

# Your neighbourhood

## Bulky Waste and recycling

Your housing officers are committed to help ensure that your home and neighbourhood are pleasant places to live. However, recently there have been growing problems with fly tipping on Rift House Estate.

Fly tipping is illegal and makes the area look run down. But did you know that if you have bulky waste to remove from your home including furniture, Hartlepool Borough Council offers a bulky waste removal service. The cost is £20 to collect up to three items, but if you receive certain benefits, the cost is £10. To book a collection, you can call **01429 523 333**.

With your household rubbish, putting the right waste into the right bin is important as the bin might not get emptied - if left, this can encourage rats and mice. So please make sure that the recycled waste in your grey bin is in line with the council's recycling requirements. You can find information at **[www.hartlepool.gov.uk/recycling](http://www.hartlepool.gov.uk/recycling)**.

Alternatively, contact the council on the above number for an information leaflet.

Let's keep Rift House Estate looking lovely and dispose of unwanted waste in the right way!

## Neighbourhood walkabouts

Angela Jesney and Louise Smith, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. They 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
Rift House - North of Marlowe Road	9:30am	Catholic Club, Marlowe Road	15 Feb 2018
Rift House - South of Marlowe Road	9:30am	Catholic Club, Marlowe Road	8 Feb 2018
Rift House - North of Brierton Lane	9.30am	Brierton Shops	20 Feb 2018
Oxford Road Lower	9.30am	Oxford Road Baptist Church	6 Feb 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 us using the details below.

## Have a safe and happy Christmas

Christmas is a time when your home is likely to be full of people and excitement. But it's also a time when accidents can easily happen. Follow our safe Christmas tips:

- keep decorations and cards away from heat sources eg light fittings
- don't leave burning candles unattended
- buy batteries for toys that need them and then you won't be tempted to remove them from smoke alarms
- have scissors handy to open parcels and packages - don't use knives or screwdrivers.

We wish you a safe and happy Christmas.

## Rechargeable repairs

Over the last few months, rechargeable repairs in our properties have increased. Rechargeable repairs are not caused by normal wear and tear but are caused accidentally or deliberately by people in the property. Customers will be recharged the cost of fixing repairs like this.

One of the main causes for recharges has been customers locking themselves out of their home or losing their house keys. It currently costs £50 to enter a property and replace keys, so to avoid this, you could leave a spare key with a trusted family member, friend or neighbour who could help in these situations.

## 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 Angela or Louise at:

- email: **[angela.jesney@thirteengroup.co.uk](mailto:angela.jesney@thirteengroup.co.uk)** or **[louise.smith@thirteengroup.co.uk](mailto:louise.smith@thirteengroup.co.uk)**
- tel: **0300 111 1000**, Angela on **07764 695 625** or Louise on **07796 940 610**

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)**