

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.

Does anyone need 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

Neighbourhood walkabouts

Safina Shakeel is the neighbourhood officer for your area. Safina is regularly out and about in your neighbourhood and she carries 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 the next walkabouts by getting in touch with Safina using the contact details below.

Alternatively, visit Thirteen's website at: www.thirteengroup.co.uk/FindOutAbout

Employment help

If you're looking for work and would like a bit of extra support, Thirteen could help.

We can support anyone who's looking for information, advice and guidance about jobs, training and education. We can help people of all ages to access apprenticeships or training, and support you with things like interview costs and tools.

We've helped nearly 950 people over the past year, so to get some jobs help, contact us at **01642 947 840** or visit www.thirteengroup.co.uk/NewDirections

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, Safina Shakeel at:

- email: safina.shakeel@thirteengroup.co.uk
- tel: **0300 111 1000** or **01642 947 620**

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