



WELCOME TO THE

Beyond Housing Whitby Newsletter



Meet the team

In Whitby, 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



Welcome to
Beyond Housing

beyondhousing.co.uk



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 stop fly-tipping

You can help keep our community clean by reporting any fly-tipping on Beyond Housing land via our website. We will look into who is responsible, charge for removal, and notify the local authority for further action.

[Find out more here](#)

Did you know?



Beyond Housing welcomes the importance customers place in making alterations and improvements to their homes and as such will support requests wherever possible. The alterations and improvements covered by this policy are those arranged by the customer in line with the tenancy agreement, the relevant law, and at their own expense.

We will provide clear guidance and advice to the customer on how to complete this process. Customers must contact Beyond Housing for approval before making alterations or improvements

[Find out more 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](#)

Support in your area



The People's Fridge

The People's Fridge is a community fridge based at **Flowergate Hall** in Whitby. It's here to help reduce food waste, support local people and share good food with anyone who needs it – no questions asked.

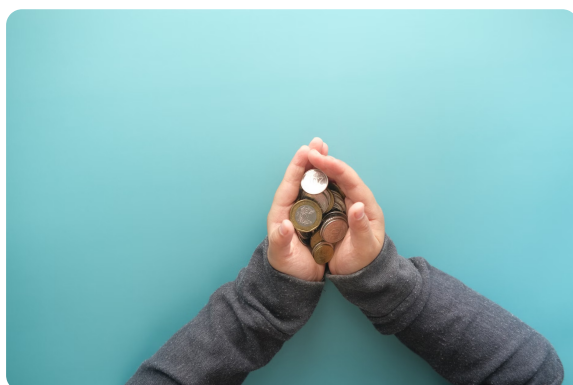
[Find out more here](#)



Andy's Man Club

Join Andy's Man Club every **Monday at 7pm** at **Towbar Express Stadium, Turnbull Ground, Upgang Lane, Whitby YO21 3HZ.** #It'sokaytotalk

[Find out more here](#)



Do you need help with your rent?



Talk to a customer income advisor

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

Our professional, friendly team members want to work with you to ensure you're in the best position you can be in.

[Find out more here](#)

[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 have the best deals and value for money before you purchase anything.

Community & Events





Marton Court coffee morning

Our Reach & Respond responders host a lovely coffee morning every week at our Marton Court Community Centre in Whitby. The event takes place every **Wednesday from 10am**, come along to meet the team!

[Find out more here](#)

**View all
Upcoming Events >**



Feet on the street - walkabout event

Estate walkabouts take place every month. They're a great opportunity to connect with us, ask any questions or just let us know what's been happening in your area. For more details, visit the events section on our website.



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

[Click here](#)

[Click here](#)

Employability & Training



DROP IN SESSION

Whitby Job Centre

Bobbies Bank, Sarana House 6,
Whitby YO21 1QZ



MEET WITH ANDREW & KEVIN

Most Thursdays, drop in
between 9.30am until 3.30pm

Come along and receive any
information, advice, and
guidance on Employment
Support and Training.

Employability Team

Beyond Housing's Employment Support team is at Whitby Jobcentre Plus every Thursday, offering help with jobs, training and related support. All customers are welcome; employed, unemployed, studying or receiving disability benefits and you don't need to be attending the Jobcentre to drop in. Contact us today for more information.

[Read more here](#)





Performance

Beyond Housing's Employment Support team have spent the last six months working weekly from Whitby Job Centre Plus, supporting **fourteen residents** from a wide range of backgrounds. **Five** have already begun new careers, and **seven** have completed or are progressing through training qualifications. Contact us today if you would like to sign up.

[Contact us](#)

Success Story

Kris was referred to us by Whitby Job Centre Plus. He had a job offer for a new role based in Surrey, but needed assistance to help him get through his first week of employment or he wouldn't have been able to travel to start. Despite only having a couple of days to make sure everything was arranged, we were able to help Kris begin a new career and made sure he was able to accept the offer of employment.

[Read more](#)

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.

[Unsubscribe](#)