

# Neighbourhood update

This update gives Thirteen's customers details about what's going on in your neighbourhood and tells you about your local neighbourhood co-ordinator.

We hope the update is useful and helps you to find out more about the place where you live, and what Thirteen is doing to improve your area.



## New neighbourhood co-ordinators

We have been working hard over the past few months to change the way that our staff provide services for you.

We've changed the way we work to make sure that colleagues can better meet the needs of all our tenants and customers. As part of this, we've appointed new neighbourhood co-ordinators to manage a smaller number of homes than was managed by our previous neighbourhood officers.

Each of our neighbourhood co-ordinators now manage an average of 350 homes. This helps them to focus on providing our customers with a more personalised service, helping you with your home and tenancy.

Hopefully you'll start to see the benefits of this new way of working over the summer. As a summary, your neighbourhood co-ordinator will:

- help you to manage your tenancy
- help you with problems in your home and neighbourhood
- give you details about reporting home repairs
- help keep your neighbourhood safe and tidy
- deal with anti-social behaviour in the area
- deal with issues about benefits
- give you help and advice about paying rent and dealing with problem bills

- deal with empty properties
- help people to find new homes to rent or buy
- help if you're thinking about leaving us.

You can find out how to contact your neighbourhood co-ordinator in this update. Alternatively, your neighbourhood co-ordinator is often out and about in your neighbourhood, so please feel free to stop them for a chat.

You can also see your co-ordinator during one of their regular walkabouts in your neighbourhood. For more details, have a look at the estate walkabout page on [www.thirteengroup.co.uk/FindOutAbout](http://www.thirteengroup.co.uk/FindOutAbout)



## Looking ahead

Over the next year, Thirteen's investment programme is set to improve the quality of thousands of homes and the communities where our customers live.

£31m of improvements are planned which includes replacing over 450 kitchens, around 200 bathrooms, and installing new windows and doors in almost 1,300 properties. We'll also be working to help reduce our customers' fuel bills by installing around 1,300 new boilers, making homes more energy efficient and cost effective.

Altogether, over 4,000 homes will receive improvement work this year. We're also working on 40 development sites over the next nine months which involves either starting to build new homes, or handing over finished properties for our sales and lettings teams to manage.

### Plans in Middlesbrough

In Middlesbrough, we'll be working on:

- 74 homes in Ayresome that could include: kitchens, bathrooms, boilers, heating distribution, windows and gas fires
- 12 kitchens in Barrass Grove
- 177 homes in Berwick Hills that could include: kitchens, bathrooms, heating systems and windows
- 16 homes in College Road that could include: bathrooms, gas fires, windows, doors and roof and gutter work
- 7 homes in Colliers Green that could include: kitchens, bathrooms and boilers
- 101 homes in Netherfields that could include cloakrooms and heating systems
- 93 homes in Newport that could include: kitchens, bathrooms, heating systems, windows and doors
- 3 boilers and gas fires in Nunthorpe
- 519 homes in Pallister Park that could include: heating systems, roof and gutters work
- 16 communal upgrades in Penrith Road
- 91 homes in Phoenix House that could include: boundary and roof replacements
- 50 communal upgrades in Southwell Crescent
- 12 homes in St James Mews that could include: kitchens, windows and doors
- 6 boilers and heating systems in Stainton
- 415 homes in Thorntree that could include: bathrooms, heating systems and boundary work
- 54 homes in Welton House to include: fire safety and engineering works.

If your home is being updated throughout this year, we'll contact you to let you know about the plans. You can find out more about the maintenance process at [www.thirteengroup.co.uk/findoutabout](http://www.thirteengroup.co.uk/findoutabout)

## Useful services for you

As a Thirteen customer, you can benefit from a wide range of services that are designed to help you get the most out of your time with us. These include:

- **dedicated home repairs service:** our plumbers, gas engineers, builders and specialist tradespeople carry out a wide range of professional home repairs as well as a 24-hour call out service for emergency repairs.
- **money advice:** we help customers to get the most out of their lives by supporting them with money, benefits and debt management.
- **employment support:** if you're looking for work or training, our New Directions team can help.
- **self-service website:** customers can carry out a range of tasks 24/7 using Thirteen's self-service website. As well as other things, you can request repairs, pay rent online or view your account.
- **estate walkabouts:** join your neighbourhood co-ordinator and local councillor on a walk around your area to tell them about any issues on your estate.
- **anti-social behaviour support:** tell us about issues in your neighbourhood.

• **get involved to improve services:** you can become an involved customer and help to improve our range of services.

For more about our services:

call: **0300 111 1000**

visit: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)

email: [customerservices@thirteengroup.co.uk](mailto:customerservices@thirteengroup.co.uk)



**You said**  
Improve what Thirteen does in our neighbourhoods to ensure that people take more pride in their area.

**We did**  
We've made improvements in our neighbourhoods teams. We've employed neighbourhoods managers and neighbourhood co-ordinators to manage a smaller number of homes than previously and help tenants and communities to develop.

## Your neighbourhood co-ordinator

The neighbourhood co-ordinator for your area is **Yvonne Butler**.

You can get in touch to discuss the full range of issues about your home, tenancy or neighbourhood on:

- email: [yvonne.butler@thirteengroup.co.uk](mailto:yvonne.butler@thirteengroup.co.uk)
- phone: **07817 568 690**

You can also use the Thirteen website to find out all sorts of information to help you manage your home and tenancy at:

- website: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)
- self-service site: [www.thirteengroup.co.uk/selfservice](http://www.thirteengroup.co.uk/selfservice)

**You said**  
Build more affordable homes.

**We did**  
Last year, we built 300 new homes in the region. This year, we'll build 400 new homes to rent or buy-in-part through shared ownership.

## Achieving top marks

Earlier this year, Thirteen received top marks for the way we're managed from the Regulator of Social Housing.

The regulator spent time inspecting our business and assessing a range of issues including our approach to managing our money and the way we're organised.

The final report gave us the highest possible grade for governance (how we're managed) and the highest grade for viability (how we manage our finances).

**The information on these pages gives you more details about what we've done in your area in 2017-18.**

## Developing new homes

Developing affordable new and empty homes helps the area to develop overall. Over the year, we have identified land to develop 500 new homes. 92 of these have started on-site at Bishopton Road and 16 new affordable homes have been purchased direct from developers at Nunthorpe and Rose Cottage.

**Across Middlesbrough, in 2017-18:**

**500** new homes development land identified

**16** affordable homes bought

**92** on-site starts on new homes

**20** empty properties redeveloped in North Ormesby



## Investment in homes

In 2017-18, we spent £6,234,000 to improve homes throughout Middlesbrough. Across the region, we replaced 638 kitchens, 565 bathrooms and 2,797 boilers; more than 800 homes received new windows and doors.

We spent £5m on environmental improvements, which included boundary schemes and improvements to neighbourhoods for our customers and other people living around the homes we manage.

**In Middlesbrough, we installed:**

**146** new kitchens

**137** new bathrooms

**921** boilers

**259** windows installations

**23** door installatons



## You said

Deliver a new repairs system to improve response times and customer satisfaction.

## We did

We invested in a new repairs system that helps our customer service staff to provide a much faster response for tenants. More appointments can be made and customers can report repairs online.

## Repairs in customer homes

We carry out a range of repairs in our customers' homes to ensure they are kept safe and in good condition.

We have a range of skilled staff including plumbers, electricians, plasterers and bricklayers to maintain and repair homes, together with gas fitters who service and repair heating systems.

**Across all the homes we manage:**

**86,129** repairs were completed since October 17

**97.79%** repairs were completed on the first visit (since September 17)

Customers rated their satisfaction with our repairs services as **9.6 out of 10**



## You said

Provide more extra care schemes to support people with additional needs to live independently.

## We did

We opened four new extra care schemes providing 187 safe and secure homes for over-55s who need extra support.

## Customer satisfaction with services

Customer satisfaction levels help us to understand how effective our services are and where we need to improve. We carry out surveys to help us listen carefully to what our customers think, and:



**9 out of 10** customers said they are happy with the quality of their home

**9 out of 10** customers said that their rent provides value for money

Our customers rated their satisfaction with our gas services as **9.5 out of 10**

**Over 85%** of our customers would recommend us to others although we want to improve this even further.

## Improving neighbourhood services

Since the end of 2017, Thirteen has been working to change the way we work within our communities. Customers told us that they wanted our staff to be more visible in neighbourhoods, helping them to deal with the everyday issues they face.

To help us do this, we're working hard to put neighbourhoods at the heart of our business.

**In Middlesbrough last year:**

**58** estate inspections were done in our neighbourhoods

**1,124** new tenants were contacted within 24 hours of starting their tenancy

**1,153** tenants were visited within four weeks of starting their tenancy



## Working for you throughout the year

Customers are our priority and right throughout the last year, we've been working hard to provide you with the best possible services to help you in your life.

We've been involved in a wide range of projects and some of the highlights from the past year include:

- carrying out 500 estate walkabouts in our neighbourhoods

- spending £27m on internal and external improvements on homes

- introducing a new repairs system to provide a better service with more appointments available
- investing £25m to build 300 new homes across the region.

There's always more for us to do and we're working on new projects to bring you better services. To tell us about any issue about your home or neighbourhood, visit

[www.thirteen.co.uk/contactus](http://www.thirteen.co.uk/contactus) or call **0300 111 1000**.

## Employment support

Thirteen provides support for people aged 15 to 29 to find work, training and education. The New Directions service works with young people and businesses to match young people with jobs, apprenticeships, training and work placements.

The project helps young people to find placements and jobs, get information and support, develop skills and overcome barriers to getting jobs or training. **In Middlesbrough last year:**

**218** people signed up to the New Directions programme

**145** people received an offer of employment, apprenticeship or training

**140** people took up the offer of employment, apprenticeships or training



Recently, nine grounds maintenance technicians found work with Thirteen after starting with New Directions. The new team started work at the beginning of April to help with Thirteen's summer maintenance programme of grass-cutting, strimming, tidying and minor repairs to grounds.

## Money advice

Thirteen's Money Advice Team helps customers to manage their finances and make the most of their money. The team helps customers and tenants to:

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



**In 2017-18 in Middlesbrough:**

**648** money advice cases dealt with

**£2,049,774** benefits gained for claimants

## Supported living

We own and manage Extra Care and sheltered housing schemes across the North East and North Yorkshire which offer support for older and vulnerable people to live independently for longer.

Our schemes give customers privacy as well as care, helping them to have an active social life and remain at the heart of their community.

**Last year in Middlesbrough, we provided:**

**720** homes for people with medium to high level needs in sheltered accommodation

**20** homes for Chinese elders at Tai Hua Court

**141** major aids and adaptations projects in people's homes

**732** minor aids and adaptations

**110** Extra Care homes for older and vulnerable people across the town