

Your neighbourhood

Rechargeable repairs

Over the last few months there has been an increase in the number of rechargeable repairs to our properties.

Rechargeable repairs are repairs caused by accidental or deliberate damage, rather than normal wear and tear. We recharge customers for the cost of making these repairs.

If the repair isn't urgent or a health and safety risk, we will tell customers the cost to fix the issue and customers will be expected to pay before the work's done. Emergency repairs will still be carried out if the customer can't pay upfront. We

will recharge the cost after the work has been completed.

One of the main causes for recharges is for customers locking themselves out of their home or losing their door keys. The cost for a Thirteen member of staff to enter the home and replace keys is currently £50. To avoid this, you could leave a spare key with a family member, friend or trusted neighbour who could help in such a situation.

If you do find that you're locked out of your home, please contact us on **0300 111 1000**.

Neighbourhood walkabouts

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

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
Hart and Clavering	10am	Bamburgh Court	12 December 2017 and 6 March 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 Stephen using the details below.

Fly tipping

There have been a number of occasions recently where rubbish has been dumped around garages, allotment sites and back streets in the King Oswy area.

If you see any fly tipping in the area, please report it to Hartlepool Borough Council on **01429 266 522**. Alternatively, you can call your Neighbourhood officer on **0300 111 1000**.

All calls will be treated in confidence.

If any tenant is found to be fly tipping, Thirteen will take tenancy action against them and Hartlepool Borough Council could take possible court action.

Do you have contents insurance?

People sometimes think that items such as carpets, furniture and white goods are covered by Thirteen's insurance.

As your landlord we have buildings insurance on all of our properties which means that the building and structure of your home are insured in the event of fire, flood or other accidental damage. This insurance does not cover the contents of your home.

To protect your personal belongings and contents of your home against damage or theft, you will need to arrange your own contents insurance cover. As a Thirteen tenant you can get insurance through a scheme especially for housing association tenants. If you're interested, please contact us for more information.

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 Stephen at:

- email: stephen.bushnall@thirteengroup.co.uk
- tel: **0300 111 1000** or **01642 947 712**

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