



**WEST
HERTS
HOMES**



Latest News

Winter 2020



Seasons Greetings from the staff of West Herts Homes

Thank you to all our tenants for being so patient and understanding through the Covid months. Be assured WHH is working hard behind the scenes to keep you and your homes safe, and our Housing Officer has been keeping in contact regularly throughout by telephone.

We plan to reinstate home visits and tenant drop-in sessions in St Albans as soon as we are allowed.

We are delighted to welcome Maddie George-James working alongside Helen Kenyon, as a trainee Housing Officer.



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Office Opening Hours over Christmas

The office will be closed from 12.00 midday on Thursday 24 December until Friday 1st January 2021. We will be open again on Monday 4th January 2021 at 9.00am.

OUT OF HOURS EMERGENCIES

Our Housing Officer is available for tenant support and emergencies on weekdays from 4.30-6.30pm on mobile: 07768 168397. This number is checked at weekends for emergencies only.

For emergency out of hours repairs, after 4.30pm weekdays and at weekends and Bank Holidays, phone MCP Property Services on 01920 465 111, Option 1. Please see Helen's letter of 11 December, for details of the services MCP provides.

Details for Out of Hours Emergencies can be found on the information sheet on the Tenants' Notice Board in your house.



FIRE SAFETY in and around your home

All tenants have a part to play in keeping the shared areas, stairs, landings and entrances, clear of any obstructions. Anything left out is a potential hazard to the safety of all residents and visitors. By keeping the common stairs and landings or entrances clear, it will protect escape routes and allow access for emergency services. Entrance doors and internal fire doors must be kept shut.

KEEP ESCAPE ROUTES CLEAR



Helpline Numbers

Wellbeing services in Mid Herts	-	01727 858331
Wellbeing services in Watford	-	01923 837146
Mind Councillors in Mid Herts	-	01727 865070
Mind Councillors in Edgware	-	0300 222 5940
Mind Councillors in North Finchley	-	020 8343 5700
Mind Councillors in Watford	-	020 3727 3600

FOOD BANKS

Contact Helen or Maddie to be referred to your local Trussell Trust Foodbanks, who have foodbanks in St Albans, Borehamwood, Colindale and North London.