

Your neighbourhood

Keeping our gardens clean and green

The grass cutting season is now well and underway, and as part of your tenancy agreement, if you are responsible for a garden, you must maintain it to a reasonable standard. Overgrown gardens and gardens containing litter, rubbish and bulky waste have an adverse impact on a neighbourhood and may attract vermin.

There are lots of beautiful gardens on the Rift House estate which is lovely to see, and this makes it a pleasure for us, as

neighbourhood officers to walk around.

If you are elderly or have mobility problems, you may qualify for support from a new gardening service. This scheme, which will launch in Hartlepool next year, is not free of charge and there will be a cost. If you wish to register to receive more information about this scheme and the costs nearer to the time, please contact Angela or Louise on 0300 111 1000.

Neighbourhood walkabouts

Angela Jesney and Louise Smith, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. Angela and Louise 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
Rift House – North of Marlowe Road	9.30am	Catholic Club, Marlowe Road	31/08/17 23/11/17
Rift House – South of Marlowe Road	9.30am	Catholic Club, Marlowe Road	24/08/17 16/11/17
Rift House – North of Brierton Lane	9.30am	Brierton Shops	05/09/17 28/11/17
Oxford Road Upper	9.30am	Kingsley School	17/08/17 09/11/17
Oxford Road Lower	9.30am	Oxford Road Baptist Church	22/08/17 14/11/17

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 Angela or Louise 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 the Money Advice Team 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:

146 window 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 Angela or Louise at:

email: angela.jesney@thirteengroup.co.uk
or louise.smith@thirteengroup.co.uk

tel: **0300 111 1000; Angela on 01642 947 706;**
Louise on 01642 947 222

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