

# Your neighbourhood

## Struggling to keep up with the rent?

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. Please don't ignore problems with your rent payments as they can easily escalate.

We have a specialist money advice team who can help you manage your finances better and we are here to offer help and support. We also work closely with West View Advice and Resource Centre and can arrange for you to attend appointments there for money advice.

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

Louise Smith, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Louise 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
Jutland Road	10am	Outside Jutland Shops	30 Jan 2018
Seaton Carew	9.30am	Endeavour Close	2 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 Louise using the details below.

## Preventing anti-social behaviour

Thirteen has recently obtained a County Court injunction to prohibit Jack Setchell from entering certain parts of the Seaton Lane estate. If you see Jack Setchell acting in an anti-social manner or entering Ilkley Grove, Harwich Grove, Garston Grove or Seaton Lane (bounded by Ilkley Grove and Garston Grove), please contact the police immediately.

If you're experiencing anti-social behaviour please let us know and our ASB team will deal with your case. All information is strictly confidential and will not be disclosed without your consent. Contact us on **0300 111 1000** or email **ASB@thirteengroup.co.uk**.

## What is Universal Credit?

Some customers are now receiving Universal Credit which works differently to previous benefits.

Tenants receive their housing costs along with other benefits as one Universal Credit (UC) payment - this is paid monthly and in arrears. Everyone is responsible for budgeting and making their own rental payments within this new system and it might take time to get used to budgeting with UC as you no longer receive Housing Benefit every week or every two weeks. You will also need internet access and an email address to apply for UC.

If you've made a UC claim or you need more details, please contact us as soon as possible. Our money advice team can help or tell you how to access other advice centres.

## 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 Louise at:

- email: [louise.smith@thirteengroup.co.uk](mailto:louise.smith@thirteengroup.co.uk)
- tel: **0300 111 1000** or **01642 947 222**

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)