

Your neighbourhood

What to do if you're locked out of home

We've all had that sinking feeling when we arrive home and can't find our key. We completely understand how upsetting it can be when you have lost the key to your home.

We are sympathetic to anyone in this situation but unfortunately we can't offer a free locksmith service as this would be very costly to provide. So, what should you do when you can't find your key?

Calling out a locksmith to your home can be really expensive, even more so if it is an out-of-hours emergency.

With a locksmith you call yourself, you will also normally need to pay in advance before the locksmith will visit.

For customers who want the reassurance of dealing with people they know, Thirteen can provide this service at a competitive price. We can offer this service during office hours and also out of hours. We charge £50 to gain access and replace the lock and if you need it, we can arrange to set up a payment plan to help you spread the cost.

Please call us on **0300 111 1000** to tell us if you're locked out.

Neighbourhood walkabouts

Mark Rochester, Joanne Gaffney and Denise Noble, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. They carry out walkabouts on your estate which you're welcome to join.

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
Oval Grange	2pm	Entrance of Oval Grange	3 Jan 2018 and 28 Mar 2018
Hart Lane Area	2pm	Blake Walk	3 Jan 2018 and 28 Mar 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 your neighbourhood officer using the details below.

Universal Credit and housing costs

Universal Credit (UC) is the benefit for working age people that is replacing benefits including Income Support, Housing Benefit, and Child Tax Credits.

The main change is that the benefit is paid monthly and unlike Housing Benefit your rent is not paid directly to your landlord, but you need to pay it to your landlord yourself. There are many ways to pay your rent to Thirteen. Find out more at www.thirteengroup.co.uk/PayingRent or **0300 111 1000**.

If you're worried about paying rent or any other finance matters, we can give you money advice or arrange for you to get advice at West View Advice and Resource Centre.

Online self-service website

Last year, we introduced a self-service website for customers. This helps tenants carry out a range of tasks 24 hours a day, 7 days a week without the need to visit an office or call us. It's a really useful system so I'm encouraging tenants to register onto the self-service website and sign-up.

The site allows customers to request a home repair, view rent accounts, update personal information and tell us about a range of issues.

For more details and to register, please visit www.thirteengroup.co.uk/SelfService.

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:

- email: mark.rochester@thirteengroup.co.uk; denise.noble@thirteengroup.co.uk; or joanne.gaffney@thirteengroup.co.uk

- tel: **0300 111 1000**; Mark at **01642 947 644**; Denise at **01642 947 647**; or Joanne at **01642 773 600**

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

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