

Customer Voice

Welcome to the Customer Involvement team bulletin exclusively for customers of the Thirteen Group landlords: Erimus Housing, Housing Hartlepool, Tees Valley Housing and Tristar Homes.

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Neighbourhood Panels are open to tenants and residents and are held every three months in community venues. See page 2 for details.

Welcome

Welcome to the latest edition of the Customer Voice newsletter. In this bulletin we update you on Customer Involvement activities and share information on what we have planned over the next few months.

If you have any comments or feedback on any of our work, please get in touch with the Customer Involvement Team using the contact information on the back page.

Customer Annual Reports

Each year we publish information about the performance of landlords specifically for customers.

Last year, we produced some easy-to-read infographics which focus on a range of information that customers might be interested in. You can find the reports on each of the landlord websites by visiting www.thirteen.co.uk or scanning the QR code with your smartphone.



Community Fund



Thirteen's Community Fund offers grants of up to £2,500 to help improve the well-being and sustainability of our neighbourhoods.

Applications are open to community groups and external partners, and here is some detail about just one of the groups we've funded:

Neighbourhood Panels

Neighbourhood Panels are open to tenants and residents and are held every three months in community venues.

The meetings are approximately two hours long and you're welcome to go along. By attending your local Neighbourhood Panel, you can:

- meet with staff from Thirteen
- learn about and discuss your landlord's performance
- make suggestions on how to make your area a better place to live
- find out about grants
- give us your views on the services you receive
- discuss local issues
- share your information with your landlord and other resident groups

Starz Fridays is a children's club in Easterside, Middlesbrough to help children help each other, care for their community and teach them to have respect for others. Starz provides sporting and family activities and support for children they may not get at home.

The group successfully applied for £2,500 from the Community Fund and used the money to buy sports, arts and crafts equipment, and provide family outreach days. The money made a huge difference to the club, benefitting 40 children and 25 parents and grandparents.

For more information and details on how to apply to the Community Fund, please contact Customer Involvement using the details on the back page.

- meet new people/make new friends
- learn new skills.

The next neighbourhood panel meetings have been arranged for:

- **Middlesbrough West** – Tuesday 21 March, 1pm – 3pm
- **Middlesbrough East** – Thursday 23 March, 10am – 12pm
- **Hartlepool** – Thursday 23 March, 1pm – 3pm
- **Stockton North & South** – Monday 27 March, 1pm – 3pm

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



Thirteen Customer Council



Hello again and welcome to the latest edition of the Customer Voice newsletter.

Since the last edition, Thirteen now has a new Chief Executive who made it an early priority to meet

with the Customer Council and has attended two of the three meetings we held in the autumn and winter last year.

In the same period we have been looking at the assurances given to tenants regarding protection of their rights after group consolidation into one landlord and the priorities of the new Strategic Business Plan for 2017 to 2022. Tenants were consulted on both these issues, the first by leaflet and the second using focus groups, Customer Voice and social media.

Response to the first consultation was low and we were disappointed that we could not decide how

tenants felt on this issue from such a low number. The second consultation got a much better response and this gives us encouragement that we can get good, large responses if we use the right approach, so we are asking you all, tenants, leaseholders and customers to let us know how you would like to be contacted. Don't wait to be asked, get in touch, be part of the Customer Voice and let us know how you feel.

Thanks in anticipation of your response and support.

Jim Martin,
Chair of the Customer Council

Thirteen 24/7



Thirteen has launched a self-service website to help customers carry out a range of tasks 24 hours a day, 7 days a week.

The site is easy to use and allows customers to do things such as:

- request a home repair
- view rent accounts
- view and update personal information

- report anti-social behaviour
- contact us for anything to do with your home.

To access the site, simply:

- visit <https://selfservice.thirteengroup.co.uk>
- scan the QR code with your smartphone.

For more details, please contact us at customerservices@thirteengroup.co.uk or 0300 111 1000.

Wreath making



Over 60 residents came along to our wreath-making sessions to make their own wreath for Christmas.

The sessions in Hartlepool, Middlesbrough, Thornaby and Stockton brought residents together to enjoy festive crafts and refreshments served by Thirteen's Grounds Maintenance and Customer Involvement Team.

Tenants and Residents Associations



Tenants and Residents Associations, also known as TARAs or residents' groups, can shape discussions about local communities and inform local decision-making. They can achieve real improvements in communities and foster social and community spirit.



Thirteen has created a TARA Recognition Scheme to recognise the work of TARAs and we

offer support to existing and newly-forming groups. If you're interested in setting up a TARA and would like some advice and support, or your TARA would like to join the Recognition Scheme, please contact Jenny Brereton at customer.involvement@thirteengroup.co.uk.

All groups registered by 30 June 2017 will be entered into a prize draw to win £50 Love2Shop vouchers.

Contact the team

To find out more or ask any questions about our work, please get in touch with the Customer Involvement Team on:

 01642 947550 (new telephone number)
 customer.involvement@thirteengroup.co.uk



Scrutiny Panel update

The Scrutiny Panel has now submitted its report on the Concessionary Gardening Service which will be presented at the Board meetings shortly.

If you're interested in joining the Scrutiny Panel, please contact Matthew Trueman in the Customer Involvement Team for more information.

Complaints Panel update

The Complaints Panel is starting to look at its terms of reference, with a view to reflecting the work it will be undertaking to support the work of the new Thirteen Customer Relations Team. If you're interested in hearing about how the organisation solves complaints and helping us to improve our services, please contact Matthew Trueman for more information.

Thirteen strategic plan

The Thirteen strategic plan explains our aims and actions for the business from 2017-2022. We consulted over 2,000 customers across the Tees Valley through text, email, Facebook, Twitter, postal surveys and focus groups.

You can read a detailed report on the consultation at <https://goo.gl/Vd3VW9>