

# 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](http://www.thirteengroup.co.uk/SelfService).

## 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](http://www.thirteengroup.co.uk/findahome)

## Neighbourhood walkabouts

The neighbourhood officer for your area is regularly out and about in your neighbourhood. They also 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.

If you'd like to get involved in a walkabout and tell us what you think about your neighbourhood, please get in touch with your neighbourhood officer using the details below.

If you can't make it to one of the walkabouts and there's something you'd like us to look at, please just call or email us.

## Keep your garden tidy

As part of your tenancy agreement, you're responsible for keeping your garden in a good state.

Plants and lawns should be tidy, no rubbish or vehicles stored, and animal waste should be cleared daily.

If your grass is cut, hedges and trees are under control and your garden is free from rubbish, this will help you stick to your tenancy agreement and keep our area looking at its best. If you're struggling to keep your garden tidy, we might be able to help. Simply get in touch with us using the details below.

## 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**.

## Get in touch

If you'd like more information about anything in this update or if you have any issues you'd like to discuss about your neighbourhood, please contact your neighbourhood officer at:

- email: [customerservices@thirteengroup.co.uk](mailto:customerservices@thirteengroup.co.uk)
- tel: **0300 111 1000**

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

- website: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)
- self-service: [www.thirteengroup.co.uk/SelfService](http://www.thirteengroup.co.uk/SelfService)