

## The customer experience

**In October, over 150 customers came along to a customer experience event at the Riverside Stadium to promote the different ways to get involved with your landlord.**

Customers who are involved with us shared their experiences from working with us. People also had the chance to get involved in other areas of our work.

Thirteen's money advice and employability team

were on hand to support customers to get online and find more cost effective energy tariffs. We also launched a "skills for involvement" programme, developed in partnership with Middlesbrough College.



## Panel updates



**We held a recruitment event for our customer council and scrutiny panel in December. Fifteen people**

**expressed an interest in joining these panels.**

Our scrutiny panel has started a review of "repairs priorities and tenant responsibilities". This review also includes a project on gas servicing to try and understand the reasons why so many people don't allow access to their homes.

The customer complaints panel went live in January. The panel consists of eight tenants and if complainants are not satisfied with our response at stage 2 of the complaints process, they can have their case heard by this panel.

The community fund panel has approved 119

grant applications worth a total of £191,102. You can apply for a total of £5,000 in project funding in any financial year. Even if you've already applied for money but you haven't had £5,000, you're still eligible to apply for more.

Please contact the team for more information.

## Skills for involvement

Thirteen has worked with Middlesbrough College and Skillshare to create 'Skills for Involvement' – a programme of short

courses with training to support you in all aspects of voluntary work and involvement. The courses can help give you the

confidence to get started with the customer involvement team, or develop your skills.

To request information on training courses such as social media, minute taking etc, contact us by emailing [customer.involvement@thirteengroup.co.uk](mailto:customer.involvement@thirteengroup.co.uk) or call **01642 256170**.

## To get involved

**To get involved or ask any questions, contact the Customer Involvement team at:**

Email: [customer.involvement@thirteengroup.co.uk](mailto:customer.involvement@thirteengroup.co.uk)  
Tel: 01642 256170



thirteen

# Customer Voice

Welcome to the spring 2016 edition of the customer involvement team bulletin for customers of Erimus Housing, Housing Hartlepool, Tees Valley Housing and Tristar Homes.

Page 3  
**Win a camera or family portrait session**



Page 4  
**The Customer Experience**



Page 4  
**Panel updates**



Page 4  
**Develop your skills for involvement**



**Win a tablet computer - Page 2**

Partners in the Thirteen Group

**thirteen**  
Care and Support

**Erimus Housing**

**Housing Hartlepool**

**Tees Valley Housing**

**Tristar Homes**



# Welcome

## Welcome to the latest Customer Voice newsletter to share updates and invitations to events for our customers.

This edition is also going to all Tees Valley Housing customers to give details about the work of

Thirteen's customer involvement team and how you can get more involved with your landlord.

In this issue, we have two competitions for you to win a Canon camera, a family or pet portrait, or an Android tablet computer!

You can also find out about

attending training or taking part in consultation events.

Please contact the team on 0300 111 1000 to find out more and confirm your attendance.

**All the best.**

**Jeremy Brock,**  
**Customer Involvement Manager**

# Neighbourhood panels

The next neighbourhood panel meetings will be held:

- Stockton North - Monday 21 March 1pm
- Stockton South - Tuesday 22 March 10am
- Hartlepool - Thursday 24 March 1pm
- Middlesbrough West - Tuesday 29 March 1pm
- Middlesbrough East - Thursday 31 March 10am

Please contact the team to confirm the venue, along with your attendance and transport requirements.

## Future consultation

We will be consulting on a range of topics over the next few months with different customer groups:

- Investment (Planned Works)
- Regeneration
- Sales and Right to Buy
- Development Standards
- High Rise Support (including concierge)
- Thirteen Care & Support
- Supported Accommodation

**Please contact the team to find out more.**

# Win a tablet computer

If you'd like to get involved in Thirteen's work from the comfort of your own home and reduce the paperwork we send out, we're asking customers to send us an email with your name, address and mobile number.

Your information will never be passed to third parties and will only be used by us to contact

you about Customer Involvement issues. We'll never ask you for financial information by email.

In return, you'll be entered into a free prize draw for an 8 inch Lenovo Android tablet.

To enter, email customer.involvement@thirteenengroup.co.uk by March 14 2016.



# Annual reports

With the help of the Customer Council, the Scrutiny group and Young Voices, we developed annual reports for each of the landlords

in the Thirteen Group. The reports were a mixture of video content and text.

If you haven't watched your customer annual

report already, you can visit the websites or scan the QR code with your smartphone below.



Erimus  
Housing



Housing  
Hartlepool



Tees Valley  
Housing



Tristar  
Homes

# Win a camera or family photoshoot



**You're invited to take part in our 'tell us about your neighbourhood' photography competition.**

To enter, simply send us your photos that tell a story about your neighbourhood – it could show the great work that people do in your

community, the issues your community faces or the story about the streets in your area. Just try to think about photos showing everyday things that make an impact in your neighbourhood. Photos taken on mobile phones area welcome!

One winner will receive a Canon Powershot bridge camera. It will be

awarded for the image that the judging panel feels gives the most powerful message about a neighbourhood and challenges negative perceptions. Every photo will also be entered into a prize draw for a family portrait session and prints.

Send your photographs to customer.involvement@thirteenengroup.co.uk or call us on 01642 256170 for details. The closing date for entries is Monday 14 March 2016. Winners will be announced on 16 March 2016. Full terms and conditions are on [www.thirteenengroup.co.uk](http://www.thirteenengroup.co.uk)

## QR codes?

QR codes can be scanned by smartphones and tablets and you'll be taken to websites so you can see more information. You can download free QR code readers for your smart phone or tablet. Unless you're connected to WIFI, your device will use data from your talk plan or use up credit if you're on pay as you go.

## Feedback from consultation events

The Customer Involvement team has supported consultation events looking at the following standards:

- Older and vulnerable people
- Lettings
- Empty Properties

Thanks to everyone who took part, your opinions have really helped develop the new standards. You can read a full report about the feedback received by visiting the website or scanning the QR code:

