thirteen
Homes. Communities. Support.

# together magazine



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More ways to pay, more choice for you

Customer involvement open days

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HOUSING PERKS

# Save more. Spend less.

**We've partnered with Housing Perks to provide you with exclusive discounts on your shopping.**

## What can you save on?

You can save up to 20% on your:

- Groceries
- Fuel
- Clothing
- Home essentials
- Days out.

There are over 100 retailers, including: Asda, Argos, B&M, Primark, B&Q and Sports Direct.

## Why use Housing Perks?

- Free to download
- Free to use
- Instant digital vouchers
- Extra savings on top of many existing offers.

## Start today

Download the Housing Perks app, select Thirteen Housing and register using your tenancy reference number.

Scan the QR code to find out more about Housing Perks.

**Need support? Call 0300 111 1000.**

# Hello and welcome

## Welcome to the latest edition of Together Magazine.

This issue is packed with updates on the work we're doing to improve homes, communities and services for you.

You'll find out more about our £63 million investment programme, which will see improvements made to homes across the North East and Yorkshire over the coming year.

We're also sharing news about our new developments, including hearing from one of our customers about their experience of moving into a new home. Plus, we've got a round-up of what's been happening in the communities where you live.

We'll also remind you about the new ways to pay we've introduced, giving you more choice and making it easier and more convenient for you to manage your payments. You'll also find out more about our brand-new Housing Perks campaign, which offers access to a range of discounts and savings.

In this edition, we explain STAIRs and what it means for you, as well as sharing updates on how we're tackling anti-social behaviour, supporting safer communities and helping you stay safe in your home.

Finally, this edition marks a significant moment as we say thank you to Val as she steps down from her role as Chair of the Involved Customer Group.

We hope you enjoy reading this issue.



**Matt Forrest**
Chief Executive



**Val Scollen**
Chair of the Involved Customer Group

# Feedback, surveys and research



## Share your feedback

Your feedback is invaluable. That's why we've made it easy for you to send your compliments or complaints in the way that suits you best.

- Call us on **0300 111 1000** Monday to Friday, 8am - 7pm and Saturday, 9am - 3pm
- Email **customer.relations@thirteengroup.co.uk**
- Speak to the team at one of our Touchpoint stores or mobile Touchpoint
- Or complete the form on our website.

Visit **www.thirteengroup.co.uk/compliments-and-complaints**

## Tenant satisfaction surveys

You may be selected to provide feedback in a survey over the phone.

We work with TLF Research to gather customer feedback. If you receive a call, the telephone number they call from will begin with 01484.

They contact a selection of customers at random to answer a set of questions based on the 12 customer perception Tenant Satisfaction Measures (TSMs). The results of the surveys can be seen in the customer annual report.

If you don't want to take part, please let them know and you won't receive any more calls. If you've previously opted out of our surveys but have changed your mind and would like to be considered, just let us know.

## Tell us what you think of Together magazine

Together magazine is for you. After reading, we'd love to hear your feedback to help us shape future issues. What's more, we're giving everyone who submits their feedback the chance to win a £100 voucher.

**Scan the QR code to give us feedback**

# Join us for our customer involvement open days




**Our involved customers would love for you to join them at our upcoming open days. You can meet the team of dedicated customers who volunteer their time to help us improve our services, share your views and find out how you could get involved.**

## Dates for your diary

**Tuesday 20 October**
11am to 1pm
Stockton Touchpoint store

**Tuesday 27 October**
11am to 1pm
Hartlepool Touchpoint store

**Tuesday 3 November**
11am to 1pm
Middlesbrough Touchpoint store

**Tuesday 10 November**
11am to 1pm
Hull Touchpoint store

## Sign up

There's no need to attend the full event. Simply sign up to your preferred event via our online form, or call us on **0300 111 1000**, then come along at the time that works best for you.

**Sign up here**

## Become an involved customer

We understand not everyone will be able to make one of our events, but if you'd like to know more about getting involved, we'd love to hear from you.

Email **customer.engagement@thirteengroup.co.uk** or call **0300 111 1000**.

# Listen and act



**Your feedback matters to us. Thank you to everyone who takes the time to tell us what's working well and where we can do better. Every comment helps us improve our services and shape a better customer experience.**

**You said:**
Our complaint acknowledgement emails didn't always reflect the impact of the issues raised or clearly explain the steps we would take to resolve them.

**We did:**
We've updated our complaint acknowledgement emails to better acknowledge customers' concerns, explain what will happen next and outline how we'll work to resolve the issue.

**You said:**
It wasn't always clear what support was available at our Touchpoint stores, and some customers found it difficult to access a store near them.

**We did:**
We've improved the information we share online and in stores to make it clearer how Touchpoint can help. We're also taking our mobile Touchpoint to more communities, making it easier for customers to access support closer to home.

**You said:**
You didn't always understand what stock condition surveys were, why they were carried out or what they involved.

**We did:**
We've worked with involved customers to improve customer communications, and we've updated our letters to include clearer explanations and a helpful FAQ section.

**You said:**
You didn't always understand the options available for applying for a mutual exchange.

**We did:**
We've reviewed and improved our communications about mutual exchange and are sharing information more regularly. We've also partnered with HomeSwapper, giving customers access to over 500,000 potential exchange opportunities across the country.

**You said:**
You couldn't always find what you were looking for on our website.

**We did:**
We've involved customers in shaping and testing our new website to ensure it is easy to use, accessible and designed around customer needs.

# We're investing £63 million in improving homes

Over the next year, we'll continue investing in our homes and neighbourhoods to make sure you live in a safe, comfortable and well-maintained home.

This year, we're investing £63 million to improve homes across the North East and Yorkshire. The programme includes a range of improvements designed to enhance the quality, appearance and energy efficiency of our properties.

Our plans have been shaped by customer feedback, helping us focus on what matters most to you.

**This year's improvements include:**

**More than 850 new kitchens**

**Around 230 new bathrooms**

**Hundreds of roof improvements to keep homes safe, secure and weatherproof**

**More than 500 homes receiving new windows and doors**

**Over 1,000 new boilers to help improve energy efficiency**

## How we plan our investment programme

We use information from surveys, safety inspections and customer feedback to help us decide where investment is needed most.

By understanding the condition of our homes and listening to our customers, we can prioritise improvements.

Scan to read our investment plan




## Help us plan future improvements to your home

Every five years, our surveyors and contractors carry out home surveys to check the condition of our properties.

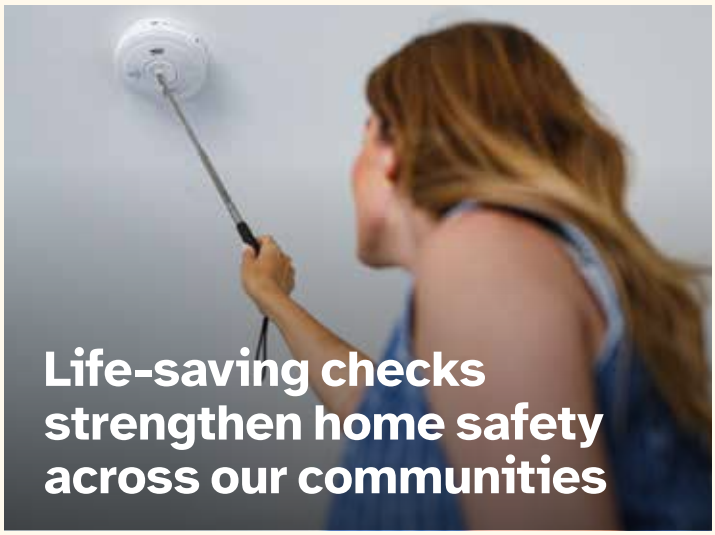
During the visit, they'll assess things like kitchens, bathrooms, roofs, windows, boilers, damp and mould, as well as any safety concerns. They'll also check how energy efficient your home is and identify any improvements that may be needed in the future.

The information we collect helps us plan future investment, including new kitchens, bathrooms, windows, doors and energy-efficiency upgrades.

If we're unable to access your home, it can make it harder for us to identify issues early and plan improvements at the right time. By giving us access when requested, you're helping us make sure your home gets the investment it needs.

# Keeping you safe at home

Your safety is our priority. Here are some of the ways we're working with customers to help keep homes and communities safe.



## Life-saving checks strengthen home safety across our communities

A major home safety initiative is helping to better protect our customers by ensuring smoke, heat and carbon monoxide alarms are correctly fitted and fully working.

Our teams have been out and about visiting homes across our communities, carrying out important checks to ensure alarms are fitted and in good working order, and giving extra peace of mind.

**During each visit our colleagues:**

- Check there is a working smoke alarm on every floor
- Ensure a carbon monoxide alarm is in place in rooms with appliances such as boilers or fireplaces
- Test that all alarms are working properly

These visits are quick and straightforward, but they make a real difference. The majority of visits have gone ahead successfully, but in some cases we haven't been able to gain access. This means we haven't yet been able to complete these important safety checks in every home.

We're encouraging residents to help us complete this work, so that everyone can benefit from the same level of home safety.

By working together and allowing us access, we can make sure every home has the protection it needs.

Each appointment takes around 30 minutes, and we'll always do our best to arrange a time that works for you. So, if you've missed a visit or still need to book, please call us on **0300 111 1000**.

## Changes to Awaab's Law and what it means for you

Your safety at home is our priority. From 30 November, changes to Awaab's Law will strengthen the protections available to customers and ensure housing providers take faster action when serious health and safety risks are identified.

The law will expand beyond damp and mould to include issues such as heating failures, electrical hazards, pest infestations, dangerous trip hazards and structural issues.

For you, this means clearer standards and quicker action when serious risks are identified. We've been working behind the scenes to make sure we're ready for these changes and can continue to keep you safe in your home.

If you report a repair or safety concern, we'll investigate it as quickly as possible. Where an emergency risk is identified, we'll make it safe within 24 hours. If we find a significant health or safety risk, we'll take action within five working days.

Reporting the problem as soon as possible helps us respond quickly and prevent issues from becoming more serious.

If you're concerned about a repair or safety issue in your home, please always report it to us immediately by phoning **0300 111 1000** or emailing **CustomerServices@thirteengroup.co.uk**

# Balcony safety

We're reminding customers about the importance of using balconies safely and encouraging you to share any concerns with us so we can help keep them well maintained.

We're currently carrying out a programme of inspections across our buildings to help ensure balconies remain in good condition. If we need access to your home as part of these inspections, we'll contact you in advance to arrange a convenient time.

Please take a few minutes to check your balcony. If you notice any signs of damage, loose fittings, cracks, corrosion, or anything else that does not look right, please contact us straight away.

### Seen something that doesn't look right?

If you notice any damage, loose fittings, cracks, corrosion or anything else that doesn't look right, please contact us straight away.

If you are unsure, please still get in touch. We'd rather check it with you.



### Tips for everyday balcony safety

- Never climb, sit or lean over balcony railings
- Always supervise children when they're using a balcony
- Keep balconies tidy and free from clutter
- Avoid storing large items, electrical appliances or flammable materials outside
- Do not use barbecues, fire pits or patio heaters on balconies
- Do not hang items from balcony railings, including planters, hanging baskets or decorations.

# New safety measures introduced for high-rise residents

Residents living in high-rise homes are being offered additional support to help keep their households safe, as the building safety team rolls out the installation of window restrictors.

The initiative, launched with our involved customers, is designed to reduce the risk of accidents and provide peace of mind to residents, particularly those who have young family members visiting their homes.

Window restrictors limit how far a window can open, while still allowing for ventilation. Each device is fitted with a secure cable mechanism and key, so that windows can be fully opened when required.

### Top tips for everyday window safety

Everyone can help to keep themselves and their families safe by following some simple advice.

- Keep furniture like sofas, beds, and tables away from windows so children can't climb up – even if you live on the ground floor
- Don't place or push items near windows that could be used as steps
- Avoid leaving windows wide open when young children are in the room
- If you need to open windows for ventilation while cooking or during warmer weather, ensure children are always supervised
- Keep windows closed and locked when they're not in use or when children are not being supervised
- Make sure you know where window keys are kept in case of an emergency or fire.

# Feeling worried about anti-social behaviour?

# We're here to help.



Home should be a place where you feel safe and comfortable. But we know that when anti-social behaviour affects the community you live in, it can have a real impact on your wellbeing.

Whether you're experiencing persistent noise, harassment, nuisance behaviour or other concerns where you live, it's important to know that you don't have to deal with it on your own.

Last year, we helped thousands of customers with anti-social behaviour concerns, successfully resolving more than 2,600 cases. Many of these started with a simple conversation or report from a customer who wasn't sure whether their issue was serious enough to raise.

No concern is too small. Reporting problems early can help us understand what's happening and work with you to find the right solution before issues become more serious. Every situation is different, which is why we take the time to listen, understand your concerns and agree the best way forward.

**Working with partners**

We work closely with a range of partners, including the police, local authorities and support organisations, to help make our communities safer and more enjoyable places to live.

Head of housing services Katina Lytra said: "We understand how upsetting anti-social behaviour can be and the effect it can have on people, and we're committed to supporting our customers with their concerns.

"If something doesn't feel right, please tell us. The sooner we know the issue, the sooner we can offer support and take action where needed. We want everyone to feel heard, supported and confident that we're here to help."

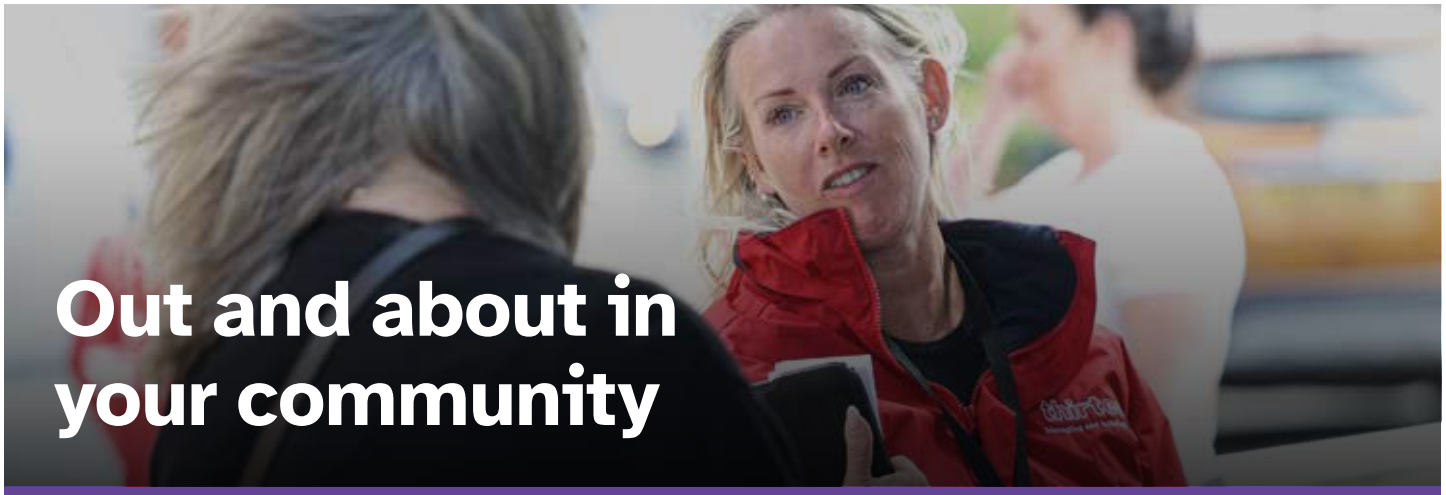
## How to get in touch

If you're experiencing anti-social behaviour, you can contact us in whichever way works best for you:

- Visit our website: **www.thirteengroup.co.uk/communities/anti-social-behaviour**
- Phone us on **0300 111 1000**
- Email **asb@thirteengroup.co.uk**
- Speak to your housing services or living well coordinator

All concerns are handled confidentially, and we'll work with you to understand what support you may need.

Remember, reporting anti-social behaviour is about helping everyone feel safer in their community.



# Out and about in your community

**We want you to feel proud of where you live. One of the best ways we can support that is by spending time in our communities, listening to what matters to you and taking action where it's needed.**

**That's why we hold regular estate walkabouts and visit neighbourhoods with our mobile touchpoint van.**

## Estate walkabouts

Estate walkabouts give you the chance to meet your housing services coordinator, raise concerns and tell us what's working well in your area.

They're a great way to:

- Share feedback directly with your housing services coordinator
- Help identify issues early
- Get updates on local improvements
- Play a part in shaping your community

If you can't attend an event, or would benefit from a visit to your neighbourhood, get in touch and we'll see how we can help.

## Mobile touchpoint

Our mobile touchpoint brings support closer to you, making it easier to access services face to face.

You can:

- Report a repair
- Talk about your tenancy or rent
- Get help finding a new home
- Access employment support
- Speak to us about other housing-related issues

You can request a visit on our website.

## Listening and taking action

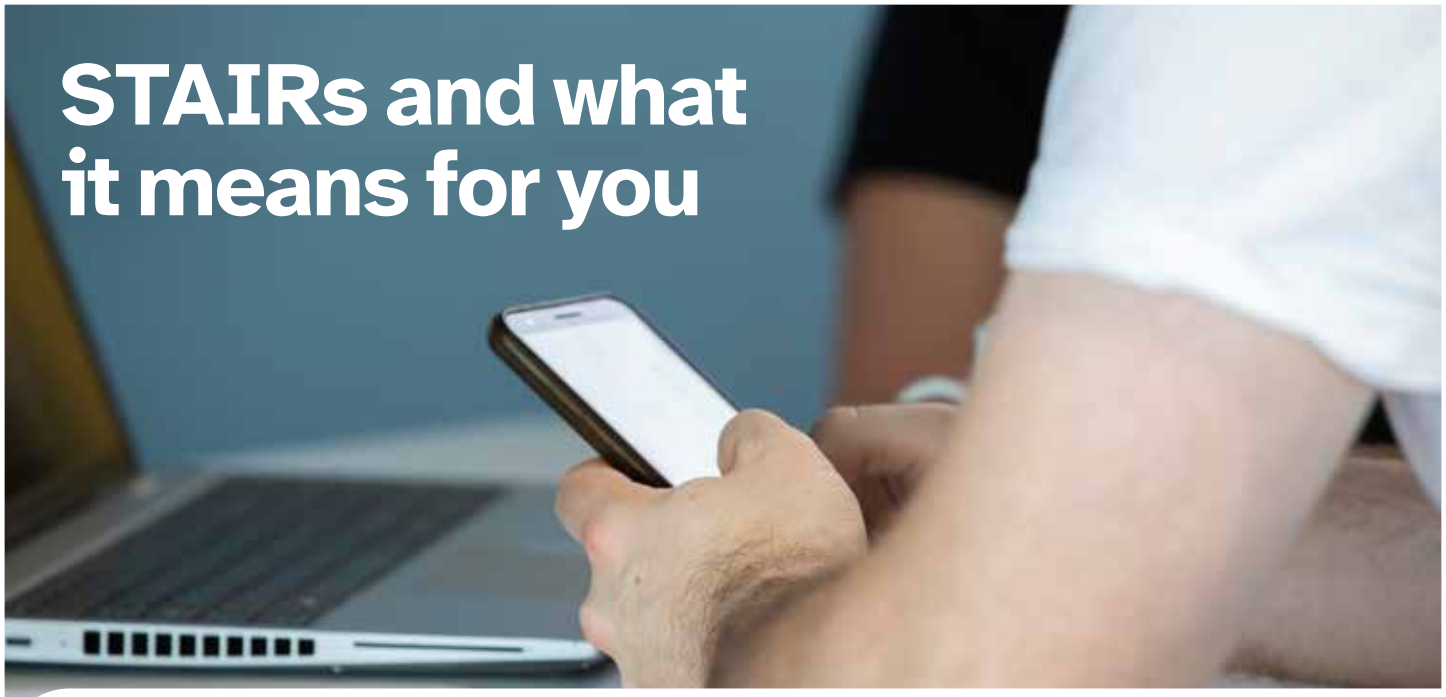
Following an estate walkabout in Gresham, Middlesbrough, customers told us they were concerned about the condition of communal bin areas.

In response, we worked with Middlesbrough Council to organise a community event focused on waste management and keeping shared spaces clean. Our mobile touchpoint also attended, giving customers another opportunity to access support and share feedback.

One customer said: "We really do feel we are being heard as a community. When we've raised things, Thirteen has always got back to us with actions or a response as to why a change can't be made."

Feedback like this shows the value of working together to make our neighbourhoods better places to live.

# STAIRs and what it means for you



**You may have heard the term STAIRs, which stands for Social Tenant Access to Information Requirements, but do you understand what it means for you?**

Put simply, STAIRs gives you easier access to information about how your home and housing services are managed. It's a new set of rules designed to make social housing providers more open and transparent with their customers, and it's welcomed by us here at Thirteen.

The aim is to help you understand decisions we've made, see how services are performing and allow you to hold us to account.

STAIRs is split into two stages. The first is a publishing scheme, which went live on 1 October.

**What information is available to view as part of the publication scheme?**

Under STAIRs, we're required to publish more information about things like:

- How decisions are made
- Policies and procedures
- Service performance
- Complaints handling
- Spending and investment in homes and services
- And customer engagement and consultation activities.

**How do I find this?**

To make this as easy as possible for you, we've created a STAIRs section on our website.

**What happens if you can't find what you're looking for?**

STAIRs is about giving you more visibility of the services you receive. If there's information about the management of your home or services that isn't already published, we'll let you know how you can ask for it.

**What's the next stage of STAIRs?**

The next stage takes place in April 2027, with the introduction of customer information request rights. We'll share more information closer to the time.

For customers, the benefits are simple. You'll have more transparency, better access to information and greater confidence in the decisions being made which impact your home and community.

**Scan here to find STAIRs on our website**



# Partnership in action: Supporting a customer from crisis to safety

**Sometimes, the most powerful support comes when people work together.**

An experience at our Stockton Touchpoint store earlier this year showed just how much can be achieved when our colleagues and partner organisations unite around a customer in need.

A young woman came into the store visibly distressed after fleeing domestic abuse. Homeless, scared and without support, she'd been directed to our store after struggling to access help elsewhere.

Our customer services advisor, Emily*, welcomed her inside and made her feel as comfortable as possible. She noticed the customer's dog waiting outside in the rain and brought him inside, helping to put the young woman more at ease.

While registering her on MyThirteen, Emily provided the customer with a warm drink and cake, as well as a coat, warm pack and a blanket for her dog. Having been made to feel safe and cared for, the customer began sharing her story with Emily.

After taking the time to listen, the team came together to explore every possible avenue of support. We arranged a foodbank voucher and contacted local services on behalf of the customer, while our wellbeing coach worked to secure specialist domestic abuse support through Harbour. Despite refuge spaces being unavailable at the time, the team refused to give up.

Colleagues at Thirteen accompanied the young woman to The Arc for emergency food support, before further collaboration with Stockton-on-Tees Borough Council to identify a safe solution. The food delivery was arranged to be delivered to the local library, where the customer could meet a duty social worker from the Council. Our colleagues stayed with her throughout the assessment, offering reassurance and support.

Within 90 minutes, emergency accommodation was secured for the customer and her dog, away from the area and in a place of safety.

This was partnership working at its very best. Through compassion and determination, colleagues and partner agencies made a life-changing difference when it mattered most.

**If you or anyone you know has been affected by domestic abuse, you can find out how to contact our team on page 21.**

*Name changed due to sensitive nature of the story

# More ways to pay, more choice for you



**We want to make it as easy as possible for you to manage your account and make payments in a way that suits you.**

Over the last few years, we've continued to expand the ways you can pay, giving you more flexibility, convenience and choice than ever before. Whether you prefer to pay in person, online, through our app, by Direct Debit or directly from your bank account, there's a payment option to suit you.

Here's a reminder of the different ways you can pay.

## Pay in person

If you'd rather pay in person, you can make payments at any PayPoint location using your payment card.

You can also store your PayPoint payment barcode in your phone's digital wallet through the Thirteen Payments app. This means there's no need to carry your payment card with you, log in each time or search for your barcode when you're ready to pay. Your barcode is securely stored on your phone and easy to access whenever you need it, making payments at PayPoint quicker and more convenient.

## Pay by Direct Debit

Direct Debit is one of the easiest, safest and most convenient ways to pay. Once it's set up, payments are collected automatically, giving you one less thing to think about.

You can set up a Direct Debit by calling us on 0300 111 1000, or you can now do it completely online using our paperless Direct Debit service. This means there's no paperwork to complete, your details are checked securely and your instructions are submitted straight away.

To set up a Direct Debit online, visit **thirteeninstructions.paypoint.services**

## Use the Thirteen Payments app

Our Thirteen Payments app lets you make payments quickly and securely from your smartphone or tablet, wherever you are and whenever it suits you.

You can use the app to make payments, manage your payment details and access your digital wallet payment barcode for use at PayPoint locations.

Simply search for **Thirteen Payments** in the App Store or Google Play to download the app.

## Pay online

You can make payments online at any time through our dedicated payments website: **thirteenpayments.paypoint.com**

You can also use our pay by bank option, allowing you to make secure real-time payments directly from your bank account. It's a simple, quick and convenient alternative to card payments, giving you even more choice over how you pay.

## Pay by phone

Prefer to pay over the phone? You can make a payment using a debit or credit card by calling:

Thirteen customer services: **0300 111 1000**
24-hour automated payment line: **0330 390 2274**

### We're here to help

We're here to help you stay on track with your payments. If you're struggling, please let us know.

# A new chapter begins at Hillside Gardens



**The final residents have moved into Hillside Gardens, marking the completion of our largest-ever new homes development.**

Michelle, who works for the NHS, has moved into her new affordable rented home with her husband and two of their children. The family are the last customers to move into the 296-home development in Grove Hill, which includes a mix of two, three and four-bedroom houses and bungalows.

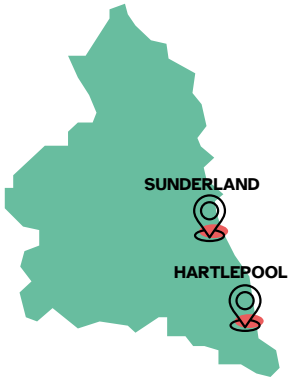
Supported by funding from Homes England and the Tees Valley Combined Authority, Hillside Gardens has transformed the area and provided much-needed affordable homes for local families – with the development's name chosen by pupils from nearby Beech Grove Primary School.

Michelle said: "We're absolutely delighted to have moved into our new home. It's a fresh start for our family and we're excited to begin making memories here. One of the best things is being so close to our relatives, with lots of our family already living in the area. Having that support network nearby means a lot to us all, and we're looking forward to becoming part of the Hillside Gardens community."

Housing services coordinator Georgina Patterson added: "We're delighted to welcome Michelle and her family to Hillside Gardens and wish them every happiness in their new home."

The completion of Hillside Gardens represents a major milestone, delivering 296 high-quality affordable homes for rent and helping more local people access a place they can proudly call home.






# News
in your area



## £2.1 million investment improves Hartlepool homes

Residents in the Throston Grange area of Hartlepool have benefitted from a range of improvements to their homes following completion of our £2.1 million investment programme.

We appointed Esh Construction to deliver work across 297 homes. Improvements included new kitchens, partial electrical upgrades and electric fire removals.

One customer who benefitted from the improvements said: "I just love my kitchen, it's beautiful. It could be in a show home. Thank you to Thirteen and Esh who have helped to make my house a home."



## Community support after devastating allotment fire

Our colleagues rallied together to support John Hall – a Hartlepool resident whose allotment was destroyed in a devastating fire after being lovingly tended for more than 40 years.

The blaze destroyed the 81-year-old's shed, tools and belongings at Nicholson Field allotments, as well as crops he regularly donated to The Hospital of God Foodbank. After learning about the incident, volunteers from our estates team helped clear debris and restore the site. We also donated tools to help him get started again.

John said: "I can't thank Thirteen enough for the support they have given me."



## Work underway on affordable new homes in Hendon

A development of 96 affordable new homes is taking shape off Amberley Street and Harrogate Street in Hendon, Sunderland.

The homes, which will all be available for affordable rent, will consist of 75 two, three and four-bedroom houses and 21 two-bedroom bungalows.

Homes will be designed to meet modern standards, supporting comfortable, energy-efficient living for residents. Completion is expected in 2028.




# News
## in your area



### New homes underway in Cleckheaton

We're building 180 new affordable homes off Westgate in Cleckheaton, helping to create more housing options for local people and families.

The development will bring a mix of two, three and four-bedroom homes, designed to suit a range of needs and lifestyles.

Of the 180 homes, 110 will be available for affordable rent, with the remaining 70 offered through shared ownership, helping people take their first step onto the property ladder.

### Home improvements continue across Hull

Work to modernise more than 80 homes at Turner and Owbridge Court in Hull is nearing completion, with £4.7 million estimated to be invested once complete.

Working with regeneration specialist RE:GEN, we're delivering improvements including new kitchens and bathrooms, electrical upgrades, new heating systems, replacement windows, roof repairs and improvements to communal areas. Enhanced security measures have also been introduced including CCTV, door access control and communal door replacements.

We're also continuing to invest in homes across Hull, with £4.4 million being invested in the Marfleet estate since February.

Improvement work will take place to approximately 364 homes and includes new rooflines, windows, replacement doors and heating replacement systems to help keep homes safe, secure and energy efficient.

### Over 100 new homes completed in Beverley

Our development at Spark Mill Meadows in Beverley is complete, bringing 122 affordable new homes to the area.

The development features a mix of two, three and four-bedroom homes for affordable rent and shared ownership.

With customers settling in, the development has helped more local people find a quality, affordable home in a growing community.






# News in your area



## Brand new bungalows coming to Thorntree

Work has started on 40 brand new homes for affordable rent in the Thorntree area of Middlesbrough.

Once complete, the development will feature 39 high-quality two-bedroom bungalows alongside one four-bedroom house, helping to meet growing demand for accessible and affordable homes in the area, particularly for customers seeking single-level living.

Homes are being built on the former site of the Fleet and Thorntree House high-rise blocks, next to Cargo Fleet Lane, which were demolished in 2025. Throughout the regeneration process, we worked closely with residents and supported them to relocate to homes that meet their needs.

The new homes will be designed to meet modern standards, supporting comfortable, energy-efficient living for residents. Completion is expected in late summer 2027.

## £7.2 million investment transforms Middlesbrough sheltered housing scheme

We completed a major investment programme at Glastonbury House in Middlesbrough, in partnership with regeneration specialist RE:GEN, bringing significant improvements to residents' homes and communal spaces.

The extensive programme included new fire safety measures, mechanical and electrical upgrades, improved security and CCTV, a new sprinkler system, ventilation improvements, upgraded bathrooms, kitchens and doors, a refurbished communal kitchen, full decoration and much more.

To thank residents for their patience during the work, we invited them to enjoy lunch and live entertainment from local performers, Serenity Duo.

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



## Celebrating inclusion and creativity in Newport

A vibrant selection of community murals were unveiled earlier this year at Laycock Park in Newport, following a £1,000 grant from our Locality Fund.

The murals were co-designed by a diverse mix of local groups and residents, reflecting the rich cultural identity of Newport. The project, delivered by Freestyle Community Projects, played an important role in supporting post-riot recovery, helping rebuild trust, connections and a shared purpose.






## Helping families prepare for back to school

Over the summer, we supported more than 50 families to get ready for the new school term with our free school uniform pop-up shop at our Stockton Touchpoint store.

With donations from staff, customers and support from Stockton-on-Tees Borough Council, over 250 items were provided, helping children get off to the best start in September.

We'll be holding another pop-up in partnership with Stockton-on-Tees Borough Council in October for families needing to top up their uniform supplies.

## Joint operation strengthens community safety across Stockton

Operation Artemis brought together Cleveland Police, Stockton-on-Tees Borough Council, Cleveland Fire Brigade and our teams to carry out targeted activity across the town, with the aim of tackling serious violence, knife crime and anti-social behaviour across Stockton.

The operation resulted in 21 arrests and saw agencies working together to tackle crime, identify concerns and engage with residents in neighbourhoods across Stockton.

Our director of housing and communities Kay Glew said: "We know that anti-social behaviour and crime can have a significant impact on people's wellbeing and quality of life, which is why supporting our customers, taking action and working together with partner agencies will always be a priority."



# Upcycling scheme helps hundreds of customers set up their home



**Our furniture upcycling scheme is continuing to transform once-loved items into home essentials for customers who need a little extra help.**

Since launching in 2022, the scheme has helped hundreds of families furnish their homes, supporting people experiencing financial hardship, rebuilding after homelessness or starting over following difficult circumstances.

Thanks to the dedication of the upcycling team, donated furniture is restored and given a new lease of life before being passed on to customers who need it most. The scheme not only helps people create safe, comfortable homes, but also reduces waste by keeping good quality furniture in use for longer.

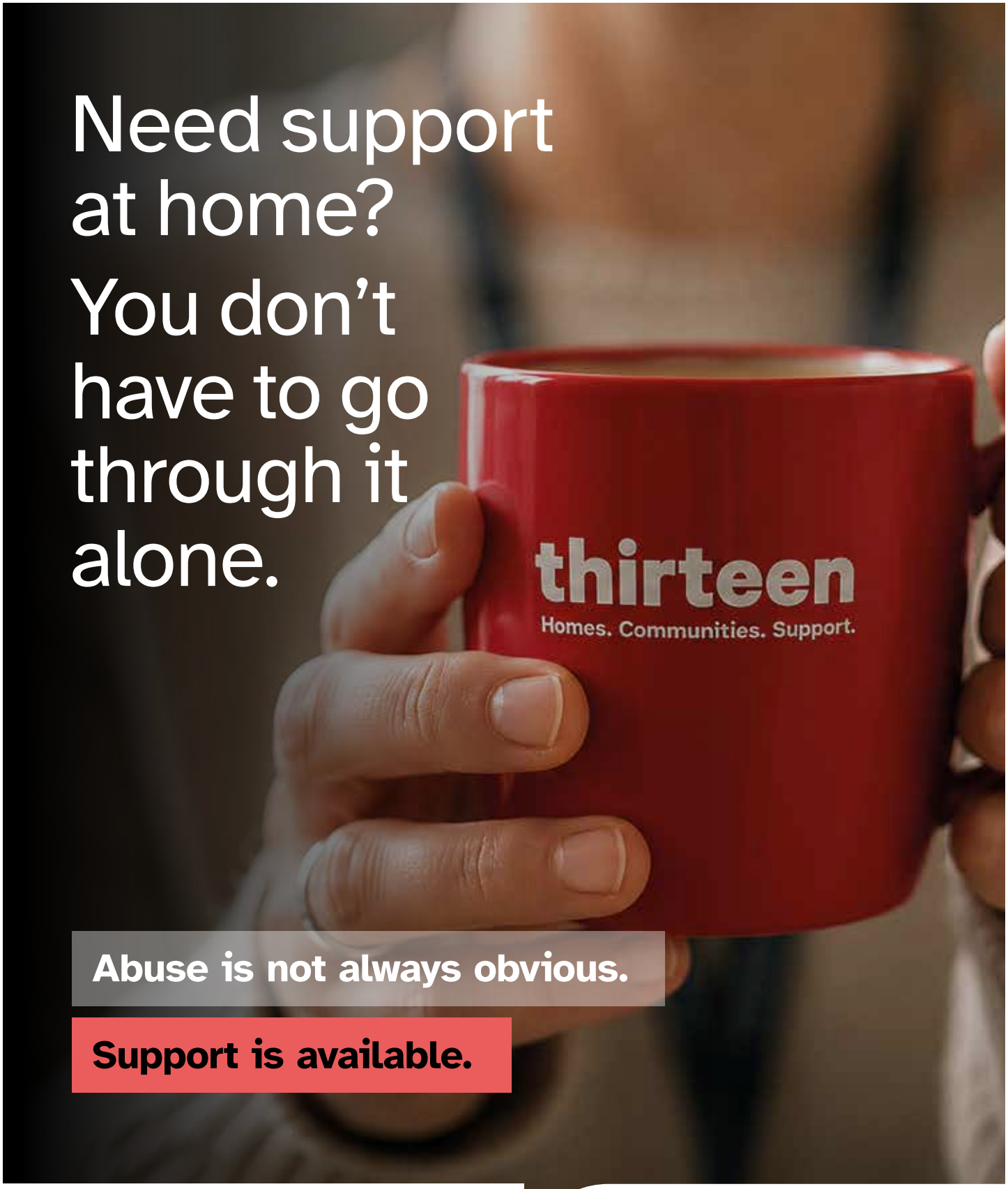
The scheme is also supported by our dedicated upcycling shop, where restored furniture is sold at affordable prices. Proceeds from the shop are reinvested into the scheme, helping us buy household essentials and furniture packs for customers most in need.

Upcycling and reuse coordinator Rhys Baker said: "We're incredibly proud of the difference the upcycling scheme has made to hundreds of families since it launched. A furnished home can make a huge difference to someone's wellbeing and ability to settle into their community. Every item donated helps us continue providing that support to customers who need it most.

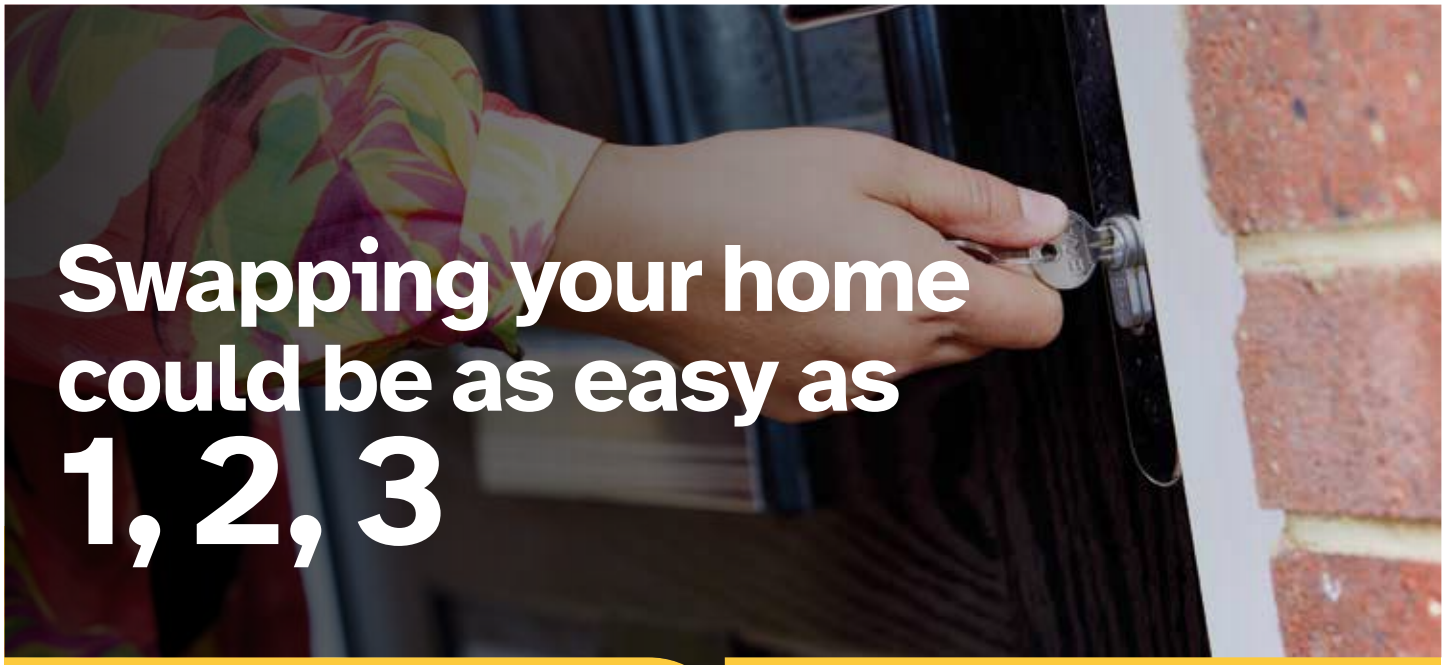
"The generosity of our communities is vital. Without furniture donations, we simply couldn't help as many people create a safe and comfortable home."

Every donation we receive makes a difference, and we're grateful for the continued support from our communities. We're looking for donations of drawers, small sofas, wardrobes, bedside tables, coffee tables, small dining tables and chairs, and kitchen utensils in good condition.

**To donate, just complete the form on our website by scanning the QR code.**




Find support at
**www.thirteengroup.co.uk/support**



# Swapping your home could be as easy as 1, 2, 3

**If your current home no longer meets your needs, you can apply to swap it with another tenant with mutual exchange.**

What's more, swapping your home could be easier than you might think. Here's how to get started:

## Step 1

### Tell people you're looking

- Spread the word on social media
- Register on HomeSwapper, where you'll find over 500,000 other tenants, from over 440 landlords

homeswapper

- Or tell your neighbours – word of mouth is often the best way to find a swap.

## Step 2

### Agree a swap

Find another tenant who's also looking to move, with a home that meets your requirements.

## Step 3

### Let us know

Speak to your housing services coordinator and we'll guide you through the process.

### Am I eligible for a swap?

All swaps are subject to eligibility and approval.

You must have been a customer for at least 12 months and not be in breach of your tenancy agreement.

This can include anything from rent arrears and anti-social behaviour, to damage to your property.

**Find out more on our website**

# Read our customer annual report

**Each year, we publish a customer annual report to share how we're performing and the improvements we've made over the previous 12 months.**

In the past, we've included the report with this magazine, but this year we're making it available online instead. Simply scan the QR code to read the full report on our website.

Inside, you'll find updates on our performance across the services that matter most to our customers, including our latest Tenant Satisfaction Measures (TSM) results, which show how we're performing in areas such as repairs, home maintenance and customer satisfaction.

The report also highlights the valuable role our involved customers continue to play in shaping our services and driving improvements for customers across Thirteen. Through sharing feedback, taking part in scrutiny activities and helping us understand what's important to customers, they have continued to influence positive change across the organisation.

We're proud of the progress we've made and remain committed to listening to our customers and delivering services that meet their needs.

**Scan the QR code to read the full customer annual report and find out more about how we're performing.**



# Get this information in a different format

**We realise some customers may need this information in a different format. We can provide information in:**

- **A larger size**
- **Braille**
- **A different language**

**To get this document translated to another language please contact Email** customer.engagement@thirteengroup.co.uk **Phone 0300 111 1000 Thank you**

**Arabic**

للحصول على هذا المستند مترجمًا إلى لغة أخرى، يرجى التواصل عبر البريد الإلكتروني:
customer.engagement@thirteengroup.co.uk أو الاتصال على رقم الهاتف 0300 111 1000 شكرًا لكم!

**Cantonese**

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customer.engagement@thirteengroup.co.uk**電話：0300 111 1000 多謝合作**

**Kurdish Sorani**

لەبۆ وەرگرتنی نەم بەڵگەنامەیە بە زمانێکی تر تکایە پەیوەندیی بکەن بە ناونیشانی نیمەیلی
customer.engagement@thirteengroup.co.uk تەلەفۆن 0300 111 1000 بە سوپاسەوە

**Polish**

**Aby poprosić o tłumaczenie niniejszego dokumentu na inny język, prosimy wysłać wiadomość e-mail na** customer.engagement@thirteengroup.co.uk **lub zadzwonić pod numer 0300 111 1000 Dziękujemy**

**Romanian**

**Pentru a obține traducerea acestui document într-o altă limbă, vă rugăm să contactați: E-mail** customer.engagement@thirteengroup.co.uk **Telefon 0300 111 1000 Vă mulțumim**

**Spanish**

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