

Your neighbourhood

Keeping our area clean

As your housing officer I want to help ensure that your home and neighbourhood are a pleasant place to live. As we say in your tenancy agreement, it's important that you don't let rubbish build up inside or outside of your home.

We have had a number of issues lately with furniture, electrical items, black plastic bags and other rubbish being stored in front and rear gardens. Also recycling bins in some areas are overflowing with contaminated waste.

For bulky rubbish that you need removing, please contact Hartlepool Borough Council on **01429 523 333**. It costs £20 for up to three large household items - if you receive a qualifying benefit, the service is half price.

It might be worth asking your neighbours if they have anything to move so you can share the cost between you. You can book your slot by phoning the council or calling in person to the Civic Centre on Victoria Road.

With household waste, please ensure that you put the correct waste into the correct bins. You can find out which recycled waste goes in your grey bin at **www.hartlepool.gov.uk/recycle** or by calling the council for an information leaflet number for an information leaflet.

Neighbourhood walkabouts

Denise Noble, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Denise 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
Hart Lane	2pm	Blake Walk	3 January and 28 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 Denise using the details below.

Universal Credit

Universal Credit (UC) has been introduced in the Hartlepool area over the last few months. If you receive UC, you receive one payment paid directly to you which is paid in arrears. This has caused great confusion with some tenants.

Every customer who claims UC is responsible for paying their rent from the money they receive - this is not paid directly to Thirteen.

If you're struggling with money, you can call West View Advice Centre on **01429 271 294** or Thirteen's Money Advice Team on **0300 111 1000**. Thirteen can also give you advice about rents, payment plans or support to stay in your home if you're struggling with rent.

Locked out of home?

We've all had that sinking feeling when we arrive home and can't find our keys. We're sympathetic to anyone in this situation but unfortunately we can't offer a free locksmith service.

If you're locked out, calling out a locksmith can be really expensive and you'll normally need to pay in advance. For customers who want the reassurance of dealing with people they know, Thirteen provides this service - inside and outside office hours - at a competitive rate. We charge £50 to gain access and replace the lock and we can set up a payment plan to help spread the cost. Simply call **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 Denise at:

- email: **denise.noble@thirteengroup.co.uk**
- tel: **0300 111 1000** or **07867 500 850**

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**