



Beyond Housing East Cleveland Newsletter



Meet the team

In East Cleveland, you have a dedicated team of housing officers, maintenance operatives, customer service advisors, and income advisors, all working solely in your area. This means they know your home and community well, helping them to better assist you.

Housing & Maintenance



Sign up to Me & My Home

Did you know you can manage your tenancy online with Me & My Home? Check your rent balance, make payments, book repairs and more - all in one place! Sign up today - all you need is your tenancy ID number and email address.

[Find out more here](#)



Help us tackle anti-social behaviour

We're committed to tackling anti-social behaviour and keeping our communities safe and welcoming. To do this, we need your help. If you see or experience ASB, please report it through our portal. Together, we can make a real difference

[Find out more here](#)

Top tips for maintaining a safe home



Smoke detectors

Remember to test your smoke alarms regularly. A working smoke detector greatly reduces the risk of fire fatalities.



Electrical safety

Avoid overloading sockets, check for damaged cables, unplug devices when not in use, buy chargers from trusted sources, and keep electrical items away from water.



Hoarding

Hoarding can cause health and safety risks like mould, pests, and unsanitary conditions. Keep your home tidy and report any concerns to us on 0345 065 5656.

Health & Wellbeing



Reach & Respond

Do you need support to stay safe and independent at home? Reach & Respond is our tailored service to help you maintain independence and peace of mind, with assistance available 24 hours a day, 365 days a year.

[Find out more here](#)



Mental health support

The Mental Health Foundation reports that 1 in 6 people experienced anxiety or depression last week. Mental health and wellbeing is just as important as physical health. If you're struggling, know you're not alone - help is available.

[Find out more here](#)

Community & Events





Community clean-up day - Monday 10 November

Our East Cleveland team hit the streets for a community litter pick. The impact was immediate and visible - not only improving the local environment but also giving colleagues a chance to connect with residents in a meaningful way.

The clean-up demonstrated a great team effort and lots of community spirit. These fantastic efforts by everyone involved have resulted in a much cleaner and safer environment for the local community to enjoy, well done to everyone involved!



Feet on the street - Thursday 2 October

Beyond Housing colleagues were joined by customers and local agencies for our 'feet on the street' walkabout.

Together, everyone walked around the areas while sharing insights and discussing areas for potential improvement.

Issues raised included anti-social behaviour and fly-tipping, which have been reported, and a follow-up visit with partners is planned. All feedback will inform our local action plan.

[Find out more here](#)

**View all
Upcoming Events >**



Feet on the street - walkabout event

Estate walkabouts take place every quarter. They're a great opportunity to connect with us, ask any questions or just let us know what's been happening in your area.



Be involved - have your say

We are continually working to improve services and have a range of opportunities for you to get involved in shaping the services you receive. You can participate in as much or

For more details, visit the events section on our website.

as little as you like, from completing quick surveys to workshops.

[Click here](#)

[Click here](#)



Westfield Farm open day!

Come along to explore Westfield Farm and discover the wide range of support and opportunities available through our Employability Team.

On the day you can find out about:

Employment Support & Training Team

Tees Valley Move Forward Team

Volunteering & Work Experience Opportunities

Westfield Farm Information

Apprenticeship Information

Light Refreshments

Festive Creations by Our Volunteers — including handmade wreaths, Christmas card holders, and more, all available to buy at the event!

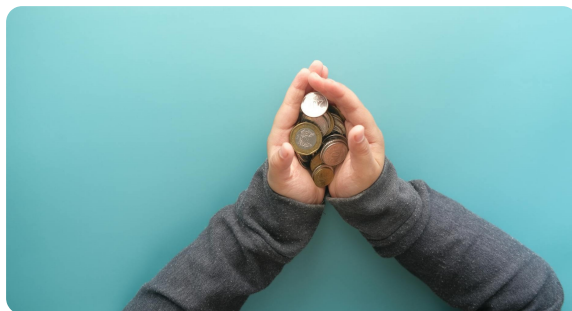
We'd love to see you there!

Our community resource and training centre at [Westfield Farm](#) in Redcar has recently been refreshed and is ready to warmly welcome new clients, customers, and volunteers.

[Read more here](#)



Finance & Support



Bedroom Tax



Do you need help with your rent? **Bedroom Tax**

If you would like help with managing your money, please call us on [0345 065 5656](tel:0345 065 5656).

[Find out more here](#)

Some people are exempt from bedroom tax, if you would like to check the rules have been applied correctly, please contact our dedicated benefit caseworker team

If you are not exempt from the bedroom tax rules and are struggling to cover the shortfall, you can apply for help via a Discretionary Housing Payment (DHP) from your local council.

[Find out more here](#)

Top money tips



Budget planner

Creating a budget planner can help you get a handle on your finances, including those unexpected expenses.



Ask for help

If you're falling behind with your bills, and finding yourself struggling to pay, the best thing to do is contact your supplier as soon as possible.



Research

Research where has the best deals and value for money before you purchase anything.

Your feedback



Complete our survey

We hope you enjoyed our latest newsletter! As part of our ongoing efforts to improve communication and provide valuable information, we would love to hear your feedback. Your insights will help us understand what you found useful and what topics you'd like to see in future editions

[Click here to fill out the survey](#)

Compliments & Complaints





We are committed to listening and learning from our customers and we take all complaints seriously. We will work with you to resolve your concerns and complaints efficiently and fairly.

[Find out more here](#)



Beyond Housing

This email was sent to {{ contact.EMAIL }}
You've received this email because you are a Beyond Housing customer.

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