

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 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

Joy Bishop, Lisa Newton and Tim Fuller, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. Joy, Lisa and Tim 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
Owton Manor D & E Blocks	10.30am	Wynyard House	17/08/17 09/11/17
Owton Manor F & G Blocks	10.30am	Wynyard House	18/08/17 10/11/17
Owton Manor H & I Blocks	10am	Owton Manor Baptist Church	25/08/17 17/11/17
Owton Manor J & K Blocks	10.30am	Kilmarnock Road Young People's Centre	17/10/17
Owton Manor L Block	10.30am	Kilmarnock Road Children & Young People Family Resource Centre	10/10/17
Owton Manor M Block	10.30am	Kilmarnock Road Children & Young People Family Resource Centre	15/08/17 07/11/17

Property Safety

Accidental house fires remain a significant threat to homes and businesses in the area and can cause extreme damage to property or even worse, loss of life.

Please take steps to prevent a fire starting in or outside your home by making sure there is not a build-up of rubbish in your garden or home and do not leave flammable substances next to your property or in any outbuildings.

Regularly check your fire alarms are working correctly and if not ring the repair line, report on the self-service portal or contact your housing officer.

Our Money Advice Team is here to help

Keeping your responsibilities as a tenant, makes it unlikely that you will suffer the worry of eviction. If you are worried about paying your rent, our Money Advice Team can offer 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 deal with debt problems, managing your money and budgeting for the things you need.

If you would like to make an appointment please contact us on 0300 111 1000. The Money Advice Team offers a free and confidential service.

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 Joy, Lisa or Tim at:

email: joy.bishop@thirteengroup.co.uk,
lisa.newton@thirteengroup.co.uk
or tim.fuller@thirteengroup.co.uk

tel: **0300 111 1000; Joy on 01642 947 697;**
Lisa on 01642 947 704; Tim on 01642 947 552

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