



**WEST
HERTS
HOMES**



Latest News - Winter 2022

Festive Season opening hours

Here are our office opening hours over the Christmas and New Year holiday period:

2022

23 December 9.00am to 1pm
26 December Closed
27 December Closed
28 December Closed
29 December Closed
30 December Closed

2023

2 January Closed
3 January 9.00am to 4.30pm



As you will be aware the cost of living is increasing

If you are making payments towards your rent, please don't struggle alone – we are here to help, alongside other agencies. Below are contact details for some of the services you can call for support and advice regarding your money worries.



MONEY ADVICE SERVICE - 0800 138 7777

www.moneyadvice.org.uk

NATIONAL DEBTLINE - 0808 808 4000

www.nationaldebtline.org

CITIZENS ADVICE - 0845 404 0506 www.cas.org.uk

FOODBANKS - 01722 580 180 www.trusselltrust.org

WHH can issue food vouchers

Keeping Warm this winter *Top tips for staying warm and well this winter:*

It is important to keep warm in winter, both inside and outdoors, as it can help to prevent colds and flu.

- Heat your home to at least 18°C (65°F), you might prefer your living room to be slightly warmer
- Make the most of any sunlight as it allows natural heat to enter your home
- When it gets dark draw your curtains, this will help to keep the cold out
- Don't dry your clothes over the radiator, as this will allow moisture to build and encourages condensation and mould to develop, it also blocks valuable heat from warming your home



Repairs



During office hours (Mon-Fri, 9am to 4.30pm) To report a repair, phone 01442 244484 or by email: admin@whh.org.uk

Please provide as much information about the issue.

Attach a photo to show where the issue is. This can assist us in arranging the appropriate contractor.

Out of Hours service and emergencies

If you have an emergency between 4.30pm and 6.30pm, please phone our Housing Manager, Helen Kenyon on 07768 168397. If you are unable to establish contact,

Please call Neptune who provide our Out of Hours emergency repairs services.

They will attend to the following repairs in an emergency

1. Loss of Heating/hot water for tenants with electric heating
2. Total loss of power supply to socket outlets
3. Major plumbing leaks
4. Toilet blockage if there is only one toilet for use in the property

Neptune can be contacted on 01442 737916 or 07821 039523 or by email: info@neptuneheatingandplumbing.co.uk

For tenants with gas boilers who have a loss of heating/hot water, please call.

Swale Heating on 01795 477098 option 1 or by email:

<https://www.swaleheating.com/repairs/existing-customer/> where you can report a repair.

Abbey Locksmiths on 0800 052 0775

For Locksmith services where a communal street door lock fails in a shared house or block of flats or window glass is broken through no fault of a tenant, please contact Please note residents are responsible for their own room/ flat door locks and will be responsible for the cost of repair and will need to pay the locksmith directly.

Neptune, Swale and Abbey Locksmiths may refer you back to our office if the repair is not urgent.

Into 2023

New Website

As you may have seen, we have a new website www.whh.org.uk. In February 2023 we will be hosting a meeting to demonstrate the website and receive comments from residents.

This is planned to be an evening meeting to allow more residents to attend. We will let you know as soon as we have the date and venue.

