

Your neighbourhood

Improving the environment in Coulby

We have made a range of improvements to the local environment on a number of estates in Coulby Newham.

We've been working to improve areas at The Coppice, Thistle Rise, Longhirst and Sunnyside and work has included a number of projects including:

Providing a small additional parking area at Thistle Rise, improving an overgrown area where people had been fly tipping, and levelling and turfing the area to make maintenance easier for the future.

At the Coppice, there was some clearance and tidying of shrub beds.

We removed shrubs at the edges of parking areas to prevent damage to vehicles at Sunnyside.

At Longhirst, we landscaped and turfed larger areas of amenity land to make it more attractive.

If you spot anything in your local area that you think we need to investigate, please contact us using the details below.

Neighbourhood walkabouts

Cheryl Connor, Yvonne Butler and Kelly Worley, 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 in with.

The walkabouts, also known as estate inspections, involve walking around the estates where our homes are located, and identifying issues that might need to be tackled.

The dates, times and meeting places of walkabouts in your area include:

Area	Time	Meeting point	Dates
Ash Hill	2pm	Entrance to Ash Hill	3 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.

Rent and money advice

Our Money Advice Team works to help people who have difficulties with their finances. One of our residents contacted us to say he couldn't afford his tenancy and had got into debt.

Our neighbourhood officer referred him to our Money Advice Team and the Support to Stay Team who helped him to reduce his debts, set up payment plans, and better manage his rent and arrears. With that support, the gentleman found work and is looking forward to supporting himself without the need for benefits in the near future.

Home improvements

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

In your area, this will include installing:

146 boilers

1 fire replacements

29 bathrooms

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 about your neighbourhood that you'd like to discuss, please contact your neighbourhood officer at:

email: cheryl.connor@thirteengroup.co.uk;

yvonne.butler@thirteengroup.co.uk;

kelly.worley@thirteengroup.co.uk

tel: **0300 111 1000; Cheryl 07824384434;**

Yvonne 07817568690; Kelly 07772 599603

Alternatively, visit the website for information about Thirteen or visit the self-service site to contact us:

website: www.thirteengroup.co.uk

self-service: www.thirteengroup.co.uk/SelfService