

# Your neighbourhood

## Get help on money matters

There have been several changes to benefits and the way they're 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 with 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

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 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
Washington, Gateshead, Newcastle, Shiremoor, Sunderland	Contact Helen for details	Contact Helen for details	1 March 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 the area for a number of reasons. 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. If someone is causing ASB in your area, there are a number of ways you can report your concerns confidentially. You can call:

Thirteen on **0300 111 1000**; Crimestoppers on **0800 555 111**; Environmental Health for noise issues on **0191 520 5550**; the non-emergency Police number **101** or **999** for emergencies.

## New build homes in Morpeth

Thirteen has 83 homes on the South Fields site in Stobhill, Morpeth available for rent. There is a mixture of one, two, three and four bedroom apartments, houses and bungalows for affordable rent.

Some homes are available now and more properties will be available early in the New Year. As well as a quality home, renting with Thirteen means no bond, no deposit and a 24-hour emergency repairs line. We also offer competitive rents and a secure tenancy. If you know anyone who'd like to rent in Morpeth, please pass on this newsletter and ask them to contact Thirteen on **0300 111 1000**.

## Get in touch

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

- 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)