

We want to give some quick and accessible information about the performance of Thirteen. This document gives details about our performance in a number of important areas across the organisation. You can also get a little more detail about some of the things we've done to improve our services between April 2016 and March 2017.

If you'd like more details about Thirteen's performance, you can read the full annual report and financial statement at [www.thirteengroup.co.uk/aboutus](http://www.thirteengroup.co.uk/aboutus)

## Customer service

We know how important customer service is for all our residents. To improve services for customers, we launched the self-service website in 2016 to give customers 24/7 access to:

- report a home repair
- view rent accounts
- pay rent online
- update personal details
- contact us for anything to do with your home or tenancy.

Find out more at [www.thirteengroup.co.uk/selfservice](http://www.thirteengroup.co.uk/selfservice)

Throughout last year, we employed more colleagues in our contact centre which helped reduce call waiting times to average 28 seconds by March 2017. In January this year, we also launched our Customer Relations Team to make sure that customer complaints are dealt with as quickly and as thoroughly as possible. The team also ensures that what we learn through comments and complaints is used to improve our services.

## Grounds maintenance

Staff from the grounds maintenance team are always out and about in neighbourhoods working hard to improve the local environment for customers.

The team continues to work on projects to support efforts to tackle fly tipping, reducing rubbish left on estates and improving neighbourhoods as a place to live.

At a recent clean-up in Middlesbrough, the team helped to clear 8.5 tons of household waste from the streets which included fridges, TVs, mattresses and general mixed waste.

## Customer service



**22,030**  
emails received

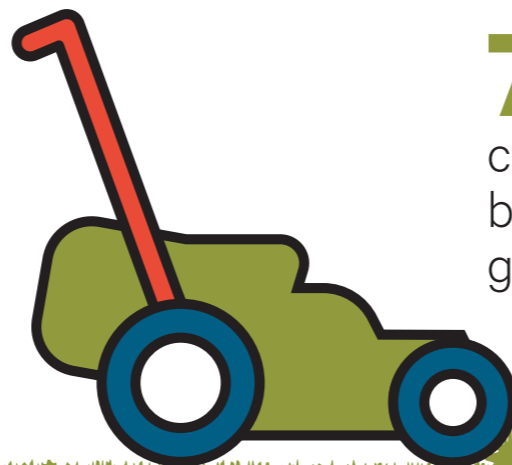
**310,000**  
calls handled

Average call waiting time  
**1m 3s**  
(down to 28s in March 17)

Average satisfaction with the way complaints were handled

**9.3 out of 10**

## Grounds maintenance



**744**  
customers helped  
by concessionary  
gardens scheme

## Money advice

Our team can give you details about things like bank accounts, savings, loans and credit unions, and help you to:

- claim the benefits you're entitled to
- deal with benefit problems
- deal with debt problems
- manage your money and budget for the things you need.

One of our money advisors helped a customer who had £2,800 rent arrears. The advisor worked with her to submit a successful application for backdated Housing Benefit and the customer decided to stay in her home.

This year, we have also employed staff to help customers who have problems with Universal Credit. This mainly affects Hartlepool for the time being but we are working to prepare for UC to be rolled out to other areas in the Tees Valley in 2018.

## Money advice



Benefits brought in for tenants

**£3,249,491**

## Repairs and Investment in homes

Between April 2016 and March this year, we will have worked to replace major fixtures and fittings in our homes including:

- 553 kitchens
- 2,474 heating systems
- 1,010 door replacements
- 1,583 window replacements
- 675 bathrooms.

During 2016 we worked successfully to reduce a backlog of gas servicing appointments.

This year, we're introducing a new repairs IT system to improve our repairs timescales further.

## Home sales and development

At the beginning of 2017, Thirteen secured almost £30m from the Homes and Communities Agency's Affordable Housing Fund to deliver new homes in the Tees Valley.

Around 740 new homes will be built across the Tees Valley by 2021. There will be a variety of house types and products available, depending on what's needed in the local area.

The new homes will support the regeneration of the Tees Valley and help more people into low-cost home ownership over the next five years.

## Home sales and development

**232** homes built for rent

**33** shared ownership homes sold

**32** new homes built for sale

**140** homes sold under Right to Buy/Right to Acquire



## Repairs and investment in homes

**128,615** repairs carried out



**£32.9m**

total spend on investment works to over **4,000 properties**

Satisfaction with service provided by tradespeople

**9.1 out of 10**

## Anti-social behaviour



**1,857** cases reported to Thirteen

Satisfaction with ASB service

**9.7 out of 10**

### Anti-social behaviour

Earlier in 2017, we introduced the noise app. This is an app that customers can download to their smartphones to record incidents of anti-social noise in their neighbourhoods.

Excessive and prolonged noise is a major problem for some customers. We continue to tackle the issue.

## Customer Involvement

The Customer Involvement Community Fund works with groups to offer support for projects that improve local communities. Last year, the fund helped Thornaby Indoor Bowling Club to buy several "bowling arms" which enable people with back, hip, knee other mobility problems to participate in indoor bowls.

Brian Hannaford from the club, said: "As a club we want to make the sport as accessible and attractive as possible. Thirteen's assistance has enabled the club to be able to purchase several different sized arms that are suitable for wheelchair users to the tallest individual."

## Customer involvement

Community funding awarded

**£150,000**

**30** Scrutiny recommendations implemented to improve services to customers

Community volunteer hours

**17,155**

**255** Training opportunities for customers

Contacted new tenants within first 6 months of moving in

**87%**

New customers becoming involved with Thirteen

**23**

## Neighbourhoods

**93%** of new tenants contacted within 5 working days

**94%** tenant visits within the first 4 weeks of tenancy commencement



**517** estate inspections carried out

Tenant satisfaction with support, advice and assistance provided by New Home Advisors

**9.4 out of 10**



**85%** tenant satisfied or very satisfied with their neighbourhood as a place to live



**85%** tenant satisfied or very satisfied with the service provided by Thirteen



**89%** tenant satisfied or very satisfied quality of their home

## Neighbourhoods

We have held a number of action days in communities across the Tees Valley to tackle a wide range of issues on our estates.

Neighbourhood officers work together with staff from across Thirteen and other organisations, including Cleveland Police and local councils, to visit the estates as part of a day of activity.

Thirteen's staff have used the action days to: visit people alleged to be causing anti-social behaviour carry out litter picks remove large household items such as sofas and electrical equipment help customers sign up to our self-service website make sure all of our customer information is up-to-date refer tenants to our other support services.

## Lettings

The first residents were welcomed to Thirteen's affordable housing development on the Morley Carr site in Yarm. The properties are a mixture of two and three-bedroom affordable rent and shared ownership homes.

Shirley Wilson and her family were the first residents to move into their new home. Shirley said: "The team at Thirteen was really supportive and made the whole process straightforward. Our old house was damp and cold but the Morley Carr property is cosy and dry; we're so glad to have moved in before winter properly sets in"

## Lettings

**FOR RENT**

**4,526** homes rented

Tenant satisfaction with new home

**9.2 out of 10**

## Rents and income

In 2016 we launched Thirteen's self-service website, which allows customers to pay their rent online, giving more choice for ways to pay and manage their rent accounts. Almost 3,000 customers are using the self-service site to do a whole range of things such as view their rent account and payment history, report home repairs and update details about their tenancy.

To help with the implementation of Universal Credit in Hartlepool, we employed specialist staff to give customers help and advice with their UC claims. The 'full service' UC was rolled out in Hartlepool in December 2016 and our new staff will continue to guide customers as UC rolls out in Middlesbrough and Stockton next year.

## Rents and income



**19,917** customers with clear rent accounts



**11,502** accounts in arrears at the end of the year

**2,816** notices served for rent arrears

## Value for money



Examples of savings we've made in service areas across Thirteen

**£1.2m**

saved from reviewing heating systems in high-rise blocks

Re-scheduling work at Portland House and Milford House resulted in reduction of proposed expenditure of

**£1.2m**

Review of key components specification led to savings for our investment programme of

**£732,000**

**£861,000**

saved from reviewing adaptations service and recycling equipment where possible



**£987,000**

saved by outsourcing the management of stores and reviewing the cost of materials

Total savings across all Thirteen services

**£18.8 million**

