

# Your neighbourhood

## Get help on money matters

There have been several changes to benefits and the way they are paid over the past few years. This might have resulted in some customers falling behind with their rent or struggling to keep up with payments.

If this is the case for you and you think you need some help about money matters, please contact us to discuss your account.

We have a specialist Money Advice Team who can help you manage your finances better and help you with things like claiming benefits and dealing with debt problems. We also work closely with West View Advice and Resource Centre

and can arrange for you to attend appointments to get advice and support for money issues.

The worst thing you can do is ignore problems with your rent payments as they can easily get out of hand. We are here to help, though we do also need to take action against customers who don't keep up with their rent payments. We're currently in the process of court proceedings with several customers in the area which may result in eviction.

If you're concerned about paying your rent, please contact us on **0300 111 1000** and we'll be happy to help.

## Neighbourhood walkabouts

Stephen Bushnall, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Stephen carries out walkabouts on your estate, and you're welcome to join in.

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
King Oswy Lower	Contact us for details	Contact us for details	20 February 2018
King Oswy Upper	9am	Corner of Tempest Road and King Oswy Drive	22 February 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 Stephen using the details below.

## Locked out of home?

We've all had that sinking feeling when we arrive home and can't find our keys.

We're sympathetic to anyone in this situation but unfortunately we can't offer a free locksmith service.

If you're locked out, calling out a locksmith can be really expensive and you'll normally need to pay in advance. For customers who want the reassurance of dealing with people they know, Thirteen provides this service - inside and outside office hours - at a competitive rate. We charge £50 to gain access and replace the lock and we can set up a payment plan to help spread the cost.

## Keeping our area tidy

There have been a number of occasions recently where rubbish has been dumped around garages, allotment sites and back streets in the King Oswy area.

Customers can help by reporting any fly tipping they see to Hartlepool Borough Council on **01429 266 522** or your neighbourhood officer on **0300 111 1000**.

All calls will be treated in confidence and if any tenant is found to be fly tipping, Thirteen may take tenancy action against them and the council may also take court action.

## 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 Stephen at:

- email: [stephen.bushnall@thirteengroup.co.uk](mailto:stephen.bushnall@thirteengroup.co.uk)
- tel: **0300 111 1000** or **07584 587 351**

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)