

Your neighbourhood

What to do if you're locked out of your home

We often receive calls from customers who have locked themselves out of their homes.

We've all had that sinking feeling when we arrive home and can't find our key and we completely understand how upsetting it can be when you have lost the key to your home.

We are sympathetic to anyone in this situation but unfortunately we can't offer a free locksmith service as this would be very costly to provide. So, what should you do when you can't find your key?

Calling out a locksmith to your home can be really expensive, even more so if it is an out-of-hours emergency.

With a locksmith you call yourself, you will also normally need to pay in advance before the locksmith will visit.

For customers who want the reassurance of dealing with people they know, Thirteen can provide this service at a competitive price. We can offer this service during office hours and also out of hours. We charge £50 to gain access and replace the lock and if you need it, we can arrange to set up a payment plan to help you spread the cost.

Please call us on **0300 111 1000** to tell us if you're locked out.

Neighbourhood walkabouts

Joanne Gaffney, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Joanne carries out walkabouts on your estate, and you're welcome to join her.

The walkabouts, also known as estate inspections, involve walking around the areas where our homes are located and identifying issues that might need to be addressed.

The dates, times and meeting places of walkabouts in your area are:

Area	Time	Meeting point	Dates
Burbank	10.30am	Burbank Community Centre	30 January 2018

Please come along and tell us what you think about your neighbourhood. If you can't make it to one of the walkabouts and there's something you'd like us to look at, please contact Joanne using the details below.

Waste management

Recent estate walkabouts have identified an increase of rubbish, fly tipping and overflowing wheelie bins on the Burbank Estate. I would like to remind customers that their bin collection day is on a Tuesday and bins must be placed outside your home by 7.30am on the day of collection. Please visit www.hartlepool.gov.uk to ensure you are recycling correctly and are putting out the correct colour bin for collection. Bulky household waste or white goods are your responsibility to dispose of correctly. If you're waiting for large items to be collected, please don't put it outside until the night before collection as this can pose a fire hazard and make the estate look untidy.

Eviction

In April, a household in the area was evicted due to not paying their rent. An eviction is our very last resort but we need customers to understand the importance of paying rent on time.

If you're having difficulties in paying, Thirteen's money advice team can help. Our advisors can help you to claim all the benefits you're entitled to, deal with debt and manage your money. The money advice service is free and confidential. To make an appointment or discuss any issues you may be experiencing, please contact us on **0300 111 1000**.

Get in touch

If you'd like more information about anything in this update or if you have any issues you'd like to discuss about your neighbourhood, please contact Joanne at:

- email: joanne.gaffney@thirteengroup.co.uk
- tel: **0300 111 1000** or **07810 506 717**

Alternatively, visit the website for information about Thirteen or the self-service site to contact us:

- website: www.thirteengroup.co.uk
- self-service: www.thirteengroup.co.uk/SelfService