

Your Neighbourhood

Lakeview



Registered Office: The Guildhall St Giles Square, Northampton NN1 1DE
www.nph.org.uk

Information within relevant as of: January 2020



**NORTHAMPTON
PARTNERSHIP HOMES**

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.

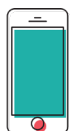
We want you to be happy and healthy in your home. We have a friendly team that are there to help you.



www.nph.org.uk



@NPH_News



0300 330 7003



NPH Connect

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, Helen Jones

The types of things your housing officer 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 Helen;



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

Or on board Daphne the Bus!



Monday to Friday- 9am-5pm- 0300 330 7003
HJones@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

Lakeview



1 Lakeview Apartments



3 Eden Close Hub



2 Shops outside Lakeview



4 Churchill Ave Stores



5 Eastfield Park

Library: Northamptonshire Central Library, Abington Street, Northampton NN1 2BA – Email: centlib@firstforwellbeing.co.uk

Doctors: Greenview Surgery, 129 Hazeldene Road, Northampton NN2 7PB – 01604 791002
Park Avenue Medical Centre, 166 Park Avenue North, Northampton NN3 2HZ – 01604 716500

Dentist: Woodview Dental Practice, Holmecross Road, Northampton NN3 8AW – 01604 670977

Food Banks: Northampton Hope Centre- 08455 199371

Schools: Boothville Primary School, 83 Booth Lane North, Northampton NN3 6JH, 01604 491545. Thomas Beckett Catholic School, Becket Way, Northampton NN3 6HT – 01604 493211

Daphne the NPH Bus:

Come and see Daphne the Bus in your neighbourhood:

Outside Lakeview House, Churchill Ave, NN3 6PG

Every 8 weeks, Wednesday, 1:30pm- 3:30pm



Your Local Partners

Names and details of some useful local contacts

Police:

Contact 101 (non-emergency) 999 (emergency)
NeighbourhoodTeamNorthampton@ northantspolice.uk

Police Community Support Officer:

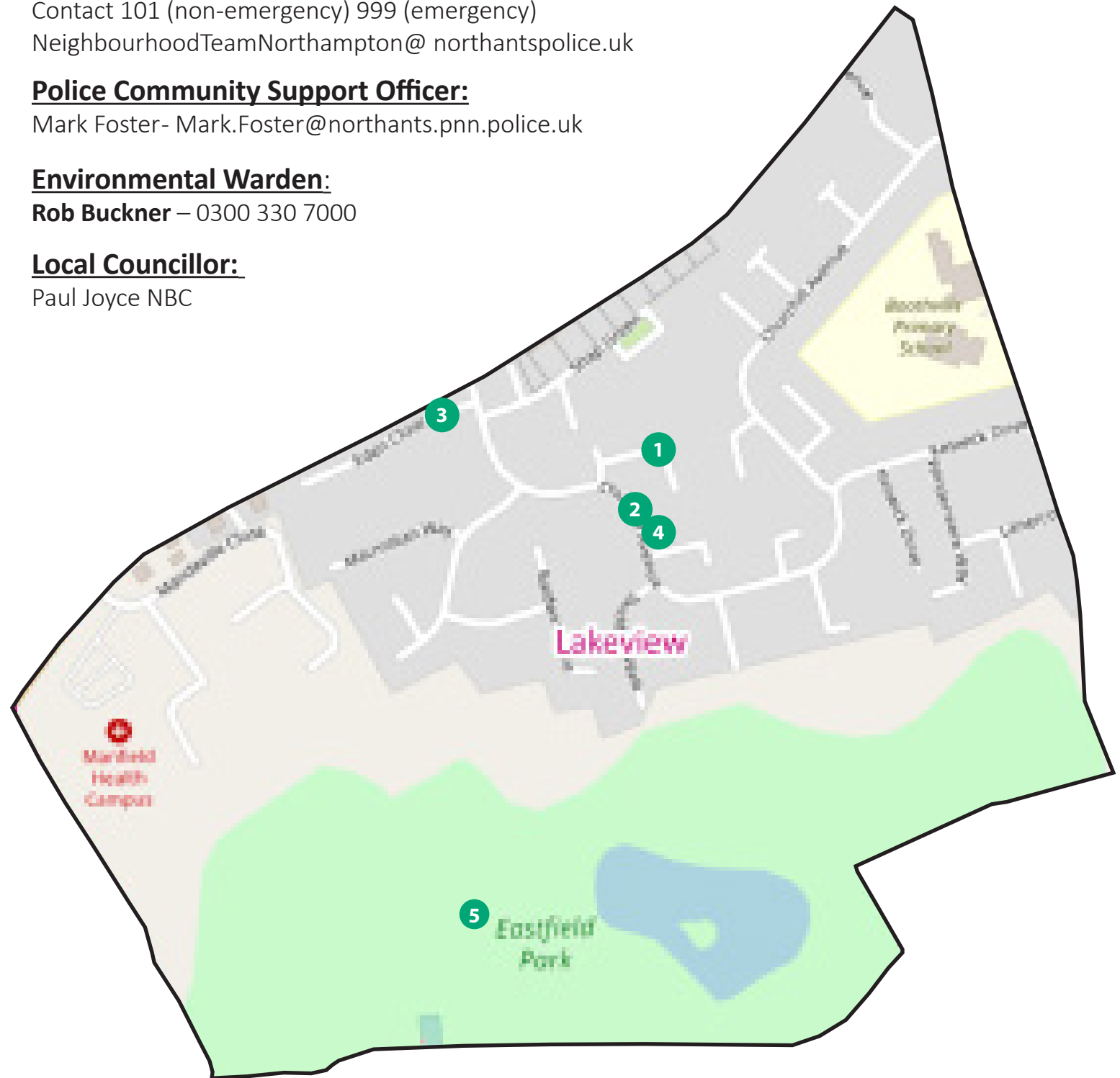
Mark Foster- Mark.Foster@northants.pnn.police.uk

Environmental Warden:

Rob Buckner – 0300 330 7000

Local Councillor:

Paul Joyce 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
- Domestic Abuse
- Mental Health
- 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