

thirteen

Managing and building homes

Customer Annual Report

2024 - 2025



Hello and welcome



One of the standout moments this year was Thirteen achieving the highest possible regulatory judgement – C1/G1/V1. This outstanding result is a clear sign that our customers have a strong voice in helping to shape services and reinforces the importance of looking at how we can support further improvements together, to ensure that services meet customers' needs.



Welcome to the customer annual report 24/25, created for our customers.

As a Thirteen customer, just like you, I'm really proud to share with you how much has been achieved together this year, and how your voice continues to shape the services to make them even better for customers.

In this report you'll find updates on Thirteen's performance and the ways that our involved customers have continued to drive service improvements. I'd like to reflect on some of my personal highlights and say thank you to the customer engagement team for everything they do, and to all of our involved customers for their dedication and commitment. Your efforts have helped to make a lasting, positive impact for everyone living in a Thirteen home.

As Chair of Thirteen's customer involvement framework, I'm proud to see the work our involved customers are doing to review, challenge and give feedback on the organisation's services and performance.

I want to take the opportunity to remind everyone just how important it is that we provide feedback to Thirteen. Whether that's sharing your views online, attending events or feeding back on policies and getting involved in projects, your input is invaluable.



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Since the new consumer standards were introduced, it's felt more important than ever for customers to be involved. And there are now even more ways to do just that, whether it's feeding back on services, sharing ideas or getting stuck into projects that really matter to you.

New customer groups

That's why it's been great to see two new customer groups launch. A repairs group, to help shape how day-to-day repairs are delivered, and an investment group to influence how and where Thirteen invests in homes. Both groups have already made a big impact and it's great to see more involved customers being a part of the journey.

A personal highlight for me was the launch of the brand-new Hartlepool Touchpoint store, following the success of last year's pop-up. It's brilliant to now have a permanent space for customers and the community to drop in for support and advice.

Complementing this is the fantastic new mobile Touchpoint van, which is helping even more people across our communities connect with Thirteen and providing help and support for customers in a more convenient way.

I'm proud to be part of the Stop Stigma in Social Housing campaign. It was a real honour to attend the Parliamentary launch and stand alongside others to challenge stereotypes and speak up for our communities.

One of the best parts of this year has been meeting so many of you at the customer open days. Hearing about your experiences, ideas and honest feedback face-to-face is what keeps us moving forward. Your honesty, passion and experiences genuinely shape the work we do.

Remember that being an involved customer doesn't mean giving up lots of your time. Even small bits of feedback really helps to make improvements. Your voice matters and I hope this report shows how much of a difference it truly makes.

If you'd like to get involved, please email customer.engagement@thirteengroup.co.uk or call **0300 111 1000**.

Val Scollen

Chair Thirteen Customer Involvement Framework and customer

The difference our involved customers are making

By getting involved in projects and consultations, our customers make a positive difference in communities and help to shape and improve the services you receive at Thirteen.



Recent projects

- **Consumer standards**

To help Thirteen stay accountable, a group of involved customers review how we are performing against the government-set standards that housing associations need to meet. Customers have gathered evidence by meeting with colleagues, job shadowing and mystery shopping, then presented this evidence to our board to demonstrate that Thirteen is compliant.

- **Monitoring complaints and performance**

Feedback helps us to understand what's going well and what isn't so that we can deliver the best service possible. Involved customers meet bi-monthly to look at the number of complaints we've received. They discuss with colleagues the reasons behind the complaints and what can be done to prevent them in the future. They also monitor the recommendations made by customers to make sure they have been actioned and responded to.

- **Helping to improve our repairs service**

The repairs customer group, formed last year, looks at repairs performance and provides valuable feedback to help shape the service. Meeting quarterly with the repairs team, they've made 11 recommendations so far to improve services for customers.

- **Young people influencing our services**

Young people have an important role in shaping the future of our communities, so we want to make sure their voice is heard. To help with this, we set up a group last year for young people aged 16-25 who live in a Thirteen home or neighbourhood. Recent projects include providing feedback about the promotion of Thirteen on social media, as well as the launch of our mobile Touchpoint van.

- **Selective grass cutting**

Changes to leave some green spaces uncut during summer were supported by a group of our involved customers, who welcomed the environmental benefits and biodiversity improvements this approach offers.

- **Shaping the look of our mobile Touchpoint**

Working with our communications and marketing team, our involved customers helped shape the design of our mobile Touchpoint van, a new initiative which is helping us to speak to more people in our communities.

- **Feedback on gas servicing communications**

Involved customers reviewed and suggested some changes to our gas servicing letters. Their input led to improvements such as clearer appointment details, removal of red lettering and additional information about gas and carbon monoxide to help highlight the importance of the checks.

- **Supporting a domestic abuse campaign**

Looking at how we promote our support services was a key focus of this project. Involved customers provided thoughtful feedback to help make sure that anyone experiencing domestic abuse knows how to access support safely and discreetly.

- **Updates to our hardship fund**

Recent updates to our hardship fund were shaped by customer input. They provided feedback about how the funding should be distributed, making sure it reaches customers who need it most.

- **Customer involvement open days**

Open days are a great opportunity for people to meet the team and learn more about becoming an involved customer. This year, we took our mobile Touchpoint on the road for the first time, helping us speak to more customers about how they can give their feedback and help to shape services.

Community fund

Thirteen supports projects which make a positive contribution to the wellbeing and sustainability of our neighbourhoods by offering grants of up to £600. Our involved customers regularly meet to review applications and decide which projects to fund.

Green Gates Academy

Supporting the creation of a sensory garden to benefit students with social, emotional and mental health needs, offering a calming and enriching space to learn and play.

Welcome Foundation

Funding services that support refugees, asylum seekers, homeless individuals, and migrant workers in the North East, including hot meals, food hampers, live music, advocacy and translation.

Doorways Middlesbrough

Helping to cover food costs for a community café that provides support and meals to rough sleepers and people facing financial hardship.

Community Public Access Defibrillators Ingleby Barwick Fund

Providing equipment for public events, including speakers and microphones, to raise awareness and support fundraising initiatives like Siren Fest 2024.



Hear from our customer committee

Our customer committee reports to the Thirteen board to make sure services are influenced by customers and that they meet customers' expectations.

As part of its role, the committee looks at Thirteen's recent feedback and performance information to give its perspective on the services and business decisions that have an impact on customers.

Val:

"I am happy to have a voice for the involved customers. It's nice that the customer committee is learning more about what involved customers do. We have four meetings each year and sometimes meetings in between. We also go on tours to different Thirteen homes and communities. I think we have come to understand what Thirteen is all about."



Dawn:

"I enjoy it, it's fun. We get to talk about lots of different topics to learn what the business is doing. It's helped me in my professional development, and I've made new friends."



Winsome:

"It has been a good year for Thirteen. We have seen the impact that the customer committee has made, being paramount in shaping the services offered to our customers. Achieving our first customer rating was a great recognition. It enhances the fact that Thirteen does listen to customers and are genuinely concerned about services offered and the effectiveness of what is being delivered. I am looking forward to the continued growth of the customer committee."



Challenging stigma together



This year, we took a powerful step forward together by putting stigma under the spotlight, with the voices and lived experiences of our involved customers.

We've opened up conversations, challenged assumptions and listened to stories that needed to be heard, as we began working with Stop Social Housing Stigma on a campaign aimed at restoring pride in social housing.

The campaign, which launched last year at the Housing Community Summit in Liverpool, by the tenant-led campaign group Stop Social Housing Stigma (SSHS), has developed a Tackling Stigma Journey Planner.

The journey planner has been put together in consultation with tenants and landlords, and sets out a framework to tackle stigma.

It consists of train tickets – a set of commitments that will help the organisation to board and remain on the tackling stigma train.

Our customers have already played a vital role in helping to challenge stereotypes and shift mindsets. Some attended the Parliamentary Launch of the Stigma Journey Planner – a powerful and inspiring event, which brought together residents and sector leaders, who are focussed on driving change.

We've set up our new stigma customer group, made up of six customers and colleagues. They're looking at how stigma affects our customers and what can be done to make a difference. They'll be using our Involvement Framework covering areas such as the consumer standards to assess the extent to which customers are already involved in decision making and where improvements can be made.

We'll continue to work closely with the SSHS group as well as other housing associations, organisations, such as contractors, and tenants.

We're pleased to share insights from two of our involved customers, who are playing a key role in the group and helping to shape the conversation around stigma.

Hear from Katie

"This is something that really interested me, especially how stigma may affect customers and I wanted to be involved in helping make improvements.

"I've had some great opportunities to contribute in a positive way. Tackling stigma is so important. We've seen national tragedies linked to stigma in social housing, and it's vital we address it as a whole. Everyone should feel valued and respected as a customer."

Hear from Jacqui

"While I don't have a great deal of experience with stigma in social housing, I know people that do.

"Being in an age group that can be stigmatised, and drawing on my work experience in mental health and learning disabilities, I want to help ensure that people in similar situations don't face stigma either. I'm passionate about being a part of the solution."

To support our journey with stigma please contact **customer.engagement@thirteengroup.co.uk**, call into one of our Touchpoint stores or call us on **0300 111 1000**.

**Scan the QR code
to watch more**



Customer involvement



We work closely with customers who have first-hand experience of our services to bring fresh ideas and find new ways to improve our homes, neighbourhoods and opportunities for everyone.

Our customers help us review how we’re doing, give feedback on our services and performance, and share their views on our policies and strategies to make sure we’re doing the right thing and meeting regulations.

Customer involvement	
Thirteen's community fund invested	£51,995.71
Number of community groups helped	89
Number of hours volunteered by involved customers	1,541
Involving customers	
Number of involved customer meetings held	89
Number of policies consulted on	5
Number of surveys carried out	13
Number of services changed or implemented as a result of customer involvement	21
Number of consumer standards tested, and assurance given to the board we are compliant	4

“It’s been great to be involved in the planning of the investment work where I live, and to feel like my suggestions have really been listened to. These improvements are so important to me and everyone who lives here and I can’t wait to see how much of a difference it will make to the area.”

Martin, involved customer, Middlesbrough

Customer service standards

We are committed to delivering a great service. As part of this commitment we have worked with our involved customers, who have helped us shape and update service standards to continue to focus on what matters to customers.

The updated service standards complement the consumer standards and Tenant Satisfaction Measures, helping to give customers more information about the way that we provide services in a number of areas.

Customer service standard	Target	Result 2024/25
Every service will carry out an annual equality impact assessment	100%	100%
All customers requiring accessibility support will be offered a dedicated appointment	100%	95.20%
We will complete repairs first time	90%	96.13%
Referrals to the employability service will be contacted by an employability caseworker within three working days of referral	100%	98%
We will offer an appointment for repairs when you first contact us. If this is not possible at that time we will follow up your contact to confirm a date and time	100%	97%
Should you wish to move we will arrange an appointment to discuss housing options within five working days of you telling us	100%	100%
We will provide adaptations and commit to spending £1m each year	£1m	£1,341,739
All incidents of ASB reported to Thirteen will be acknowledged within one working day with an initial response	100%	100%
We will aim to respond to all stage one complaints within five working days. We work to resolve issues quickly but for those more complex complaints we can take up to 10 days in agreement with the customer	100%	98%
We will aim to have properties ready to let from the previous tenant within 30 days on average (excluding those with major repairs)	30 days average	31.62
We will contact customers four weeks prior to the end date of their tenancy	100%	69.55%
Translation services will be available 365 days a year for residents that need support	365 days	365 days
A relevant building safety customer engagement plan is in place for 100% of customers	100%	100%
All serious cases of ASB that are reported (domestic abuse, hate crimes and serious issues of safety) will be responded to within one working day	100%	94%
We will treat all customers with fairness and respect. We measure this against the number of stage zero - two complaints about fairness and respect	0%	0%
We will acknowledge all stage one complaints within one working day	100%	100%

For more information and how we are improving you can visit our website www.thirteengroup.co.uk/service-standards

Customer satisfaction with services



When I had a repair to clean the filter in my shower, the operative was thorough and made sure the shower was running and draining away properly. As I have sight loss, he asked if I was happy for him to check my home for damp and mould. I was very happy with the service.

Denise, involved customer, Thornaby

Your feedback helps shape the services we provide. We measure satisfaction by asking customers to share their thoughts on our service standards, and we compare these against our own targets so we can track how we're doing over time.

We gather feedback in lots of ways – from quick one-off surveys to more in-depth research so that we can keep improving.

Customer satisfaction with services

% of customers satisfied with our services	90%
Customer net promoter score	77

Repairs in customers' homes

We carry out a wide range of repairs to keep homes in good condition. Our skilled teams include plumbers, electricians, plasterers, bricklayers and gas engineers – all working together to keep homes safe, warm and well-maintained.

We've continued to improve our repairs system so we can prioritise jobs more effectively, deliver a great customer service and keep satisfaction high.

Repairs in customers' homes

Number of repairs completed including emergency and call outs	162,357
% of repairs completed on first visit	96.13%
% customer satisfaction with our repairs service	90.7%

Adaptations

Adaptation jobs completed	9,402
Stairlifts	94
Ramps	137
Specialist toilets	12
Level access showers	69

Access to properties

We ask customers to be at home for their appointments. When appointments are kept, it helps us to complete the work on time. We've listened to customer feedback, and we offer flexible appointment times to make it easier to find one that works for you.

Access

Number of no access properties (total repairs)	34,802
Total no access cost	£903,788

Supporting our customers



Employment support

We offer free employability services to help our customers and the wider Tees Valley community – whether that’s to find work, gain skills or boost confidence. We support people who are not in employment, education or training, and those who are looking for their first job, a change in career, more hours or training.

Employment support	
People helped into employment, education or training	865
People helped who are Thirteen tenants	531

Tenancy support	
Number of customers supported by the tenancy support team	1,514

Tenant Satisfaction Measures

Feedback from our customers is important to everyone at Thirteen. It's important that we gather feedback so that we know what we're doing right, what we're getting wrong and where we can improve.

In April 2023 the Regulator of Social Housing introduced performance measures called Tenant Satisfaction Measures. These measures aim to hold housing providers to account for their actions and give customers greater visibility of their performance.

There are 22 measures in total and all social housing providers must report on them.

The measures are split into two parts:

- Customer perception survey measures collected through surveying customers directly.
- Performance measures collected through management performance information.

The tables show how we performed throughout the year:

Tenant Perception Measures (TSMS)	Rental properties	Low Cost Home Ownership
Proportion of respondents who report that they are satisfied with the overall service from their landlord	77%	57.2%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	79.2%	N/A
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	74.2%	N/A
Proportion of respondents who report that they are satisfied that their home is well maintained	78.9%	N/A
Proportion of respondents who report that they are satisfied that their home is safe	82.6%	84.1%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	69.9%	54.2%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	75.0%	61.3%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	80.8%	66.9%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	39.2%	30.6%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	75.0%	61.3%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70.8%	55.0%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	65.7%	46.7%

Complaints	Rental properties	Low Cost Home Ownership	Combined
Number of stage one complaints received per 1,000 homes	57.7	78.6	N/A
Number of stage two complaints received per 1,000 homes	6.3	10.8	N/A
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	97.7%	97.5%	N/A
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	93.9%	100.0%	N/A

Anti-social behaviour	Rental properties	Low Cost Home Ownership	Combined
Number of anti-social behaviour cases opened per 1,000 homes	N/A	N/A	83.5
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	N/A	N/A	1.5

Building safety	Rental properties	Low Cost Home Ownership	Combined
Proportion of homes for which all required gas safety checks have been carried out	N/A	N/A	99.9%
Proportion of homes for which all required fire risk assessments have been carried out	N/A	N/A	100.0%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	N/A	N/A	100.0%
Proportion of homes for which all required Legionella risk assessments have been carried out	N/A	N/A	100.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	N/A	N/A	100.0%

Decent Homes Standard and repairs	Rental properties	Low Cost Home Ownership	Combined
Proportion of homes that do not meet the Decent Homes Standard	0.0%	N/A	N/A
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	77.2%	N/A	N/A
Proportion of emergency responsive repairs completed within the landlord's target timescale	95.3%	N/A	N/A

For more information on Tenant Satisfaction Measures and how we collect our data, please visit www.thirteengroup.co.uk/page/tenant-satisfaction-measures

Improving neighbourhood services



ASB (Anti-social behaviour)

We're committed to creating neighbourhoods that people are proud to call home. Working with our partners, we're committed to taking action to tackle anti-social behaviour and make it as simple as possible for customers to report issues so they can be dealt with quickly and effectively.

ASB	
New cases of anti-social behaviour	3,068
Number of anti-social behaviour cases closed	2,918

Improving neighbourhood services

We're working hard to make our estates welcoming places to live. Our teams work closely in communities, tackling issues, listening to feedback and making improvements that really matter to you.

We regularly carry out estate walkabouts and you're welcome to join us to talk to us and help make our neighbourhoods even better.

Improving neighbourhood services	
Number of housing services coordinators managing homes	121
Number of fly tipping jobs	2,628
Number of graffiti removal jobs	138

Touchpoints



It's important to us that our customers receive the same quality of service, no matter where and how they come into contact with us.

We've continued to invest in our 'Touchpoints' programme, expanding our high street presence with more stores and a new mobile van to reach the wider community. We've improved our self-service platform, My Thirteen, and we've made it easier to reach us - whether that's through our call centre, email and social media. These channels make our services more accessible, direct and convenient.

Dealing with complaints

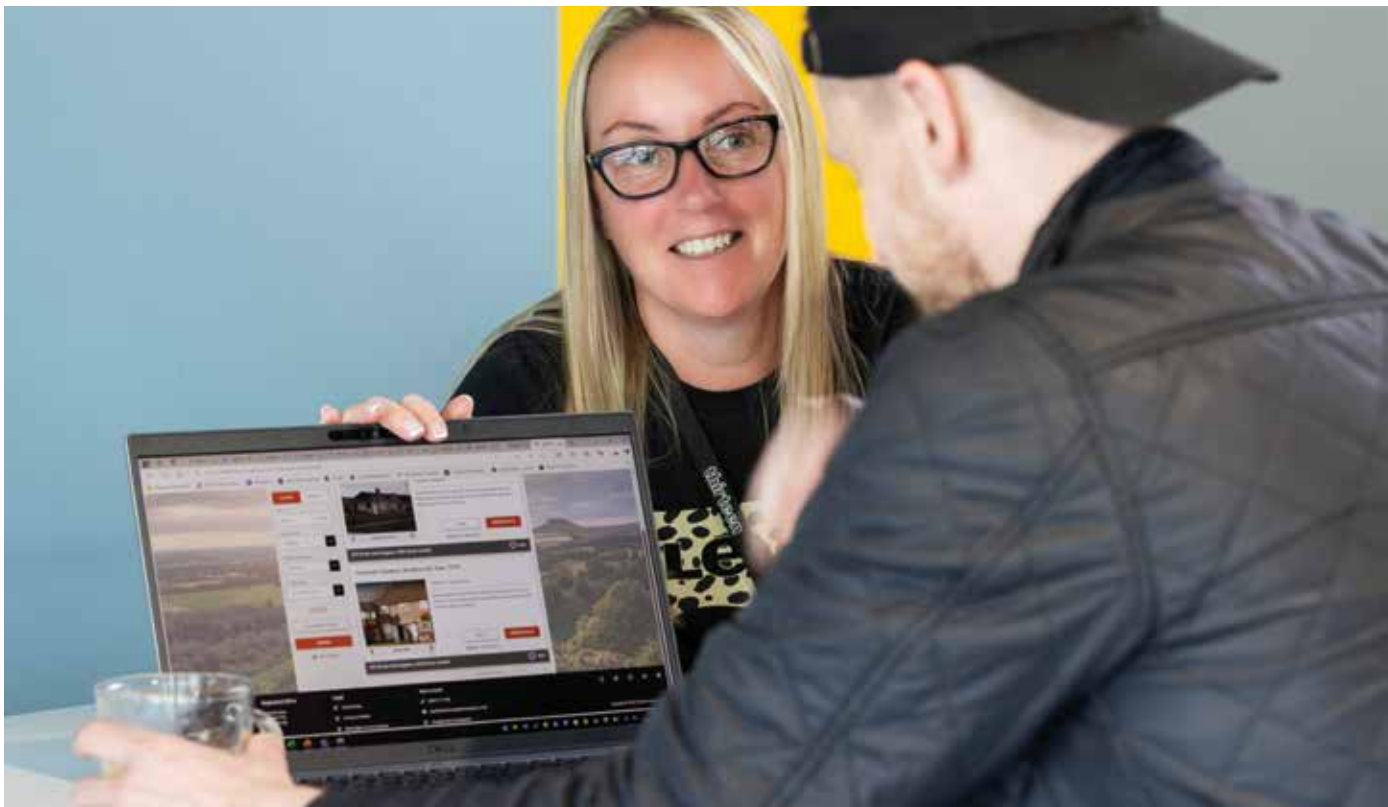
We're committed to resolving every complaint fairly - and we work hard to make sure the same problem doesn't happen again.

While we've fallen short of our annual target, we've been learning from complaints and why they've happened to improve the way we work and prevent repeat issues.

Touchpoints	
Number of customers signed up to My Thirteen last year	9,949
Number of customers signed up to My Thirteen in total	64,871
Number of calls answered	344,147
Average call waiting time (minutes)	1:13
Total footfall at all stores	24,137
Total number of customers who have received telephone appointments from Touchpoint store	654

Dealing with complaints	
Number of complaints received	2,379
% of complaints responded to and resolved within our target of five days	98%

Lettings



Lettings

We offer a wide range of homes to rent to suit our customers’ needs. This includes new homes for affordable rent, as well as existing homes across our communities.

Lettings	
Total number of properties let to customers	3,090
Number of general needs properties let to customers	2,261
Number of extra care properties let to customers	100
Number of supported housing let to customers	114
Number of homes for older people let to customers	195
Number of properties let to shared owners, leaseholders and bespoke properties	420

Rents and income

We’ve introduced new ways to pay rent and other charges to make it as easy as possible for our customers. We’re here to provide extra support for anyone who needs it.

Rents and income	
Number of notices served for rent arrears	2,406
Percentage of rent collected	99.3%

Leaseholders

We own and manage a range of leasehold properties, including shared ownership homes and garages.

Leaseholders	
Number of leaseholders	753
Number of shared owners	1,606
Number of leasehold schemes for the elderly/older person shared ownership	146

Supported housing services

We provide housing and support for vulnerable people and support them to help improve their quality of life.

This includes extra care and sheltered housing, homeless support, help for ex-offenders, people with mental health needs, those recovering from substance misuse and women and young people.



Support services	
Number of people helped by support services	10,992
How many customers our care and support services worked with in 24-25	
Sheltered housing, extra care and older people	3,024
Ex-offenders (Ministry of Justice support service)	4,598
Ex-offenders (Future Steps)	155
Employment support	1,141
Homelessness prevention (Key Steps)	75
Domestic abuse support	19
Homelessness prevention in Sunderland (Rough Sleepers Accommodation Programme)	42
Refugee resettlement support	262
Support for young people and parents	162

Home safety



Keeping our customers safe is our top priority. From carrying out essential checks in customers' homes to sharing advice and safety tips, we're committed to making sure everyone feels safe.

We meet all legal safety requirements covering the 'big six' areas – gas and electrical safety checks, fire risk assessments, lift and water management and asbestos safety.

Customer feedback has continued to shape our approach to building safety and we've made changes to improve our services and ensure that customers are safe in their home.

You can also see how we're performing in the Tenant Satisfaction Measures on page 12.



Gas and electrical

- We completed over 30,324 gas safety checks to ensure our customers' boilers and heating systems are working safely and efficiently.
- We completed 25,266 gas repairs and 22,284 electrical repairs.
- We're updating the way we manage electrical testing in line with the government's new plans to introduce mandatory five-year checks. This is a positive step for safety and we're using it as an opportunity to improve how we work.
- We've been working behind the scenes to align our electrical testing process with our existing gas servicing process so that we can offer greater flexibility with appointments to better suit our customers.



Fire risk assessments

- Over the last year we've carried out 599 fire risk assessments and we've continued to deliver our programme of fire door safety checks in our high-rise buildings.
- As part of our resident engagement programme, our building safety team has delivered a number of safety campaigns to ensure customers understand more about fire safety and the ways to stay safe in their home. To build on future campaigns the team has been speaking to customers to gather their feedback to help us tailor our approach to suit our customers.



Water hygiene

- We remain fully compliant with water hygiene checks across all communal areas.
- Risk assessments are carried out in empty homes before new customers move in, and we monitor the flushing of water systems in both homes waiting to be re-let and in shared spaces such as cleaners' cupboards and guest rooms.
- Updated safety information is also included within our new customer starter packs.



Lifts

- We regularly inspect all lifts to ensure they're safe for our customers. To make sure customers are updated we use text messaging and electronic notice boards to share information quickly if a lift is out of service.
- We also meet regularly with our lift contractor to review performance and address any issues.



Asbestos

- We are fully compliant with asbestos regulations and carry out regular re-inspections of communal areas.
- Surveys are also arranged where necessary in homes before any refurbishment or intrusive work begins, to identify and safely manage any asbestos that may be present.

Investment in homes



We’re committed to continually investing in our homes. Customers play a key role in this through our investment customer groups, which looks at areas like customer service, carbon reduction and health and safety.

Hearing from our customers means that they have an active part in shaping our plans now and in the future, and they’re at the heart of what we do.

Investment in homes

From April 2024 to March 2025, we invested **£114.1m** on improvement and maintenance of our homes, including replacing kitchens, bathrooms, boilers, windows, doors and roof improvements.

Investment in homes	
Total investment in improvements	£59.7m
Number of new kitchens installed	657
Number of new bathrooms installed	55
Number of new boilers installed	484
Number of new windows installed	371
Number of new external doors installed	176
Number of new roofline installations	879

Developing new homes



Developing new homes

Providing new homes is one of our priorities. Our development strategy focuses on making sure that local people and families have the homes they need.

Developing new homes	
Amount invested building new homes	£135.6m
Total number of new homes built	650
• Number of social rent	37
• Number of affordable rent	347
• Number of shared ownership	266

Value for money

We're committed to providing value for money and maximising the social impact of our resources and investment, because we want to make sure we can invest in providing more new homes, improving existing homes and delivering high quality services.

Value for money	
Total savings across Thirteen's services	£5.4m
Savings as % of social housing turnover	3.5%

Energy efficiency and recycling



Energy efficiency improvements

In the last year, we carried out energy efficiency improvements to some of our homes, from installing new technology to improved insulation.

Energy efficiency improvements	
Number of air source heat pumps installed	0
Number of properties that have had their lofts insulated	771
Number of properties that have had cavity wall insulation	0
Megawatts generated by Solar PV systems	944.5



Recycling at the Thirteen Recycling Centre (TRC), Billingham

We are committed to reducing our carbon footprint and part of that is a focus on how we manage waste. The figure below shows how many tonnes of waste were reclaimed at the TRC.

Recycling at the Thirteen Recycling Centre	(tonnes)
All waste	3,010



About the Annual Report

At Thirteen, we've been working to help improve the lives of people in our neighbourhoods for years.

We provide our customers with homes, support and opportunities to grow. As a not-for-profit housing association, we focus on delivering our charitable objectives of providing housing, care and support for those who need it.

We own and manage over 36,000 homes across the North East, Yorkshire and Humber regions, with over 1,600 colleagues providing services for around 100,000 customers.

Our strength, capacity and ambition to deliver what customers need means we can change things for the better.

This document gives you some quick and accessible information about the performance of Thirteen and some of the things we've done to improve our services between April 2024 and March 2025.

We also have more information about our performance and Thirteen's impact on the area on our website at **www.thirteengroup.co.uk/aboutus**

Would you like to get involved?

Getting involved with Thirteen means you can have your say about the things that matter to you the most as a customer. As an involved customer, you can help us to improve services and influence the decisions that affect your community.

E: **customer.engagement@thirteengroup.co.uk**

T: **0300 111 1000**

W: **www.thirteengroup.co.uk**

Get this information in a different format

We realise some customers may need this information in a different format. We can provide information in:

- A larger size
- Braille
- A different language

Arabic

للحصول على هذا المستند مترجمًا إلى لغة أخرى، يرجى التواصل عبر البريد الإلكتروني:
customer.engagement@thirteengroup.co.uk أو الاتصال على رقم الهاتف 0300 111 1000 شكرًا لكم!

Cantonese

如需將此文件翻譯成其他語言，請聯絡我們，電郵：

customer.engagement@thirteengroup.co.uk 電話：0300 111 1000 多謝合作

Kurdish Sorani

لهێق وەرگرتنی نهم به‌لگه‌نامه‌یه به زمانیکێ تر تکایه په‌یوه‌ندیی بکهن به ناوێشانێ نیمه‌یلی
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Polish

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