

Your neighbourhood

Thirteen's customers can get money advice

Thirteen's customer 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

Luke Metcalfe 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
Salters Lane	10am	Start of Salters Lane	Contact us for details

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.

Garden competition

We want to find the best or most improved garden of 2017 to enter our competition. There'll be a £30 B&Q voucher for the winner and a £15 B&Q voucher for 2nd place.

To find out more details on how to enter, contact us on 0300 111 1000 or email luke.metcalfe@thirteengroup.co.uk. Winners will be decided and announced on 31 August.

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: **luke.metcalfe@thirteengroup.co.uk**

tel: **0300 111 1000 or 07815493796**

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**