

Your neighbourhood

Environmental improvements

There are two garage sites due for demolition within the estate this summer; these are 1 – 6 Rafton Drive and 1 – 23 Dodsworth close.

We have worked in partnership with Hartlepool Borough Council and residents, to install new grit bins along the bottom of Rafton Drive, and increase the number of dog fouling bins around the estate, especially near the long field.

We are also looking at the footpath that runs behind 35 to 54 Clavering Road and borders the rear of Bamburgh Court, to see what options there are for installing additional lighting and renewing the fencing.

The estate is looking clean and tidy, but if you notice any rubbish, fly-tipping or other problems, please call Stephen on 0300 111 1000 or Hartlepool Borough Council on 01429 266522.

Neighbourhood walkabouts

Stephen Bushnall, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Stephen 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
Hart and Clavering	10am	Bamburgh Court	19 September 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 Stephen using the details below.

Being a considerate neighbour

If you are organising a BBQ or sitting in the garden listening to music and soaking up the good weather, we ask that you consider your neighbours and keep the noise levels down, especially between 10pm and 8am.

One-off incidents can be annoying, but if they occur regularly, and the disturbance causes you a problem, it is often a matter of making your neighbour aware in a friendly manner and seeking to work out a solution together. They may not be aware of the problem, and often people do not realise they may be disturbing others and are not doing it on purpose.

If you are still having problems, then contact the anti-social behaviour team on 0300 111 1000, or call the police on 101 if it is outside office hours.

Get money advice

Customers can get help and advice with money management and speak to specially trained advisers to make sure you're getting all the benefits that you're entitled to.

The Money Advice Team offers tenants a range of free and confidential support to help you manage your money. Money advisers can help you to: claim the benefits you're entitled to; deal with benefit problems; deal with debt problems; manage your money and budget for the things you need.

To arrange an appointment, just contact the Money Advice Team 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 Stephen at:

email: **Stephen.bushnall@thirteengroup.co.uk**

tel: **0300 111 1000 or 01642 947 712**

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**