thirteen

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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Summer of fun!

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Your neighbourhood

the team.

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

Join us for the

If you would like to

get involved, we're

just for you!

You'll have the

organising an event

opportunity to observe

or take part in various

involvement activities.

as well as meeting new

people and learning

more about the

business.

know more about the

various wavs vou can

customer experience!

experience:

Contact us to join the customer

Date: Thursday 15th October 2015

or have any special requirements.

Location: Riverside Stadium, Middlesbrough

Please let us know if you need free transport

We'd really to see you there so if you have

any questions, just speak to any member of

Time: 9.45am-2.30pm,

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

neighbourhood office 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

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.

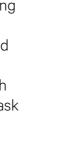
We share news on our pages and publicise upcoming events so they're the perfect way to find out what's going

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.













Tees Valley

Tristar Homes

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



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.



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.

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.

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

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