

Your neighbourhood

Improving our neighbourhoods

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. 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
Throston Grange	9.30am	Throston Library	15 Aug 2017
Throston Grange	9.30am	Throston Library	7 Nov 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.

Rechargeable repairs

Over the last few months, there has been an increase in the number of rechargeable repairs to our properties. This is where damage is caused accidentally or deliberately by tenants or their visitors, not by wear and tear and tenants will be recharged the cost of repairing these.

If the repair is not urgent or a health and safety risk, then the customer will be advised of the cost and will be expected to pay before the work is carried out.

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

Therefore, we encourage tenants to purchase home insurance so that they are covered if and when these incidents occur.

Anti-social behaviour team in action

Thirteen recently received a number of complaints about a resident living on the estate. Our anti-social behaviour team contacted the individual, and several warnings were issued in an attempt to prevent further complaints.

As the complaints continued a notice seeking possession of the property was served on the tenancy, and due to this pending enforcement action, the tenant made the decision to end the lease.

This action has significantly improved the area and the quality of life of the residents who live close to the property.

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

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

self-service: www.thirteengroup.co.uk/SelfService