

# Neighbourhood update

This update gives Thirteen's customers details about what's going on in your neighbourhood and gives you information about your local neighbourhood officer.

We hope the update is useful and helps you find out more about the place where you live, and how you can get involved in what's happening in your area.



## Neighbourhood officers

Thirteen employs neighbourhood officers to work in your community and deal with a whole range of issues that tenants might have.

Each officer covers an area that they know well and pays regular visits to your area to make it easier for you to contact them about issues such as:

- managing your estate - identifying problems and taking action
- helping you manage your tenancy
- involving you and other residents in managing your area
- attending residents' meetings
- working with partners to improve your neighbourhood
- telling residents about other organisations who can give advice and support.

## Changes to your landlord

At the end of June, your landlord changed to become Thirteen. The change has no impact on your rent, your rights as a tenant or the services you receive. We made this change to make it simpler for us to do business and allow us to invest more money in homes and neighbourhoods.

## Have you tried our self-service website?

Customers of Thirteen can carry out a range of tasks 24 hours a day, seven days a week using the self-service website. Instead of waiting for our call centre to open, you can use the self-service site to do things such as:

- request a repair and view your home's repair history
- link to pay your rent online
- report anti-social behaviour complaints
- view your rent account and payment history
- view and update your personal and contact details
- view details about your tenancy, add tenants and tell us if you want to leave your home
- send compliments, comments and complaints
- contact us for anything to do with your home or tenancy.

To use the self-service website, you'll need your tenancy number and an email address.

Scan the QR code or visit:

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



Alternatively, get in touch with your neighbourhood officer who'll be able to help or call **0300 111 1000**.

## Neighbourhood officers can help you access Thirteen's services, including:

- money advice – help with benefits and managing money
- help and advice about paying rent
- finding a new home – to rent or buy
- reporting repairs on your home
- reporting anti-social behaviour
- help for young people to find jobs or training
- care and support services.

Speak to your neighbourhood officer about these and any other service that Thirteen provides. Alternatively, for the full list of services visit: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)