

Your neighbourhood

Improving our neighbourhoods

Now the summer months are here we would like to remind tenants that if you are responsible for a garden, you must maintain it to a reasonable standard. Overgrown gardens and gardens containing litter, rubbish and bulky waste have an adverse impact on a neighbourhood and may attract vermin.

We ask you to:

- Keep grass and lawns cut;
- Hedges, privets and trees should be kept trimmed and tidy;
- Hedges and shrubs should not overhang the public footpath;

- Dispose of the cuttings and garden waste in the brown refuse bin.

If you are elderly or have mobility problems, you may qualify for support from a new gardening service. This scheme, which will launch in Hartlepool next year, is not free of charge and there will be a cost. If you wish to register to receive more information about this scheme and the costs nearer to the time, please contact Joanne on 0300 111 1000.

Neighbourhood walkabouts

Joanne Gaffney, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Joanne 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
Burbank	10.30am	Burbank Community Centre	15 August 2017
Burbank	10.30am	Burbank Community Centre	7 November 2017

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 using the details below.

Vacating a property

As a condition of your tenancy agreement, you must occupy your property as your principal home. If you don't and claim housing costs, this could result in your benefit being suspended resulting in rent arrears. If you are thinking about leaving us, please contact us. We can discuss your reasons for wanting to move on or help you to stay by finding you a more suitable property. If you decide to leave we will arrange for you to terminate your tenancy correctly by signing a termination form giving the appropriate four weeks' notice.

If you suspect someone has left their property without advising us or are not using the property as their principal home, then please contact us. Any information will be treated in the strictest confidence.

Rechargeable repairs

There has been a recent increase in rechargeable repairs to our properties. This is where damage is caused accidentally or deliberately by tenants or their visitors, and tenants will be recharged for the repairs.

If the repair is not urgent or a health and safety risk, the customer will be advised of the cost and must pay before the work is carried out.

One of the main causes for recharges is customers locking themselves out or losing their house keys. It costs £50 to gain entry to a property and replace keys, so to avoid this a customer could leave a key with a family member or trusted friend.

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 at:

email: joanne.gaffney@thirteengroup.co.uk
tel: **0300 111 1000** or **01642 773600**

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