

# Your neighbourhood

## Customer responsibility for recharges

Over the last few months there has been an increase in the number of rechargeable repairs to our properties. Rechargeable repairs are those that aren't caused by normal wear and tear to the home, but are caused accidentally or deliberately by customers or visitors to the property.

Customers are recharged the cost of fixing repairs like this.

If the repair isn't urgent or a health and safety risk, for example damage to a kitchen cupboard or worktop, we tell customers the cost to fix the issue and we expect this to be paid before the work is carried out. Emergency repairs

will still be carried out if the customer can't pay the cost of the repair upfront - we will then charge customers after the work has been completed.

One of the main causes for recharges recently has been customers locking themselves out of their home or losing their house keys. The cost for Thirteen to gain entry to the property and replace the keys is currently £50.

To try and avoid being locked out, we are urging customers to leave a spare key with a family member, friend or trusted neighbour who could help in circumstances like this.

## Neighbourhood walkabouts

Joy Bishop, Lisa Newton and Tim Fuller, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. Joy, Lisa and Tim 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.

Area	Time	Meeting point	Dates
Owton Manor D & E Blocks	10.30am	Orcel Centre, Wynyard Road	1 Feb 2018
Owton Manor F & G Blocks	10.30am	Orcel Centre, Wynyard Road	2 Feb 2018
Owton Manor H & I Blocks	10am	Owton Manor Baptist Church	9 Feb 2018
Owton Manor J & K Blocks	10.30am	Kilmarnock Road Young People's Centre	9 Jan 2018
Owton Manor L Block	10.30am	Kilmarnock Road Children & Young People Family Resource Centre	2 Jan 2018
Owton Manor M Block	10.30am	Kilmarnock Road Children & Young People Family Resource Centre	30 Jan 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 your neighbourhood officer using the details below.

## Keeping your estate tidy

We'd like to remind tenants that your bin must be placed outside by 7.30am on the day of collection. To ensure you're putting out the correct colour bin for collection, please visit [www.hartlepool.gov.uk/recycling](http://www.hartlepool.gov.uk/recycling).

If your bin is out when it shouldn't be, it could be stolen or removed and you'll be charged £25 for a replacement.

If you notice any incidents of fly tipping in the area, you can report it by calling the council's customer services on **01429 523 333**.

## Autumn in the garden

Some gardens in our area are starting to look a little untidy. Please ensure that you keep your garden tidy - this is part of your tenancy agreement.

Dispose of the cuttings in the brown bin which were emptied for the last time during the week ending Friday 24 November.

We're introducing a new gardening scheme for next year and tenants of state pension age or on qualifying benefits may apply. The cost of the scheme will increase to £234 a year (£4.50 per week). Call For more details, **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 Joy, Lisa or Tim at:

- email: [joy.bishop@thirteengroup.co.uk](mailto:joy.bishop@thirteengroup.co.uk),  
[lisa.newton@thirteengroup.co.uk](mailto:lisa.newton@thirteengroup.co.uk) or  
[tim.fuller@thirteengroup.co.uk](mailto:tim.fuller@thirteengroup.co.uk)

- tel: **0300 111 1000**; Joy on **01642 947 697**;  
Lisa on **01642 947 704**; Tim on **01642 947 552**
- Alternatively, visit the website for information about Thirteen or the self-service site to contact us:
- website: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)
- self-service: [www.thirteengroup.co.uk/SelfService](http://www.thirteengroup.co.uk/SelfService)