

Your neighbourhood

Online self-service website

Last year, we introduced a self-service website for customers. This helps tenants to carry out a range of tasks 24 hours a day, 7 days a week without needing 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 support with your money

Changes to the benefits system and the way they're paid may have led to customers falling behind on rent payments or struggling to keep up with payments.

Thirteen's Money Advice Team can help if you're having difficulties in making rent payments. Our advisors can also give you help to claim all of the benefits you're entitled to, deal with debt and manage your money.

The advice service is free and confidential, so to make an appointment or discuss any issues with money, contact us on **0300 111 1000**.

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 are:

Area	Time	Meeting point	Dates
Coulby Newham	2pm	Outside No 1 Sunnyside	2 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.

Free play at the Parkway Centre

Customers of Thirteen can claim one free session of children's soft play at the Parkway Centre during December and January.

Families of up to three children can go along for a free session on Monday, Tuesday, Wednesday or Friday between 9.30am and 11am - all we ask is that you complete a short survey when you go along.

To claim your free session, simply take this newsletter along during December and January to: Parkway Centre, Coulby Newham, TS8 0TJ.

For more details, email info@clm-active.co.uk or call **0300 456 0552**.

Do you know anyone who needs a home?

Thirteen often has homes for rent across the area and throughout Teesside. If you know someone who would like to live in the area, please let them know!

We have all sorts of properties available, including flats, apartments and houses available for affordable rent. Some homes could be available for rent immediately and renting with Thirteen means no bond, no deposit and a 24 hour emergency repairs line.

So if you know anyone who'd like to rent in the area, please pass on this newsletter and ask them to contact Thirteen on **0300 111 1000**. Homes available for rent are also on the website at www.thirteengroup.co.uk/findahome

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 **07824 384 434**;
Yvonne **07817 568 690**; Kelly **07772 599 603**

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