

# Your neighbourhood

## Rechargeable repairs

Over the last few months there has been an increase in reports of damage to property which wasn't as a result of normal wear and tear.

We call this type of damage 'rechargeable repairs' as we recharge customers to carry out the 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

Mark Rochester, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Mark 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
Throston Grange	9.30am	Throston Library	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 Mark using the details below.

## Keeping the estate tidy

Recent estate walkabouts have identified large items of household waste or white goods being left outside properties, especially in communal areas.

It's your responsibility to dispose of waste correctly. If you're waiting for large items to be collected, please don't put the waste outside until the night before collection - it could be a fire hazard and makes the estate look untidy.

As we're now in the winter months, please can tenants do one last tidy up of their garden, so that when the warmer months finally return, they are tidy and manageable.

If you're having trouble keeping your garden tidy, please get in touch using the contacts below.

## Be theft aware

Recently, lead has been stolen from flats in Tiverton Grove and Exmoor Grove. Thirteen is working to replace and repair the damage caused and we hope it has not caused too much disruption for you.

Some tenants have reported this to the police but if you have been affected and haven't already done so, you can report it by calling **101**. You will be given a crime reference number so that you aren't recharged for any repairs needed.

If you're affected by this, please contact us to report this and any other repairs on **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 Mark at:

- email: [mark.rochester@thirteengroup.co.uk](mailto:mark.rochester@thirteengroup.co.uk)
- tel: **0300 111 1000** or **07422 072 598**

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)