

# Your neighbourhood

## 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.

Emergency repairs will still be carried out, and if the customer cannot pay the cost of the repair up front, this will be recharged after the work is completed.

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.

## Neighbourhood walkabouts

Lynn Evans, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Lynn 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
Hart Lane	2pm	Blake Walk	11 October 17

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 Lynn using the details below.

## Universal Credit

There has been an increase in tenants transferring to Universal Credit recently, and many of you are concerned about how it works.

Briefly, the tenant receives their Housing Benefit along with other benefits as one Universal Credit payment, which is paid monthly and in arrears. Tenants are now responsible for the budgeting of their rental payments within this new system.

If you are having any issues or are struggling with money, you can call West View Advice Centre on 01429 271294 or the Money Advice team at Thirteen on 0300 111 1000. You can also contact Thirteen to set up a payment plan or to ask for assistance from one of our Support to Stay officers.

## Home improvements

This year, we plan to carry out £27m of improvements to homes in our estates.

In your area, this will include installing:

**45 boilers**

**57 positive vent replacements**

If your home is due to be upgraded, you'll receive a letter to tell you about the plans. This will include all the details that you'll need to prepare for the work.

## 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 at:

email: [lynn.evans@thirteengroup.co.uk](mailto:lynn.evans@thirteengroup.co.uk)

tel: **0300 111 1000 or 01642 947 627**

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)