

Your Neighbourhood

Ryehill, Duston & Upton



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



'Daphne the NPH Bus'

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, April West

The types of things April 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 April;



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

Or on board Daphne the Bus!



Times in office – 0300 330 7003
AWest@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

Duston, Ryehill & Upton



Library: Duston Library, Pendle Road, DUSTON

Doctors: St Lukes Primary Care Centre, Timken Way South, DUSTON, NN5 6FR – www.stlukesprimarycarecentre.co.uk

Dentist: Duston Dental Practice, 74 Main Road, DUSTON, NN5 6JN – 01604 753312

Food Banks: Northampton Hope Centre- 08455 199371

Primary Schools: Hopping Hill Primary School – www.hoppinghillprimary.co.uk

Duston Eldean Primary School – www.dustoneldeanprimary.co.uk

Local Residents Associations: Upton – Upton Meadows Residents Association

Your Local Partners

Names and details of some useful local contacts

Police Community Support Officer:

Victoria Wakeline – victoria.wakeling@northants.pnn.police.uk

Lee Shelton – lee.shelton@northants.pnn.police.uk

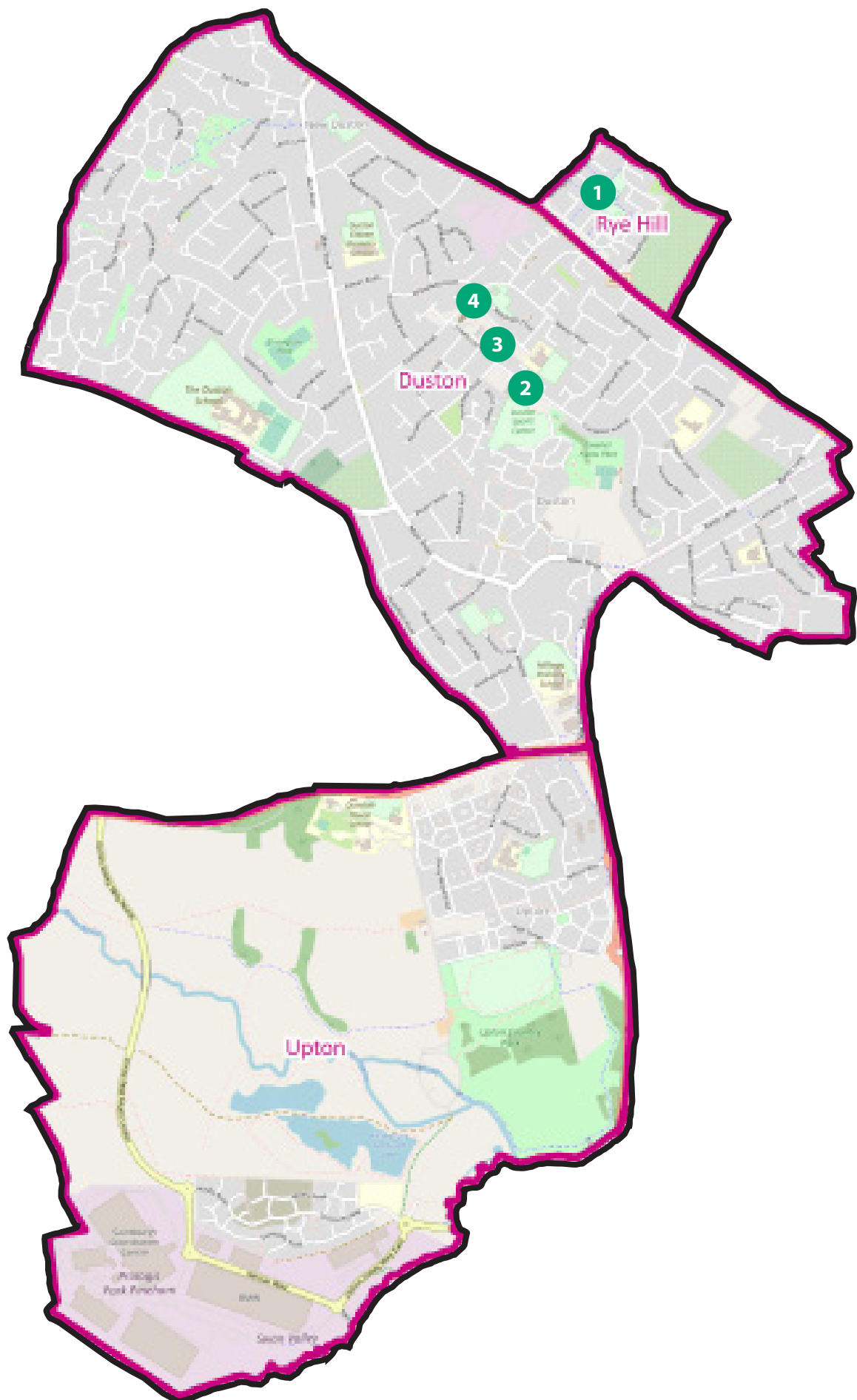
Environmental Warden:

Steve Burdett – sburdett@northampton.gov.uk

Police Constable:

Sarah Whitehead – sarah.whitehead@northants.pnn.police.uk

Area map





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

Daphne the NPH Bus:

Come and see Daphne the Bus in your neighbourhood:

Ryehill: Montague Crescent communal car park, NN5 7RQ

Every 8 weeks, Wednesday, 10:30am - 12:30pm

Duston: Bants Lane communal car park, NN5 6AH

Every 8 Weeks, Thursday, 10:30am - 12:30pm



'Daphne the NPH Bus'