

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

Ellie Liston, Joanne Gaffney and Lynn Evans, 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
Town Centre – Oval Grange, Lister Street and Richard Court	2pm	Entrance of Oval Grange	11 Oct 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 your neighbourhood officer using the details below.

Homes for rent in Titan House

Do you have friends or family looking for a flat to rent? We have several one and two-bedroom studio apartments on offer at Titan House in the town centre. Apartments include a bright and spacious living area, a fully fitted kitchen with cooker, hob and fridge and modern bathroom.

These apartments are also within walking distance of the town centre, with superb transport links.

If you know anyone who may be interested, please ask them to visit our Titan House office or call us on 0300 111 1000.

Home improvements

This year, we plan to carry out £27m of improvements to homes in our estates.

In your area, this will include installing:

108 boilers

59 kitchens

If your home is due to be upgraded, you'll receive a letter to tell you about the plans. This will include all the details that you'll need to prepare for the work.

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: ellie.liston@thirteengroup.co.uk;

lynn.evans@thirteengroup.co.uk;

joanne.gaffney@thirteengroup.co.uk

tel: **0300 111 1000; 01642 947 688; 01642 773600; 01642 947 627**

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