

Your neighbourhood

Rubbish amnesty in Newport

To help local people deal with rubbish in their homes we held a rubbish amnesty for residents in Newport.

This involved a one-off clearance of larger items of rubbish, encouraging residents to bring out their waste for disposal by Thirteen's caretakers. This kind of scheme helps residents who don't have transport to get rid of their large items of waste, and also helps to prevent the waste from

being fly tipped in the area.

During the amnesty, it was great to see residents actively helping their neighbours to make sure that when the transport arrived to take their rubbish away, everything was ready and waiting. The amnesty also helped with issues of hoarding potentially harmful rubbish in homes, and helped improve the look of the estate.

Neighbourhood walkabouts

Jan Patrick is the neighbourhood officer for your area. Jan is regularly out and about in your neighbourhood and she carries out walkabouts on estates which you're welcome to join in with.

The walkabouts, also known as estate inspections, involve walking around the estates where Thirteen's homes are located, and identifying issues that might need to be tackled.

You can find out more about the next walkabouts on Thirteen's website at:

www.thirteengroup.co.uk/FindOutAbout

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 Jan using the details below.

Improving low-rise gardens

Residents in Salisbury and Southwell Courts low-rise blocks in Newport asked if we could help with issues of dog fouling in the communal gardens.

We agreed to fit some new metal fencing to close off and secure the gardens and provide locked gates to allow access for maintenance of the gardens. Residents also told us about issues with the safety and security of postboxes in the foyer. We listened to their concerns and agreed to fit more robust postboxes - when this is complete, we'll also work to improve the look of the block's entrance.

Helping tackle resident issues

We always try to offer help for residents who are experiencing problems in their lives. One customer in our area had issues with alcohol which led to the condition of his home declining.

We worked hard to build up a rapport with him so that he would let us help. We arranged for a number of repairs to his home and our Money Advice Team were also involved in helping the gentleman with benefits issues. All this work helped him to get back on his feet and he was very grateful for Thirteen's help. If you're facing similar problems, contact us to find out about the help available.

Get in touch

If you'd like more information about anything in this update or if you have any issues about your neighbourhood that you'd like to discuss, please contact your neighbourhood officer at:

email: jan.patrick@thirteengroup.co.uk

tel: **0300 111 1000 or 07876 137320**

Alternatively, visit the website for information about Thirteen or visit the self-service site to contact us:

website: www.thirteengroup.co.uk

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