

Your neighbourhood

Vacating a property

There have been an increase in the number of abandoned homes on the estate. As a condition of your tenancy agreement, you must occupy your property as your principal home. If you don't and claim housing costs, your housing benefit could be suspended resulting in rent arrears. If you are thinking about leaving us, please contact us. We can discuss your reasons for wanting to move on or help you to stay by finding you a more suitable property. If

you decide to leave we will arrange for you to terminate your tenancy correctly by signing a termination form giving the appropriate four weeks' notice.

If you suspect someone has left their property without advising us or are not using the property as their principal home, then please contact us. Any information will be treated in the strictest confidence.

Neighbourhood walkabouts

Lisa Newton, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Lisa 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
Rossmere A & B	10.30am	Rossmere Community Building	19/09/17
Rossmere C & D	10.30am	Rossmere Pub	21/09/17

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 Lisa using the details below.

Balmoral Court bike store

We will shortly be removing the bike store within Balmoral Court's communal area. We are taking this action, as we have received many complaints from residents over the last year of criminal activity and anti-social behaviour in that area.

We wrote to all Balmoral Court's residents in April asking them to contact me if they have any objections to the removal of the bike store on a permanent basis. We received no opposition, and so we started the removal process. Hopefully, the removal of the bike store will alleviate the issues and concerns our residents have raised.

Investing in Rossmere

Investment works have begun to improve homes on the Rossmere estate. Surveys were carried out on properties and in your area, we will be installing:

- 35 window replacements**
- 86 boilers**
- 7 distribution boards**
- 12 fireplaces**
- 6 heating distribution systems**
- 7 kitchen replacements**
- 2 bathrooms**

If you are receiving work to your home, we will send you a letter explaining what work will be carried out and a date we will need access to your home. Please discuss any concerns with your customer liaison officer.

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 Lisa at:

email: lisa.newton@thirteengroup.co.uk

tel: **0300 111 1000** or **01642 947 704**

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