

Your neighbourhood

Neighbourhood officer drop-in sessions

Your neighbourhood officers, Jane McLone and Christine Purcifer are now holding drop-in sessions to give you help about a range of housing and estate management issues.

You're more than welcome to come along to the sessions at:

- Grove Hill Community Hub every Monday and Thursday morning from 9am till 12noon.

We are keen to work with local residents to improve the area you live in, and we always find the best way of doing this is by involving residents and customers.

Please feel free to drop in for a cuppa and a chat; we look forward to seeing you there!

Thirteen's Money Advice Team also hold sessions at the Hub on Thursday mornings. You can get help and advice on a whole range of money matters, including benefits, debt and budgeting for the things you need.

If you'd like any help or support with financial matters, you can get an appointment that's convenient for you. Just call **0300 111 1000** and ask for the Money Advice Team.

Neighbourhood walkabouts

Jane McLone and Christine Purcifer are the neighbourhood officers for your area. They regularly go out and about in your neighbourhood and carry 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 |
|-----------|------|----------------|-----------------|
| Beechwood | 10am | Rylstone Court | 11 January 2018 |

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.

Garages for rent

If you find that parking near your home is causing you an issue, have you thought about renting a garage from Thirteen?

We have a number of garages available for an affordable rent right across our area, so why not give us a call to see what's available.

For more details, contact Joan Hilton or Dawn Francis on **0300 111 1000**. They'll be able to tell you where we have vacancies and give you more details about what to do next.

Online self-service website

Last year, we introduced a self-service website for customers. This helps tenants carry out a range of tasks 24 hours a day, 7 days a week without the need to visit an office or call us. It's a really useful system so we're encouraging tenants to register onto the self-service website and sign-up. The site allows customers to request a home repair, view rent accounts, update personal information and tell us about a range of issues. For more details and to register, please visit www.thirteengroup.co.uk/SelfService.

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: jane.mclone@thirteengroup.co.uk; or christine.purcifer@thirteengroup.co.uk
- tel: **0300 111 1000**; Christine **01642 261 104**;
Jane **07917 642 662**

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