

thirteen

Managing and building homes

Customer Annual Report

2023 - 2024



Hello and welcome



Customers are at the heart of decision making at Thirteen and we continue to work hard to make sure that having your say is easy, accessible and inclusive. ”

Welcome to the customer annual report 23/24, created for our customers.

In this document we let you know how Thirteen is performing, look at the difference our involved customers have made and report on how Thirteen has reacted to address feedback.

Like you, I am a Thirteen customer and I know that getting a great service is important to us all.

We have a group of involved customers that work alongside Thirteen to constantly review, challenge and give feedback on the organisation's services and performance.

We are proud to have a proactive voice for you and work closely with teams to help shape and improve services at Thirteen. This could be feeding back on policies, getting involved in projects, attending events or sharing our views online.

It's possible that feedback may come in the form of complaints or dissatisfaction, but it's important we provide it so Thirteen can address it.

As chair, it's fantastic to see the hard work and commitment customers show, offering their spare time to make a positive impact for everyone living in a Thirteen home.

The past year has been a busy but rewarding one. It was a real honour to represent our customers and Thirteen as part of important national talks at Housing 24, speaking as part of a panel focused on building safety and resident engagement.

This panel provided a great insight on things we do well and other areas where we can continue to improve.

With the introduction of new consumer standards this year, the customer voice has an even bigger importance making it stronger than ever before.

Customers at the heart

Customers are at the heart of decision making at Thirteen and we continue to work hard to make sure that having your say is easy, accessible and inclusive.

A key achievement this year has been the creation of a dedicated involvement group for our younger customers, as well as bringing together those in our care and support schemes. This is helping people share common interests that relate to their homes, communities and general quality of life. I'm sure these groups will be invaluable to ensure we have a better understanding, from what younger people are looking for in a home to increasing understanding of those with specific housing needs.

A dedicated housing repairs group has been created, as we know how important this subject is to a lot of customers.

It's an exciting time to be involved at Thirteen and I would love for us to recruit even more customers in the next 12 months. We hope that through open days and community events, we can continue to involve more

customers to help shape the future of Thirteen.

As an involved customer, your views are valued and listened to. Becoming involved at Thirteen is a great way to have your say about the things that matter most to you and your community, and make a difference to the lives of your friends and neighbours.

I've been involved for over 23 years and having seen the ideas and issues brought forward by customers and acted upon by Thirteen, I've seen the positive influence that customers have. It has become a real passion for me and helped to build my skills and confidence too.

It doesn't require a lot of time or commitment and there are many ways to make a contribution. Let us know what interests you most and we can help with the rest.

As part of my own customer role, I regularly attend Thirteen board meetings, an opportunity to offer a customer perspective about current projects and future plans. It is a role I embrace as I know our opinions are taken on board.

Thank you to all customers who got involved this year, and, as always, to the customer involvement colleagues who support us all.

If you are interested in getting involved, please email **customer.engagement@thirteengroup.co.uk** or call **0300 111 1000**.

Val Scollen

Chair

Thirteen Customer Involvement Framework and customer.



The difference our involved customers are making

By getting involved in projects and consultations, our customers make a positive difference in communities and help to shape and improve the services you receive at Thirteen.



Recent projects

- **Repairs group**

A new customer involvement group has been set up to meet regularly with our repairs team. As part of the meetings, customers are given a presentation on repairs performance, customer satisfaction, health and safety and damp and mould to look at what's going well and share feedback on what could be improved.

- **Living well group**

Bringing together customers from our extra care and sheltered schemes, a new involvement group has been set up which will help us gather more feedback and insight from people with supported housing needs.

- **Young person's group**

Young people have an important role in shaping the future of our communities, so we want to make sure their voice is heard. To help with this, we've set up a third new group for young people aged 16-25 who live in a Thirteen home or neighbourhood. This will provide the opportunity for young people to have their say on the things that matter most to them.

- **Monitoring complaints**

Feedback helps us to understand what's going well and what isn't, so that we can deliver the best service possible. Involved customers meet bi-monthly to look at the number of complaints we've received. They discuss with colleagues the reasons behind the complaints and what can be done to prevent them in the future.

- **Networking and conferences**

Attending conferences is a great way to learn more about what is happening in the housing sector and help us to network with customers and colleagues from other housing associations. This year, our involved customers have had the opportunity to attend conferences held by Broadacres, Tpas, Inside Housing and the Northern Housing Consortium.

- **Home safety appointments**

To keep your home safe, we complete gas and electrical checks. Involved customers were asked for feedback on the letters that are sent out to customers for these appointments to make sure they are easy to read and understand.



- **Customer open days**

We invite customers to open days twice a year to promote the work that our involved customers have been doing and encourage more people to share their views with us. Our involved customers play a big role in organising the open days in our communities across the North East and Yorkshire, and it's been fantastic to see such a great turnout this year.

- **Improving estates**

Involved customers were asked to share their views about a new way we're starting to improve our estates and how it will make a positive impact on the environment. The new selective cutting programme will see us reduce our cutting areas and change the way we maintain the green spaces across the areas where we manage homes. Customers recommended that information is included in signage in these areas to explain why we are doing this.

- **Staff recruitment**

We want to make sure we recruit the right people and that's why it's important to us to involve our customers. In the last year, our involved customers sat on the interview panel for roles including the director of change and transformation, digital communications specialist, customer involvement coordinator, marketing coordinator and head of housing.

- **Social Tenants Access to Information Requirement**

The government launched a consultation on introducing a new standard, called the Social Tenants Access to Information Requirement, that will require social landlords to be transparent with their residents about the management of their homes. Feedback from our involved customers has been included in Thirteen's response to the government.

Community fund

Lots of great causes apply for Thirteen's community fund and every few weeks, our involved customers meet to look at applications and have their say about which projects to support.

The community fund offers grants of up to £750 to projects that make a positive contribution to the wellbeing and sustainability of our neighbourhoods.

Over the last year, Thirteen has provided a total of

£46,961.39

to 89 projects in our communities.

Some of these include:

SEARCH Newcastle

SEARCH West End Friends project works with the South Asian and Chinese community in Newcastle. The funding is contributing to a programme of activities that will help residents socialise and get more involved in their community, such as online bingo, cooking classes, walking groups and Chinese New Year celebrations.

Doorways Middlesbrough

Doorways Middlesbrough operates a community café and hub for people who are homeless or at risk of homelessness. Funding is helping with costs towards providing a two-course meal once a week.

Easterside Partnership and Friends of Grove Hill

Easterside Partnership and Friends of Grove Hill brought the community together in Middlesbrough for a series of summer fun days. The events featured fun activities for all ages, as well as information about support services available in the local area.

TIBS FC Thornaby

TIBS FC, a football club based in Thornaby, applied to Thirteen's community fund to purchase raincoats for the winter football season.

Hear from our Customer Committee

Introduced in 2022, our customer committee reports to the Thirteen board to make sure services are influenced by customers and that they meet customers' expectations.

As part of their role, the committee looks at Thirteen's recent feedback and performance information to give their perspective on the services and business decisions that have an impact on customers.

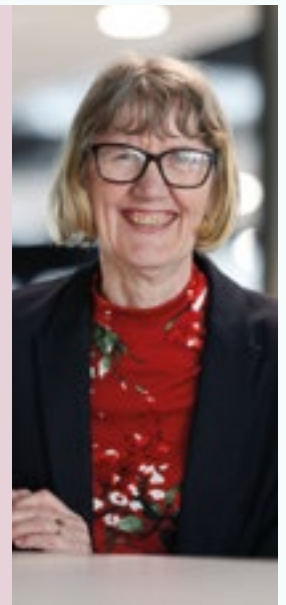
Ryan:

"One of my highlights from the customer committee has been the opportunity to actively challenge and contribute during meetings. I want to ensure we are always striving to do our best for all Thirteen tenants. It's rewarding to play a part in improving our services and making a positive impact on the community."



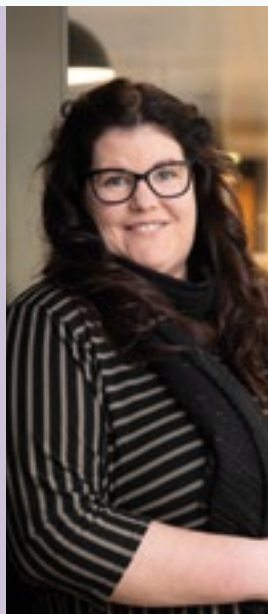
Val:

"Having been one of the first to join the committee, it's been great to see how far it has come since it began. I enjoy the committee meetings and we've spent a lot of time recently looking at the new consumer standards, making sure Thirteen is listening and responding to recommendations."



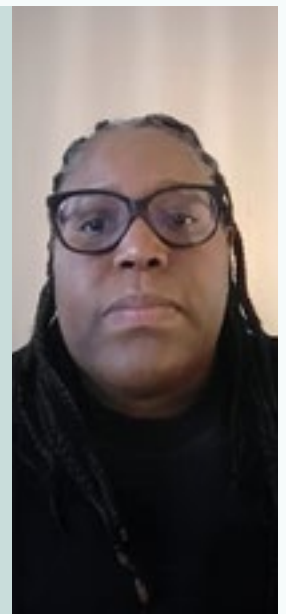
Dawn:

"I've enjoyed being a part of the wider team at Thirteen and learning how everything works. Recently we visited Pallister Park and Grove Hill with the communities and regeneration team. It was great to see how the investment and support from Thirteen has positively impacted the communities and given them opportunities to help their residents further."



Winsome:

"It's been good to see Thirteen's work with customers. We've met with customers to hear their experience and listen to the impact that Thirteen has made in their lives. I learn a lot from the meetings and they make me think more deeply about our communities and what goes into making them strong."



Customer case study



Martin's story

A Middlesbrough resident whose life was impacted by anti-social behaviour on his doorstep has praised the support he's received from Thirteen in improving the area he calls home.

Martin, who lives at Central Mews, relocated to the area to escape neighbourhood issues at a previous address. But the move provided little respite after he experienced similar problems in his new home, with anti-social behaviour and drug dealing being a regular occurrence on the estate.

Thirteen took over management of Central Mews in 2021 and around the same time, Martin took to social media to amplify his concerns in a desperate bid to seek support.

“After we got to know each other, we sat down and said ‘right, what are the biggest problems here? What can we tackle first?’ and it was a joint approach of coming up with an action plan.”

It was then that Martin was introduced to Jill Fidan, a community connector and Adam McLaren, a housing services coordinator, who met him to learn more about the issues he was facing.

“Jill was really open with me. She was just on my level and spoke to me more as a friend,” explains Martin.

Working together, Jill and Martin began to engage with the Police and Crime Commissioner, street wardens and local councillors, recognising the need to bring partners together to address the challenges in Central Mews.

The multi-agency approach has proved a success, making sure targeted action was taken to address some of the problems residents were experiencing.

To support ongoing communication with residents, Martin worked with Jill and the team to transform an underutilised community space. It is now a popular hub where residents can relax and meet with the team from Thirteen to maintain open and honest conversation.

“One of the first things we wanted to do to create a bit of change was to open the community room. We worked on a plan to make it better, to get people using it,” says Martin.

The space was rebranded The Living Room and redecorated to feel like a relaxed home from home.

Martin has gone from anger to advocacy, working with Jill as well as the wider team at Thirteen to tackle the challenges in Central Mews.

As one of our involved customers, Martin now has a strong voice in his local community, sharing his lived experience to help shape improvements and make his community even better.

“I get asked for my opinion regularly and that makes all the difference. I feel like my opinion is important,” says Martin.

And it is. Working together with residents, we are committed to making a positive difference to the lives of people in our communities by listening and acting.

Customer involvement



Thirteen involves customers who have a lived experience of our services to bring fresh ideas and help us to improve services, neighbourhoods and opportunities for all customers.

They are involved in helping us scrutinise services and performance, consult on policies and strategies, and comply with regulations.

Customer involvement	
Thirteen's community fund invested	£46,961
Number of community groups helped	89
Number of hours volunteered by involved customers	1,132
Involving customers	
Number of involved customer meetings held	84
Number of policies consulted on	9
Number of surveys carried out	11
Number of services changed or implemented as a result of customer involvement	13
Number of consumer standards tested, and assurance given to the Board we are compliant	4

“

For me, getting my teeth into information and finding out how everything works is the highlight of being an involved customer. I started off attending the rent and income group and it's escalated from there. I just love what I do, keeping myself active and helping other people where I can.

”

Pauline, Thirteen customer from Stockton

Customer service standards

We are committed to delivering a great service. As part of this commitment we have worked with our involved customers, who have helped us shape and update service standards to continue to focus on what matters to customers.

The updated service standards complement the consumer standards and tenant satisfaction measures, helping to give customers more information about the way that we provide services in a number of areas.

Customer service standard	Target	Result 2023/24
Every service will carry out an annual equality impact assessment	100%	100%
All customers requiring accessibility support will be offered a dedicated appointment	100%	95.07%
We will complete repairs first time	90%	97.15%
Referrals to the employability service will be contacted by an employability caseworker within three working days of referral	100%	99.8%
We will offer an appointment for repairs when you first contact us. If this is not possible at that time we will follow up your contact to confirm a date and time	100%	93%
Should you wish to move we will arrange an appointment to discuss housing options within five working days of you telling us	100%	100%
We will provide adaptations and commit to spending £1m each year	£1m	£1,998,452
All incidents of ASB reported to Thirteen will be responded to within one working day	100%	100%
We will 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%	96%
We will aim to have properties ready to let from the previous tenant within 30 days on average (excluding those with major repairs)	30 days average	19.95
We will contact customers four weeks prior to the end date of their tenancy	100%	54.03%
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%	90.9%
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%	56%
We will treat all customers with fairness and respect. We will measure this against the number of stage zero - two complaints about fairness and respect	0%	2.71%
We will acknowledge all stage one complaints within one working day	100%	100%

For more information and how we are improving you can visit our website www.thirteengroup.co.uk/page/service-standards.

Customer satisfaction with services



Our repairs drop-in sessions in Hull have been a great success. They have given us the opportunity to get feedback and improve how we communicate with our customers.



Satisfaction indicates customers' perception of the service standards we provide. Our performance is measured against targets specific to the organisation, allowing us to measure success over time.

Like most landlords, Thirteen asks for feedback from customers in a number of ways, including one-off perception surveys and in-depth research.

Customer satisfaction with services

% of customers satisfied with our services	88%
Customer net promoter score	72

Repairs in customers' homes

We carry out a range of repairs to customers' homes, ensuring they're kept in good condition. Our skilled colleagues include plumbers, electricians, plasterers and bricklayers who maintain and repair homes, together with gas fitters who service and repair heating systems. We have continued to improve our repairs system to better allocate repair jobs, ensure quality customer service and increase satisfaction.

Repairs in customers' homes

Number of repairs completed including emergency and call outs	157,427
% of repairs completed on first visit	97.15%
% customer satisfaction with our repairs service	89.10%

Adaptations

Adaptation jobs completed	8,023
Stairlifts	58
Ramps	15
Specialist toilets	11
Level access showers	186

Access to properties

Our stay in to win campaign encourages customers to remain at home for their scheduled repairs. Each month, those who have stayed home for their appointments are entered into a prize draw to win £250.

Access

Number of no access properties (total repairs)	33,156
Total no access cost	£828,900

Supporting our customers



Employment support

We offer a range of free employability services for our customers and the wider public across the Tees Valley. We support people who are not in employment, education or training, but also anyone looking to gain a new job or more hours.

Employment support

People helped into employment, education or training	597
Who are Thirteen tenants	92

Tenancy support

Number of customers supported by the tenancy support team	1,717
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Tenant Satisfaction Measures

Feedback from our customers is important to everyone at Thirteen. It's important that we gather feedback so that we know what we're doing right, what we're getting wrong and where we can improve.

In April 2023 the Regulator of Social Housing introduced performance measures called Tenant Satisfaction Measures. These measures aim to hold housing providers to account for their actions and give customers greater visibility of their performance.

There are 22 measures in total and all social housing providers must report on them.

The measures are split into two parts:

- Customer perception survey measures collected through surveying customers directly.
- Performance measures collected through management performance information.

The tables show how we performed throughout the year:

Tenant Perception Measures (TSMS)	Rental properties	Low Cost Home Ownership
Proportion of respondents who report that they are satisfied with the overall service from their landlord	77.3%	64.7%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	79.6%	Not applicable to low cost home ownership properties
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	72.5%	Not applicable to low cost home ownership properties
Proportion of respondents who report that they are satisfied that their home is well maintained	78.0%	Not applicable to low cost home ownership properties
Proportion of respondents who report that they are satisfied that their home is safe	82.7%	81.8%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	67.3%	57.3%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	72.9%	65.8%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	80.6%	70.7%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	35.1%	21.0%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	72.8%	58.0%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	66.9%	54.3%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	62.3%	50.8%

Complaints	Rental properties	Low Cost Home Ownership	Combined
Number of stage one complaints received per 1,000 homes	43.4	24.4	N/A
Number of stage two complaints received per 1,000 homes	3.6	6.8	N/A
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	92.0%	81.2%	N/A
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	95.1%	100.0%	N/A
Anti-social behaviour			
Number of anti-social behaviour cases opened per 1,000 homes	N/A	N/A	74.4
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	N/A	N/A	1.1
Building safety			
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			
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	68.7%	N/A	N/A
Proportion of emergency responsive repairs completed within the landlord's target timescale	93.9%	N/A	N/A



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

Improving neighbourhood services



ASB (Anti-social behaviour)

We are committed to tackling anti-social behaviour in our estates, alongside our partners, to create communities our customers are proud to live in.

To support this, we have several ways for customers to report anti-social behaviour to us, making it as easy as possible for incidents to be dealt with effectively and efficiently.

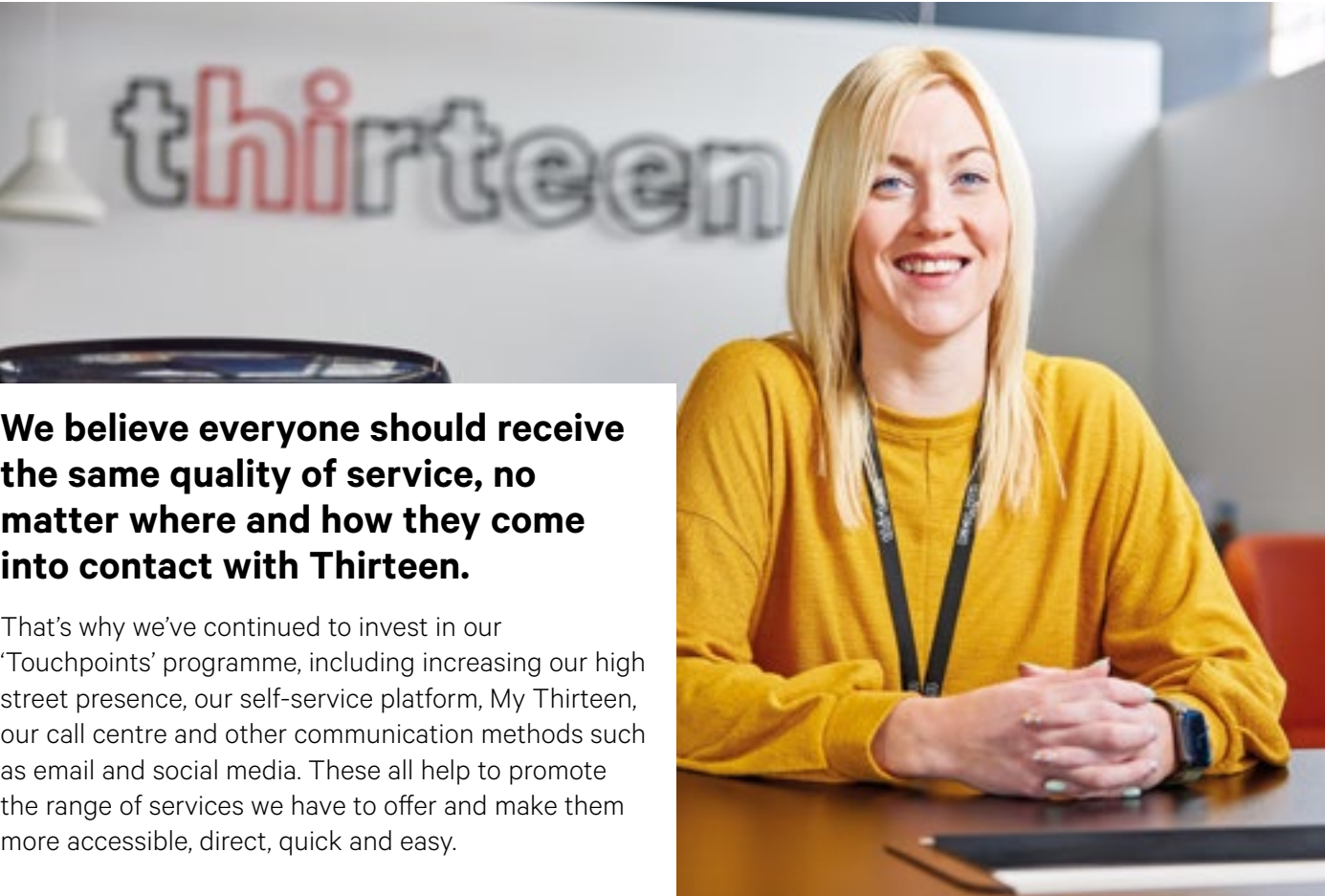
ASB	
New cases of anti-social behaviour	2,571
Number of anti-social behaviour cases closed	2,512

Improving neighbourhood services

Customers told us they wanted our staff to be more visible in neighbourhoods, helping them deal with day-to-day issues. We adopted an operating model with neighbourhoods at the heart of our business, and more housing services coordinators managing a reduced number of properties.

Improving neighbourhood services	
Number of housing services coordinators managing homes	120
Number of fly tipping jobs	2,583
Number of graffiti removal jobs	221

Touchpoints



We believe everyone should receive the same quality of service, no matter where and how they come into contact with Thirteen.

That’s why we’ve continued to invest in our ‘Touchpoints’ programme, including increasing our high street presence, our self-service platform, My Thirteen, our call centre and other communication methods such as email and social media. These all help to promote the range of services we have to offer and make them more accessible, direct, quick and easy.

Touchpoints	
Number of customers signed up to My Thirteen last year	11,107
Number of customers signed up to My Thirteen in total	54,922
Number of calls answered	301,734
Average call waiting time (minutes)	3
Total footfall at all stores	22,886
Total number of customers who have received telephone appointments from Touchpoint store	1,712

Dealing with complaints

We’re committed to achieving 100% of complaints resolved promptly and fairly within five working days. Our aim is not to receive a repeat complaint, so we work with managers on the learning from those we’ve had. However, we’ve fallen short of our annual target.

We’re working to rectify this by looking at where complaints come from, why they’re happening and how we stop them from happening again.

Dealing with complaints	
Number of complaints received	1,634
% of complaints responded to and resolved within our target of five days	92%

Lettings



Lettings

As part of our new homes development programme, Thirteen builds homes for affordable rent. We also bring existing empty homes back to life by carrying out extensive renovations to ensure customers live in a quality, secure rental property.

Lettings	
Total number of properties let to customers	3,178
Number of general needs properties let to customers	2,397
Number of extra care properties let to customers	94
Number of supported housing let to customers	165
Number of homes for older people let to customers	227
Number of properties let to shared owners, leaseholders and bespoke	295

Rents and income

We work with customers to make paying rent as simple as possible. We also offer support to those who are struggling to pay.

Rents and income	
Number of notices served for rent arrears	1,571
Percentage of rent collected	99.2%

Leaseholders

We also own and manage a range of leasehold properties, including garages and shared ownership properties.

Leaseholders	
Number of leaseholders	776
Number of shared owners	1,129
Number of leasehold schemes for the elderly/older person shared ownership	221

Supported housing services

We provide services to meet the needs of vulnerable people and support them to improve their quality of life. These include extra care and sheltered housing, homeless people, ex-offenders, people with mental health issues, those recovering from substance misuse, families, women and young people.



Supported services	
Number of people helped by support services	9,723
How many customers our care and support services saw in 23-24	
Sheltered housing, extra care and older people	3,025
Ex-offenders (Ministry of Justice support service)	4,751
Ex-offenders (Ministry of Justice Personal Wellbeing)	212
Ex-offenders (Future Steps)	94
Employment support	1,159
Homelessness prevention (Key Steps)	78
Domestic abuse support	24
Homelessness prevention in Sunderland (Rough Sleepers Accommodation Programme)	30
Refugee resettlement support	262
Support for young people and parents	88

Home safety



The safety of our customers is our absolute priority. From carrying out safety checks in our customers' homes to providing advice and safety tips when it comes to fire safety.

The 'big six' areas of compliance, which are a legal requirement, include gas and electrical safety checks, fire risk assessments, lift and water management and how we manage asbestos.

On the back of customer feedback, we've been focussing on our approach to building safety. You can see some of the things we've done over the year, to ensure the safety of our customers. You can also see how we're performing in the tenant satisfaction measures on page 12.



Gas

- We completed over 31,500 gas safety checks to ensure our customers' boilers and heating systems are working safely and efficiently. We increased the number of gas services over the summer months, to ensure we have more resources to respond to emergencies in the winter.
- We've made it easier for customers to check or reschedule their appointments with us.
- We completed over 23,400 gas repairs. With over 11,000 emergency repairs carried out within one day of them being reported and 500 new boilers installed.



Electrical

- We're growing our electrical team so we can respond quicker to demand.
- During our home investment programme, we're installing multiple sockets and USB charging ports and LED lighting in kitchens and bathrooms because it's more energy efficient.
- We're bringing together solar panel and electrical testing appointments so they can be completed in one visit.



Fire risk assessments

- We carry out fire risk assessments in all of our communal buildings and follow up any actions. Communal fire doors are checked every three months. Copies of the fire risk assessments are published on our website.
- To complement our annual testing programme, which checks the entrance doors for all customers living in flats, our building safety colleagues have been delivering a campaign to ensure customers understand how they work in the event of a fire.



Water hygiene

- We've included updated safety information about Legionella in the starter pack for new customers.
- To ensure an extra layer of safety, we're carrying out Legionella risk assessments and water flushing while a property is empty before a new customer moves in. We're also checking homes which have stored water systems.



Lifts

- We've maintained 100% compliance with lift inspections and improved our communication with customers in the event of a lift being out of use, introducing text messaging where possible.



Asbestos

- There's lots of things we do to manage asbestos. Although, if it's in good condition and not disturbed or damaged, it's safe. So, to help customers we've included some basic updated information in the sign up pack for new customers.
- Before we do any refurbishment work we carry out asbestos surveys if they're necessary.
- Every year we check communal areas in buildings in line with Control of Asbestos Regulations.

Investment in homes



We have five groups (Finance, Environmental and Carbon Reduction, Customer Service, Quality Assurance and Health and Safety) focusing on different areas of investment which are now attended by involved customers to help us to shape the delivery of this service. Having this customer voice has added real value to what we are trying to achieve by genuinely putting customers at the heart of what we do.

Investment in homes

From April 2023 to March 2024, we invested £109.2m on improvement and maintenance of our homes, including replacing kitchens, bathrooms, boilers, windows, doors and roof improvements.

Investment in homes	
Total investment in improvements	£52.9m
Number of new kitchens installed	866
Number of new bathrooms installed	170
Number of new boilers installed	626
Number of new windows installed	648
Number of new external doors installed	423
Number of new roofline installations	490

Developing new homes



Developing new homes

We place enormous importance on building new homes. Our development strategy outlines our ambition to increase housing supply across our operating areas, ensuring we meet the local housing needs of the people and families who need us.

Developing new homes	
Amount invested building new homes	£133.8m
Total number of new homes built	542
• Number of social rent	52
• Number of affordable rent	277
• Number of shared ownership	213

Value for money

We're committed to providing value for money, delivering our vision and maximising the social impact of our resources and investment. It's important because we want to make sure we can invest in more new homes, existing homes and create quality services for residents, customers and other stakeholders.

Value for money	
Total savings across Thirteen's services	£6.1m
Savings as % of social housing turnover	4.4%

Energy efficiency and recycling



Energy efficiency improvements

In the last year, we carried out energy efficiency improvements to some of our homes, from installing new technology to improved insulation.

Energy efficiency improvements	
Number of air source heat pumps installed	5
Number of properties that have had their lofts insulated	381
Number of properties that have had cavity wall insulation	267
Megawatts generated by Solar PV systems	833.9



Recycling at the Thirteen Recycling Centre (TRC), Billingham

We are committed to reducing our carbon footprint and part of that is a focus on how we manage waste. The figure below demonstrates how many tonnes of waste were reclaimed at the TRC.

Recycling at the Thirteen Recycling Centre	(tonnes)
All waste	2,629



About the Annual Report

At Thirteen, we've been working to help improve the lives of people in our neighbourhoods for years.

We provide our customers with homes, support and opportunities to grow. As a not-for-profit housing association, we focus on delivering our charitable objectives of providing housing, care and support for those who need it.

We own over 34,000 properties and manage more than 35,000 homes across the North East, Yorkshire and Humber, providing homes and services for around 100,000 customers.

Our strength, capacity and ambition to deliver what customers need means we can change things for the better.

This document gives you some quick and accessible information about the performance of Thirteen and some of the things we've done to improve our services between April 2023 and March 2024.

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

Would you like to get involved?

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

E: **customer.engagement@thirteengroup.co.uk**

T: **0300 111 1000**

W: **www.thirteengroup.co.uk**

* All information correct at the time of publishing, August 2024

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

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

如需將此文件翻譯成其他語言，請聯絡我們，電郵：

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

Kurdish Sorani

لهێق وەرگرتنی نهم به‌لگه‌نامه‌یه به زمانیکێ تر تکایه په‌یوه‌ندیی بکهن به ناوێشانێ نیمه‌یلی customer.engagement@thirteengroup.co.uk ته‌له‌فون 0300 111 1000 به سوپاسه‌وه

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

Para traducir este documento en otro idioma, envíe un correo electrónico a customer.engagement@thirteengroup.co.uk o llame al 0300 111 1000. Gracias.