

# Your neighbourhood

## Rent arrears or struggling to keep up with rent payments?

As you might know, over the past few years there have been some changes to benefits and the way they are paid. This may have led to some customers falling behind on rent payments or struggling to keep up with payments.

If this applies to you, please contact us to discuss your account. We might be able to agree a way to make paying back outstanding amounts more manageable for you or help you with budgeting.

It's important that you continue with regular payments to ensure your account is clear as rent payments are a commitment over the full year.

We have a specialist money advice team who can help you manage your finances better and we are here to offer help and support. Please do not ignore problems with your rent payments as they can easily escalate.

We sometimes have to take action against customers who don't make their rent payments and we are currently in the process of court proceedings with several customers in the area which may lead to customers being evicted. If you are concerned about your rent please contact us on **0300 111 1000**.

## Neighbourhood walkabouts

Helen Wainwright, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Helen carries 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       |
|--|------|-------------------------|-------------|
| Newton Aycliffe                                | N/A  | Contact Helen to attend | 1 Feb 2018  |
| Blackhall, Peterlee, Easington, Seaham, Murton | N/A  | Contact Helen to attend | 27 Feb 2018 |

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 Helen using the details below.

## Anti-social behaviour

A lot of anti-social behaviour still goes unreported in our area. However, we are here to provide support and advice. The more information we receive about an issue the easier it is for us to resolve the situation, so if you know about anyone causing ASB in your area, you can report your concerns confidentially.

You can call:

Thirteen on **0300 111 1000**; or Crimestoppers on **0800 555 111**; Environmental Health (Noise) on **0191 520 5550**; or the Police **101** for non-emergencies, **999** for emergencies.

## Property and garden inspections

Over the next six months I will be conducting home visits and property inspections. The visits are a chance for you to get advice on rent arrears, property and garden condition, and everything connected to your tenancy. I can also arrange for more support or specialist advice. During the visit I will also gather up-to-date information about your household and register you for our new self-service website.

When you receive an appointment letter or phone call for a visit, please make sure you're available as the visit is a condition of your tenancy.

## 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 Helen Wainwright at:

- email: [helen.wainwright@thirteengroup.co.uk](mailto:helen.wainwright@thirteengroup.co.uk)
- tel: **0300 111 1000** or **01642 947 946**

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)