

Your neighbourhood

Universal Credit

There has been an increase in tenants transferring to Universal Credit recently, and many of you are concerned about how it works.

Briefly, the tenant receives their Housing Benefit along with other benefits as one Universal Credit payment, which is paid monthly and in arrears. Tenants are now responsible for the

budgeting of their rental payments within this new system.

If you are having any issues or are struggling with money, you can call West View Advice Centre on 01429 271294 or the Money Advice Team at Thirteen on 0300 111 1000. You can also contact Thirteen to set up a payment plan or to ask for assistance from one of our Support to Stay officers.

Neighbourhood walkabouts

Joanne Larkin and Carol Gage, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. Joanne and Carol carry out walkabouts on your estate, and you're welcome to join them.

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
Central Estate	10am	Phoenix Centre	10 October 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 Joanne or Carol 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

Improving our neighbourhoods

Now the summer months are here we would like to remind tenants to ensure that their gardens are cut, clean and tidy from rubbish.

We ask that any household waste and recycling is disposed of in the appropriate bin. For more information on what to put in which bin, please visit www.hartlepool.gov.uk/recycle. Please do not burn any rubbish, as this is a fire risk.

Larger items can be taken to your local recycling centre or picked up by Hartlepool Borough Council by calling 01429 523333. This costs £20 for three items or £10 if you are claiming benefits.

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 Joanne or Carol at:

email: joanne.larkin@thirteengroup.co.uk
or carol.gage@thirteengroup.co.uk

tel: **0300 111 1000; Jo on 01642 947630;**
Carol on 07766 364543

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