

Your neighbourhood

Thirteen's customers can get money advice

Thirteen's customers can get help and advice with money management and speak to advisers to make sure they're getting all the benefits that they're entitled to.

The Money Advice Team offers tenants a range of free and confidential support and advice about claiming benefits, dealing with debt and managing money. Specially trained advisers can help you to:

- **claim the benefits you're entitled to**
- **deal with benefit problems**
- **deal with debt problems**

- **manage your money and budget for the things you need**
- **use the internet to find deals on gas and electricity prices, pay bills or report repairs**
- **set up an email account.**

If you'd like to arrange an appointment, you can speak to one of our advisers or just contact us for more information. Ask for the Money Advice Team at:

email: customerservices@thirteengroup.co.uk

tel: **0300 111 1000**

Alternatively, speak to your neighbourhood officer.

Neighbourhood walkabouts

Craig Marsden is the neighbourhood officer for your area. He is regularly out and about in your neighbourhood and carrying out walkabouts on estates which you're welcome to join in with.

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

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

| Area | Time | Meeting point | Dates |
|--------|------|---------------------------------|----------------|
| Rurals | 10am | Park Crescent Shops Stillington | 15 August 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.

Tool lending scheme

Summer time is here and with this comes increased garden maintenance. We can help you with our tool-lending scheme, which is available for all our customers. For a refundable £5 deposit, you can loan a lawn mower and strimmer. If you're interested please contact your neighbourhood officer on 0300 111 1000.

If you're struggling to maintain your garden, we also have a garden scheme for a monthly fee, we will ensure your garden is cut by us regularly. To find out if you are eligible for this please contact 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:

6 boilers

6 distribution boards

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: craig.marsden@thirteengroup.co.uk

tel: **0300 111 1000 or 01642 947532**

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