

# Your neighbourhood

## In partnership with St Cuthbert's Primary School

We are continuing to work on a range of projects with St Cuthbert's Primary School and this year we are focusing on the theme of Brighter Futures.

The children have been working on architecture and construction projects which links with the development of Alma Street.

The development has given children the chance to see a project from the ideas stage to completion – who knows, the next engineers or architects for Teesside could already be learning at the school!

## Tackling anti-social behaviour

A lot of anti-social behaviour still goes unreported in our area for a number of reasons. The more information we receive about an incident of ASB, the easier it is for us to resolve the situation.

We are here to provide support and advice so if someone is causing ASB in your area, there are a number of ways you can report your concerns confidentially. You could call:

Thirteen on **0300 111 1000**; the council on **01642 528 439** or **01642 526 575**; Crimestoppers on **0800 555 111**; the police on **101** (non-emergency) or for emergencies **999**.

## Neighbourhood walkabouts

Alison Rawcliffe is the neighbourhood officer for your area. She is regularly out and about in your neighbourhood and carrying 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
Sunderland Glebe	Contact us for details	Richard Hind Community Centre	9 January 2018
Hartburn/ Oxbridge	11.30am	Corner of Greensbeck/Oxbridge Bungalows	23 January 2018
Parkfield	Contact us for details	Community Centre	8 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.

## 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 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)**.

## 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 about your neighbourhood that you'd like to discuss, please contact your neighbourhood officer at:

- email: **[alison.rawcliffe@thirteengroup.co.uk](mailto:alison.rawcliffe@thirteengroup.co.uk)**
- tel: **0300 111 1000** or **07766 070 438**

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)**