

Your neighbourhood

Keeping gardens tidy

There has recently been an increase in household rubbish and unwanted furniture being left outside homes on the estate.

Not only does this look unsightly and spoil the appearance of the estate, it is also a serious health and safety risk as it can attract vermin.

We'd like to remind all customers that unwanted items of furniture, white goods or rubbish should not be left outside your home. If you have any unwanted items that you can't dispose of yourself, you should contact Hartlepool Borough Council to arrange for it to be removed. If you need a larger

wheelie bin to dispose of your household rubbish and recycling, the council can deal with this as well.

If you arrange for items to be collected, please don't leave them outside until the day of collection. It's a breach of your tenancy agreement to allow your gardens to become untidy and have rubbish left outside. If this happens, we'll take appropriate action against residents who don't comply with requests to remove rubbish.

You can contact Hartlepool Borough Council on **01429 523 333** or **www.hartlepool.gov.uk/recycle**.

Neighbourhood walkabouts

Joanne Larkin and Carol Gage, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. Joanne and Carol carry out walkabouts on your estate, and you're welcome to join them.

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
Headland 1	2pm	Corner of Frederick Street	4 January and 29 March 2018
Headland 2	2pm	Parity Centre	5 January and 30 March 2018
Headland 3	2pm	St Hilda's Church	12 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 or Carol using the details below.

Get support with your money

Over the last year we have seen a rise in evictions. An eviction is our very last resort but we need our tenants to understand the importance of paying their rent on time.

Thirteen's Money Advice Team can help if you're experiencing difficulties in making rent payments. Our specialist advisors can give you help to claim all of the benefits you're entitled to, deal with debt and manage your money.

The money advice service is free and confidential. To discuss any issues with money, please call **0300 111 1000**.

House vacancies

We have a range of three-bedroom houses and one-bedroom flats available in the Headland area.

Headland often has three-bedroom houses and flats vacant that we would love to become someone's new home. So if you have any friends or family members that are interested in living in the Headland area, please pass on our contact number so they can express an interest. They can 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 Joanne or Carol at:

- email: joanne.larkin@thirteengroup.co.uk or carol.gage@thirteengroup.co.uk

- tel: **0300 111 1000**; Jo on **01642 947 630** or Carol on **07766 364 543**

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**