

# Your neighbourhood

## Helping to tackle fly tipping

At Old Convent Gardens there have been ongoing issues with fly tipping in the area.

We have been closely monitoring the area both when we carry out neighbourhood walkabouts and whenever our neighbourhood officers go to the area as part of their visit schedules.

We are encouraging residents to contact us using the numbers below if they see fly tipping in the area, and to tell us details about number plates or business names on any vehicles that might be involved. We can then work with our colleagues at Middlesbrough Borough Council to minimise fly tipping. The council can also issue fines to any fly tippers.

## 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

Ceri Gollogly and Victoria Prout are the neighbourhood officers for your area. They're regularly out and about in your neighbourhood and they 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.

You can find out more about when and where the walkabouts are taking place in your area.

Simply contact your neighbourhood officer using the contacts at the bottom of the page – they'll be able to give you more 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 Ceri or Victoria using the details below.

## Anti-social behaviour

A lot of anti-social behaviour still goes unreported in our area. However, we are here to provide support and advice. The more information we receive about an issue the easier it is for us to resolve the situation. So if you know about anyone causing ASB in your area, you can report your concerns confidentially.

You can call: Thirteen on **0300 111 1000**; or Crimestoppers on **0800 555 111**; the council on **01642 228 500**; or the Police **101** for non-emergencies, **999** for emergencies.

## 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](http://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: **[ceri.gollogly@thirteengroup.co.uk](mailto:ceri.gollogly@thirteengroup.co.uk)**; or **[victoria.prout@thirteengroup.co.uk](mailto:victoria.prout@thirteengroup.co.uk)**;
- tel: **0300 111 1000** or Ceri **07917 212 557**; Victoria **07788 566 901**

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)**