear to Joyce that she had the experience in child-minding and the qualifications she needed (a Level 6 in Education Studies & Early Years) to run her own child-minding service.

Over the following weeks Sarah and her colleagues supported Joyce in her preparations, giving her the tools she needed to fully promote her services to parents. Sarah was able to source a grant for Joyce from Ancient Charities of Hertford. They gave her £200 to purchase a triple buggy so she can take the children to the park – one of the features that Joyce is proud to provide as part of 'Joyce's Child-Minding Service'.



Joyce said: "I knew I wanted to be a child-minder and I did all the necessary training a year ago, but I needed to get my CV up to date. After speaking with Sarah I realised I wanted to be my own boss, but I was lacking confidence.

"They helped me to design a parents' brochure and organised some printing to save me money. Sarah has been amazing; she has boosted my confidence and helped me to apply for a grant towards the cost of setting up my business.

"Thanks to the support from the Worksmart programme, I hope this is the first step to one day running my own nursery or day care centre."

## Find out more about Worksmart

To find out more about how Network Homes' Worksmart programme could help you get back into work, email Kamara Jackson at **worksmart@networkhomes.org.uk** or call her on **020 8782 4908**.



## We've helped save you £1m!

**Our welfare benefits advisors can help you maximise your income by offering advice, support and access to benefits such as Housing Benefit and Discretionary Housing Payments as well as Disability Benefits.**

In this financial year, the team have secured over £1million in income from unclaimed benefits, demonstrating their commitment, perseverance and teamwork to each case.

Dianne Challis, Team Leader, said: "Welfare Reform changes are having a massive and devastating impact on some of our residents, many of whom are vulnerable.

So knowing that we are able to support our residents on a daily basis in ways that really matter to them is something that we are really proud of. We know that there are increasing financial pressures for everyone and it is tough to make sense of the jargon when it comes to paying bills or if there are changes to benefit entitlements. That's why we're here to help."

If you're unsure that you're receiving all the benefits you're entitled to or if you would like more information, you can speak to one of our welfare benefit advisors on **0300 373 3000** or email [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk).

## Have you tried our new benefits calculator?

**We've launched a new online benefits calculator to help you see what help you may be entitled to.**

The benefits calculator is available to use on our website at [www.networkhomes.org.uk](http://www.networkhomes.org.uk). You will find it under 'Welfare reform' in the 'Living in your home' section. You can enter your location, age, benefits received, income and other details to get up to date information on the latest benefits you could receive.

You can also save your calculation if you need to and come back to it.

**Don't forget**, if you need advice you can contact our welfare benefit advisors at [welfareadvisors@networkhomes.org.uk](mailto:welfareadvisors@networkhomes.org.uk) or call them on **0300 373 3000**.

If you have been affected by recent changes, our employment service can assist you into work which may help you manage the shortfall. Contact our Worksmart team at [worksmart@networkhomes.org.uk](mailto:worksmart@networkhomes.org.uk).



## Putting something aside for a rainy day

**Did you struggle to juggle bills and expenses over the Christmas period? Why not consider saving a small amount each week?**

We know it can be difficult to find the money for bills and planned expenses such as Christmas but if you save a little each week you could find that it totals a lot in weeks to come. For example, if at the beginning of the year you were to save £5 each week for 52 weeks then you would have £260 at the end of the year to use towards a special occasion or to cover unexpected expenses such as replacing a household item.

It's not too late to start putting money aside. A little today can amount to a lot tomorrow.

Also don't forget that you can pay your rent by Direct Debit which saves you the hassle of remembering to make a payment on time.

If you would like to find out more about paying your rent by Direct Debit or if you find that you're struggling to pay your rent, please do not wait to ask for help. You can get advice from our Income Management team on **0300 373 3000**. We also have financial guidance booklets, *Your Money* and *On the money*, available to download from our website. Alternatively, you can request a copy by email at [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk) or calling us on **0300 373 3000**.

## Don't pay extra for your spare bedroom

**Are you affected by the bedroom tax? Or do you want to avoid the hassle of a spare bedroom to clean?**

By downsizing with us, we can help you move to a new property where the size meets your needs.

We want to make the move as easy as possible for you. You may be eligible for:

- ▶ A £1,000 payment for moving to a new smaller home
- ▶ An extra payment of £500 for every additional bedroom you have spare
- ▶ Support finding a Network Homes property that is right for you
- ▶ All your moving costs covered
- ▶ Free carpets, curtains and decorating vouchers for your new home.

**Please note** this does not apply to mutual exchanges.

This is open to all Network Homes and SW9 Community Housing residents.

If you think you may be interested in downsizing and would like more information, please contact our Lettings team on

**0300 373 3000** or email [customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk).



## Protecting yourself from scams

**Network Homes, or a company working on our behalf, may contact you for a variety of reasons. This could be by phone, letter, email, or a home visit.**

If someone contacts you claiming to work for Network Homes and you think it's suspicious then you should:

- ▶ **Check for identification** - our staff members will carry identification when visiting you. Ask to see their identification and do not let them into your home if they do not have any. Our contractors also carry identification which you can check before letting them into your home.
- ▶ **Do not give out too much information** - keep the conversation brief and do

not give out any personal information.

- ▶ **Rearrange the appointment** - inform them that you will make a new appointment with Network Homes.
- ▶ **Contact us** - get in touch by phone, email, or visit one of our offices to confirm if the contact is genuine.

If in doubt, never let a visitor you do not know or whose identity you cannot confirm into your home. If someone calls on the phone, you should end the conversation immediately and contact us to check if it was a genuine call.

## Appointments with staff

**We're always pleased to welcome visitors to our Hertford and Wembley offices. From April 2017, we will have a team of duty officers based there from 9am to 5pm, Monday to Friday to help answer customer queries.**

Many of our staff spend much of their day out and about on our estates, carrying out duties such as inspections, tenancy audits and meeting with customers in their homes. While there will always be someone on hand to assist you at our office, if you would like to see a particular individual when you visit, please arrange an appointment in advance. You can also arrange an appointment for them to come and see you in your home.

You can arrange an appointment with a specific member of staff by contacting us on **0300 373 3000**, Monday to Friday between 8am to 6pm. You can also text us on **07532 306 306** and your text will be answered within 48 hours, Monday to Friday between 8am to 6pm.

# Don't give house room to pests!

**Pests including rodents, cockroaches, fleas, bedbugs and flies are not only a nuisance but also carry diseases which can be transmitted to humans.**

There are several practical things that you can do to protect your family from these unwanted guests and discourage them from entering your home.

**Here are our top tips for general pest prevention:**

- 1. Keep it clean** - Clean all surfaces thoroughly to remove food residue. Close bins with securely-fitted lids, and ensure areas where food can collect are frequently cleaned (e.g. under refrigerators).
- 2. Waste disposal** - Dispose of any food waste in strong outside bins with securely fitted lids.
- 3. De-clutter** - Keep your home and garden tidy so there's fewer places for pests to hide.

- 4. Pets and birds** - Clean up pet food and bird seed debris, as this waste can often attract pests.
- 5. Check your bedding** - Bedbugs are becoming increasingly common. Check furniture, bedding and luggage regularly for infestations. You can find more information on bedbugs at [www.monitorpestcontrol.co.uk](http://www.monitorpestcontrol.co.uk).
- 6. Co-operate with neighbouring properties** - All your efforts may be in vain if the neighbouring home continues to be a happy haven for pests. If you suspect your neighbour has an infestation, report it to your housing officer so they can investigate.
- 7. Act immediately** - If you discover signs of any form of infestation (droppings, damage, gnawing), take immediate action to stop a larger infestation developing.

Monitor Pest Control is the approved pest control contractor for Network Homes. If you suspect a pest issue in a communal area of your building please report it immediately by contacting us at [customerservices@networkhomes.org.uk](mailto:customerservices@networkhomes.org.uk) or on **0300 373 3000**. Please note, it's your responsibility to deal with pest control problems inside your home. You can contact Monitor directly on **01474 358 855** or email them at [info@monitorpestcontrol.co.uk](mailto:info@monitorpestcontrol.co.uk) but you will have to pay them for dealing with pests in your home.

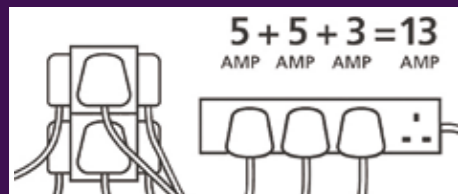


# 10 top tips for spring cleaning your home

**As the milder weather comes, spring is the perfect time to do that deep clean to make sure your home is in tip top condition.**

Here are some ideas to help maintain your home:

- 1. Clear out all the clutter** that's built up over the past year and embrace that feel good factor!
- 2. Check your sockets** are not overloaded and avoid the risk of fire. Use the 'socket calculator' at [www.electricalsafetyfirst.org.uk](http://www.electricalsafetyfirst.org.uk) to find out if you are exceeding the maximum loads.
- 3. Consider switching to energy saving light bulbs** - save fuel, money and help the environment!
- 4. Give your garden a makeover** by removing dead leaves, weeds and making way for new plants.
- 5. See cracks or uneven driveways / walkways?** Report it to us via the Customer Service Centre or the self service portal.
- 6. Check your smoke detector** monthly and replace the batteries annually or as needed to keep safe.
- 7. Prevent water damage by knowing where your stopcocks are located**, reducing the risk of damage to your personal possessions.
- 8. Deep clean your oven** - that bit of extra attention when deep cleaning your oven can prevent build up of grease which could become a fire risk.
- 9. Have fun!** Cleaning doesn't have to be a chore, include family and friends, get some music on and watch time fly by! Then rest and enjoy once all the hard work's done.
- 10. And finally don't forget to make sure you have Home Contents Insurance to protect your belongings for all eventualities.** Did you know Network Homes offer a home contents insurance scheme called 'My Home Contents'? Visit [www.thistlemysite.co.uk](http://www.thistlemysite.co.uk) for more information.



# Shaping the services we provide to older people in London

**As you will have seen on the TV and in newspaper reports over the last few years, the country is in the midst of a huge change in the profile of the population. People are living longer which is great news and we are aiming to meet this change by ensuring our services are tailored and responsive to our residents' needs.**

We've been looking at the profile of residents in London and we've identified that we have 589 households where the main tenant is 70 or over - this does not include residents in our sheltered, Extra Care or Flexicare homes. 249 of these households are single occupant residents aged 70 or over.

We've recently started to contact a sample of residents to find out what is important to them and how connected they are to friends and family. We are also researching what services they might like to receive from us, such as regular welfare calls, linking them to

activities and trips or accessing a handyperson service to ensure they can remain safe, well and fulfilled in their homes. This feedback will help us plan our services. We'll keep you updated on progress.

### Want to get involved?

If you are over 65 years old, a Network Homes resident who does not live in one of our sheltered, Extra Care or Flexicare homes, and you are interested in taking part in our research, please call Mhairi Duck on **020 7326 3767**. If you are interested in finding out about activities going on in London please call Anne Marie Weir, Activity Coordinator, on **020 8782 5431**.

# Calling all intermediate rent residents in London!

**Do you rent your home privately from Network Homes? Would you like to have a greater say in how we provide our services to you and your neighbours?**

If the answer is 'yes' then our London Panel would like to know more about you.

The London Panel is a group of residents who come together every two months to help us make sure that the work we do is the best it can be. Membership is drawn from all tenure types but at present there is no representation from intermediate rent residents and we would like to ensure that your voice is heard!

Network Homes actively encourages residents to get involved with the work we do. Relevant training and reasonable expenses are provided.

If you are interested in getting involved and would like to find out more, call Peter Adams, Resident Engagement Team Leader, today on **020 7326 3740** or email [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk).



## Get involved in our Big Conversation!

This spring we're launching The Big Conversation – giving you the chance to shape the future of how residents can get involved at Network Homes.

Last year was a great year for resident involvement. Our regulatory panels commissioned our first scrutiny project; we held a series of winter activities for residents; and over 500 of you attended our Residents' Day at Brent Civic Centre in London. But we want to get even better!

We want to know your thoughts about four key areas:

- ▶ The current involvement opportunities available to you
- ▶ The ways in which you can have your say with us
- ▶ The ways we can encourage you to get involved
- ▶ What you would like to see more of in the future.

The results of this project will form the basis for your new Menu of Involvement Activities – detailing all the ways in which you can have your say about the services you receive.

If you would like to take part, please complete the survey via our website at [www.networkhomes.org.uk](http://www.networkhomes.org.uk)

by 30 April 2017. It can be found under 'Getting involved' in the 'Living in your home' section. Alternatively, email us at [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk) or call us on 020 8782 5480.

Everyone who takes part will be entered into a prize draw to win £50 worth of high street vouchers.



## Improve your estate by taking part in the next inspection

We know it's important to have a clean, safe environment to live in which is why we hold regular estate inspections with residents, the police and local councillors. It's your opportunity to suggest areas for improvement on your estate.

The estate inspection is led by your local neighbourhood officer or estate inspection officer. As part of the inspection, you'll be involved in checking the condition of your estate, buildings and communal areas, and reporting any maintenance work required.

All residents are welcome to take part and no booking is required. All you have to do is turn up on the day. Please see the upcoming estate inspections below:

### Estate inspections in Hertford

Date	Time	Inspection area	Meeting Point
5 July	10am	Curtiss Drive & Cheshire Drive	Outside 34 Cheshire Drive
18 July	10am	Brickendon/ Bayford	The Farmers Boy pub/ Garage by the school
14 August	11am	High Cross, Colliers End, Marshalls Lane, North Drive, Poplar Close, Cambridge Road, Wellington Cottages	Next to Cambridge Road Cottages
15 August	3.30pm	Bengeo	Revels Close car park
16 August	10am	Musley Hill, Collett Road, Clements Street, Crib Street, Francis Road, Princes Street, Southall Close, Goldstone Close, High Oak Road, Redan Road	Car park area of Goldstone Close
22 August	11am	Crouch Gardens	Crouch Gardens car park area
24 August	2pm	Hornsmill	Post Office
29 August	10.30am	Tower Road, Beazley Road, Parnel Road, Trinity Road, Sells Road	Outside Tower School
31 August	10am	Loweswater Close/ Callowlands Place	Car park

### Estate inspections in London

We're finalising the dates for our London inspections and these will be published on our website soon, so please keep checking.

A full list of estate inspection dates can be found at [www.networkhomes.org.uk](http://www.networkhomes.org.uk) in the 'Getting involved' section in 'Living in your home'.

## Maintaining our trees

From 1 April 2017, we will be using CSG (Usher's) Ltd to manage and maintain the trees in communal areas on all Network Homes estates and at SW9 Community Housing.

This covers all types of tree management including tree planting, young tree maintenance, tree pruning work, tree removal and stump grinding.

CSG (Usher's) Ltd covers all areas of arboriculture and tree management, from surveys to re-planting and establishing new trees.





# ▶ Do you need free legal advice?

Come along to our advice clinics on the first Tuesday of every month at our Wembley office in London.

We will have independent solicitors available to provide legal advice and support. You will need to **pre-book your appointment** to guarantee access to these resources.

#### What support can you receive?

The solicitors will be able to offer advice on:

- ▶ Immigration law
- ▶ Crime
- ▶ Family
- ▶ Community care/accessing social services and support
- ▶ Mental health

- ▶ Employment
- ▶ Court of protection
- ▶ Actions against the police
- ▶ Wills, trusts and probate
- ▶ Power of attorney.

Appointments with solicitors will last a maximum of one hour and will be arranged according to demand and availability. For legal advice appointments, please bring two forms of ID with your name and address on and make sure one has a photograph.

Our employment advisors and partner organisations will also be available during each clinic

to provide you with advice and support on accessing employment services. You do not need to book an appointment to see our employment advisors.

#### When will the clinics run?

Each clinic will run on the first Tuesday of every month, from 10am to 2pm.

The next dates are:

- ▶ 2 May
- ▶ 6 June
- ▶ 4 July
- ▶ 1 August

For more information and to book your appointment please contact the Legal Services Team at [legalservices@networkhomes.org.uk](mailto:legalservices@networkhomes.org.uk) or call 020 8782 4323.

#### Keep in touch

 0300 373 3000

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

 [www.networkhomes.org.uk](http://www.networkhomes.org.uk)

 [@networkhomesuk](https://twitter.com/networkhomesuk)

 [www.facebook.com/networkhomesuk](https://www.facebook.com/networkhomesuk)

Registered office: Network Homes, Olympic Office Centre, 8 Fulton Road, Wembley, HA9 0NU.

A charitable Registered Society no. 7326 under the Co-operative and Community Benefit Societies Act 2014. Registered Provider no. 4825.

If you would prefer not to receive the Network Homes newsletter you can opt-out by emailing [marcomms@networkhomes.org.uk](mailto:marcomms@networkhomes.org.uk) or writing to Marketing & Communications Team, Network Homes, Olympic Office Centre, 8 Fulton Road, Wembley, HA9 0NU.