

Your neighbourhood

Improving the look of the area

We have an investment programme about to start in our area to replace fencing to the front and rear of homes.

This will be a huge benefit to the area and will affect 274 homes which will help to improve the appearance of the estate.

Affected households should have already received a letter telling them about the work. So if your home is affected, please make sure that any valuable items such as garden

ornaments are removed before the work begins.

Also, please ensure your gardens are in a good condition to allow works to be completed without delays. This includes keeping gardens maintained and free from hazards, for example free from animal waste or harmful items.

Any Thirteen employees or other contractors visiting your home should be carrying ID, so please ask to see it if you're unsure whether they're a genuine employee.

Neighbourhood walkabouts

Lynn Evans and Jo Gaffney, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. They also carry out walkabouts on your estate, and you're welcome to join in.

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
Dyke House (Lime Crescent)	10am	Lime Crescent Flatlets	21 Sept 2017
Dyke House (Raby Gardens)	10am	Chatham Gardens	26 Sept 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 your neighbourhood officer using the details below.

Help tackle fly tipping

There has recently been an increase of household rubbish and unwanted furniture being left outside properties on the estate. Not only does this spoil the appearance of the estate, it can also be a serious health and safety risk.

We'd like to remind residents that unwanted items should not be left outside homes. If you have any unwanted items you can't dispose of yourself, you should contact Hartlepool Council on 01429 523333 to arrange removal. Please do not put items outside until the day of an arranged collection.

Anti-social issues

We have recently obtained an injunction against an abusive customer living on the estate. The resident became increasingly abusive towards Thirteen's staff and threatened to cause damage to their property which could have resulted in harm to their neighbours.

Our staff tried to work with this individual and offered support, but due to the escalating threats and abuse, our anti-social behaviour team stepped in to take action. Thankfully this isn't something we need to deal with often, but if you see any ASB in the area, please contact us.

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 Lynn or Jo at:

email: lynn.evans@thirteengroup.co.uk
or joanne.gaffney@thirteengroup.co.uk

tel: **0300 111 1000; Lynn on 01642 947 627;**
Joanne on 01642 947 698

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