Introduction

Welcome to your new home and neighbourhood.

To help you settle in and get to know your new area, we have put together this pack, personalised to your neighbourhood.

We want you to be happy and healthy in your home. We have a friendly team that are there to help you.

Information on your Neighbourhood

Some useful information that will help you settle in

Council Tax:
Please visit www.gov.uk/council-tax-bands to check your band or contact Northampton Borough Council on 0300 330 7000 if you have any questions.

Cleaning Schedule:
Communal areas in blocks of flats will be cleaned once a week by our contractor Just Ask, but we ask that you keep communal areas clean at all times.
They can be contacted on 0844 736 5956 or nph@justaskservices.co.uk

Bin Collections:
You can check the bin collections for your area via ‘Find your collection day’ via the NBC website - www.northampton.gov.uk

Please ensure you put your bins out no earlier than the night before collection day. And bring them in once cleared.

Fly Tipping:
You must correctly dispose of your waste in the facilities provided. Fly tipping is an offence, and you may be fined if caught. Black bin bags must not be left outside blocks of flats

Grounds Maintenance:
NPH are responsible for the grounds around blocks of flats. Our contractor Continental manage this on our behalf. The grass will be cut every 2 weeks, and bushes trimmed when needed.

Any questions? groundsmaintenance@nph.org.uk or call 0300 330 7003

Furniture & Bulky Waste
Contact NBC Streetcare on 0300 330 7000 for Bulky Waste Collection 3 items for £15.

Parking:
Where a permit is required to park on the highway you need to apply to NCC via their ‘apply for a parking permit’ webpage.
Your NPH Team

Your Housing Officer, Emilia Ditri

The types of things Emilia can help you with:

- Managing tenancies and all related matters;
- Managing blocks and environmental matters on NPH land;
- Signposting and referrals of tenants;
- Assisting with requests to move.

There are several ways you can get in touch with Emilia;

Arrange a visit with Emilia, or meet her and one of the other officers at their Housing Advice Sessions.

Or on board Daphne the Bus!

Monday, Tuesday, Thursday & Friday (9am-5pm) & Wednesday (10am-5pm)
Wednesday 10am-5pm – 0300 330 7003
EDitri@nph.org.uk

Your Housing Team

Our team are ready to support you with whatever query you may have. Here is what we can help with:

- Paying your Rent and Bills
- Support at home
- Repairs and Maintenance
- Welfare & Low Level support
- Tenancy Compliance
Your Neighbourhood
Abington & Headlands

Library: Abington Library – Tuesday, Thursday and Friday 9am-6pm
Doctors: Abington Medical Centre – 01604 723420
Dentist: Abington Dental Practice – 01604 638815
Food Banks: Abington Avenue United Reformed Church, Abington Avenue, NN1 4QA
Primary Schools: Abington Vale Primary School, NN3 3NQ - 01604 631131
Barry Primary School, Barry Road, NN1 5JS

Your Local Partners
Names and details of some useful local contacts

Police Community Support Officer:
Nat Shaw, Steve Whiting, Dan Freeman

Environmental Warden:
Rob Buckner – 0300 330 7000

Local Councillor:
Tony Ansell and Zoe Smith NBC
Other support that we can provide:

We work with a number of partner organisations which we would be happy to refer you to.

If you need extra support, please contact us if you are struggling with:

- Finances
- Mental Health
- Domestic Abuse
- Drug or Alcohol Use

Whatever you need support with, our team are happy to help you and signpost you to our partners if needed.

Duty Line: 01604 838462   Email: tenancysupport@nph.org.uk

Get Involved

There are a number of ways that you can get involved with NPH, including:

- Working with us to scrutinise what we do
- Being a Community Connector and helping to improve your neighbourhood
- Talking to us about your recent experience of accessing our services, to help us improve
- Attending regular meetings of our Residents Forum to stay updated on what we’ve been doing

If you’d like to know more:

email us at:
getinvolved@nph.org.uk or call us on 01604 837836

Daphne the NPH Bus:

Come and see Daphne the Bus in your neighbourhood:

Abington Library, Lindsay Ave, Northampton, NN3 2SJ
Every 8 weeks, Thursday, 10:30am- 12:30pm