

# Your neighbourhood

## Our Money Advice Team is here to help

If you are worried about paying your rent, our Money Advice Team can offer support and guidance.

Our specialist advisors can help you to find solutions to problems such as paying the rent, claiming the benefits you are entitled to, starting to address debt problems, managing your money and budgeting for the things you need.

We can also give you advice on things like easy ways to pay your rent, such as using Direct Debit - the quickest and easiest way to pay your rent.

If you would like to make an appointment or discuss any issues you may be experiencing, please contact us on 0300 111 1000. The Money Advice Team is a free and confidential service.

## 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
Belle Vue	1.30pm	Belle Vue Community Centre	27 Sept 2017

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.

## Keeping you gas safe

Each year, Thirteen must visit every customer's home to carry out a safety check on appliances such as gas fires and heating systems.

Checks are carried out free of charge for all customers, and by law, a check has to be done once a year. Faulty boilers can emit Carbon Monoxide, which can kill, and faulty appliances can cost more money to run, increasing fuel bills.

Customers receive an appointment letter every year, so please make sure you keep your appointment with our engineer. For more, visit [www.thirteengroup.co.uk/repairs](http://www.thirteengroup.co.uk/repairs)

## Improving our neighbourhoods

We recently sent letters to residents on the estate who keep their gardens and properties looking great. This has a real positive impact on the overall look of the area, and we would like to say thank you.

If you are elderly or have mobility problems, you may qualify for support from a new gardening service. This scheme, which will launch in Hartlepool next year, is not free of charge and there will be a cost. If you wish to register to receive more information about this scheme and the costs nearer to the time, please contact Louise on 0300 111 1000.

## 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 947222**

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)