

Join us for the customer experience!

If you would like to know more about the various ways you can get involved, we're organising an event just for you!

You'll have the opportunity to observe or take part in various involvement activities, as well as meeting new people and learning more about the business.

Contact us to join the customer experience:

Date: Thursday 15th October 2015

Time: 9.45am-2.30pm,

Location: Riverside Stadium, Middlesbrough

Please let us know if you need free transport or have any special requirements.

We'd really to see you there so if you have any questions, just speak to any member of the team.

Social media

Your landlord has a Facebook page and a Twitter account.

If you want to see what all the fuss is about or want to learn how to be social media smart, please contact the Customer Involvement team. We're organising some training sessions in the near future to show you how it works.

We share news on our pages and publicise upcoming events so they're the perfect way to find out what's going on.

From time to time, we also publish documents for consultation such as policies or surveys. This means if you have been unable to attend a meeting, you can still get involved by commenting with your feedback or questions.

Just search for your landlord on Facebook or Twitter to start following our social media accounts. You will need your own account to comment online, which is free to set up. Just ask the team for help.



Your neighbourhood

Have your say on your local neighbourhood plan, which will cover your area and address agreed issues through targeted actions.

Join us at the above event to let us know what the priorities are for you area and suggest ways of improving or maintaining it.

Contact your local neighbourhood office to find out how you can get involved in your neighbourhood plan. There will be a variety of events, so keep an eye out on Facebook and Twitter.

To get involved

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

Email: customer.involvement@thirteengroup.co.uk
Tel: 01642 256170

Customer Voice

Welcome to our first Customer Involvement team bulletin, exclusively for customers of Erimus Housing, Housing Hartlepool, Tees Valley Housing and Tristar Homes

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Partners in the Thirteen Group



Welcome

Are you interested in improving your neighbourhood and the services your landlord provides?

As a member of the Customer Voice, you can get involved in a variety of customer groups, meetings, projects or one-off events – or even just have your say from the comfort of your own home.

This bulletin aims to share news from the latest

customer involvement activities and to help you decide what you would like to get involved with in the future.

I hope you enjoy this update and we welcome any feedback you have.

If you have any questions or comments – or know someone who may want to get involved, please contact the Customer Involvement team using the contact information on the back page.



Jeremy Brock - Customer Involvement Manager

Dates for your diary!



26th August Boat race and BBQ Tees Barrage	30th-31st August Stockton Summer Show Various dates and locations
6th September Thornaby Show	12th September Town Meal Middlesbrough Centre
25th September World's Biggest Coffee Morning Various locations	

Summer of fun!

During weekends, the Customer Involvement team has been busy supporting a variety of local events; both big and small!

We've spoken to hundreds of people to ask them about their priorities for their neighbourhoods.

This information, along with the feedback gathered from home visits and door knocking carried out this summer, will help your neighbourhood team produce a neighbourhood plan for each area, as mentioned later in this update.



Community funding



Did you know that grants of up to £5,000 are available for community groups?

We've launched a new application form and guidelines, completed training and even held four funding meetings to approve some bids for community funding.

The residents that sit on the panel have approved £45,000 worth of community

funding so far this financial year. The group defers bids if applications have not been completed correctly or they need more information.

Please contact the team for further details.

Quick news

- The Customer Council, which comments on performance, business plan objectives, value for money and service standards and makes sure the landlords keep their promises, has elected a Chair, Grace Khurana, and a Vice Chair, Helen Millar.
- Work on developing the annual report to tenants for each landlord has just started, with involvement from tenants.
- There have been 13 customer task and finish projects, including groups looking at customer service, the Money Advice and Employability team and tenancy. These mean customers work with a manager or staff member to develop or review strategies and policies by giving opinions on what's good and what needs improving about the service.

Your Neighbourhood panels

There are five neighbourhood panels across the landlords that make up the Thirteen Group.

They meet quarterly to discuss the landlords' performance and share news about the local area.

Feel free to contact the team and find out more about attending your next panel meeting, to confirm the location and your attendance and to let us know if you need free transport or have any other requirements.

Your next panel meetings are on the following dates and times:

- Stockton North and Billingham**
1pm Monday 7th September
- Stockton South and Thornaby**
10am Tuesday 8th September

- Hartlepool**
1pm Thursday 10th September
- Middlesbrough West**
1pm Tuesday 15th September
- Middlesbrough East**
10am Thursday 17th September

Please contact the team to confirm your attendance