

# Your neighbourhood

## Safety in the home

Accidental house fires remain a significant threat to homes and businesses and can cause extreme damage to property or even worse, loss of life.

Please take steps to prevent a fire starting in or outside your home by making sure there is not a build-up of rubbish and don't leave flammable substances next to your property or in any outbuildings.

Regularly check your fire alarms are working and if not ring the repair line, report on the self-service portal or contact

your housing officer.

Gas safety checks are carried out free of charge for all customers, and by law, a check has to be done once a year. Faulty boilers can emit Carbon Monoxide, which can kill, and faulty appliances can cost more money to run, increasing fuel bills.

Customers receive an appointment letter every year, so please make sure you keep your appointment. For more, visit [www.thirteengroup.co.uk/repairs](http://www.thirteengroup.co.uk/repairs)

## Neighbourhood walkabouts

Joanne Larkin and Carol Gage, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. Joanne and Carol carry out walkabouts on your estate, and you're welcome to join them.

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
Headland 1	2pm	Corner of Frederick Street	12/10/17
Headland 2	2pm	Parity Centre	13/10/17
Headland 3	2pm	St Hilda's Church	20/10/17

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 Joanne or Carol using the details below.

## Fly tipping

There have been numerous reports of fly-tipping around garage sites and streets in the Headland area.

Fly tipping is one of the biggest issues in our region and Thirteen is committed to tackling it to create a better environment for our customers to live in.

Residents can report any incident of fly tipping by contacting Hartlepool Borough Council on 01429 266522, and all calls will be treated in confidence.

## 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 Joanne or Carol at:

email: [joanne.larkin@thirteengroup.co.uk](mailto:joanne.larkin@thirteengroup.co.uk)

or [carol.gage@thirteengroup.co.uk](mailto:carol.gage@thirteengroup.co.uk)

tel: **0300 111 1000**; Jo on **01642 947 630**

or Carol on **07766364543**

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)