

Your neighbourhood

Join the Brighter Brus

Thirteen is part of a project to strengthen community spirit in Hartlepool with the ambitious goal of working with residents in communities right across the town.

The project is now working in De Bruce, in the West View area and we're encouraging customers to get involved.

Called the Brighter Brus project, the scheme is working with local communities to find out what is needed to improve those particular areas. Research was done to better understand community spirit and the Brighter Brus group organised a community event in June.

The event helped residents to come together, get information and advice, and help children enjoy a range of fun activities.

There are regular meetings with local people and organisations which share information and ideas about how people can work together in De Bruce to help make the area an even better place to live.

You can help by coming along to join the Brighter Brus group. For more information about the project or for details about future meetings, contact:

strongerneighbourhoods@gmail.com or West View Resource Centre/North Community Hub on tel: **01429 271 275**.

Neighbourhood walkabouts

Angela Crawford and Stephen Bushnall, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. They carry 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.

Area	Time	Meeting point	Dates
West View Lower (Miers Avenue)	9am	Miers Avenue	23 Jan 2018
West View Upper (Bruce Crescent)	9am	Miers Avenue	8 Mar 2018
West View Upper (Bruntoft Avenue)	TBC	Contact us to attend	20 Feb 2018
West View Upper (Jones Road)	2pm	Miers Avenue	21 Feb 2018
West View (South of Warren Road)	9am	Kirkstone Grove	8 Mar 2018

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. Please contact us or the Money Advice Team on **0300 111 1000**.

Get support with your money

Changes to the benefits system and the way they're paid may have led to customers falling behind on rent payments or struggling to keep up with payments.

Thirteen's Money Advice Team can help if you're having difficulties in making rent payments. Our advisors can also give you help to claim all of the benefits you're entitled to, deal with debt and manage your money.

The advice service is free and confidential, so to make an appointment, contact us on **0300 111 1000**. We can also arrange for an appointment at the West View Advice and Resource Centre.

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: **stephen.bushnall@thirteengroup.co.uk;**
angela.crawford@thirteengroup.co.uk

- tel: **0300 111 1000; 01642 947 946; 01642 947 712**

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**