



thirteen

Managing and building homes

Hello!

Welcome to your Thirteen home



Your Thirteen home

We're really pleased to have you as a Thirteen customer and we hope you're happy in your home. We're here to help and your own dedicated neighbourhood co-ordinator is just a phone call or an email away if you have any issues or questions. See the back cover for more details.

This brochure is our deal about what we offer as your landlord, as well as the commitments you make when you sign your tenancy agreement with us.

Enjoy
your home!

Our commitment to you

We're constantly improving our homes to make sure they meet modern living standards



Your home meets the Thirteen homes standard.

You have a dedicated neighbourhood co-ordinator who can help with all your tenancy needs at any point during your time with us. They also hold regular walkabouts and drop-in events so come along and give us your ideas on how to improve where you live or tell us about any problems.

We offer a responsive service to carry out a range of repairs on your home, as well as 24/7 emergency repairs.

In general, we're responsible for maintaining the structure of your home. There are three main categories of repair:

- Emergency repairs: issues that put people's health, safety and security at risk or affect the structure of your home.

We always aim to make your home safe and secure within 24 hours of you reporting the repair to us.

- We will work with you and aim to repair things such as blocked sinks, leaking roofs or loss of some water or power within 28 days of you reporting it.
- Non-urgent repairs such as joinery, guttering or fences will be completed within 60 days where possible.

We're constantly improving our homes to make sure they meet modern living standards and are more energy efficient and cost effective. The type of investment carried out depends on a number of things, including the age and condition of fittings, kitchens, bathrooms, heating systems and wiring.

When your home is due to receive investment, we will write to you to discuss the plans.

If your home no longer meets your needs, we may be able to help you with a property swap, new rental home or even a home to buy.

We offer advice with paying the rent and money matters, including benefits and financial planning to give you tailored support with financial issues – if you're struggling, talk to us!

We have an employability team which can support you with jobs, training or even help you get back into education.

We're tough on anti-social behaviour and your neighbourhood co-ordinator can work with a specialist team to help you with problems like loud noise or music, offensive behaviour or harassment in your neighbourhood.

You could become an 'involved customer' and help us to improve our services - please talk to your neighbourhood co-ordinator for more details.

Your commitment to us



Signing your tenancy agreement means you're agreeing to pay your rent on time and in full. You can pay your rent in a number of ways: the easiest is by Direct Debit. To set this up, just call us on **0300 111 1000**, visit the website or talk to your neighbourhood co-ordinator.

While we carry out some repairs to your home, you're also responsible for other repairs, including fixing any damage that hasn't been caused by fair wear and tear. There are lots of easy things you should do to avoid mould, damp and condensation and we can advise you.

We want you to enjoy your home so please keep it clean and well decorated.

Alterations on your property need to be agreed with Thirteen, so please contact your neighbourhood co-ordinator for written permission if you're planning anything more than decoration.

We take anti-social behaviour very seriously, so please be a good neighbour and don't do anything to cause a nuisance or annoyance. Please don't allow visitors to cause a problem either.

If any of your circumstances alter, such as employment changes, someone else moving into your home, or even just a change of phone number, please let us know so we can update our records and work with you in the best way possible.

We know that some people like to keep pets but there are some restrictions to this in high-rise homes - no cats or dogs are permitted. If you're thinking of getting any other pet, please talk to your neighbourhood co-ordinator to request permission.

We're committed to giving you a quality home and dealing with any issues that you report to us. Signing your tenancy agreement means you agree to take care of your home, keep it in a similar condition to when you moved in, and to pay your rent in full and on time.

Please remember that your tenancy agreement is a legal document so we will take action if you don't pay your rent or if you cause any anti-social behaviour. We'll also take action including recharging you for work if you don't keep your property in good condition. Not sticking to the agreement means that you could lose your home.



When you move in

There are a few things to do and people to contact when you move into your home:

Pay your rent

- Your rent is due every Monday and this needs to be paid on time and in full. If you're planning to pay monthly, you need to pay this in advance. The easiest way to pay is by Direct Debit so just call us on **0300 111 1000** or visit **www.thirteengroup.co.uk/PayingRent** to complete a form.
- If you're making a claim for Universal Credit or Housing Benefit, you should do this as soon as you have your keys to prevent delays with your claim.

Gas and Electricity supplier

Your heating and hot water is provided by Switch2 and the meter is located in your

flat. When you receive your keys, you'll need to contact Switch2 to register your account and receive your welcome pack. Call **0333 321 2010**.

You'll also need to register with an electricity supplier - you can find out the current supplier by ringing **0800 111 4005**.

Your electricity meter is located in the secure cupboard beside the bin chute. Our concierge team can give access for readings so please contact them in advance to arrange this.

Your local council

- Register for council tax. Council staff will be able to tell you about any discounts you may be entitled to.
- You'll also be able to get information on how to register to vote at your address.

Insurance

As a tenant, you don't need buildings insurance but we recommend that you have contents insurance to protect your belongings. Thirteen tenants can access discounted contents insurance at **www.thirteengroup.co.uk/FindOutAbout**

Car parking

If you need a car parking pass, please contact your neighbourhood co-ordinator. Spaces are limited and are for tenants only. All vehicles must be taxed and tested.

Rubbish disposal

There is a bin chute available on each floor and small sealed bin bags can be disposed of here.

For disposal of any bulky items, please contact Stockton Borough Council to arrange collection, then contact our concierge team to arrange storage if necessary.

Concierge service

Our concierge team carries out regular patrols of all our high-rise accommodation.

Additional storage cupboard

A storage cupboard is available on the landing area for residents to use. If you use the cupboard, please follow the fire safety advice.

Fobs

If you need a replacement fob, please contact us. Please look after your fob as you will be charged for a replacement.

Fire safety

Please be aware of fire safety in your home. You'll receive fire safety advice for your high-rise block, but you should:

- be prepared and have a plan in the event of a fire
- carefully manage your smoking materials, candles, electrical appliances and extension leads.

Make sure you read all the high-rise fire safety information for your building, and if you have any concerns about fire safety, please talk to your neighbourhood co-ordinator.

Privacy information

We keep a range of information about you which we promise to keep safe and secure in-line with the General Data Protection Regulation 2018. We only use your data to maintain your tenancy. We won't sell it and will only share it with other organisations where it's lawful to do so. You can change your privacy choices at any time. See the full privacy notice at **www.thirteengroup.co.uk**.



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Contact us

You can get in touch for help or to let us know about a whole range of issues at:

Online

Visit www.thirteengroup.co.uk/selfservice or scan the QR code to register to use the site. You can report repairs, pay rent online, view your account, report ASB or contact us.

You'll need your account number to register, which you will get from your neighbourhood co-ordinator.

You can also contact us using thirteengroup.co.uk, facebook.com/ThirteenGroup or twitter.com/Thirteen_Group

Email

customerservices@thirteengroup.co.uk

Phone

Get in touch with our contact centre on tel: **0300 111 1000**

Write

By letter to Thirteen, 2 Hudson Quay, Windward Way, Middlesbrough, TS2 1QG

Face-to-face

Visit one of our neighbourhood offices in Middlesbrough, Stockton, Hartlepool, Thornaby or Billingham. For details of our offices, see www.thirteengroup.co.uk/ContactUs