

A man with a beard and dark hair, wearing a white t-shirt and dark pants, is smiling and holding a green garden hose with a black nozzle. He is spraying water towards the right. In the background, there is a two-story brick house with a wooden fence and some greenery. The sky is clear and blue.

thirteen

Homes. Communities. Support.

Customer Annual Report

2025/26



A message from Val

Welcome to the Customer Annual Report 25/26, created for our customers.

This will be my final message as Chair of Thirteen's customer involvement framework, so I would first like to thank everyone who has supported customer involvement during my time in the role. It's been a privilege to work alongside so many passionate customers and dedicated colleagues who genuinely care about making a difference.

This report highlights the progress we've made together, the improvements we've delivered and the difference your feedback continues to make across our homes and communities.

Over the past year, involved customers have dedicated more than 1,290 hours to reviewing services, influencing decisions and helping improve the customer experience. Together, we've helped shape 21 service changes, reviewed key policies and supported important projects across the organisation.

One of the achievements I'm most proud of is the positive impact customers are making in their communities. Through Thirteen's community fund, almost £50,000 was invested in 111 local projects, helping reduce isolation, improve wellbeing and create opportunities for people across our neighbourhoods.

Our involved customers played a key role in assessing applications and deciding where this funding could make the biggest difference.

Shaping future improvements

It's also been encouraging to see customer involvement continue to evolve. New repairs and investment customer groups have launched this year, giving us as customers a stronger voice in decisions about how repairs are delivered and how investment is prioritised in our homes. These groups are already helping to shape future improvements and ensuring the voice and experience of customers remains central to decision-making.

Involved customers have also influenced several major projects this year. From helping design future new-build homes and reviewing tenancy agreement updates, to testing our new website and improving communications about stock condition surveys.

**£49,896 invested
in local projects**

158,000 repairs

**92.7% customer
satisfaction**

**Over 1,100 people
supported**

Beyond customer involvement, there has been a great deal to celebrate across Thirteen. The organisation completed more than 158,000 repairs, achieved customer satisfaction of 92.7%, supported over 1,100 people into employment, education or training, and invested millions of pounds in existing and new homes to improve quality, comfort and safety for customers. And importantly, Thirteen recognises that these achievements wouldn't be possible without the insight and feedback customers provide throughout the year.

While my role with Thirteen will now change, I'll continue to champion the customer voice and look forward to supporting the next Chair in our mission to ensure customers remain at the heart of Thirteen's work.

Your voice matters

Whether you've attended a meeting, completed a survey, joined a customer group or simply shared your experience with Thirteen, you've helped shape the services they provide today and the services they will deliver in the future. Your voice matters, and I hope this report shows the positive impact it continues to have.

If you'd like to get involved, please email customer.engagement@thirteengroup.co.uk or call **0300 111 1000**. I'm sure I speak for all the involved customers when I say we'd love to meet you.

Thank you, and I hope you enjoy reading all that's been achieved in the past year.

Val Scollen
**Chair of Thirteen's customer
involvement framework**



Ways our customers are making a difference

Our involved customers help drive positive change by sharing their views and experiences, dedicating **1,291 volunteering hours** to shape the services we deliver to strengthen the communities they live in.

Recent projects

Tackling stigma

We're working with the national Stop Social Housing Stigma campaign to challenge perceptions of social housing, and a customer group is working with colleagues to develop actions that reduce stigma and promote positive stories.

New build house design

Customers worked with our design team and spoke to residents living in new homes to identify what works well and where improvements could be made, helping to shape future developments.

Brand refresh

Customers played an important role in refreshing the Thirteen brand, helping to ensure it reflects our communities and what matters most to them.

Website development

Customers were involved throughout the project, from procurement to launch, helping to shape and test our new website to make sure it's accessible and easy to use.

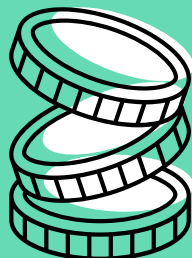
Tenancy agreement updates

Following the introduction of the Renters Rights Act, customers reviewed updates to tenancy agreements to ensure they are clear and easy to understand.

Stock condition survey communications

Customers worked with our investment team to improve letters about home surveys, including clearer explanations and a helpful FAQ section.

Community fund helping local projects deliver big impact



Over the past year, our community fund has helped bring local ideas to life, investing almost **£50,000 in 111 community projects** that are making a real difference across our neighbourhoods. Our involved customers played a key role by reviewing funding applications and awarding grants to projects that improve wellbeing, reduce isolation and help communities thrive.

Building stronger communities

From transforming neglected spaces into thriving community assets to creating opportunities for people to connect and learn new skills, the impact has been far-reaching.

Boro Doughnut CIC received **£600** to support the creation of an edible forest garden, engaging up to **200 local residents and school pupils** in environmental activities. **CLIP Community Led Partnership** also received **£600**, helping around **300 people** with disabilities and long-term health conditions access an inclusive allotment, food-growing sessions and wellbeing support. Meanwhile, **Eco Connect North East** used a **£600** grant to deliver sustainability workshops that helped **86 residents** develop practical skills, improve wellbeing and reduce household costs.



Bringing people together

Bringing people together has also remained a key focus. **MHA Communities Teesside** received **£598** to host community tea events, helping **50 people** build friendships and tackle loneliness. **North Star Learning Hub** was awarded **£600** to deliver family wellbeing activities, supporting up to **100 people** through cooking, creativity and confidence-building sessions. For older residents, **The Links Tees Valley** received **£450** to provide welcoming social activities for more than **35 over-55s**, helping reduce isolation and strengthen community connections.

Supporting children and young people has also been a priority, with **Teesside Hospice** receiving around **£600** for its **children's bereavement service**, providing creative resources that help them express their feelings, cope with grief and create positive memories.

Together, these projects show how small grants can create lasting benefits for local people and neighbourhoods.

Hear from our customer committee



The customer committee reports to the Thirteen board to ensure our services meet the needs of our customers. They check that services are being influenced by customer feedback and insights, give their views on Thirteen's performance information, and make sure customers are at the centre of decision-making.



Winsome

"It has been great working for an organisation that truly values its colleagues and celebrates the impact that each and every one of them has on providing an excellent service to their customers.

"They continue to be passionate about hearing from the customer and do truly listen and use feedback to better improve service delivery. This has been verified through their latest regulatory inspections where they achieved outstanding results. I'm looking forward to continuing the work of the customer committee, ensuring that the customer voice continues to be heard."



Ryan

"The customer committee gives customers a real opportunity to influence how services are delivered. Providing constructive challenge and feedback helps ensure customers' views are reflected in decision-making and supports continuous improvement across services.

"It's also been valuable to work alongside the other committee members who bring a wide range of perspectives and experiences."



Gary

"It has been a pleasure serving on the customer committee for the last 18 months.

"Reviewing quality and standards is a key element of our work as we all want Thirteen to be the best it can be."



You can scan here to find more information on our committee members.

One question helped us see things differently



When we deliver services for our customers, we know there isn't a one-size-fits-all approach. That's why listening to feedback is so important. It helps us understand different experiences, challenge our assumptions and improve what we do.

That's exactly what happened when our involved customer, Denise, shared a simple but powerful question during a review of our approach to damp and mould.

We wanted to ensure our customers were happy with how we were strengthening our focus on damp, mould and emergency repairs following the introduction of Awaab's Law, when Denise asked: "How can I report something I can't see?"

For many people, spotting signs of damp and mould might seem straightforward. But for customers who are visually impaired or blind, it's a very different experience.

Denise's question prompted our repairs team to take a step back and think differently about how we support customers.

Turning feedback into action

As a result of Denise's feedback, we introduced regular property inspections for customers who are visually impaired or blind. These inspections help us identify damp, mould and other health and safety concerns that may otherwise go unnoticed.

We also added an alert to customer records, so our frontline colleagues know to carry out a visual inspection when they're visiting a customer's home. If they identify any issues, we can arrange the necessary repairs quickly.

Denise said: "This was a really proud moment for me personally. Being able to influence change based on my own experiences was one of the reasons I wanted to get involved.

"Not only did Thirteen listen to what I had to say, but they took action. What's more, I'm in a position where I can feed back on whether the changes are making a positive impact."

Proactive approach

Since the changes were introduced, Denise has welcomed several colleagues into her home and says Thirteen are now proactive about checking for signs of damp, mould and other visible repair issues during visits.

Adele McLaren, head of customer voice and experience, said: "The customer voice is incredibly important to us. We actively encourage customers to share feedback, whether that's through everyday conversations with colleagues or by getting involved in our customer involvement framework.

"Denise helped to show how valuable customer insight can be. By listening to a wide range of experiences, we can make meaningful improvements."

When customers share their experiences, we can learn, improve and provide better services for everyone.

Customer involvement



We work closely with customers who have first-hand experience of our services to bring fresh ideas and find new ways to improve our homes, neighbourhoods and opportunities for everyone.

Our customers help us review how we’re doing, give feedback on our services and performance, and share their views on our policies and strategies to make sure we’re doing the right thing and meeting regulations.

“I asked for an electrician to visit and see if my electric fireplace could be removed. He was able to remove it straight away and also replaced a single socket with a double socket, which has made a real difference. He tidied up afterwards, took everything away and provided an excellent service. He really went above and beyond.”

Bev, involved customer, Middlesbrough

Customer involvement	
Thirteen's community fund invested	£49,895.90
Number of community groups helped	111
Number of hours volunteered by involved customers	1,291.50
Involving customers	
Number of involved customer meetings held	87
Number of policies consulted on	6
Number of surveys carried out	4
Number of services changed or implemented as a result of customer involvement	21
Number of consumer standards tested, and assurance given to the board we are compliant	4
Number of customers we have on our involved customer database	391

Customer service standards

We're committed to providing excellent services that meet the needs of our customers. To make sure we focus on what matters most, we worked closely with involved customers to review and update our service standards.

These standards set out what you can expect from us and the level of service we aim to provide. They also support the Consumer Standards and Tenant Satisfaction Measures, giving you greater transparency about how we deliver services across a range of areas and how we measure our performance.

Customer service standard	Target	Result 2025/26
Every service will carry out an annual equality impact assessment	100%	100.0%
All customers requiring accessibility support will be offered a dedicated appointment	100%	92.3%
We'll complete repairs first time	90%	95.8%
People referred to the employability service will be contacted by an employability caseworker within three working days of referral	100%	98.0%
We'll offer an appointment for repairs when you first contact us. If this is not possible at that time we'll follow up your contact to confirm a date and time	100%	97.8%
Should you wish to move we'll arrange an appointment to discuss housing options within five working days of you telling us	100%	92.0%
We'll provide adaptations and commit to spending £1m each year	£1m	£1,666,748
All incidents of anti-social behaviour reported to Thirteen will be acknowledged within one working day with an initial response	100%	100.0%
We'll aim to respond to all stage one complaints within five working days. We work to resolve issues quickly but for those more complex complaints we can take up to 10 days in agreement with the customer	100%	89.6%
We'll aim to have properties ready to let from the previous tenant within 30 days on average (excluding those with major repairs)	30 days average	32.2
We'll contact customers four weeks prior to the end date of their tenancy	100%	100.0%
Translation services will be available 365 days a year for residents that need support	365 days	365 days
A relevant building safety customer engagement plan is in place for 100% of customers	100%	100.0%
All serious cases of ASB that are reported (domestic abuse, hate crimes and serious issues of safety) will be responded to within one working day	100%	94.0%
We'll treat all customers with fairness and respect. We measure this against the number of stage one - two complaints about fairness and respect	0%	7.4%
We'll acknowledge all stage one complaints within one working day	100%	97.0%

To find out more about our service standards and the improvements we're making, visit our website www.thirteengroup.co.uk/service-standards

Customer satisfaction with services

Your feedback helps us understand what we're doing well and where we can do better. By sharing your experiences, you help shape the services we provide and influence the improvements we make.

We regularly ask customers about their experience of our services and compare the results against our targets to track our progress over time. We gather feedback in a number of ways, from quick surveys to more detailed research, helping us learn, improve and deliver services that matter most to our customers.

Customer satisfaction with services	
% of customers satisfied with our services	92.7%
Customer net promoter score	83

"I enjoyed being involved in the development of the new website. We took part in focus groups, helped choose the supplier and tested the website before it went live. It was great to have the opportunity to share our views and help shape a website that customers will use every day."

Christine, involved customer, Stockton

Repairs in customers' homes

We carry out a wide range of repairs to keep homes in good condition. Our skilled teams include plumbers, electricians, plasterers, bricklayers and gas engineers – all working together to keep homes safe, warm and well-maintained. We've continued to improve our repairs system so we can prioritise jobs more effectively, deliver a great customer service and keep satisfaction high.

Repairs in customers' homes	
Number of repairs completed including emergency and call outs	158,751
% of repairs completed on first visit	95.8%
% customer satisfaction with our repairs service	93.2%



Access to properties

We ask customers to be at home for their appointments. When appointments are kept, it helps us to complete the work on time. We've listened to customer feedback, and we offer flexible appointment times to make it easier to find one that works for you.

Access	
Number of no access properties (total repairs)	33,520
Total no access cost	£921,800

Adaptations

Adaptation jobs completed	7,280
Stairlifts	98
Ramps	68
Specialist toilets	79
Level access showers	86

Supporting our customers



Employment and tenancy support

We offer free employability services to help our customers and the wider Tees Valley community – whether that’s to find work, gain skills or boost confidence. We support people who are not in employment, education or training.

We offer help to set up or sustain your tenancy. This might be because of a difficult time in your life, problems managing your home, financial worries or challenges with your mental health or addiction.

Employment support	
People helped into employment, education or training	1,110
People helped who are Thirteen tenants	491
Tenancy support	
Number of customers supported by the tenancy support team	1,776

Tenant Satisfaction Measures

Listening to our customers helps us understand what's working well, where we need to do better and how we can continue improving our services.

Your feedback plays an important role in shaping the decisions we make and how we improve the services we provide.

In April 2023, the Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs). These measures aim to give customers visibility of how their landlord is performing and help hold social housing providers accountable for the services they deliver.

All social housing providers are required to report on 22 Tenant Satisfaction Measures. The measures are grouped into two categories:

- Customer perception measures, which are gathered directly through customer surveys and reflect customers' experiences and views
- Performance measures, which are collected through management information and demonstrate how services are performing.

The tables below show how we performed over the past year, helping us identify where we're doing well and where we need to focus our efforts to deliver a better experience for our customers.

Tenant Perception Measures	Rental properties	Low Cost Home Ownership
Proportion of respondents who report that they are satisfied with the overall service from their landlord	79.3%	58.2%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	82.5%	N/A
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	79.8%	N/A
Proportion of respondents who report that they are satisfied that their home is well maintained	81.6%	N/A
Proportion of respondents who report that they are satisfied that their home is safe	86.0%	80.1%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	74.2%	46.9%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	79.0%	59.7%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	84.5%	63.8%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	43.3%	28.7%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	79.4%	57.7%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	75.8%	51.4%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	71.2%	44.2%

Complaints	Rental properties	Low Cost Home Ownership	Combined
Number of stage one complaints received per 1,000 homes	56.8	69.0	N/A
Number of stage two complaints received per 1,000 homes	6.8	14.1	N/A
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	98.5%	100.0%	N/A
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	94.4%	100.0%	N/A

Anti-social behaviour	Rental properties	Low Cost Home Ownership	Combined
Number of anti-social behaviour cases opened per 1,000 homes	N/A	N/A	76.4
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	N/A	N/A	1.1

Building safety	Rental properties	Low Cost Home Ownership	Combined
Proportion of homes for which all required gas safety checks have been carried out	N/A	N/A	99.9%
Proportion of homes for which all required fire risk assessments have been carried out	N/A	N/A	100.0%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	N/A	N/A	100.0%
Proportion of homes for which all required Legionella risk assessments have been carried out	N/A	N/A	100.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	N/A	N/A	100.0%

Decent Homes Standard and repairs	Rental properties	Low Cost Home Ownership	Combined
Proportion of homes that do not meet the Decent Homes Standard	0.0%	N/A	N/A
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	85.5%	N/A	N/A
Proportion of emergency responsive repairs completed within the landlord's target timescale	97.7%	N/A	N/A

For more information on Tenant Satisfaction Measures and how we collect our data, please visit www.thirteen.co.uk/about-us/how-we-re-performing/tenant-satisfaction-measures

Improving neighbourhood services



Anti-social behaviour (ASB)

A home should be the place you feel safe, but we know that anti-social behaviour (ASB) can cause real distress, and we take it very seriously. Working with our partners, we’re committed to taking action to tackle ASB. We make it as simple as possible for you to report issues, so they can be dealt with quickly and effectively.

ASB	
New cases of anti-social behaviour	2,806
Number of anti-social behaviour cases closed	2,655

Improving neighbourhood services

We’re working hard to make our estates welcoming places to live. Our teams work closely in communities, tackling issues, listening to feedback and making improvements that really matter to you.

We regularly carry out estate walkabouts and we’d love for you to join us to share your views. You can find dates and times on our website.

Improving neighbourhood services	
Number of housing services coordinators managing homes	121
Number of fly tipping jobs	3,034
Number of graffiti removal jobs	126

Touchpoints



We want every customer to receive a consistent, high-quality service, no matter how or where they choose to get in touch with us.

We’ve listened to customer feedback and continued to invest in making our services accessible. This includes maintaining our high street stores, using our mobile van to reach more communities, and providing support through our contact centre and digital channels, including email, social media and My Thirteen.

Touchpoints	
Number of customers signed up to My Thirteen last year	9,339
Number of customers signed up to My Thirteen in total	74,210
Number of calls answered	352,381
Average call waiting time (minutes:seconds)	0:40
Total footfall at all stores	24,979
Total number of customers who have received telephone appointments from Touchpoint store	503

Dealing with complaints

We understand that things don’t always go right, which is why we’re committed to listening, acting quickly and finding the right solution.

We work hard to handle every complaint fairly and use customer feedback to improve our services.

Although we’ve not achieved our annual target this year, we’ve continued to learn from the complaints we receive.

By understanding the causes of issues and identifying trends, we can make positive changes to the way we work to improve customer experiences and reduce the likelihood of similar problems happening again.

Dealing with complaints	
Number of complaints received	2,403
% of complaints responded to and resolved within our target of five working days	90.4%

Lettings



Lettings

We provide a range of homes to meet your needs. We build and manage new homes for affordable rent, as well as existing, quality homes across our communities.

Lettings	
Total number of properties let to customers	3,659
Number of general needs properties let to customers	2,929
Number of extra care properties let to customers	95
Number of supported housing properties let to customers	129
Number of homes for older people let to customers	211
Number of properties let to shared owners, leaseholders and bespoke properties	295

Rents and income

We make it easy for you to pay your rent and other charges in the way that works best for you. We're also here to offer support to anyone who needs it.

Rents and income	
Number of notices served for rent arrears	1,609
Percentage of rent collected	99.6%

Leaseholders

We own and manage leasehold properties, including shared ownership homes and garages.

Leaseholders	
Number of leaseholders	817
Number of shared owners	1,491
Number of leasehold schemes for the elderly/older person shared ownership	146

Supported housing

We provide housing and support to people who may be facing challenges in their lives, helping them to live safely and independently.

Our services support a wide range of customers, including people living in extra care and sheltered housing, those experiencing homelessness, ex-offenders, people with mental health needs, individuals recovering from substance misuse, and women and young people who need additional support.



Support services	
Number of people helped by support services	9,625
How many customers our care and support services worked with in 2025-26	
Sheltered housing, extra care and older people	3,012
Ex-offenders (Ministry of Justice support service)	4,853
Ex-offenders (Future Steps)	176
Employment support	1,157
Rough Sleepers Accommodation and Key Steps	39
Domestic abuse support	50
Homelessness prevention in Sunderland (Rough Sleepers Accommodation Programme)	33
Refugee resettlement support	164
Support for young people and parents	141

Home safety



Keeping our customers safe is our top priority. From carrying out essential checks in customers' homes to sharing advice and safety tips, we're committed to making sure everyone feels safe.

We meet all legal safety requirements covering the 'big six' areas – gas and electrical safety checks, fire risk assessments, lift and water management and asbestos safety.

Customer feedback has continued to shape our approach to building safety and we've made changes to improve our services and ensure that customers are safe in their home. You can also see how we're performing in the Tenant Satisfaction Measures on page 12.

Gas and electrical

Over 32,444 gas safety checks were completed, ensuring your boilers and heating systems are working safely and efficiently.

We completed 30,371 gas repairs and 27,739 electrical repairs.

We told you last year that we were updating the way we manage electrical testing to introduce mandatory five-year checks, in line with government plans. This has now been introduced, and we'll continue to use this as an opportunity to improve how we work.

We've also listened to your feedback on wanting more flexibility with appointments, so we're working hard behind the scenes to see how we can better align recurrent testing.

Fire risk assessments

We've carried out 599 fire risk assessments over the last year, and we continue to deliver our programme of fire door safety checks in our high-rise buildings.

As part of our resident engagement programme, our building safety team has delivered a number of safety campaigns to ensure customers understand more about fire safety and the ways to stay safe in their home. To build on future campaigns the team has been speaking to customers to gather their feedback to help us tailor our approach to suit our customers.

Customer engagement

We've reviewed our building safety strategies and shared them with our high-rise customers. We've also engaged with customers to promote new legislation on fire risk assessments, window safety, and balcony safety. In many of our high-rise buildings, resident engagement has grown and customers have reported feeling safer.



Building safety certificate success

Glastonbury House in Middlesbrough has become the first of our high-rise buildings to receive a building assessment certificate (BAC) from the Building Safety Regulator.

Water hygiene

All our communal areas have remained fully compliant with water hygiene checks in the last year.

We carry out risk assessments in empty homes before customers move in. We monitor the flushing of water systems in homes waiting to be re-let, as well as in shared spaces such as cleaners' cupboards and guest rooms. We also provide updated safety information within our new customer starter packs.

Lifts

Lifts are regularly inspected to keep you safe. If a lift is out of service, we update customers via text messaging, electronic noticeboards and letters, where appropriate, to ensure any issues are communicated efficiently. Our lift contractors are also expected to meet with us regularly to review performance and address issues.

Asbestos

We're fully compliant with asbestos regulations and carry out regular re-inspections of communal areas.

Where necessary, we also carry out surveys in homes before refurbishment or intrusive work begins, to identify and safely manage any asbestos that may be present.

Investment in homes



We’re committed to investing in our homes, so it’s important to us that customers help shape how that investment is delivered.

We work closely with our investment customer groups, so they can contribute their ideas and feedback on topics including customer service, ways to make homes more energy efficient, and keeping homes safe and well maintained. By listening to their experiences, we can make better decisions and ensure customers remain at the heart of our plans for the future.

From April 2025 to March 2026, we invested £126.4m in our customers’ homes, carrying out a range of improvements and repairs to enhance their quality, comfort and safety. This included replacing kitchens, bathrooms, boilers, windows and doors, as well as completing roof improvements.

Investment in homes	
Total investment in improvements	£63.6m
Number of new kitchens installed	1,379
Number of new bathrooms installed	352
Number of new boilers installed	1,236
Number of new windows installed	442
Number of new external doors installed	157
Number of new roofline installations	185

Developing new homes



Developing new homes

Providing new homes is one of our priorities. Our development strategy focuses on making sure that local people and families have the homes they need. We're investing millions of pounds every year to build good quality, affordable homes across the North. But we don't stop there. We also help to create communities that you'll be proud to be part of.

Developing new homes	
Amount invested building new homes	£144.2m
Total number of new homes built	668
• Number of social rent	67
• Number of affordable rent	493
• Number of shared ownership	108

Value for money

We're committed to getting the best value from every pound we spend. That means managing costs, improving quality and making sure our resources go further.

Our value for money strategy balances social and business, so we can keep improving services, build more homes and support our communities.

Value for money	
Total savings across Thirteen's services	£5.2m
Savings as % of social housing turnover	3.3%

Energy efficiency



Energy efficiency improvements

We’re continuing to make our homes warmer, more comfortable and more energy efficient. Over the last year, we carried out a range of improvements, including enhanced insulation and the installation of new technologies designed to improve energy performance and support more sustainable homes.

Energy efficiency improvements	
Number of air source heat pumps installed	0
Number of properties that have had their lofts insulated	856
Number of properties that have had cavity wall insulation	0
Number of solar PV installations	255
Megawatts generated by Solar PV systems	1110.3

Recycling at our recycling centre

We’re committed to reducing our environmental impact, and an important part of this is making sure we manage waste responsibly. Through our recycling centre, we reclaim and recycle materials wherever possible, helping to reduce waste and make better use of resources. Our furniture upcycling scheme also supports customers by providing quality pre-loved furniture while preventing usable items from going to waste.

Recycling at the Thirteen Recycling Centre	(tonnes)
All waste	2,980



About this annual report

At Thirteen, we work together to provide quality homes, build strong communities and support people to live well.

We're a not-for-profit housing association, so we have a focus on delivering our charitable objectives of providing housing, care and support for those who need it.

We own and manage over 36,000 homes across the North East, Yorkshire and Humber regions, with over 1,600 colleagues providing services for around 100,000 customers.

We're dedicated to listening to our customers to create communities you're proud to live in and take action where needed to change things for the better.

Our customer annual report provides you with quick and accessible information about the performance of Thirteen and some of the things we've done to improve our services between April 2025 and March 2026.

We also have more information about our performance and Thirteen's impact on the area on our website at **www.thirteengroup.co.uk/about-us**

Would you like to get involved?

Getting involved with Thirteen means you can have your say about the things that matter to you, your home and your community. As an involved customer, you can help us to improve services and influence the decisions that affect your community.

Want to know more?



customer.engagement@thirteengroup.co.uk



0300 111 1000



www.thirteengroup.co.uk

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