

# Your neighbourhood

## Improving our neighbourhoods

Now the summer months are here we would like to remind tenants to ensure that their gardens are cut, clean and tidy from rubbish.

During a recent walkabout, we identified an increase in fly-tipping and overflowing bins throughout the estate. Bin collection day is on a Thursday, and you must present your bin by 7:30am on the day of collection. We ask that any household waste and recycling is disposed of in the

appropriate bin. For more information on what to put in which bin, please visit [www.hartlepool.gov.uk/recycle](http://www.hartlepool.gov.uk/recycle). Please do not burn any rubbish, as this is a fire risk.

Larger items can be taken to your local recycling centre or picked up by Hartlepool Borough Council by calling 01429 523333. This costs £20 for three items or £10 if you are claiming benefits.

## Neighbourhood walkabouts

Ellie Liston, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Ellie 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
Oval Grange	2pm	Entrance of Oval Grange	11 Oct 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 Ellie using the details below.

## Self-service website

We have recently introduced a customer self-service website. This allows our tenants to carry out a range of tasks online without the need to visit an office or telephone us. However, only ten households within Oval Grange have registered onto the self-service website out of 84 properties.

We are encouraging tenants to sign up to this service that allows you to request a home repair, view rent accounts, update personal information and tell us about a range of issues. To register, visit <https://selfservice.thirteengroup.co.uk/>

## Properties in Oval Grange

As you may be aware due to Government reform, two-bedroom properties have become hard to let, as many customers don't fit the criteria for full housing costs.

Oval Grange often has two-bedroom properties available that we would love to become someone's new home.

If you know of any friends or family members that are interested in living in Oval Grange, please encourage them to 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 Ellie at:

email: [ellie.liston@thirteengroup.co.uk](mailto:ellie.liston@thirteengroup.co.uk)

tel: **0300 111 1000** or **01642 947 688**

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)