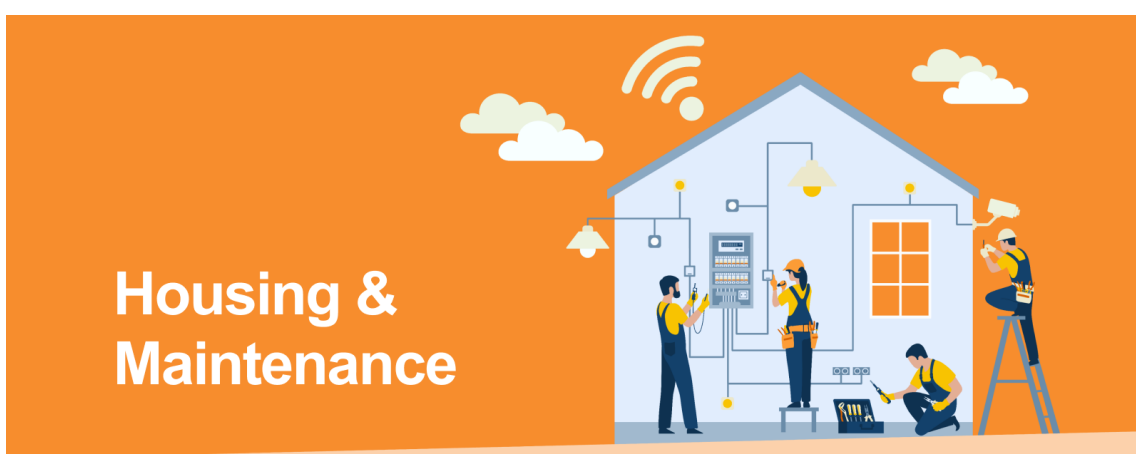




Our opening times

Our office will close for the Christmas period at **1pm on Wednesday 24 December 2025**, reopening at **9am on Monday 5 January 2026**.

Our 24/7 support services will remain open as usual during this time. Should you need to contact us in an emergency, please call us on 0345 065 5656.





How to manage your heating

Make the most of your central heating this winter by setting the right temperatures, using timers efficiently, and keeping radiators free from clutter. Small adjustments can save money and improve comfort. For more tips and detailed guidance, please visit our website.

[Find out more here](#)

WINTER ADVICE

Beyond
Housing



Winter advice - staying warm this season

As the colder months roll in, we want to remind everyone to stay safe and take extra care. Your wellbeing is our priority, so wrap up warm, check on loved ones, and stay alert when out and about.

Find winter advice on our website to help you stay safe and warm this season.

[Find out more here](#)



Chat to us.
Anytime.
Anywhere.
Save time, **do it online.**



Sign up today at meandmyhome.org.uk

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.

[Sign up here](#)

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

We're delighted to share that the second round of our Community Fund has awarded over £10,000 to 21 local projects across Redcar, Scarborough and Whitby. Focused on supporting children, youth provision and young people with special educational needs and disabilities, the fund continues to invest in neighbourhoods and make a real difference. With 52 applications received, a panel of 15 Beyond Housing customers helped ensure the chosen projects reflect local community needs.

[Find out more here](#)



Feet on the street - Thursday 2 October

Colleagues and customers joined the full walkabout, sharing valuable feedback and enjoying discussions with the partnership group. The team reviewed Clear Hold Build interventions, gave updates on current work, and explored future opportunities, including a potential green space project supported by Cllr Sharma's locality budget. Inspector Tom Wilkinson praised Beyond Housing's commitment, while issues such as fly-tipping, external repairs, and general concerns were noted for action planning.

[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](#)



Success Story

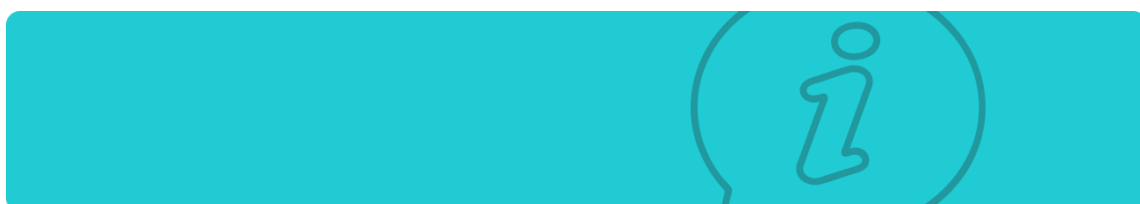
Danny joined our Trailblazer Programme at a time when things felt tough. With little workplace experience and a long break from employment, his confidence had taken a knock.

We began by focusing on his wellbeing through *walk and talk* sessions, giving him space to share how he was feeling, clear his head, and set small goals. As Danny grew more confident, we worked together on his CV, job applications, and using online job sites, helping him recognise and showcase his strengths.

To build experience, Danny started volunteering at St Catherine's Hospice. This role has given him valuable skills, a supportive routine, and the chance to meet new people. He continues to enjoy volunteering while actively applying for paid roles.

Danny has made fantastic progress; he's more positive, more confident, and ready to take the next step in his career.

Danny's story shows how much can change with the right support. If you'd like to take a step forward like Danny, email employmentsupport@beyondhousing.co.uk to find out how we can help.





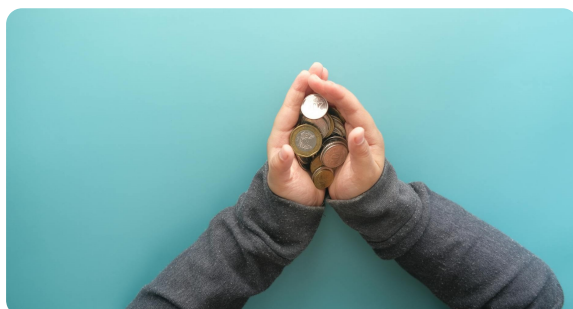
Step Up

We're excited to launch Step-Up, a new project supporting adults to build confidence, refresh or learn skills, and feel more connected. From literacy and numeracy to digital know-how, everything is tailored to you at your pace in a supportive environment.

Ready to take a step forward? Contact employmentsupport@beyondhousing.co.uk to find out more

find out more

Finance
& Support



Bedroom
Tax



GOV.UK

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](#)

wishing you a
**MERRY CHRISTMAS
& HAPPY NEW YEAR**



Beyond Housing

This email was sent to {{ contact.EMAIL }}

You've received this email because you are a Beyond Housing customer.

[Unsubscribe](#)